

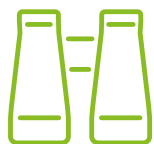
Impact & Performance Report

January - March 2024 (Q4)

We are pleased to share details of our work from **January to March 2024** this report which reflects the breadth of insight and influencing the team have delivered, working collaboratively with local people, wider 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

The low uptake of breast screening appointments in the West Sussex project 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 earlier stage.



Reaching out

Our Community Partnership Lead reached out to local contacts to help secure a potential meeting room for a local charity service. This is being actively followed up.



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.

Also, we provide the West Sussex Independent Health Complaints Advocacy Service (IHCAS) supporting local people of all ages with self-help information, supported help or full advocacy.

See separate IHCAS report for further information.



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:

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

In partnership with the West Sussex County Council Health Protection and Screening Manager, NHS England, NHS Southeast Cancer Screening and West Sussex Breast Cancer Screening Centre, we came together to look at why there is a [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 earlier stage.

Suggestions shared by responders included: minor changes to the invitation letter, more flexible appointments, better parking and transport access, promotion of the service through social media and local communities, and possibly a local road show to promote that women complete the screening for reassurance.

One area that came through very strongly was how much respondents appreciated the professionalism and efficiency of staff throughout the breast screening process.

Ensuring local voices are included wider

Healthwatch in Sussex report – Living with Back Pain understanding shared decision making (March 2022) has been included in the biography for the Arthritis and Musculoskeletal Alliance 'Act now' musculoskeletal Health Inequalities and Deprivation report.

Supporting Local People to Navigate Health and Care

Our Helpdesk has supported **189** local people with information, advice and guidance.



"Thank you for your message and for taking the time to listen to my experience earlier today. Thanks also for your guidance and advice."

"Thank you for that very full reply. It's most helpful."

Our West Sussex Independent Health Complaints Advocacy Service (IHCAS) received **33** new referrals for advocacy support. Please see our separate IHCAS report for further information.



"As always, thank you so much for all of your support. I truly could not do this without you, and I will always be grateful that you were allocated to me."

"Did a really good job of summarising and communicating my needs to pals when I was having a very stressful time. Due to my suffering from several conditions including FND, autism and mental health I was unable to communicate or express myself when dealing with a problem I was having with a local service."

Reports

Exploring Low Uptake for Breast Screening in West Sussex Report

This project is a partnership between West Sussex County Council Health Protection and Screening Manager, NHS England, NHS South East Cancer Screening, West Sussex Breast Cancer Screening and Health Watch West Sussex.

The survey was widely promoted across West Sussex, supported by the partnership and the survey has been fully or partially completed by 531 people.

Low uptake of breast screening survey: **8 Reports** have been shared and published.

[Exploring Low Uptake for Breast Screening Project Survey Full Report](#)

[Adur Area Responses](#)

[Arun Area Responses](#)

