

Impact & Performance Report

July – September 2023 (Q2)

We are pleased to share details of our work from July to September in this report which reflects the breadth of insight and influencing the team have been able to deliver, working collaboratively with local people, community and system partners.

If you have any comments, feedback or would like further information about any aspects of our work, please get in touch. We welcome your feedback, and we are always looking for ways to improve.



This quarter at a glance



Making a difference to care

Ensuring local people have a say in changes to primary care

Following our workshop with the Integrated Care Board (ICB) partners in Q1, we continue to collect insight about primary care via Patient Participation Groups (PPG's) and Primary Care Networks (PCN's).



Reaching out

Working with people and communities

We continue to attend networking events and actively work with different communities to encourage people to share their experiences and discuss what is needed to improve our local health and social care services.



Providing support

Providing valuable information

Supporting people and their families to navigate health and care. This is challenging and requires time to enable them to access the support they need. Our Helpdesk Team deliver a high volume of support and offer information, advice and guidance through our telephone helpline and email enquiries.

Impact: Making a difference



At the start of this report, we highlight some of the areas/topics where we've had the most impact in the last quarter.

Healthwatch work has included:

- A [pilot study](#) carried out in partnership with South Downs National Park and Community Transport Sussex 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 National Park.
- Conducting a [breast cancer screening survey](#) with local women to identify reasons for a declined uptake of routine appointments.
- Collating and publishing the findings from the [Bersted and Chilgrove Community Hubs survey](#) 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.

Sharing Insight

- Shared insight and information to support the 'Let's Talk Crawley' programme. Working with Kent, Surrey and Sussex Academic Health Science Network 'Transforming lives through innovation' and the Surrey and Sussex NHS Healthcare Chief of Innovation on the role of jobs and meaning of life and how this can impact health. For example, this study looks at how people feel about retiring, becoming parents or a carer.
- Shared insight to support the West Sussex Stroke Programme to ensure that more rural needs are heard, such as highlighting issues such as poor transport links and parking at St Richards hospital.
- Shared a Healthwatch West Sussex report about access to GP appointments to Andrew Griffith MP.

What people are telling us?



This section shares the insight from people who contact our Helpdesk for information, signposting and advice.

Enquiries received by the Helpdesk Team

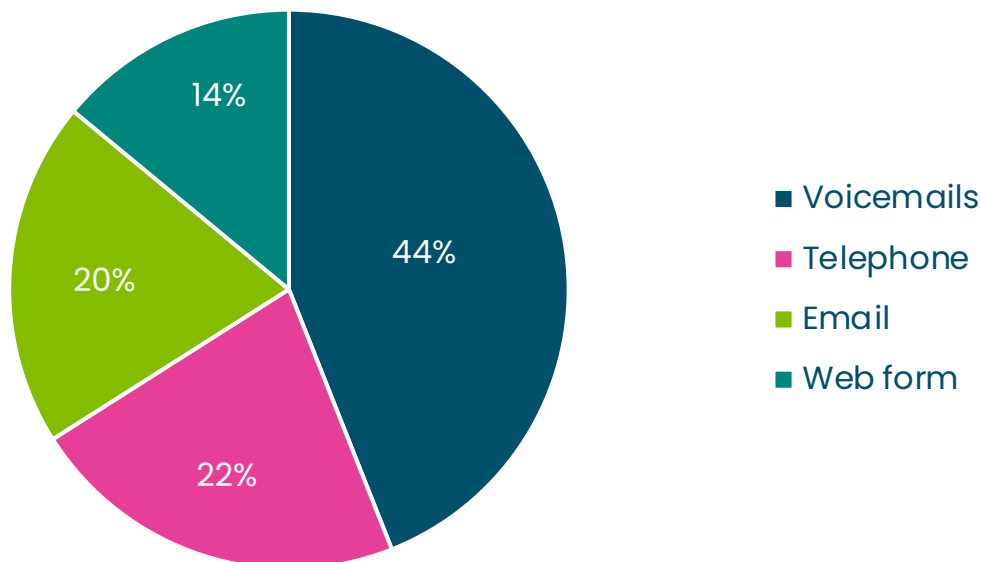
The total number of interactions logged by the Helpdesk for all Healthwatch services for West Sussex in this quarter were **196**.

