

# Impact & Performance Report

July - September 2023 (Q2)

## This quarter at a glance



- Actively encouraged people to provide insight about their primary care experiences via Patient Participation Groups (PPG's) and Primary Care Networks (PCN's).
- Worked with many communities by hosting networking events, providing opportunities to share stories and views and having one to one conversations.
- Continue to support people and their families to navigate health and care services.

## Impact: Making a difference



Conducted a [pilot study](#) carried out in partnership with South Downs National Park and Community Transport Sussex, which highlighted the mental health, wellbeing and physical benefits of having access to green places and how isolated communities (due to transportation limitations) struggled to access and enjoy the benefits of visiting the National Park.

Lead on a [breast cancer screening survey](#) with local women to identify reasons for a declined uptake of routine appointments. This provided valuable insight.

Collated and published the findings from the [Bersted and Chilgrove Community Hubs survey](#). The aim was to capture and better understand the views, current needs, issues, concerns and barriers local residents and their families experience in accessing the Chilgrove Community Hubs and living in Arun District.

## What are people telling us



The total number of interactions logged by the Helpdesk for all Healthwatch services for West Sussex were **196**, of which **78** were via telephone and **69** via email and **49** from the contact form on our website. The average time spent on recorded calls, including research was **43** minutes, the longest time spent dealing with a call was **135** minutes.

## Progressing our priorities



You can find details of our 2022-2023 priorities [here](#).

Current priorities include Adult Social Care Strategy, HNS Dental Care, Community Services and Youth Mental Health.

2023-2025 priorities are now in review and will be published following approval by the Board.

## Community collaborations



- Delivered 'Library Pop-Up' events at 8 libraries
- Attended events at St Lawrence GP surgery in Worthing, Swanfield Chichester Summer Fun Day, Hassocks Families and Traveller's Wellbeing Day, Midhurst Multi-agency Event and the Dementia Awareness Day Chichester Library.

## Reports and Publications



Published 2 spotlight reports and 1 Hub report.

You can read all the reports [here](#).

## Independent Health Complaints



Advocates have continued to support West Sussex residents to make complaints and have received an increase in new cases this quarter, with a higher number of people contacting the Hub for one off information and advice.

The most prevalent theme for complaints is 'Treatment and Care'. This is followed by staffing/staff attitudes and complaints raised following a death of a patient.

[Read](#) the full IHCAS report.

## Looking forward



- Main themes from our insight reports remain access to GP-led Services, dentistry and also in-patient care this quarter. Mental health continues to feature heavily throughout our interactions with local people.
- Our next [Board meeting](#) is Wednesday 15<sup>th</sup> November 2023



## Full Quarter 2 Report

This is just a small snippet of all the work we have completed this quarter, if you would like to read the full report, it can be found [here](#).

**healthwatch**  
West Sussex

w: [healthwatchwestsussex.co.uk](http://healthwatchwestsussex.co.uk)

t: 0300 012 0122

f: [healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex)

t: [healthwatchws](https://www.twitter.com/healthwatchws)