

June 2019

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

Healthwatch across Sussex looked at the draft *key lines of enquiry* for the **Independent Review of Children and Young Peoples' Mental Health and Resilience** and using local insight we fed back to the Panel our thoughts, which you can see [here](#). We know the panel have considered this feedback, as this has been confirmed in the regular review bulletin.



Eye Clinics at Southlands and St Richards

We have published a [report](#) into these vital Eye Clinics. This work is the result of a partnership between Healthwatch West Sussex, **4Sight Vision Support**, and the **University of Chichester**, looking at patient experience and service knowledge of people who accessed the **Eye Clinics** at Western Sussex Hospitals NHS Foundation Trust (WSHFT) Southlands and St. Richard's hospitals.



The findings will be used by our Chair at the Health and Social Care Select Committee on 12 June 2019, relating to the committee's agenda item to scrutinise Low Vision commissioning.



We are coming on tour!

talk to us
www.healthwatchwestsussex.co.uk

We are your independent patient/users champion for health and social care in West Sussex.

We will be visiting Broadbridge Heath throughout June.

We want to understand from you what's strong and what's wrong with health and social care services in Broadbridge Heath - so we want to talk to as many people as possible.

Our team will be visiting local services but if you don't spot us, contact us and share your story.

  **healthwatch**
West Sussex

0300 012 0122 www.healthwatchwestsussex.co.uk

We're now on tour in Broadbridge Heath

Our team of staff and volunteers will be popping up in a variety of community facilities throughout June. We've already met people at a parent and toddler group, the leisure centre, The Shelley Arms and the garden centre.

If we've missed you during our tour, just call us on 0300 012 0122 to share your views and experiences of local health and care in the area or surrounding villages.

We'll be reporting on this tour in July.



What West Sussex residents told us they think would make the NHS better is being reported and discussed with senior leaders

Having submitted our draft findings to Healthwatch England, along with our Sussex Healthwatch Colleagues, we will be discussing what local people expect and feel is needed with [Adam Doyle](#) the Senior Responsible Officer for the Sussex and East Surrey Sustainability and Transformation Partnership (STP) and eight Clinical Commissioning Groups for this STP.



Our locally focused report on mental health details what you told us needs to change.

Our *Enter & View* visits to St Richards and Worthing Hospitals, both run by Western Sussex Hospitals NHS Foundation Trust, has now been shared with the Care Quality Committee, who are carrying out a full inspection of the Trust over the coming weeks.

You can read the findings and changes from last month's *Enter & View* visit to East Surrey Hospital [here](#).



We recently carried out an *Enter & View* visit to Bognor War Memorial Hospital, run by Sussex Community NHS Foundation Trust. Our team was pleased to see improvements in some departments since our visit in 2018 and we were also able to spend some time on the inpatient wards. We will be publishing a report in the next few weeks.

What's coming up...

Our collaborations with many young people during 2018 has helped us to create our resource pack, which launches in time for the start of the academic year.

For us, these are a sustainable way of gathering insight from young people and for teachers, and youth leaders, they offer an '*off the shelf and fully resourced*' product saving time but providing real learning opportunities.



Find out about how we plan to work in the coming year

Our plan has the outcomes we want to achieve, as well as how we will go about achieving them.

For example: **GP practices and Primary Care Networks see the value and benefit of meaningful patient feedback and this is celebrated and positively encouraged.**

As well as our local work, we've contributed to the national [consultation](#) (which closes on 23 July) on how doctors gather patient feedback for their personal revalidation.



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

