

January 2019 Heads Up



2019 starts at pace with the government publishing the much awaited [NHS Long Term Plan](#) that sets out the changes needed ‘to make the NHS fit for the future, and to get the most value for patients out of every pound of taxpayers’ investment.

Over the coming months we will be working with our Commissioners and asking local people what they think about this and local plans. We will be asking for help from our *It Starts with You Network* members to support these conversations and will be feeding back nationally what we hear from you and all other stakeholders.



Locally it was announced earlier this month that Adam Doyle, who has been working across the eight Clinical Commissioning Groups across Sussex and East Surrey as Accountable Officer on an interim basis, has formally been appointed the new Chief Executive Officer for these organisations. This appointment has been fully supported by all the Governing Bodies and been endorsed by NHS England.

In the announcement of his appointment we were told “*Since Adam began overseeing all eight CCGs we have already seen a number of benefits to how we have worked. Our relationships with providers and regulators has improved, there has been greater strategic oversight that has allowed for more consistency in how we work, and we have been able to manage risks, issues and large pieces of work in a more robust and collaborative way.*”

Congratulations to Marianne Griffiths, Chief Executive of Western Sussex Hospitals NHS Foundation Trust on being awarded a damehood for services to the NHS in the Queen’s New Year Honours list.



Hearing from our communities

- We’re delighted to learn how the findings from our *mystery shopping* of Pathfinder West Sussex services has and is helping the organisations to develop their services to support residents with their mental health support needs.

We can see improvements to the services’ responsiveness, signposting and information and advice. Congratulations to these organisations for seeking external support to identify issues (through our mystery shopping) and for using the outcomes positively.

Healthwatch West Sussex is a social enterprise and can offer a wide range of patient insight activities and training to support NHS, public and voluntary organisations in developing their services. For more information please email katrina.broadhill@healthwatchwestsussex.co.uk

- We’re just completing our **Burgess Hill Listening Tour** report with the comments and information from providers, having shared the insight we gathered on tour with them prior to Christmas. The finalised report will be published shortly.
- We’ll be continuing with our hospital visiting programme throughout 2019 to support local Trusts by showcasing what works well for patients and what could be done to improve hospital services.

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



- Our December **Volunteer** Workshop was both a thank you for the energy, enthusiasm and contribution our dedicated volunteers give to the work of Healthwatch throughout the year and to discuss projects/plans for 2019.



With health and social care changing rapidly we are keen to involve more and more local people in our work - **we can offer short term and regular volunteer opportunities.** It is important we involve people of all ages: students, working age people, retired people.

If you are interested in your community's health and wellbeing and can offer a few hours to support our work, please email jo.tuck@healthwatchwestsussex.co.uk

What's coming up...

- **Adult Social Care** - following on from our response to the County Council **Draft Vision and Strategy for Adult Social Care (2019-2021)** we'll be joining in the development discussions to champion good engagement, so any changes are right for local people.
- We've been working with leadership team of **Fitzalan Medical Group** (Littlehampton) to support them to better understand and use patient insight in their service development, ahead of their Care Quality Commission reinspection scheduled for Spring. This includes delivering some training and surveying patients, which starts this month.

This focused work also enables us to co-produce and emphasise our priority work around looking at issues people face when accessing primary care.

ADVICE AND INFORMATION

Helping you to find the answers -0300 012 0122



The new **West Sussex Maternity Voices Partnership (MVP)** was launched recently. It aims to bring new mums/mums-to-be, partners, families, doulas, birth practitioners, health professionals, charities and anyone else with a passion about improving maternity services in West Sussex, together to discuss what works, what can be improved and any other feedback to help with the design of maternity services. Why not check out if there is an event near you <https://www.facebook.com/westsussexMVP/>

Recent articles you may have missed

- [House of Lords approves DOLS replacement bill following significant changes boost safeguards detained](#), Community Care Magazine, 17 December 2018.
- [Third biological treatment gives more choice for severe asthma sufferers](#), National Institute of Care Excellence, 4 January 2019
- [Exercise is as good as medicine controlling high blood pressure](#), NHS.uk, 19 December 2018.

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