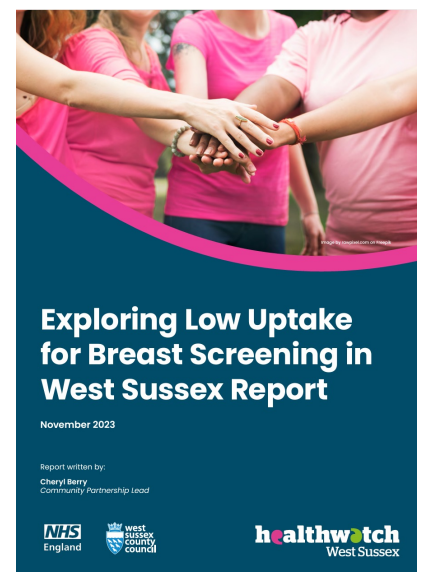
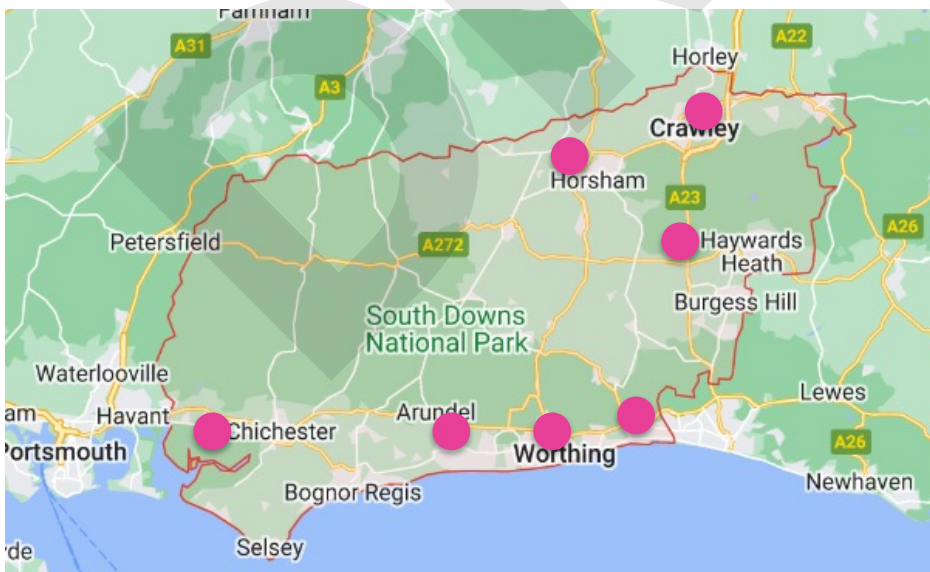
[Chichester Area Responses](#)

[Crawley Area Responses](#)

[Horsham Area Responses](#)

[Mid Sussex Area Responses](#)

[Worthing Area Responses](#)



We would like to take this opportunity to **thank everyone** who has completed our surveys, to help us capture a wide range of views and share with the wider system

Freshers Fair engagement report

The top 4 themes were [in ranked order]:

1. **Mental Health (Most important)**
2. Urgent/Emergency Care
3. Sexual Health
4. GP Services

Emerging themes and new issues:

Vaccinations

Across the 5 sessions, around **100** young people talked to us about their hesitance, anxiety, and mistrust of vaccines.

Friends and Family Experiences

For the first time, we heard from a number of young people that they were concerned, upset, or frustrated by the care or treatment experienced by friends or family.

Learning and Opportunities:

Attending the events hosted by Chichester College Group enabled us to network and develop relationships with existing and new partners.

We have been able to collaborate with the NHS Sexual Health Teams on public engagement and involvement activities following the introductions and conversations we have had at fresher fairs over the years.

[Read the report](#)



Self-Care Week Living Well with Dementia Community Event Report

This event provided general information and advice from appropriate Community Services who work in and around the Horsham district.

Living Well with Dementia event was held on Monday 13th November 10.30 to 1pm at The Bridge Leisure Centre Horsham.

We have compiled this report with information:

- who attended
- feedback received from this event
- what was the attendee needs
- planning and promotion of this event

[Read the report](#)



Visit to Crawley Urgent Treatment Centre

Following the review of insight, possible next steps included:



Changes to dressings

What these two visits have identified is that there is a need to find out why the UTC are having to do the dressing changes for patients. Is this part of the UTC specification? We were told that dressing changes are filling 60 hours of the UTC clinical time each week.



GP Surgeries

Discussion with the system to ask GP's (receptionists) not to refer patients direct to the UTC. The aim being to stop it being the automatic default because of not having enough appointments.



Support from Healthwatch

Healthwatch are looking to complete early evening and weekend visits to see if the reasons are different on why people are attending.



Crawley Development Project

To share this update with the lead for the Crawley Development work.

[Read the report](#)

Is society becoming noisier report

Survey Findings

From 50 responses, Three quarters of responders stated that the levels of noise are affecting their health and wellbeing.

[Read the report](#)



Visits to the Crawley Urgent Treatment Centre

December 2023

Report written by:
Cheryl Berry
Community Partnership Lead

healthwatch
West Sussex



Is society becoming noisier: is this affecting our health and wellbeing?

