

Annual Report 2017/18

We've a simple ambition, to help make local health and social care services better for people that use them. We're here to listen, take action and influence for positive changes in West Sussex.

It Starts with You

it starts with
YOU

Given West Sussex geography it's important we've a range of ways of reaching out to local people and communities.

We've honed and improved our **listening tours**, so we're flexible and robust in the use of our time when touring specific areas. We're pleased to be able to share our **learning** with other Healthwatch and local organisations.



The introduction of our **It Starts with You Network** strengthened our opportunities for communicating and working with local clubs and groups.

We are in the process of developing resources to support those groups to have health and care conversations with their participants and will be improving our youth leader resources.

We're recruiting more community groups all the time. If you want to know how you can get involved in shaping local services call us, 0300 012 0122

950
engagement +
influencing
opportunities



... as part of our **Enter & View** visiting, which includes the national Patient-Led Assessment of the Care Environment (PLACE) improvement work, which lets us speak to people about their experiences, as well as observe services and the environment in which these are delivered.

We visited over
50 local services



We've built on our **national award-winning collaboration work** with Autism Support Crawley and Poundhill Medical Group, by looking for new opportunities to work closely with other organisations and tap into knowledge to better understand local experiences.

Thank you for getting involved!

Thanks all the local people and communities, partners and staff who have supported us to listen and understand what is working well and what could improve health and care locally.

A special mention and thanks go to a small but growing, dedicated army of local people who volunteered their expertise and over **2,400 hours of support**. We've seen real and positive changes, particularly in the functioning and development of hospital services. Volunteer roles include Enter & View, Liaison Reps, Board Director and many more.

If you are interested in getting involved with the work we do, want to receive our monthly

Heads Up bulletin or share your story or contact us call **0300 012 0122** or go to www.healthwatchwestsussex.co.uk



Helping you to find the answers

Advice and information to the public is central to our work and is a statutory function of Healthwatch. We know, from feedback, we've a strong and effective approach to supporting people in navigating a way through their health and care. We're keen to make sure more people benefit from this free service.



Supported 1,200+ people

This year we saw a significant increase in the complexity of concerns being shared and were able to provide a wide range of information, advice and signposting so individuals were better able to navigate the complex health and care services.

Barbara rang our helpdesk, after discharging herself from hospital. She told us she had been frightened to stay there, and that she wasn't eating much and had fallen 5 times. She also told us her alarm pendant was no longer working

Clearly Barbara was confused and needed some medical attention. Our team called many GP surgeries until her GP was found. We asked for a welfare visit and for a check of her package of care, including her pendant. We liaised with Barbara's GP to clarify the concerns and they visited her at home.

Advocacy - support when you need it

Through our Independent Health Complaints Advocacy Service (IHICAS) we've supported **425 people to be heard and to robustly challenge what has happened.**

We've listened to feedback that told us more people would like to help themselves by getting access to good complaints information, so we've developed more [self-help guides](#) enabling people to pursue their own complaints, where they prefer to do so.

Community partnerships

We've worked with many community partners over the year to listen and understand local issues and views. An example of this work has been working with the Aldingbourne Trust, to understand and highlight local peoples experiences of learning disabilities.

Our new Community Chest is already supporting community groups to get peoples voices heard.

Our finances

Income from local authority funding to deliver local Healthwatch and IHICAS	£347,600
Additional Income	£ 18,962
Total income	£366,562
Expenditure	
Healthwatch and IHICAS delivery, Overheads and community projects	
Total Expenditure	£357,213
2017/18 Business Reserve carried fwd	£ 43,847



Acting on your views on health and social care

Every voice matters

and every experience shared with us is reviewed to identify themes and potential areas of concern.

We use insight to promote the need for local people and community involvement in service changes.

Anonymised personal accounts are used by our staff and authorised representatives to show good practice to support local leaders and health professionals to provide good and safe services, and to challenge them where necessary.

Through our **Hot Topics** priority, we're able to respond to emerging issues promptly.

There has and is a drive to look closely at how repeat medication is managed. We used our insight to strengthen the argument that there needs to be robust processes in place, supported by good patient/clinician communication. This [case study](#) shows this and has helped us work more closely with the Clinical Commissioning Groups on this work.

We published quarterly [Insight & Evidence Reports](#), showing what we've understood from what was heard and how we use personal accounts in our work. These are widely shared and help to influence decision makers during the year.



They're written to be accessible to the public and to show what works and doesn't work locally. When the latter is the case, we consider and put forward recommendations and these are followed up to see what has changed.



Our collaborative working in Horsham District resulted in a [report](#) showing the challenges older residents had experienced with transport, hospital services and after. The report also offered learning opportunities and useful information for residents. It was shared across the district by all partners to make sure it reached as many of the right people as possible.

We regularly meet and share intelligence and anonymised insight with the Care Quality Commission (CQC), who're responsible for the registration and regulation of health and care services. This has helped to inform the timing of inspection and the inspections themselves.

Our plans for next year

These are the priorities we'll be working on over the next 12 to 18 months. We'll be carrying out listening events and tours and have specific projects for our priorities.



Making a difference together

Improvements to Trust

Following multiple visits to Langley Green Hospital (which treats some of the most mentally unwell adults) after escalating concerns, we were able to hear from patients the improvements the trust has made. Our observations and patients' experiences collected supported the Sussex Partnership NHS Foundation Trust (who are accountable for this hospital) and its staff to address some of the challenges at this hospital. This is summarised in a report and the Trust has gone on to gain a rating of "Good" following the latest CQC inspections.

Transparency for Patients

IHCAS experiences, when combined with our statutory power to make recommendations, have led to some changes in practice with a positive impact for patients. Our [case study](#) shows how we identified concerns about a local Trust's implementation of the Duty of Candour standard, and what the Trust has done to improve openness and transparency for patients and their families when things go wrong.

Improvements for Older Residents

Having published a report about older Horsham District residents' hospital experiences, we co-facilitated a stakeholder event to look at practical solutions, ideas and to seek commitments to improve things for residents. A follow-up action plan is now being progressed and we expect to see tangible outcomes this coming year.

Making a Change Through Listening Tours

One of the most important impacts of listening through this approach is being able to demonstrate to those who plan and buy services that local people are both willing and keen to share experiences and get involved. This has strengthened our ability to demand more and better engagement in our area, and we're starting to see the impact.

Strategically, our tour reports have let decision-makers understand from a lived experience perspective differences across locations, as well as in primary and community care.

In Littlehampton, our [tour report](#) led to learning that has been put into a [checklist](#) for use in commissioning committee discussions. Our connection to the town means we continue to gather insight on services. GP practices have been keen to showcase their improvements to us ahead of revisiting the area.

35+ [reports](#)
tackled issues
ranging from
mental Health
to rural services



Our contact details

Healthwatch West Sussex CIC is a Community Interest Company limited by guarantee and registered in England & Wales (No 08557479) at The Pokesdown Centre, 896 Christchurch Road. BH7 6DL

Healthwatch West Sussex CIC

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Help & Care

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