

## May 2019

Download our latest [Insight & Evidence Report \(Jan to March 2019\)](#).

**A huge “thank you” - over 270 West Sussex residents tell Healthwatch what they think would make the NHS better.**

We've been speaking to people in clubs and voluntary organisations throughout West Sussex, in hospitals and at the Broadbridge Heath leisure centre. We also spent focused time talking to people in Bognor and East Grinstead about their experiences of mental health support.



**whot**  
**would you do?**  
It's your NHS. Have your say.

Now we will share this feedback with local services to inform how the NHS Long Term Plan is implemented in West Sussex. A link to the reports will be in our next Heads Up.

ADVICE AND  
INFORMATION

Helping you to find the answers - 0300 012 0122



Working together, [The Disabilities Trust](#) and Healthwatch West Sussex have created a new tool to support healthcare professionals to protect vulnerable people.

People who lack capacity to make their own decisions about medical care are at risk when needing medication or surgical procedures. This can be because of gaps in understanding about the Mental Capacity Act or an unwillingness to take responsibility for the course of action under 'Best Interest for the patient' (set out in the Mental Capacity Act).

**Consent to Treatment for Best Interest Decision Making Toolkit** is designed to support people who are lacking the mental capacity to make specific health and care decisions; by removing or reducing risks and improving their care through better understanding. [Download the toolkit for free here](#)

[Click here to read our latest Community Partnership Spotlights](#) - Mental Health groups and a great example of a Patient Group

## Hearing from our communities - tell the local NHS what's important

NHS Coastal West Sussex Clinical Commissioning Group has recently held a number of engagement events to hear from local people about what is important to them for the future of health and care services. Building on the [Big Health and Care Conversations](#), these events are helping to prioritise changes and improvements to ensure our population continue to receive the best possible care. It is important local people have a greater voice in helping to determine how services change for the better and help us think about how we use the available money for health and care in the best possible way: "We can do anything, but not everything".

The CCG is working closely with colleagues from our neighbouring CCG areas to ensure we hear from people across the whole of Sussex and East Surrey.

Over the coming months, the CCG's engagement team are planning to speak to even more people by attending groups, workplaces, venues and events that are taking place in our local communities. They are particularly interested to hear from younger people and working age adults and to visit places where we can speak to these groups. If you are holding any events, know of local events or groups which we could attend to continue these conversations, please email [vickysmart1@nhs.net](mailto:vickysmart1@nhs.net) or call 01903 708411.

### What's coming up...

- **Our 2019-2020 Work Plan will be shared in the next Heads-up** you'll be able to see what outcomes we want to achieve from our priority work. We've been using a toolkit developed by Healthwatch England to help us in defining these outcomes.

One of our areas of focus this year will be Care Homes - we'll be looking at how well people are involved and prepared for change where homes have safety or quality issues identified by the Care Quality Commission (CQC).

We've just published a report from our [Hilgay Care Home](#) visit looking at just this.



- We'll be issuing a statement for the Hospital Trusts **Quality Accounts** shortly. We have had to decide we're not able to use our limited resources to review and comment on these individually. The process of Quality Accounts is imposed on Trusts, we do not believe it is a process that benefits patients or family and friends' carers, in its current format. This format has remained the same despite Healthwatch working strategically on recommendations to adapt this. We have reduced resources and so choose to focus our efforts where they can have the most impact on patient care and we do not believe quality accounts contribute to this outcome.
- Healthwatch across Sussex are looking at the draft *key lines of enquiry* for the **Independent Review of Children and Young Peoples' Mental Health and Resilience** and we'll share our thoughts in the next Heads Up.
- Having carried out three *Enter & View* visits in the last few months, we'll be publishing our findings shortly. Interestingly, we found notable differences in the processes and cultures of St Richards and Worthing Hospitals, both run by Western Sussex Hospitals NHS Foundation Trust. Our visit to East Surrey Hospital (Redhill) was a successful collaboration with Healthwatch Surrey.

