

	Raising Awareness				
	April - June 2017	July - Sep 2017	Oct - Dec 2017	Jan - March 2018	April - June 2018
Distribution List	940	994	990	1,062	259

PLEASE NOTE: we expected the number to drop considerably in this quarter due to the introduction of the General Data Protection Regulation (GDPR) since we were required to ask people to proactively confirm they wished to continue to receive our newsletter, etc. We are already seeing this number grow again.

	Independent Advocacy (IHCAS)				
	April - June 2017	July - Sep 2017	Oct - Dec 2017	Jan - March 2018	April - June 2018
One off acts of assistance	43	30	42	71	34
New enquiries	51	58	49	59	61
Cases resolved	20	53	20	62	51
Cases ongoing	86	91	98	84	94

During this quarter:

- Service forms have been updated in line with the introduction of the General Data Protection Regulations.
- We published [a case study](#) showing the support our advocates gave to three clients and how this has improved their GP/patient experience.
- We produced and published the reports and summary reports on the audit work looking at complaints information on GP websites.
- We have a growing number of [self-help guides](#) and forms which provide the information to enable many people to progress their complaints themselves.

	Volunteer activity				
	April - June 2017	July - Sep 2017	Oct - Dec 2017	Jan - March 2018	April - June 2018
Volunteers	61	36 #	38	41	40
Roles covered by volunteers	85	93	95	99	102
Volunteering interactions (meetings, events)	251 ∙ PLACE	153	56	72	216 (PLACE)
Volunteer support hours	511 ∙ PLACE	315	270	304	482.75 (PLACE)
Healthwatch Board Independent Directors**	222	246	262	274	279
Estimated value of volunteers**	£21,320	£18,600	£18500	£19,780	£23,605

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, supported by the staff term successfully supported the national Patient Led Assessment of the Care Environment (PLACE) by completing **29 hospital site visits** (which included in some cases multiple days). **We'd like to thank the dedicated volunteers** whose time and intelligence really adds value and improves patients' hospital experiences. **Sue Morton completed her 100th PLACE visit** this year! The reflections and outcomes have been [published](#).

Patient Led Assessments of the Care Environment (PLACE) De-Brief 2018

What worked well?

- Can track positive changes year on year
- Compliments the Enter and View programme
- Mixed teams are good
- Being 'visible' is good - Healthwatch identity promotes and raises awareness
- Photos where appropriate
- Some great examples of good practice
- Feedback emails from volunteers

What were the challenges?

- Sussex Community Foundation Trust (SCFT) parking
- Need to confirm dates in good time
- Need last years PLACE action plan
- Assessment forms not always completed fully - missed bits
- Need details of service facilities and client profile in advance
- Sometimes mislead - form filling (in corridor!)
- Trusts own volunteers often show leniency in assessments
- Sharing good practice? Can we do it better? Create a directory?
- Policy for emergency/safeguarding reporting

Key Themes and Concerns across services

Cleaning

- Generally good but nurses equipment needs improvement. Assisted Daily Living kitchens also needs attention
- Equipment storage is an issue everywhere re - corridors and loos used
- Long stay patients have a lot of 'stuff' which affects cleaning
- Sharps bins not securely closed

Dementia and Disability

- Interpretation of assessment criteria varies
- Some examples of good standards but other services glossed over this bit

Maintenance

- Good standards of signage generally. East Surrey really good

Food

- Hand washing still an issue
- Food quality and presentation is good

Outdoor Space

- Low standards
- Sussex Community Foundation Trust (SCFT) and Sussex Partnership Foundation Trust (SPFT) particularly MITE. Where volunteers support standards are beter. Contractors are rubbish!

Reports and Publications

We have **produced 85+ reports** and published the following:

[Our Annual Report 2017/2018](#)

[Executive Summary - Complaints Information on GP Website Audit One Year-on](#)

[Full report - Complaints Information on GP Website Audit](#)

Please note that 80+ individual audit reports for individual GP practices were not published but have been shared with practices, CCGs, Healthwatch England and the Care Quality Commission.

