

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

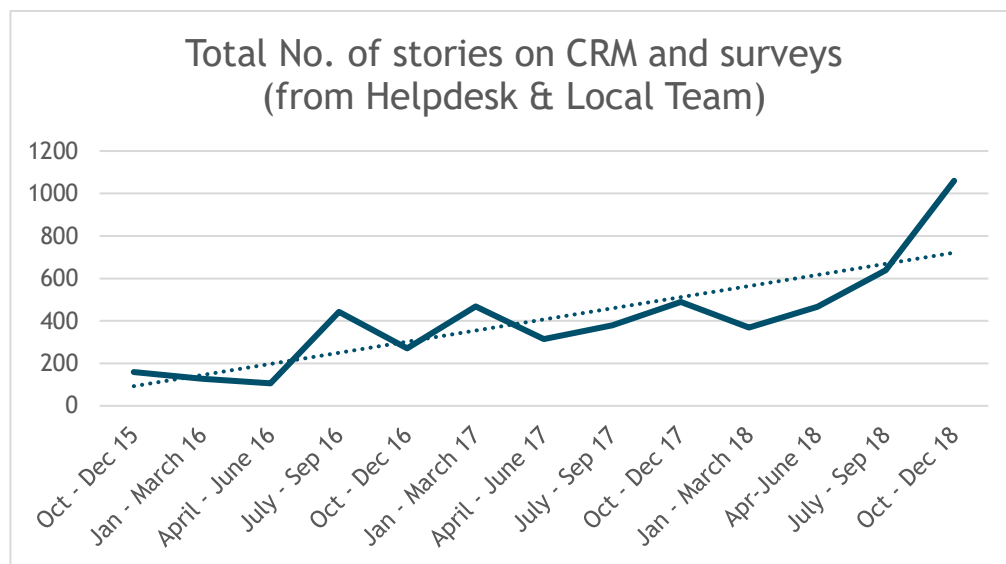
### Board Performance Report Q3 October - December 2018

(Published in January 2019)

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Healthwatch West Sussex is a Community  
Interest Company limited by guarantee (No.  
08557470)

# Service and Activities Summary Data



This quarter we recorded a total of **1060** stories and experiences from the public. Over **60% 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.

This dramatic rise is due to our **Listening Tour in Burgess Hill** and insight gained through our **Community Partnership working**. The tour activities continue to drive up calls to our helpdesk, as does our work with raising awareness.

We would not expect to maintain this level of insight across the year, but we do expect our partnership and awareness raising work to continue to have an impact on the number of people we can reach whilst the funding for this is available.

	Information and Advice (all channels)				
	Oct - Dec 2017	Jan - March 2018	April - June 2018	July - Sep 2018	Oct - Dec 2018
Number of contacts to Helpdesk	305	320*	318	431	367
People signposted to IHCAS	26	27	34	24	28
People signposted to others	88	124	90	100	90
Number of stories/accounts recorded on CRM by Helpdesk	98	121	101	107	119

This quarter: Healthwatch West Sussex received the greatest number of calls to Helpdesk (60% more volume than another Healthwatch in a comparable County). Specific places where people were referred or signposted to in the period included PALs, MIND, Pathfinder, Support Groups, Beacon (for Continuing Healthcare support) and PHSO. The average enquiry time was 31 minutes, with the longest time spent dealing with a case being 105 minutes.

	Public Engagement				
	Oct - Dec 2017	Jan - March 2018	April - June 2018	July - Sep 2018	Oct - Dec 2018
Number of people engaged with (face-to-face and via other communication)	30,000+ (direct publications) #	20,942 #	34,262	23,287	29,783
Number of occasions for influencing or raising awareness via engagement	200	168	241	215	289
No. of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	391* Rural Sussex Listening Tour	185	366	532 (up by 45%)	941 (up by 56%)

# We have only included direct Healthwatch West Sussex promotion in this figure. We continue to increase our followers through social media and have received very positive feedback on the updated design and content of social media posts and designs.

We have now signed up 51 local clubs or groups to our *#It Starts with You Network* (previously 37).

**During this quarter:**

- We engaged with 1924 people face-to-face or through personal contact. 118 events/activities attended or held (previously 215).
- 714 receipts of our Monthly forward looking “Heads Up” newsletter (with 241 subscribers).
- External publications and material supplied generated a **readership potential of 6,130** (includes articles in an external newsletter and a campaign for Southdown Leisure Centres).
- Social media posts:
  - *Facebook* -76 posts reached 7903 (previously 63 posts reached 6,826 people) plus postings in response to others. 302 Facebook followers (up by 15).
  - *Twitter* - 40 posts 11965 impressions (compared to 38 posts 12,005) and 1594 followers (up by 14).
- Website: 17 news articles posted. 1147 visitors to our website (previously 1048).

