

May 2018 Heads Up



Listening to people in Rural West Sussex

We carried out a *Listening Tour* in Midhurst, Petworth and Pulborough in November and December 2017. Now we've [reported](#) on what people told us, which had previously been shared with local providers so they could respond. Our report makes a number of recommendations and details what services have or are planning to do as a result.

85 comments relating to GP services, with an even split of very good experiences and less positive comments about peoples' interactions with GP services. The exception being Riverbank Surgery (Midhurst) where 70% of patients said they had a good experience.

During our tour we picked up a perception that GP services in these areas are prioritising children/younger peoples' health, over older people. This came from both young and older people.

With GP practices working more closely together, and with the communities they serve, our report has some really important and useful information, that should inform future discussions around how services should be developing.

Sarah told us, I was bed-bound in St. Richard's for a couple of months. No one helped me, or any of the other patients on the ward, to clean our teeth or provided us with the tools to do this during this time.

Western Sussex Hospitals NHS Foundation Trust, responsible for St Richard's Hospital told us:

"The Trust currently has external funding for 'mouth care matters' project and the lead at St Richards Hospital, James Mcgoldrick, has now provided a lot of training and support across the wards. I am sorry for the poor experience that has been described by Sarah. We are seeking to continue with these valuable roles in providing the support and training for the wards and teams to help continue the positive inroads we have started to make on mouth care.

- Murray Seivewright, Head of Speech and Language Therapy

Patients across Sussex report improving service

Sussex Healthwatch report Non-emergency Patient Transport Services (PTS) across Sussex continue to improve. Patients and carers give their views on their experiences of using PTS in this new [report](#), which examines how the service has changed over six months from June to December 2017. The PTS is provided by South Central Ambulance Service NHS Foundation Trust (SCAS). A total of **186 individuals** completed the Healthwatch survey.

A key concern for Healthwatch, identified through this latest review, is whether the current service is capable of adequately identifying vulnerable patients, such as those with caring needs, the elderly and those with multiple and complex needs, including wheelchair users. Some vulnerable individuals experienced lengthy delays before being taken home.

Find out more about our work and activities at
www.healthwatchwestsussex.co.uk



What's coming up...

- **Improving complaints...** we've completed the audit of GP websites to look at how easy it is to find how to make a complaint about a GP service, so we can see what has changed since we last reported on this.

Each individual GP surgery/group, will have a report and these are going through a final quality assurance process, to make sure our team has applied the audit criteria fairly. A summary report will be available next month.

- **Moving forward with agreed areas for Healthwatch resources in West Sussex** You can find out what local people had to say about the proposed work plans and priorities, and how this has informed our decision in our latest [Insight and Evidence Report](#).



We're now planning the work we'll be doing under these agreed [priorities](#).

- To make sure the laws overseeing our personal data (including medical records, care plans, etc) are fit for propose, European regulators have created a series of new rules. General Data Protection Regulation, or GDPR, will overhaul how businesses (including our doctors', hospitals, social care providers, etc) process and handle our data.

WHAT'S NEW IN THE GDPR?

There are new rights for people to access the information companies hold about them, obligations for better data management for businesses, and a new regime of fines.

We'll be covering this on our website in more detail in the coming weeks.

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Data protection laws are changing from **25 May**

Whatever your business, make **data protection** your business

Local Maternity System Better Births

The Sussex and East Surrey Local Maternity System (LMS) Plan has been seen by NHSE as one of the exemplary Plans across the South of England. Healthwatch have been supporting the bespoke Kings Fund Systems Leadership Training where we have been working collaboratively on maternity pathways and some of the complex or 'wicked issues' to ensure delivery of improved maternity services. More news in coming months.

Community Partnerships

We are proactively working with a growing number of community and voluntary sector organisations on a range of health and care projects. [Find out more and get involved](#).

Three recent articles you may have missed

- [People growing older with learning disabilities should get regular health checks says NICE](#) National Institute for Health and Care Excellence, 11 April 2018
- [Care Quality Commission rates Westall House \(Horsted Keynes, RH17\) outstanding](#) CQC 1 May 2018.
- [Join the big crawley conversation about your health and care](#) Crawley CCG or for Coastal West Sussex residents here are some [events](#)

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