

# Impact & Performance Report

October – December 2023 (Q3)

## This quarter at a glance



- Healthwatch West Sussex researched the reason(s) for the low uptake of routine breast screening appointments in West Sussex and shared the insight with partners to help increase the uptake of appointments in the future.
- We reached out and learnt from local people about what support and/or services would help to support them and their families' emotional, mental, and physical health.
- Our Helpdesk Team delivered a high volume of support and offered information, advice and guidance through our telephone helpline and via email enquiries.

## Impact: Making a difference



**2 Closed surveys:** Breast Screening and Adur, also Worthing LCN Mental Health.

**2 Open surveys:** Macmillan Cancer Support and Effects of Noisy Environments.

Outcome reports and recommended actions will help to make positive change.

## What are people telling us



The total number of interactions logged by the Helpdesk for all Healthwatch services for West Sussex in this quarter was **280**.

Of these interactions, **60** were via telephone, **52** via email and **63** came through our website contact form.

The team received and dealt with **130** voicemail messages.

The average time the team spent on recorded calls, including research, was **37.5** minutes, the longest time spent dealing with a call was **110** minutes, with the shortest call being **5** minutes.

## Progressing our priorities



You can find details of our 2023–2025 priorities [here](#).

Current priorities include Mental Health, Social Health, Dentists/GP's and Women's Health.

New Plans have now been developed for 2023–2025, including a Work Plan, Engagement and Communications Plan.

## Community collaborations



The Engagement Team:

Visited the Urgent Treatment Centre (UTC) in Crawley to talk with people waiting to be seen. Many stated they have been told to go to the UTC their GP surgery, 111, East Sussex hospital or just decided this was the best place for them.

Attended Midhurst Community Forum, Mid Sussex Professional Event.

Attended 'A View on Women's Health: A Sussex Perspective' Event.

## Reports and Publications



Published 7 spotlight/reports.

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' received by local healthcare providers.

[Read](#) the full IHCAS report.

## Looking forward

- Local people continue to share difficulties with treatment/care, communication, GP's and Community Services at Local Healthcare Trusts.
- Healthwatch West Sussex will continue to update the Work Plan to ensure that work continues to be driven by local people's needs and priorities.
- Our next [Board meeting](#) is 21<sup>st</sup> February 2024.



## Full Quarter 3 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](#).

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