## Showcasing Burgess Hill Listening Tour

This was a challenging tour and one that took much more time than we had envisaged. We encountered difficulty in getting through to clubs and organisations and it was the first time touring where we experienced considerable obstacles in getting to raise awareness and gather insight through such groups.

When trying to arrange activities/visits we were repeatedly told *'all is fine'*, and we *'didn't need to engage with members'*. However, when we were able to speak directly to people we found this not to be the case.

For this reason, and to make the most of the insight, we're now part of a Task and Finish Group (sponsored and funded by Mid Sussex District Council) looking at how organisations working together can have a greater impact on the health of Mid Sussex residents.

Our [report](#) was sent to health and care service providers before Christmas, so they have the chance to input and comment on the insight. It was published to include responses at the end of January 2019.

The report has a new style which we believe will prove engaging, meaningful and useful to both local people and decision-makers. We are also using the report as an opportunity to showcase good practice and the local organisations which people spoke highly of.

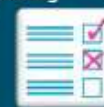
## Executive Summary

### Thank you

A huge thank you to all the people who took time out to talk to us and a special thanks to you if you shared your story.

We would like to thank the GP practices and care homes for letting us visit them. We are especially thankful for the time most of the practice managers gave us during our visits, and to the GPs we spoke to. This has given us valuable insight from a service point-of-view and some understanding of the challenges they face.

There's a range of activities for improving peoples' wellbeing but some are hard to contact or the details are wrong.



On the whole people value their local doctor's surgeries but there are issues which need addressing:



- o Getting through to make an appointment
- o Meaningful conversations

Growing concern about demand on services with the growth of houses in Burgess Hill.

See page xxx for commissioning response.



Local people are struggling to get the support for their own, or their children's mental wellbeing.



Along with confusion as to where to go for support.

Less than positive experiences of multiple baby pregnancy and post-natal experiences - will inform the Better Births Programme.



Local people put forward really useful suggestions and solutions which we've included in this report.



	Independent Advocacy (IHCAS)				
	Oct - Dec 2017	Jan - March 2018	April - June 2018	July - Sep 2018	Oct - Dec 2018
One off acts of assistance	42	71	34	27	32
New enquiries	49	59	61	50	60
Cases resolved	20	62	51	58	50
Cases ongoing	98	84	94	86	96

**During this quarter:**

Our advocates were disappointed for our client that the recent application to the coroner's court will not be progressed beyond the preliminary enquiry.

We've added a [FAQs document](#) and new [Local Resolution Meeting](#) Guide to our website.

We've escalated to Healthwatch England the gap in guidance for patients and families where a serious incident investigation is being done.

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

- Supported a client meeting with their mental health social worker to get a care and support plan that had not been forthcoming.
- Assisted at a client with only a few days' notice at a resolution meeting where the Trust apologised for writing baseless accusations on medical records which then had knock on effects to the care provided. The Trust agreed to investigate the matter further to see how the incident had occurred.
- Attended a psychiatry appointment with a client as follow up from a complaint where the client would not otherwise have attended.

	Volunteer activity				
	Oct - Dec 2017	Jan - March 2018	April - June 2018	July - Sep 2018	Oct - Dec 2018
<b>Volunteers</b>	38	41	40	42	33 #
<b>Roles covered by volunteers</b>	95	99	102	103	99 #
<b>Volunteering interactions (meetings, events)</b>	56	72	216 (PLACE)	151	78
<b>Volunteer support hours</b>	270	304	482.75 (PLACE)	325	298
<b>Healthwatch Board Independent Directors*</b>	262	274	279	297	282
<b>Estimated value of volunteers **</b>	£18500	£19,780	£23,605	£21,350	£20,060

# 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:

In the last quarter of 2018 we had support from some of our volunteers with our tour events and the team continued to deliver our monthly Enter & View visits to local hospitals. We held a couple of volunteer briefings, meetings and workshops and our Volunteering Lead completed 1-2-1 review meetings with some of the team. Unfortunately, the planned NRICH Project care home visits were cancelled due to the project being suspended. We also managed higher than usual absences with some of our volunteers experiencing illness and family difficulties.

In December 2018 we carried out our annual review of volunteers and adjusted the figures based on the number of active volunteers.

Jo, our Volunteering Lead has been working with our Cara on a volunteer recruitment plan for 2019 and has liaised with the CVS' to boost our profile and promote our opportunities. Jo has also been working with Caroline to ensure that we are promoting different ways to support our work with all her contacts with children/young people and working age groups. This is to make sure we are showcasing the flexibility and accessibility of our roles so that we can sign up people who cannot or don't want to commit to a regular 'shift', but who are passionate about improving services and can dip-in-and-out of our work.

Going forward we will be including in our volunteer numbers those who 'support' us and give short term support to projects.

