

February 2019

Read our latest [Insight & Evidence Report](#) summarising what we have heard from across the county between Sept - Dec 2018.

OUR HEALTH & CARE **Our FUTURE**

Healthwatch staff and volunteers are attending all the local [Our Health & Care, Our Future](#) engagement events taking place in February and March 2019 across Sussex and East Surrey.

These events let local people learn about the [Population Healthcheck](#) (that sets out the case for change) and talk about how the [NHS Long Term Plan](#) can be made a reality and in a way that is right for our communities.

Our Health and Social Care leaders are required to write a 5-year plan to be submitted in September 2019. The plan must evidence how local people and have helped shape it. To this end, NHS England have provided funding to Healthwatch so we can talk to local people about their views. During March and April we will be working with our community partners to understand local peoples' experiences and views. This valuable insight will be analysed and used to inform local and national plans.

Supporting improvements in Community Pharmacies

Last year we visited over 160 community pharmacies to raise awareness of consulting rooms - as we understood from talking to people that many were unaware that they could use these to have conversations out of earshot of others.

Working with the Local Pharmacy Committee team we've been able to report what good practice looks like to their members. We have also been told by their CEO this has supported pharmacy teams to do things differently and been used as part of their requirement for professional reflection.

We are hearing from people who are expressing concern over the supply of medication post Brexit. You can [find out more](#) about the way local pharmacies are being asked to manage the potential negative impact of a rush to stockpile.



healthwatch
West Sussex

Raising Awareness of Pharmacy Consulting Rooms Campaign

From discussions with local people it was clear many were unfamiliar with pharmacies having 'consulting rooms'. We were keen to raise awareness of this facility and to support staff and the people who use community pharmacy services.

We feel this is particularly important - given the new General Pharmaceutical Council's [Guidance](#) and NICE [Guidance NG102](#) on promoting wellbeing.

Our campaign

During the last week of September 2018 Healthwatch staff and volunteers spoke to pharmacy staff across West Sussex - visiting over 160 individual pharmacies.

Our conversations set out to introduce Healthwatch and to share a poster aimed at raising awareness of consulting rooms, and to help local people to feel more confident in speaking to pharmacy staff.

Our poster campaign was endorsed by the Surrey and Sussex Local Pharmaceutical Committee CEO.

We asked pharmacies

- to put up a poster and to take a supply of Healthwatch cards
- to see their consulting room
- and asked how often it gets used and for what?

We're here to help



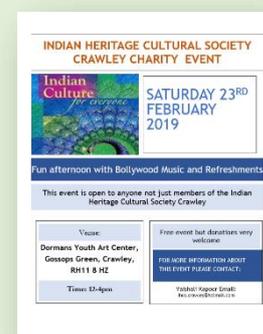
Hearing from our communities

- Read what local people say is strong, wrong and needs to change in our [Burgess Hill Listening Tour Report](#). This insight should help those who plan, buy and provide services to better understand some of the unique challenges in this town. Over coming months, we plan to work alongside other organisations to look at what needs to change. Towards the end of 2019 we'll be inviting system leaders to share back with residents what has changed.
- In March we'll launch our [engagement on loan](#) service. This will give benefit to groups/organisation supporting children and young people to get free-of-charge 'activities in a box' (taking away the hassle of designing and resourcing activities). In return we'll benefit from understanding what young people say about their health and wellbeing. The reason we're investing in this service is to make sure as many local children and young peoples' experiences and ideas inform the Sussex-wide independent review of emotional and mental health support.
- This week our team will be in Littlehampton, exploring access to GP services with residents. If you are a patient at Fitzalan Medical Group please take part in our [survey](#) to support your local GPs to move forward with the services they offer.



What's coming up...

- Our Community Partnership is funding an Indian Heritage Event in Crawley on **23 February**. All welcome... so why not come and chat to our team and take part in a fun day.
- Frances Russell will be opening the public meeting for updating residents on the plans for improving services in Midhurst (following the closure of the hospital). This meeting It is taking place on **Tuesday 26 February 2019 at 3-5pm in the South Downs Centre**.



Health leaders are keen for local people to work with them to make sure services truly meet the needs of the local community. There will be presentations from the local doctors involved, information about what has been explored so far, and setting out the next steps and how you can be part of the project.

- Our Board plan to review our priorities in March using insight local people shared in 2018.



Helping you to find the answers -0300 012 0122

- **Healthwatch** along with 65 other organisations will have a market stall at the **Health & Wellbeing Marketplace Event** taking place in **Parkside, Horsham on Thursday 14 March**. Attendees can drop in any time from **10.30am to 1pm**.

An opportunity to find out how local and national organisations can help you to live well. Although it is taking place in Horsham most stallholders provide a countywide service and will have information on services in your local area. Visitors can also participate in a range of activities including a free wellbeing MOT for tailored advice on how small changes can benefit wellbeing, audiology checks, mobility scooter safety advice, a Connect to Support online information help-point, and relax over a free cup of tea or coffee in the café area.

- Sussex Clubs for Young People and Healthwatch West Sussex are holding an event for residents of the [Bentswood area of Haywards Heath](#). The event will provide information and advice on budgeting and finances, employment and training, volunteering, foodbank, reducing waste, etc. The event will be held on **5 March** between 10am and 2pm at [Saltworks Cafe, Haywards Heath](#).

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