Of these 196 interactions, **78** were via telephone, **69** were via email and **49** came through our website contact form.

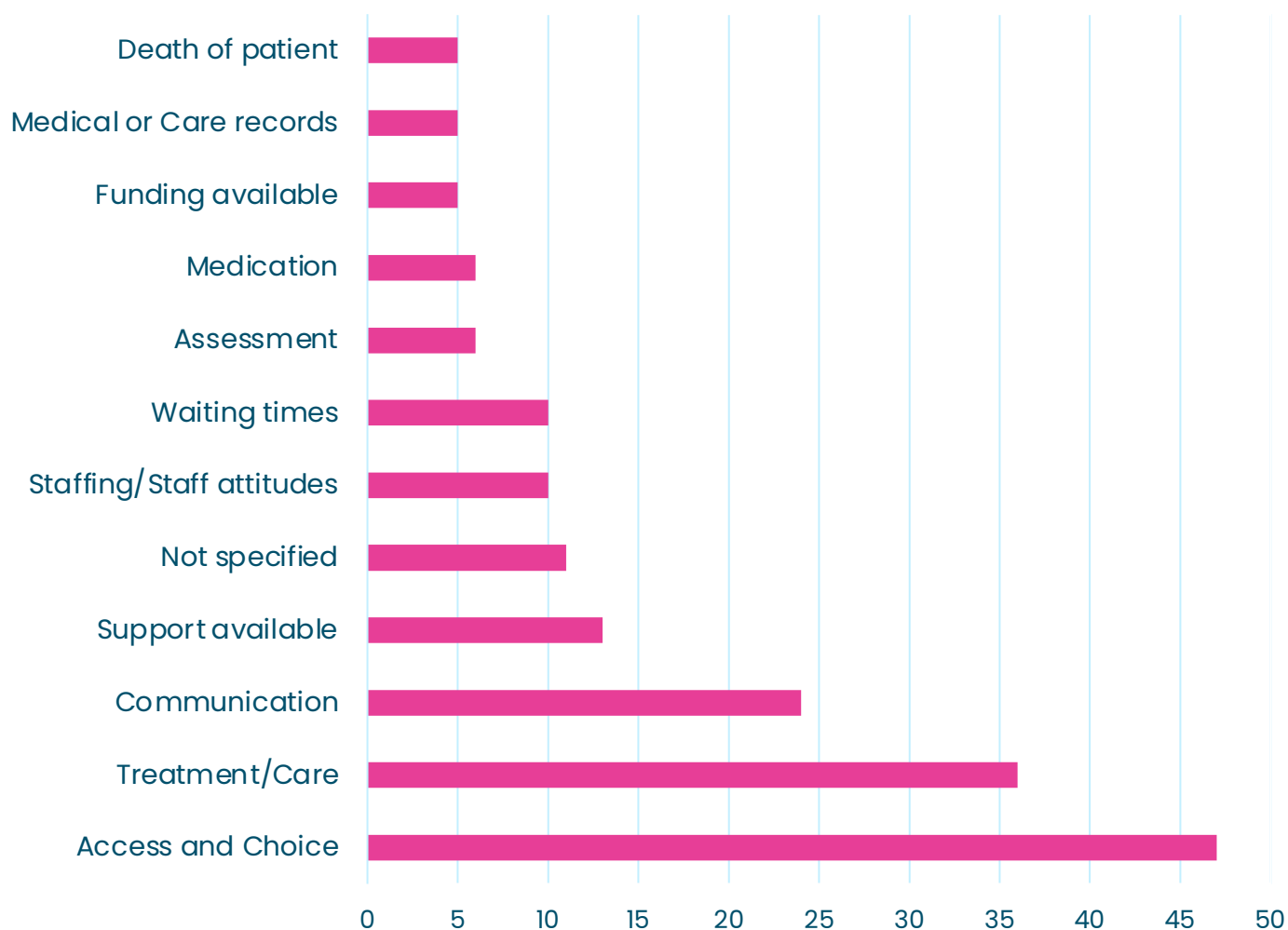
The team received and dealt with **157** voicemail messages.

