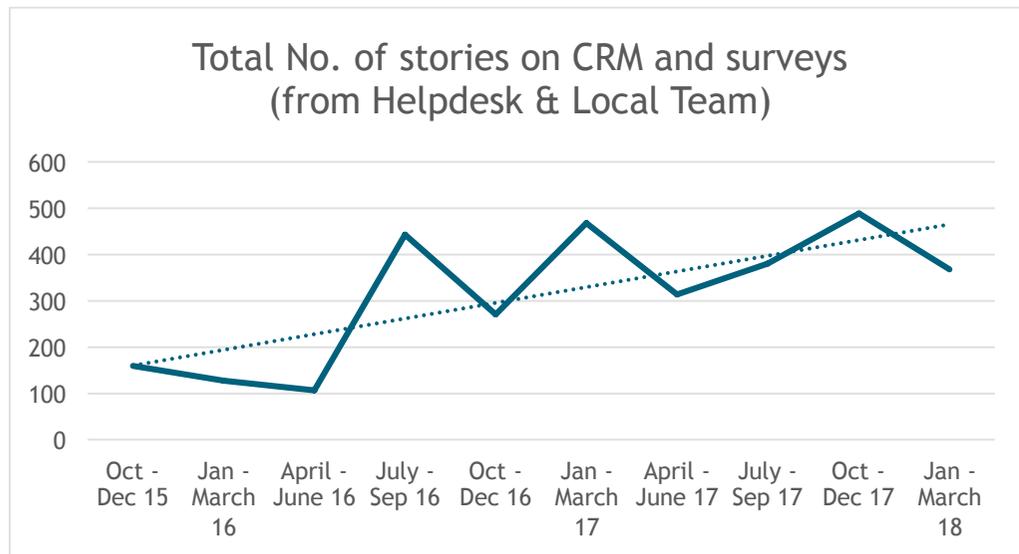


## Service and Activities Summary Data



This quarter saw a total of **368** useable experiences, which we are reporting on in our Insight and Evidence Report and project reports.

The insight through the CRM (306 stories) reflects that we were not on tour but is increasing in terms of regular insight. Our work is also generating a raise in calls to the Helpdesk. It should also be noted that the complexity of the calls has increased.

In addition to the recorded stories, we generated a further 62 survey responses for *What should we be focused on*, the findings of which we have included in our Insight and Evidence Report.

	Information and advice (all channels)				
	Jan - March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017	Jan - March 2018
Number of contacts to Helpdesk	278	276	302	305	320*
People signposted to IHCAS	39	33	26	26	27
People signposted to others	91	60	82	88	124
Number of stories/accounts recorded on CRM by Helpdesk	110	101	106	98	121

	Public Engagement				
	Jan - March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017	Jan - March 2018
Number of people engaged with (face-to-face and via communication Channels)	90,311*	140,857+	79,114	30,000+ (direct publications)	20,942 #
Number of occasions for influencing or raising awareness via engagement	287	313	269	200	168
Number of stories/accounts recorded on CRM and surveys by Local Team	358* Littlehampton Listening Tour	213	274	391* Rural Sussex Listening Tour	185

We have now signed up 9 local clubs or groups to our *It Starts with You Network*.

# We have only included direct Healthwatch West Sussex promotion in this figure and there has been a significant drop in social media coverage but not the quality of posts, this was due to changes within the team. We continue to improve our followers through social media and have received very positive feedback on the updated design and content of social media posts and designs.

**We have plans to address the volume raise amongst the local population in 2018-19, with a focused proposal to generate greater reach, with particular emphasis on young people and working age people.**

In addition to the direct publications we have increased awareness of Healthwatch through featuring in the Health and Wellbeing Board newsletter (which published a Healthwatch article) and this would have gone to a large number of recipients. Our newsletters were also featured in the e-news from all the Clinical Commissioning Groups and CVS in West Sussex.

**During this quarter:**

- 820+ people were engaged with face-to-face (previously 1170) or through personal contact. 72 events/activities attended or held (previously 70).
- 3028 receipts through heads-up (previously 2981).
- Social media posts:
  - Facebook - 59 posts reached 8,910 (compared to 62 posts reached 19,848 people) plus postings in response to others. 248 Facebook followers (up by 10).
  - Twitter 26 posts 6,605 impressions (compared to 20 posts 4,907) and 1561 followers (up from 1545).
- Website: 8 news articles posted. 1579 visitors to our website (increased by 40%). Weekly average number of visitors to website is 131.

	Raising Awareness				
	Jan - March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017	Jan - March 2018
Total number of Healthwatchers	785	940	994	990	1,062

PLEASE NOTE: we expect this number to drop considerably in the next quarter due to the introduction of the General Data Protection Regulation (GDPR) and how we are required to approach people to see if they wish to continue to receive our newsletter, etc.

	Volunteer activity				
	Jan - March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017	Jan - March 2018
Volunteers	55	61	36 #	38	41
Roles covered by volunteers	77	85	93	95	99
Volunteering interactions (meetings, events)	143	251 ^ PLACE	153	56	72
Volunteer support hours	299	511 ^ PLACE	315	270	304
Healthwatch Board Independent Directors*	226	222	246	262	274
Estimated value of volunteers **	£17,280	£21,320	£18,600	£18500	£19,780

# We carried out an annual review of our volunteer database and have only included individuals who have been able to actively volunteer for Healthwatch in the last 12 months. We are now starting to build up the number of proactive volunteers support the Healthwatch West Sussex work.

\*\* Estimate based on £20 per hour for volunteers who usually work at a high level and £50 per hour for Independent Director volunteers.

The volunteer team has carried out only one *Enter and View* hospital visit, as February's planned visit was cancelled due to snow conditions. In addition, the team has carried out three PLACE visits (involving 11 authorised representatives) during the quarter and the Board will hear a separate account of the impact this has.