# Reports and Publications

We published a [summary report](#) from the 160+ pharmacy visits at the end of September 2018.

The following reports were also published:

[Formal Feedback on WSCC Draft Vision and Strategy for Adult Social Care 2019-2021](#)

[Feedback on Minimum Income Guarantee Roundtable Consultation Meeting 26-November-2018](#)

[Summary of Briefing on Dentistry for NHS England - November-2018](#)

[Incontinence Case Study and Recommendations - October 2018](#)

[Insight & Evidence Report - July - September 2018](#)

[Spotlight on COPD Support Group East Grinstead](#)

[Spotlight on Midhurst Foodbank](#)

[Spotlight on Selsey Care Shop and Community Hub](#)

[Spotlight on the Disabilities Trust](#)

# Communications

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

 [Heads-Up-December 2018](#)

 [Heads-up November 2018](#)

 [Heads-up October 2018](#)

## Events

Due to the challenges of lining up events for our **Burgess Hill Listening Tour** (which are detailed in our [report published in January 2019](#)) our listening tour ran from October to the beginning of December 2018, and included a wide range of events and activities.

**Healthwatch England Conference - Our Communities Partnership Coordinator** ran a very popular workshop on **Community Collaboration** at this national conference in October. A senior leader from NHS England was particularly supportive about the Community Partnership model we use in West Sussex.

Through our work with the Voluntary Sector Collaboration we were able to showcase the way we do our listening tours to a large audience at the **Strong and Vibrant Communities conference** held at the Aldingbourne Centre on 22 November 2018. From the feedback from delegates, we can view this event as successful in terms of networking and showing what the third sector can deliver and what needs to change to enable community development. One of the key factors identified is the need for more strategic thinking around commissioning so that this can align to future needs around connecting with communities.

## 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. A proposal to continue this highly effective role has been made to WSCC. Initial feedback from the Head of Communities and Partnerships is favourable and a decision is expected in early Feb 2019. A formal contract extension letter has been signed by WSCC extending the current contract to 31 March 2020 which has enabled us to give welcome reassurance to staff that our vital core work can continue.



# Looking forward:

## Local Service Development

As part of our commitment to build a **stronger relationships with District and Borough Councils** we have been holding a series of meetings with them and to understand the challenges they face with local communities health and wellbeing. In December we met with Eileen Lintill, Deputy Leader and Cabinet Member for Community Services Chichester District Council and subsequently have been invited to present to the Chichester in Partnership meeting on 18th March

For a short time at the start of 2019 **supporting the doctors and staff at Fitzalan Medical Group** (Littlehampton) 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. This will allow us to enable us to test some draft new resources which can then be rolled out elsewhere in the county as needed.

The Healthwatch West Sussex Board will meet at a workshop in March to review all insight and evidence from the last year and set **priorities for 2019/20**.

### NHS Long Term Plan

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.

We will be working with our Local Healthwatch colleagues, our Sussex and East Surrey STP lead for Communication and Engagement, and meet on 22 January to discuss the local approach to engaging with residents around the NHS long-term plan. Through the funding Healthwatch England is receiving from the NHS for this engagement, we can expect to receive a range of resources and centrally generated material, and £2,500 per local Healthwatch. Work and reporting is scheduled to be completed by June 2019.

We have also written to key stakeholders at WSCC about this work, with the view to supporting the alignment of their adult social care engagement activities to this plan to avoid duplication or confusion.

## Issues and Concerns

We are still struggling to get a meeting to discuss the recommendations within our **Financial Fairness report**, and part of this delay now appears to be a hold-up with Capita. There is now a degree of urgency around this to be able to have early sight of the work WSCC needs to do to reduce the impact of the decision to reduce the Minimum Income Guarantee for Working Age people from April 2019.

The volume of meetings being generated, through the need for transformation, remains challenging. The issues being:

- the communication around meetings being put on hold whilst the purpose and suitability are debated is at best disappointing
- volume and frequency
- travel to meetings

We have updated our Liaison and Influencing paper detailing the various meetings we attend. This paper sets out the meetings, who attends, the purpose of the meeting and our role. In doing this, we hope that this provides transparency and the rationale for Healthwatch presence at meetings. Aligned to this work is an updated process for our authorised representatives, which was shared at our Volunteer Workshop in December.

In our [Adult Safeguarding Recommendations Review port](#), we set out what we intended to do at the end of 2018. However, due to changes in WSCC Adult Social Care and the need to raise concerns about the Safeguarding Adult Board, we have focussed on raising these concerns. We will now pursue these planned meetings following the appointment of the new WSCC Head of Adult Social Care.

## Finance and Performance Board Sub Committee and Actions

The subcommittee met on 4 February to review the following:

- Performance report
- Finance report
- Risk Register - updated by delivery partners.
- Recommendation Tracker.