



PRIORITY SETTING 2018 Board Proposals Paper

April 2018

Introduction

This paper is written to enable the Healthwatch West Sussex CIC Board to debate and decide on new priorities for 2018-2019.

Following a presentation of the last 12 months' insight given to the Board at the January 2018 workshop, the operational team worked to develop some broad ideas for future work, based on the Board's suggested priorities.

We tested our thinking in a survey, which ran for a month (closing on 14 March). The survey asked local people for their views and insight on what we should be working on. It was widely promoted (including appearing in two Heads-Up, local Clinical Commissioning Group e-newsletters, personal emails, social media in three posts, reaching over 800 people.)

A total of 67 people took the survey and this has informed our proposals in this paper. Appendix A summarises what local people thought of our proposals and any additional insight they offered.

Listening Tour plans

With valuable input from our volunteer team, the following areas have been identified as areas for carry out Listening Tours:

- Littlehampton follow-up Listening Tour (originally planned for June 2018, timing to be revised)
- Burgess Hill (October-November 2018)
- Broadbridge Heath (Spring 2019)
- Chichester Festival Mini Tour (June/July 2019)
- Bewbush (Autumn 2019)

The selection logic is shown in Appendix B.

The Board is asked to approve the above locations and timing.

Hospital Visiting Programme

The Board has agreed to resources being deployed for the national Patient-Led Assessment of the Care Environment ([PLACE](#)) programme from March to June 2018, which is highly respected amongst our authorised representative team, as it generates actions to improve the environment and quality of food.

Operationally we believe a hospital visiting programme, outside of PLACE, is a good strategic use of our [Enter and view](#) statutory power, as our visits and reporting make local services better. Monthly hospital visits provide a good way of gaining regular insight about our local hospitals.

The Board is asked to approve to a programme of hospital visits.

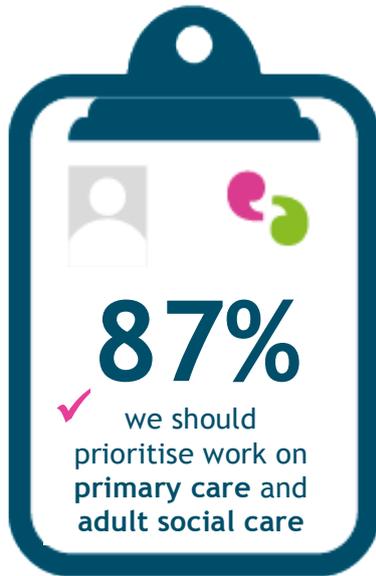
Priorities and work proposals

The proposed priorities and project work are shown in Appendix C.

The Board is asked to approve the proposed priorities and project work.

What local people told us we should be working on?

This information is being included in the Insight and Evidence Report (January to March 2018) to provide transparent feedback to the public and local system.



86% of people agreed with our proposal to show what works well for patients when it comes to accessing GP services.

I said no to GP surgeries and dentists, as I don't feel patients are happy to complain as there may be repercussions.

It is important to know what is NOT working well as that needs to be addressed!

Not sure Healthwatch should be going so softly on (GP access)... maybe a stronger two-tongued approach is needed, such as showing how patients are failed alongside what works well.

I think Primary Care should also include Pharmacists.

People agreed we need to understand what has changed for people through the innovation work West Sussex County Council has done around its provision of information and support. Similarly agreeing we should follow-up on safeguarding.

Most people agreed with prioritising under 25s mental health and wellbeing (with 10% unsure). A few people commented on the lack of concern for adult mental health or extending age range.

I think there is an absolute crisis in mental health services for young people and that they are our future and need to be heavily invested in, otherwise society will have to pick up the pieces later on. Current service provision, or lack of, is unacceptable.

.... Can Healthwatch be very specific in its findings about what needs to happen and who needs to do it - make them accountable?



65% people said there were other priorities we should be working on. We asked people to describe the issue they felt we should be focusing on and this is the summary of the concerns with more than two related responses.

Adult Mental Health	GPs (include access)	Social Care	NHS changes & pressures	Older people
7%	7%	5%	4%	3%