

We are here to **listen, take action** and **make positive changes** in local health and care service, through speaking to local people and community groups.

healthwatch

West Sussex



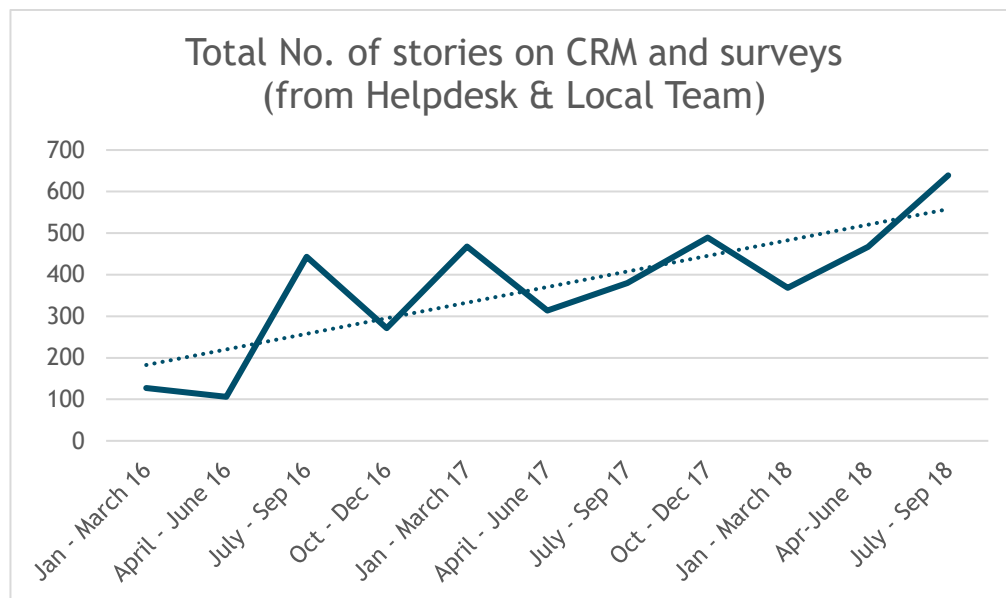
Board Performance Report Q2 July - Sept 2018

(Published in November 2018)

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Interest Company limited by guarantee (No.
08557470)

Service and Activities Summary Data



This quarter we recorded a total of **639** experience, a **43% increase on the last quarter**. The experiences, and the trends arising from them, are reported on in our Insight and Evidence Report and project reports.

Our Healthwatch team has attended more events this quarter. The increase is also a reflection of the Board's investment in the Community Partnership role and the raising awareness investment.

We are continuing our engagement aims, with the launch of our young actors' videos in October 2018. These will be used to raise awareness and to start conversations.

Please note the figures do not include our pharmacy visits that took place in the last week of September.

	Information and advice (all channels)				
	July - Sep 2017	Oct - Dec 2017	Jan - March 2018	April - June 2018	July - Sep 2018
Number of contacts to Helpdesk	302	305	320*	318	431
People signposted to IHCAS	26	26	27	34	24
People signposted to others	82	88	124	90	100
Number of stories/accounts recorded on CRM by Helpdesk	106	98	121	101	107

This quarter: Healthwatch West Sussex received the greatest number of calls to Helpdesk (48% more volume than other Healthwatch comparable Counties). We feel this increase (during the Summer months which are usually quieter), reflects the value of our board's investment in raising awareness of our Advice and Information offer. It **represents a 43% increase compared to this time last year**.

	Public Engagement				
	July - Sep 2017	Oct - Dec 2017	Jan - March 2018	April - June 2018	July - Sep 2018
Number of people engaged with (face-to-face and via other communication)	79,114	30,000+ (direct publications) #	20,942 #	34,262	23,287
Number of occasions for influencing or raising awareness via engagement	269	200	168	241	215
Number of stories/accounts recorded on CRM and surveys by Local Team	274	391* Rural Sussex Listening Tour	185	366	532 (up by 45%)

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.

The Board investment in raising awareness has enabled us to recruit a team member (Caroline) to target raising awareness of the information and advice we are able to provide. The impact that Caroline, who started at the end of the last quarter, has had already can be seen in this quarter.

We have now signed up 37 local clubs or groups to our *It Starts with You Network* (previously 27).