[Sussex Non-Emergency Patient Transport Service \(PTS\) Follow-up Report](#)

[Rural West Sussex Listening Tour Report \(April-2018\)](#)

Communications

“Heads up” briefings and the more general newsletter are sent on second Wednesday of each month:

 [Heads Up - June 2018](#)

 [Heads Up - May 2018](#)

 [Heads up - April 2018](#)

Events

Our team has been out in the community extensively, as evidenced in the increase in *#It Starts with You* network membership (27 up from 9). We have also been to a number of useful events including two **Parent Carer Forums**, a volunteering day at **Oathill Community College** and several **Littlehampton** events, the latter enabling us to provide some valuable insight to a local GP practice to support their improvement work.

We worked on some additional projects during this quarter:

- 1) Meeting with **Crawley College** to explore how we can work with them to gather insight from their and staff about their **mental health and wellbeing**. We will be following this up with a view to working with them in Q3.

- 2) We have met and put forward a proposal to support **Pathfinder West Sussex** in its quality assurance process. Follow-up work will be taking place in Q2.
- 3) We have been attending workshops with the CCGs and Kaizen, to support the co-production of an engagement framework which will be used initially on **Clinically Effective Commissioning conversations**. The final workshop is being held in August.

Finance

Core contracts continue to be delivered to plan within the available budget. WSCC Commissioner believes that a small amount (£7K) additional Community Voices funding may be available since confirmation of the Central Government grant for Healthwatch was confirmed in June. We have written to Anna Raleigh, Director of Public Health at WSCC to outline how this additional sum would be invested in capturing Community Voices.

Looking forward:

Local Service Development

The consultancy work to support Coastal Care **Local Community Networks** (LCN's) is now complete. Healthwatch have offered to continue to support the ongoing development of the LCNs when they are ready (new managers have just been appointed by the CCG).

Healthwatch West Sussex have been asked to be part of future planning meetings for the **Health and Wellbeing Board** (HWB). Katrina Broadhill and Frances Russell will work together with the HWB to ensure that the Insight that Healthwatch gathers is used effectively.

Following the success of our collaborative project with Horsham District, we have recently met with senior leaders within Mid Sussex District Council with a view to working more closely with their communities, starting with a **Listening Tour to Burgess Hill** in September and October. A similar meeting is scheduled for Crawley Borough Council.

The Healthwatch West Sussex team are currently working on a campaign with **West Sussex Pharmacies** to raise awareness of the services they offer.

Issues and Concerns

Healthwatch continue to have concerns over the **lack of public awareness and engagement** in relation to the Sustainability and Transformation Partnership (STP). Despite numerous conversations where Healthwatch have flagged issues and opportunities, the Communications and Engagement workstream are currently targeting and working with NHS organisations which we believe is very short sighted. Healthwatch will continue to push for the wider involvement of the Community and Voluntary Sector who are so vital to the delivery of Health and Social Care services across our STP. The recent [High Court Ruling on lack of effective public engagement and consultation](#) is a timely reminder that our STP needs to do more.

Community Transport and the collapse of several local groups in recent weeks is a growing concern due to knock on effect on patients being able to attend appointments. We are collating more insight from across the county of patients being given appointments they have no way of getting to within their means.

Finance and Performance Board Sub Committee and Actions

The subcommittee met on Tue 28 Aug to review the following fully:

- Performance report - agreed an edited to provided clarification on meanings
- Finance report - approved
- 2017/18 End of year accounts and audit report - agreed with auditors recommendations so expect to be able to sign off at Sept Board meeting
- Risk Register - updated - SD to meet with EL to review risks owned by the delivery team.
- Community Chest contract sample and Community Partnership Coordinator Role - it was agreed to extend the Community Partnerships Co-ordinator role for a further 3 months whilst awaiting feedback from WSCC on a longer-term provision of the role.