The average time the team spent on recorded calls, including research, was **43** minutes, the longest time spent dealing with a call was **135** minutes.

Interaction Types



Helpdesk Enquiry Themes



The graph above shows the top themes from the direct enquiries, with the highest number of enquiries coming in about Access and Choice, which has consistently been the most outstanding theme for many months. This is followed by Treatment/Care and Communication.

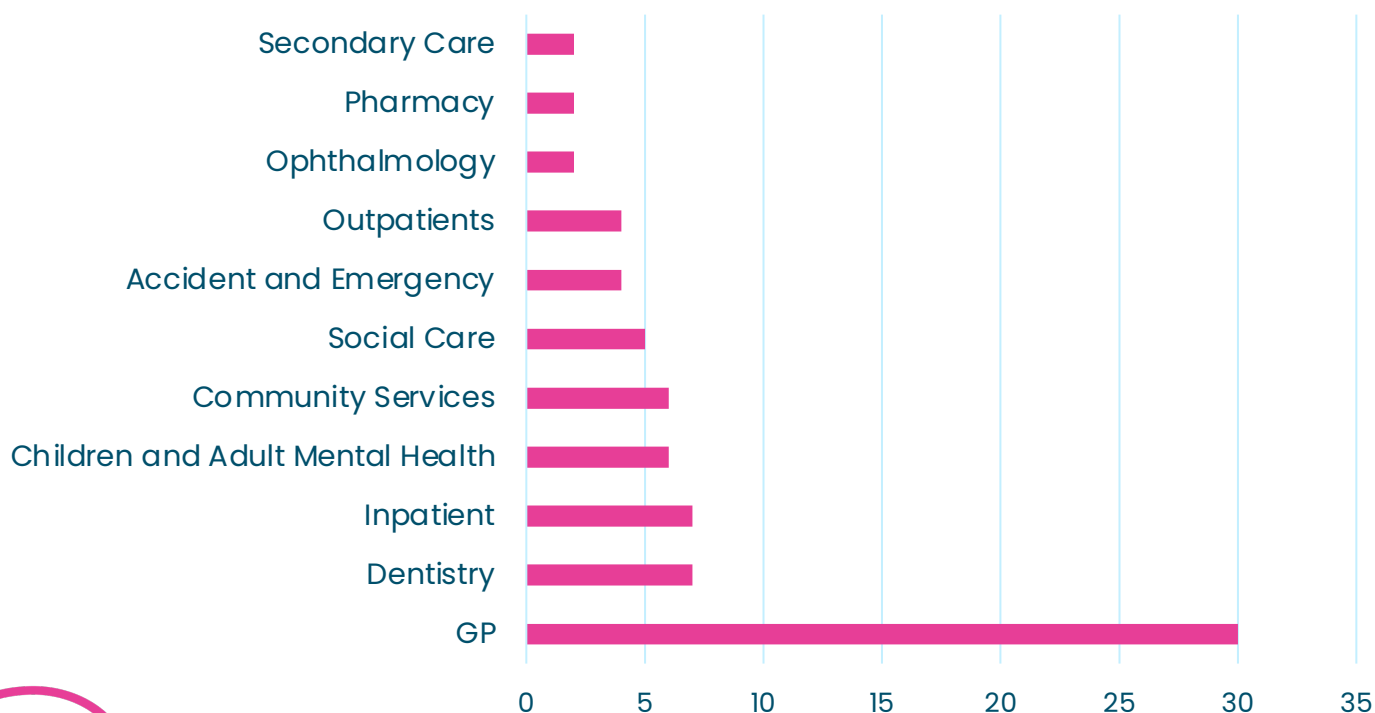
Other low scoring themes included discharge, diagnosis, surgery appointments, level of provision, screening/immunisation, pathways of care, equality and care planning.

The top theme for this quarter is **Access and Choice** to Health and social care services.

Examples of calls included requests for help with:

- Locating a local dentist
- Difficulty with the lengthy process connected to care package funding for their elderly parents
- Supporting young people with complex needs
- Accessing technology to complete a GP form online
- Communication with health and social care providers
- Clarity regarding which service is appropriate and how to access support

Quarter 2 topics



The top area of complaints are about **GP's**. The Access and choice of healthcare via local GP's.

