

# Impact & Performance Report

January – March 2024 (Q4)

## This quarter at a glance



### Making a difference

Healthwatch West Sussex supported with an NHS project surrounding the low uptake of breast screening appointments in the local area. The results have provided insight and allowed decision makers to make positive changes to increase attendance, and where cancer is detected, provide quicker diagnosis and more effective treatment at an early stage.

### Supporting local people to navigate health and care

Our Helpdesk Team deliver a high volume of support and offer information, advice and guidance through our telephone helpline and via email enquiries.

### Independent Health Complaints Advocacy Service (IHCAS)

Healthwatch West Sussex runs the West Sussex Independent Health Complaints Advocacy Service (IHCAS) supporting local people of all ages with self-help information, supported help or full advocacy with a designated advocate.

## Impact: Making a difference



Making a significant difference to care by collecting and reporting insight to NHS Sussex.

## What are people telling us



Local people are particularly concerned about:

- 1. Treatment/Care**
2. Access and Choice
3. Waiting for appointments or treatment

## Progressing our priorities

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



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

## Community collaborations



Over 10 collaborations throughout quarter 4, including: Olive Tree, Rethink, Sussex Community NHS FT, Sussex Lung Disease Support Group, West Sussex County Council Library Service, Yada. Further information can be found on page 3 of the full report.

## Reports and Publications



- A report has now been published following last quarter's visit to 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 by their GP surgery, III, East Sussex hospital or just decided this was the best place for them. Further information can be found on page 5 of the full report.
- Eight reports have now been published providing insight into the low uptake of breast screening appointments in West Sussex.
- Freshers Fair Engagement Report 2023 shows an insight as to what young people are saying and what they feel are the priorities.
- 'Enter and View' visit at Southlands Hospital. What our volunteers reported and next steps.
- Survey results: is society becoming nosier received a high response, with most people saying that society is becoming nosier.
- Self-care week, living with Dementia community event. A report about the community services who work in and around the Horsham district.

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

Healthwatch West Sussex will continue to update the Work Plan to ensure that our work continues to be driven by local people's needs and priorities.

Our next [Board meeting](#) is 15<sup>th</sup> May 2024.



## Full Quarter 4 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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