[Enter & View Hospital Visit - Bognor War Memorial \(January 2018\)](#)

	Independent Advocacy (IHCAS)				
	Jan- March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017	Jan - March 2018
One off acts of assistance	39	43	30	42	71
New enquiries	79	51	58	49	59
Cases resolved	64	20	53	20	62
Cases ongoing	78	86	91	98	84

### During this quarter:

- The team continue to work on several documents to improve our self-help offer to local people.
- Because of raising concerns about a Sussex Partnership Foundation NHS Trust service, Ben attended the first of the Task and Finish Group meetings and the second, after work has been progressed will take place in June 2018. As part of this work we will report on the concerns, work and what has changed.
- As part of our improving complaints support work we have:
  - Followed up concerns over Duty of Candour with Western Sussex Hospital NHS Foundation Trust and produced a [Case Study](#) show the changes that have been made.
  - Used insight from a Local Resolution Meeting and submitted a report and recommendations to Western Sussex Hospitals NHS Foundation Trust that is linked to their Aggressive Patients Policy and implementation of the Accessible Information Standard. We will report any changes through a case study after June 2018.
  - We have escalated concerns this quarter about a GP practice to regional CQC team and this practice is going to be inspected later this year.

## Reports and Publications

We have published the following reports:

[GP Enter & View Visit Programme Lime Tree Surgery \(visited in 2017\)](#)

[111 Survey Report \(January 2018\)](#)

[Final Report into the People with Lived Experience of Mental Health project \(February 2018\)](#)

We have also produced the following resource: [Healthwatch Engagement Toolkit Listening Tours](#) which has approved and endorsed by Healthwatch England.

As part of the development of the priority proposals, being discussed by the Board at the public Board Meeting on 10 May, we ran a survey to ask local people what we should be working on during 2018/2019 and the result of this have been included in our Insight and Evidence Report (January to March 2018).

## Communications

Alongside our daily programme of Social Media communications, our “Heads up” briefings are sent on second Wednesday of each month:

- [Heads-Up January 2018](#)
- [Heads-up February 2018](#)
- [Heads up March 2018](#)

## Additional projects

We worked on some additional projects during this quarter:

- 1) A collaborative project looking at the challenges local people experience through the **financial assessment process** (which is now carried out by Capita) to see if they can contribute towards the cost of adult social care. We are working with Carers Support West Sussex; Headway; Impact Initiative; SEAP and aim to have a report ready for May 2018.
- 2) GPs appear to have stopped routine **Ear irrigation (syringing)** and we have received insight on the impact and confusion this has caused local people. This has become a *Hot Topic* and an overview of the operational work to influence change has been shared with the Board.
- 3) We had a good variety of local engagement, focusing on establishing links with community clubs and groups. Sophie is focusing on making links with Coastal based **youth** groups in preparation for working with young people in the next financial year.
- 4) Local Healthwatch, include from West Sussex have met a couple of times this quarter with the Chair of the **Sustainability and Transformational Partnership (STP)** for Sussex and East Surrey and have sought to influence for greater public and patient engagement both locally and across the STP. An update on progress has been included in our Insight and Evidence Report. We will also be attending the workshops to discuss how local people and communities will be involved in *Tranche 3 [Clinically Effective Commissioning](#)* which starts on 24 April.

## Finance

The Finance and Performance sub-committee of the full Healthwatch West Sussex Board met on Monday 30 April to review detailed Finance Reports for Q4 and End of Year (2017/18).

Core contracts for Healthwatch and Independent Health Complaints Advocacy and the day to day operations of the CIC continue to be delivered to plan and budget. All historical VAT issues are now resolved.

Urgent Care/111 Regional engagement project and the People with Lived Experience Mental Health Alliance contract is complete.

Social Enterprise work continues with contracts with Coastal West Sussex CCG for Local Community Network Development support and Better Births Programme support.

Sub committee also reviewed the performance metrics included in this report and agreed changes to the format of our Risk Register.

## Looking forward:

### Local Service Development

**Local Community Networks** project - work with **Coastal West Sussex CCG** to co-design of an engagement framework to include public representation. Work is now underway. Anna Hayward is delivering much of this project, on behalf of Healthwatch West Sussex. Estimated scheduled for completion June 2018.

Following on from our feedback on the plans for engaging with parents across Sussex to inform the work of the **Better Births Programme** Sally Dartnell has taken part in two or the three leadership events linked to this programme, with the third on 3<sup>rd</sup> May. This is an opportunity for us to influence and inform clinicians and senior leadership to improve the way they listen to local people and use this insight to inform service changes.

Following the Board's acceptance or amendment to the **proposed priorities for the next 18 months**, the operational team will develop project plans for the work to be undertaken.

**STP** - following the scheduled Governance Structure review, the STP Programme Board will be replaced with a quarterly **STP Systems Forum** providing a forum for health and social care leaders to engage on the STP. It will be a conduit to receive advice on STP-wide and/ or place-based proposals prior to any formal consultation. The forum will also be a channel to receive feedback on the potential impact of the STP operations on the communities it serves. Local Healthwatch will be part of this forum.

Healthwatch West Sussex will be meeting with **Horsham and Mid Sussex, Crawley and East Surrey CCGs** on 10<sup>th</sup> May to support future stakeholder engagement plans.

## Issues and Concerns

We have escalated local concerns to the Care Quality Committee (CQC) to inform their inspection programmes.

The lack of patient involvement amongst other concerns relating to primary care ceasing ear irrigation (syringing) has been escalated to Healthwatch England and the CQC.

Frances Russell and Sally Dartnell met with West Sussex County Council in early April to discuss safeguarding.

STP - Engagement - we continue to push for more and wider public engagement and communications.