Example of what we are hearing:

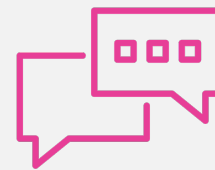
"I haven't seen a Doctor in 2.5yrs"

"Waiting on the phone is ridiculous, it's never anything less than 20 minutes"

"It's still very hard to get face to face appointments at the surgery"

"Daughter is having difficulty registering mother at most local GP surgery . Nearest is too far away to access as no transport and cannot use buses."

Case study



Post Operation Support Story:

A family member called and advised that their mother had an eye operation in 2016/2017 and post-operation was experiencing limited vision. The Consultant confirmed that the central vision had been affected due to scarring.

The family contacted Patient Advice and Liaison Service (PALS) and a laser eye procedure was offered to help restore some of her sight back.

Unfortunately, the procedure did not help, and the mother is now struggling with decreased vision and in-turn this has affected her confidence.

The family have struggled to find the right support and decided to self-fund visual aids to assist.

Actions & response from Hub Team:

The Hub responded to the families request for help and emailed across information regarding resources and organisations that may be of further support to their mother. The family were appreciative of the help.

Progressing our Priorities



We welcome and seek all such opportunities which will further improve health outcomes for people in West Sussex and in particular address existing health inequalities.

Scope of what we plan to do with “Core Healthwatch” funded resources available. You can find details of our draft 2023–2025 priorities [here](#).

Community Services

Our Community Partnership Lead has joined numerous webinars with the Local Community Networks (LCN), these are multi agency partnerships covering district and borough areas across West Sussex. Healthwatch are actively supporting several of the sub-groups to support the work of the LCN’s such as safeguarding, mental health, transport, isolation, and loneliness.

Youth Mental Health

- Highlighted the [NHS roll out of flu vaccines for children](#) from September on our website and via social media.
- [Actively encouraged engagement with young people](#) via our website, social media and interaction with volunteers. This included attending a number of Freshers Fairs in West Sussex and asking young people for feedback on their positive experiences, issues and what they see are the priorities for the coming year.
- Healthwatch West Sussex has monitored the impact of the loss of the Advocacy service from the Impact Initiative for families and service users.
- Community Engagement Lead met with Partnership Support Officer – WSCC Early Help Mid Sussex Family Hub, Children’s Services | People Services lead and circulated information to our hub.

Social Care

- Published the The Health and Social Care (HASC) Committee [The future of general practice the Government's response](#). Healthwatch West Sussex attend quarterly HASC meetings and help to provide feedback and influence local decisions.
- Published the following articles to raise awareness of: A [Third of people in England lack confidence they can access critical NHS services](#), [Delays to NHS care: Understanding the impact](#) and [GP Patient Survey 2023](#).

Dental

Published articles to raise awareness of updates, shared tips to get the most out of your next dental appointment as well as attended local meetings to highlight the impact dental issues are having on local people.

Articles included:

[Health and Social Care Committee report on NHS Dentistry](#)

[Annual NHS Dental Statistics for England](#)

[Top 10 ways to get the most out of your next dental appointment](#)

Community Collaborations



The benefit for Healthwatch West Sussex of developing partnerships is **Common Purpose** – the shared vision on what is needed and how to achieve this.

Partnership and NHS system

Our volunteers have been busy completing [‘Patient Led Assessments of the Care Environment’ \(Place\)](#) visits at NHS sites across West Sussex. It is an opportunity for us to provide an independent and comprehensive assessment of the service provided to the public and includes observations, praise and constructive feedback.

The new West Sussex Healthwatch Manager is regularly meeting with NHS Sussex ICB, NHS Sussex Foundation Trust and the Sussex Healthwatch Liaison Lead to review and discuss health care priorities.

Voluntary, Community and Social Enterprise

We have been working on **two surveys**:

[Breast Screening survey](#) closed end of October 2023.

Background: Breast cancer is the UK’s fifth biggest cancer killer. However, early diagnosis can save lives. Breast screening data shows that only three quarters of eligible women in West Sussex take up the offer of routine screening.