During this quarter:

- We engaged with 2742 people face-to-face (previously 1341) or through personal contact. 215 events/activities attended or held (previously 74).
- 666 receipts of our Monthly forward looking “Heads Up” newsletter.
- External publications and material supplied generated a **readership potential of 139,537**. (Includes articles in 11 external newsletters).
- Social media posts:
 - *Facebook* - 63 posts reached 6,826 (compared to 102 posts reached 13,602 people) plus postings in response to others - whilst the number of posts is lower, **engagement has risen to 733 an increase of approximately 75%**. 287 Facebook followers (up by 19).
 - *Twitter* 38 posts 12,005 impressions (compared to 45 posts 15,600) and 1580 followers (up from 1575).

- Website: 8 news articles posted. 1048 visitors (down from 1390) to our website. A new Healthwatch England website is being trialled and we'll be looking to move to this platform for security and innovation early next year. In the meantime, we will continue to look at how we can drive more traffic to our website.

Showcasing our Pharmacy Poster Campaign

This initiative falls under two of this year's priorities: Primary Care and Raising Awareness.

Staff and volunteers visited over 160 community pharmacies across West Sussex, in the last week of September.

Visiting reports are currently being added to our database, so we can analyse them shortly.

Why did we do this?

- From discussions with local people it was clear many were unfamiliar with pharmacies having 'consulting rooms' and we were keen to raise awareness of this to support the pharmacies and the people who use their services.
- This is particularly important, given the new General Pharmaceutical Council's [Guidance](#) and NICE [Guidance NG102](#) on promoting wellbeing.
- This campaign was endorsed by the Surrey and Sussex Local Pharmaceutical Committee (LPC), who kindly emailed their members ahead of our visits.

How did the visits go?

- Mainly we were greeted with warmth and understanding by pharmacy staff.
- The staff we spoke to recognised and agreed with the campaign and subject to corporate agreement were happy to display the poster.

What next?

- We plan to follow-up the visits with a social media competition to ask people to *spot the mistake* and share photo of the poster to win a £30 Amazon voucher.
- We'll report our observations back to the LPC and our Clinical Commissioning Groups.



	Independent Advocacy (IHCAS)				
	July - Sep 2017	Oct - Dec 2017	Jan - March 2018	April - June 2018	July - Sep 2018
One off acts of assistance	30	42	71	34	27
New enquiries	58	49	59	61	50
Cases resolved	53	20	62	51	58
Cases ongoing	91	98	84	94	86

During this quarter:

Some of the practical ways our skilled advocates have been supporting local people this quarter:

- submitted application to coroner's court and they are making preliminary enquires
- supported a family at the reading of a serious incident report involving Sussex Community NHS Foundation Trust and then meeting with the Trust to discuss issues with the report
- Joint working with *Impact Initiatives* to support a client to make an NHS complaint
- Feedback to Sussex Partnership NHS Foundation Trust (SPFT) lead has led the Trust to improve their processes when a patient's medical records need to be reviewed before being discharged.
- We assisted at a local resolution meeting, where SPFT apologised for incorrectly discharging a patient and as a result the patient was referred to the service.

	Volunteer activity				
	July - Sep 2017	Oct - Dec 2017	Jan - March 2018	April - June 2018	July - Sep 2018
Volunteers	36 #	38	41	40	42
Roles covered by volunteers	93	95	99	102	103
Volunteering interactions (meetings, events)	153	56	72	216 (PLACE)	151
Volunteer support hours	315	270	304	482.75 (PLACE)	325
Healthwatch Board Independent Directors*	246	262	274	279	297
Estimated value of volunteers **	£18,600	£18500	£19,780	£23,605	£21,350

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. A significant increase on the same time last year since the number of Independent Directors and other Volunteers using their time for Healthwatch continues to rise.

During this quarter:

- We've had quite a good recruitment record this quarter but have had a couple of leavers, plus some non-starters.
- We've been doing extra Enter & View (E&V) as below, on top of the routine E&V, which have boosted the activity numbers (interactions)

Following on from 2018 PLACE programme (Patient Led Assessment of Care Environment) findings, a dedicated team of volunteers have been back to Princess Royal Hospital monthly since June, to work with the Trust to improve on its standard of cleanliness and maintenance. As a result, the Trust have changed the way they do their ward audits and have given accountability to the Ward management to make sure issues are dealt with.