Currently, women are automatically invited for their first breast screening between the ages of 50 and 53. Thereafter, they are invited every 3 years until the age of 71 years. After 71 years women can request breast screening.

Breast screening uses a breast x-ray, called a mammogram, to look for cancer that may be too small to see or feel. The sooner breast cancer is diagnosed, the more effective treatment is likely to be. Screening can pick up breast cancer before there are any signs or symptoms.

Survey Objective: To learn what stops people attending Breast Cancer Screening.

[Adur and Worthing Mental Health Survey](#) closed October 16th, 2023.

Background: We are working collaboratively with Adur and Worthing Local Community Network, Pathfinder and West Sussex MIND to learn from local people what support and services might help local people with their emotional, mental, and physical health .

Survey Objective: To understand current needs, issues of concern, what barriers you or your family members may have in accessing services and what support and/or services could support you and your family's emotional, mental, and physical wellbeing.

Engagement – going to where you are

Throughout, Quarter 2, the Community Partnership Lead and Community Involvement Worker have joined several events (without a formal agenda) to talk with local people.

Some of the topics shared included problems with:

- NHS appointment app
- GP websites and accuracy of information
- problems getting an NHS dental appointment
- transport issues
- having to wait longer for NHS procedures
- not being believed by healthcare professionals if you are young and female

The events included:

- St Lawrence GP surgery Worthing Open Day
- Swanfield Chichester Summer Fun Day
- Hassocks Families and Traveller’s Wellbeing Day
- Midhurst Multi-agency Event
- Dementia Awareness Day Chichester Library




Local Community Networks (LCN's)

Our Community Partnership Lead has joined numerous webinars with the Local Community Networks (LCN), these are multi agency partnerships covering district and borough areas across West Sussex. Healthwatch are actively supporting several of the sub-groups to support the work of the LCN's such as safeguarding, mental health, transport, isolation, and loneliness.

Library Pop-Ups

The West Sussex Healthwatch Community Partnership Lead and Community Involvement Worker has popped up at several libraries and had some interesting conversations.



“Someone living with cancer received information about chemotherapy by post but needed this to be in simple language.”

“One woman shared that she has received excellent service from the maternity team at Haywards Heath.”

Feedback from attendees

- Southbourne Library
- Haywards Heath Library
- Broadwater Library
- Worthing Library
- Durrington Library
- Steyning Library
- Goring Library
- Crawley Library


Healthwatch would like to **thank** [WSCC Library Services](#) staff for all their support during these visits, which is very much appreciated.

Healthwatch in Sussex

Local people are at the heart of our work, both in terms of listening to and sharing their experiences in our reporting and work with stakeholders.

Cheryl joined several webinars and has provided separate information to support the various transformation activities to support future NHS Sussex service provision.

Shared information from our report Living with Back Pain understanding Shared Decision Making when she joined the Arthritis and Musculoskeletal Alliance (ARMA) oral evidence discussion on Supportive Self-Management and Musculoskeletal Services.



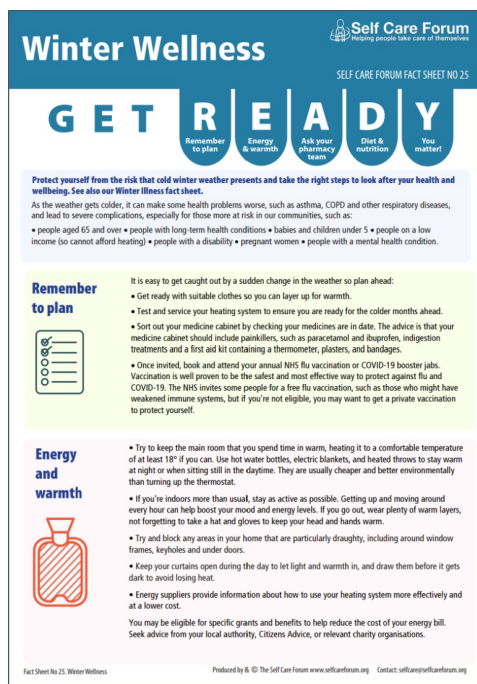
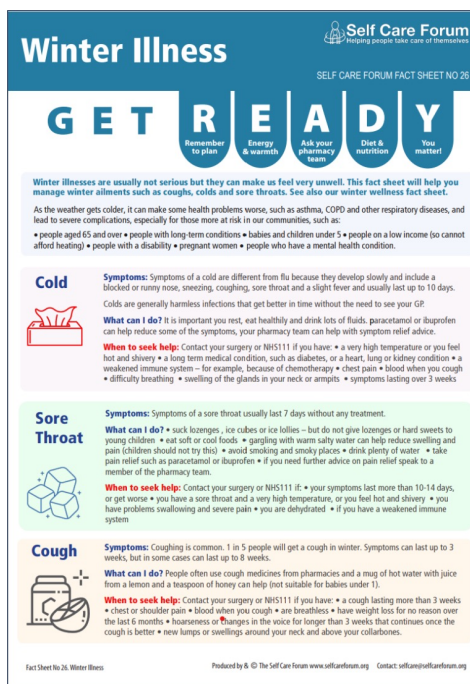
I've been talking a lot about self-management recently. We've had conflicting views through our MSK health inequalities inquiry – does it help address inequalities or exacerbate them?