The screenshot shows a news article from Healthwatch West Sussex. The header includes the Healthwatch logo and navigation links: HOME, FEEDBACK, OUR WORK, NEWS, COMPLAINTS SUPPORT, ABOUT, CONTACT US. The article title is "SUPPORTING PRINCESS ROYAL HOSPITAL STAFF TO CLEAN-UP" and it is dated "Posted on: 06/09/2018". The text discusses a death at Princess Royal Hospital, the Trust's response, and the role of Healthwatch volunteers in improving cleanliness and maintenance. A "BACK TO NEWS" button is visible at the bottom.

Reports and Publications

We will be combining our **reports from over 160** pharmacy visits into a project summary of this project which will be published next quarter.

The following reports were published this quarter:

[Safeguarding Recommendations Review Briefing](#)

[Tackling Loneliness Community Action Project](#)

[Insight & Evidence Report - January to March 2018](#)

[Financial Assessments Report \(Adult Social Care\)](#)

[Cross -Generation Friendship Teas](#)

In addition, we carried out some mystery shopping on behalf of Pathfinder West Sussex which generated **9 reports** (one for each area, and a summary report). The reports have been shared with the decision-makers and have several recommendations within them, which we will be following up in the next quarter.

Communications

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

 [Heads Up - September 2018](#)

 [Heads Up - August 2018](#)

 [Heads up - July 2018](#)

Events

Our team has been extremely busy over the Summer engaging with local people in a range of productive and collaborative ways. This is evidenced by and resulted in the significant increase in advice and information enquiries, and the number of stories captured by our team.

We are **reaching working age people** by making some very useful connections with **employers** and engaging directly with their staff at their places of work. We have been able to get local Healthwatch details included in the *Workplace Wellbeing Charter Programme*, which offers an accredited standard that is built on best practice, the latest research and business sense. Over 1,000 organisations now accredited and as a result have made a real and meaningful commitment to the health and wellbeing of those who work for them.

Finance

Core contracts continue to be delivered to plan and with the guidance of the board, make the best use of the budget available to achieve agreed priorities. within the available budget. WSCC have received an additional £6000 Community Voices funding since confirmation of the Central Government grant for Healthwatch was confirmed in June. It has been agreed that we will use this sum to extend the duration of the Community Partnership Coordinator role for an additional 3 months. Internal WSCC difficulties in authorising the payment of this funding have, however, delayed WSCC in being able to accept the core Q3 Healthwatch invoice which understandably causes us operational issues. This has been flagged to senior WSCC leaders.

Looking forward:

Local Service Development

We will be attending an Independent Panel looking at the Sussex Partnership NHS Foundation Trust's proposals for in-patient services in West Sussex. Again, Healthwatch has been asked to come to this process late in the development of thinking and therefore see missed opportunities for involving local people in service development.

We are meeting with all the district and borough councils to build a greater relationship with them and to understand the challenges they face with local communities health and wellbeing.

We will be diverting our primary care priority resources to supporting the doctors and staff at Fitzalan Medical Group to engage with patients and their family/friend carers; and to listen to the feedback and experiences this provides, as a result of the publication of the CQC's second [inspection](#) in August.

Issues and Concerns

We have raised one safeguarding concern this quarter and made two applications to the coroner's court.

We are seeking support from the cabinet member in getting a meeting to discuss the recommendations within our Financial Fairness report, as we have not successfully managed this independently.

We have introduced a new recommendations tracker to facilitate our following up on the recommendations that we make.

Changes within NHS commissioning, through the creation of the CCG Alliance and Sustainability and Transformation Partnership, has created a large volume of additional work for us and other local Healthwatch. We are looking at how we can manage this to avoid duplication and maximise our opportunities for influencing within our resources. We continue to struggle across the system to get early sight of engagement plans and equality impact assessments and this make our work increasingly difficult.

Finance and Performance Board Sub Committee and Actions

The subcommittee met on 5 November to review the following:

- Performance report
- Finance report
- 2017/18 End of year accounts and audit report - agreed with auditor's recommendations so expect to be able to sign off at November 2018 Board meeting
- Risk Register - updated by delivery partners.