The session was facilitated by Sue Brown, CEO ARMA.

The conversation was between Jim Phillips, (Centre for Empowering Patients and Communities) and Chloe Stewart (Clinical Lead of Sussex Personalised Care Programme).

- NHS Sussex MSK Transformation webinars sharing what local people have shared to support the MSK future provision. The webinars covered rheumatology, MSK pain, diagnostic, and personalised care.
- Sussex Partnership NHS Foundation Trust Community Mental Health Transformation suggested that the language needs to be accessible and consistent, linking to other pieces of NHS Sussex transformation work that is happening in West Sussex and consistent terminology for supportive self-management.
- NHS Sussex Stroke Consultation she shared insight about transport concerns from the more rural southern Horsham area, the drop off point at St Richards being A&E and how this is already stretched and parking issues.
- Responded to the Let's Talk Crawley update, adding how the role of job and life meaning can impact on health for example those about to retire. It used to be that people were supported to prepare for this life change but now does not happen or less so. This can affect how a person feels – emotionally and mentally – about this key life stage. Other areas are becoming a parent or carer.

Reviewed the Self-Care UK winter fact sheets which are available [here](#)

Future Events Planning

We are working on a multi-agency event for Q3 during Self-Care week.

Working in partnership with the **Alzheimer’s Society** and **Places Leisure** during **Self-Care Week** with the theme **‘Living Well with Dementia’**.

The event will be on Monday 13th November at The Bridge Leisure Centre, Horsham.



Information, Advice, Communication & Engagement

We have supported local residents, their family and friends, carers, community partners and system stakeholders, through all of our communications channels.

	Key performance metrics for current and previous quarter	
	Q1	Q2
Enquiries to Helpdesk/frontline team through all channels	1201	2,794 (196 Hub Interactions + Engagement CRM entries 2598)
People signposted to IHCAS for ongoing advocacy support	4	27
Number of people engaged with (all channels)	14,231	15,610
Number of engagement/influencing occasions	534	145
Number of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	804	2598
Number of community partners engaged with	1012	1557
Active community collaborations	41	30
Reports, Spotlights, and case studies	4	6
Website visits	4280	6846
Facebook: Followers Posts Reach	603 99 5800	724 105 7409
Instagram: Followers Posts Reach	466 95 453	494 86 1198
Twitter: Followers Posts Impressions	1797 99 10112	1813 105 9400
Heads Up briefing subscribers	1249	1237
External publications (hard copy and digital)	0	0

Involving Local People

Involving local people in designing and delivering our core responsibilities and work is critical to the success of this local Healthwatch:

	Key performance metrics for current and previous quarter	
	Q1	Q2
Volunteers	54	57
Roles covered by volunteers	94	95
Volunteering interactions (meetings, events)	402	382
Volunteer support hours	486	494
Healthwatch Board Independent Directors	250	224
Estimated value of volunteers **	£29,215	£26,350

** Estimate based on £25 per hour for volunteers who usually work at a high level and £75 per hour for Independent Director volunteers. More virtual meetings reduced the need for travel hours so although a slightly lower number of hours, it reflects increased direct activity.

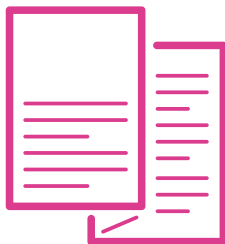
Volunteering during this quarter

We continue to sustain a good level of engagement with volunteers, who have:

- Supported at Freshers week by creating a theme and actively engaged with Freshers to provide feedback on their health and social care experiences (good and bad) and asked what they would like to see in the Healthwatch priorities for 2023-2025.
- Attended PLACE visits and provides assessments to help improve healthcare services in the local area.
- Presented at the Sussex Children and Young Person's Event on 26/10/2023.
- Collated data to present Healthwatch insight reports to the South East Ambulance Service.

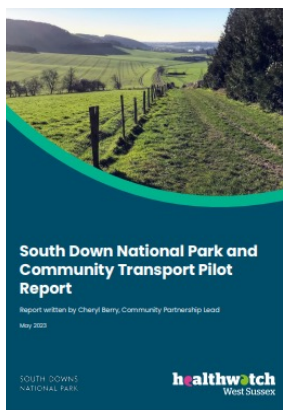
There have been 3 new volunteers that have joined us in quarter 2.

Reports and Publications



Please note that draft reports are shared with our Integrated Care System partners for comment and consideration before publication, this allows us to build on the information and give services the right to reply and respond to any draft recommendations.

The following reports were published this quarter:



South Down National Park and Community Transport Pilot Report.

The South Downs National Park is the National Park for all and has an ambition to be used by more diverse groups – those who do not currently access the National Park – to encourage the benefits of greenspaces as a way of supporting people’s health and wellbeing. Read the report, [here](#).



Spotlight report: NRS Healthcare Technology Enabled Care Services (TECS)

NRS Healthcare Technology Enabled Care Services (TECS) West Sussex are an award-winning provider of assistive technology. They provide a wide variety of solutions to support people to live at home independently, for longer. Read the report, [here](#).



Spotlight report: Horsham Fibromyalgia Support Group

Horsham Fibromyalgia Support Group is run by volunteers, many of whom live with Fibromyalgia. Read the report, [here](#).



Heads Up

Monthly newsletter keeping people up to date on health and social care.

Hello and welcome to our August issue of Head's Up.
A welcome to this month's newsletter, grab a drink and have a read of this month's news and events. Please feel free to share our newsletter.

This month's highlights:

- > Delays to NHS care: Understanding the impact
- > NHS Digital Health Check
- > FQOC service is closing
- > Volunteer with us
- > Urnivalier Independence Day Party



Breast Cancer Screening Survey

Breast cancer is the UK's fifth biggest cancer killer. However, early diagnosis can save lives. Breast screening data shows that only three quarters of women in West Sussex take up the offer of screening who can.

We are trying to learn what stops people attending Breast Cancer Screening.

Please support us by answering the following questions which should take no more than 5 minutes. Survey closes on 17th September 2023.

[Fill in the survey](#)

[July](#)

[August](#)

[September](#)

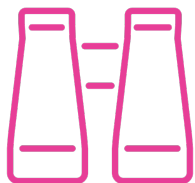


Quarter 1 Reports

Catch up on our reports of our work from April to June. Which reflects the breadth of insight and influencing the team have been able to deliver, working collaboratively with local people, community and system partners.

[Read them here](#)

Looking Forward



Emerging Themes and Strengthening Relationships.

Our relationship with the Sussex Integrated Care System, Integrated Care Board and system partners continues to strengthen, with the three Healthwatch Sussex Leads meeting weekly with the ICB to discuss priorities and discuss opportunities for joint working and collaborative approaches to system-wide themes.

West Sussex Healthwatch will be publishing the core priorities for 2023–2025 in November 2023 following Board approval.

Board meetings

Board meetings are held in public the meetings are hybrid (in person and virtual).

Next meeting date is:

- 11:30am–1:30pm on Wednesday 15th November 2023 at Billingshurst Community & Conference Centre and online via Microsoft Teams.

healthwatch
West Sussex

w: healthwatchwestsussex.co.uk

t: 0300 012 0122

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

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