February 2024

Report written by:
Cheryl Berry
Community Partnership Lead

healthwatch
West Sussex

Spotlight reports

[Olive Tree Cancer Support Group](#)

[Rethink Mental Illness](#)

[Sussex Community NHS FT Living Well programme](#)

[Sussex Lung Disease Support Group](#)

[West Sussex County Council Library Service](#)

[Work and Health Programme – Pioneer](#)

[Yada](#)

Awareness and information shared

[Social Prescribers awareness](#)

[Young Carers Awareness](#)

[Endometriosis Awareness Blog](#)

Community Shout out

[Shout Out Community Pharmacy](#)

DRAFT



What people are telling us?

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

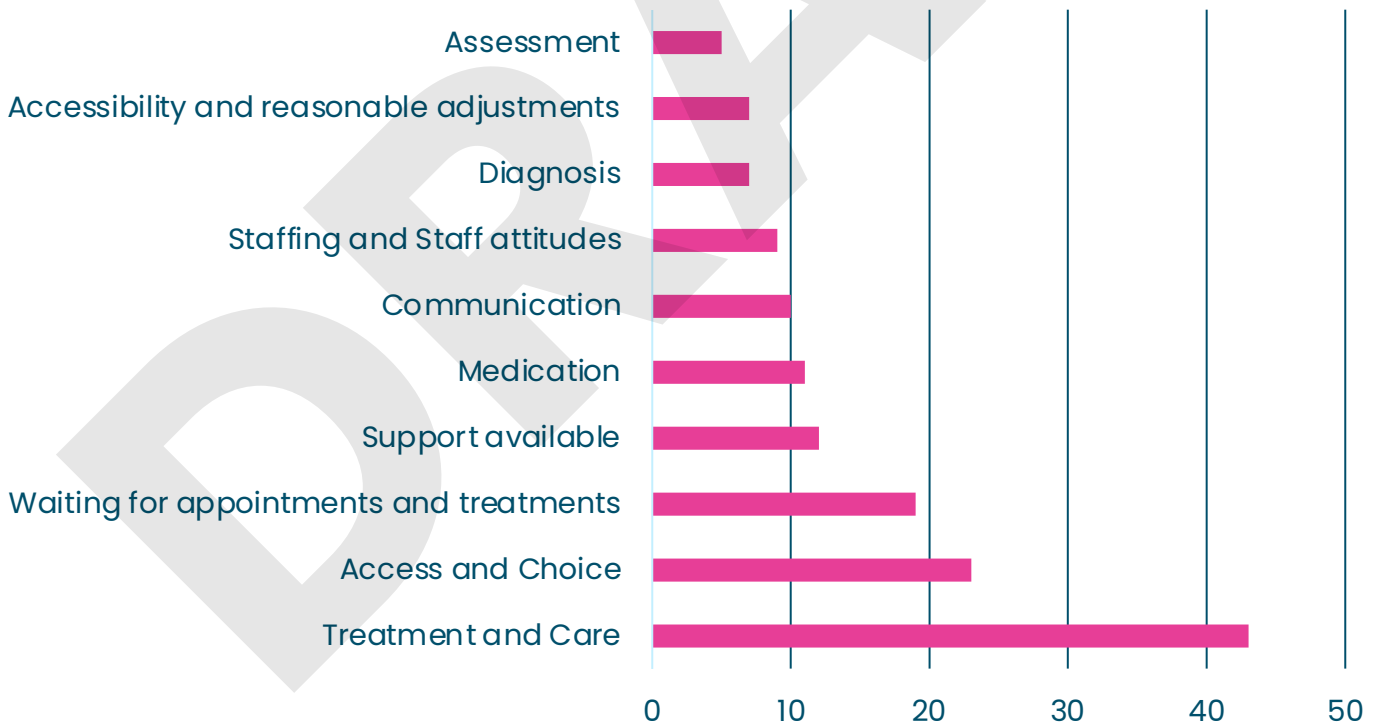
Enquiries received by the Helpdesk Team

The total number of interactions logged by the Helpdesk for all services in West Sussex this quarter was **189**.

Of these interactions, **62** were via telephone, **57** via email and **70** came through our website contact form.

The team received and dealt with **154** voicemail messages.

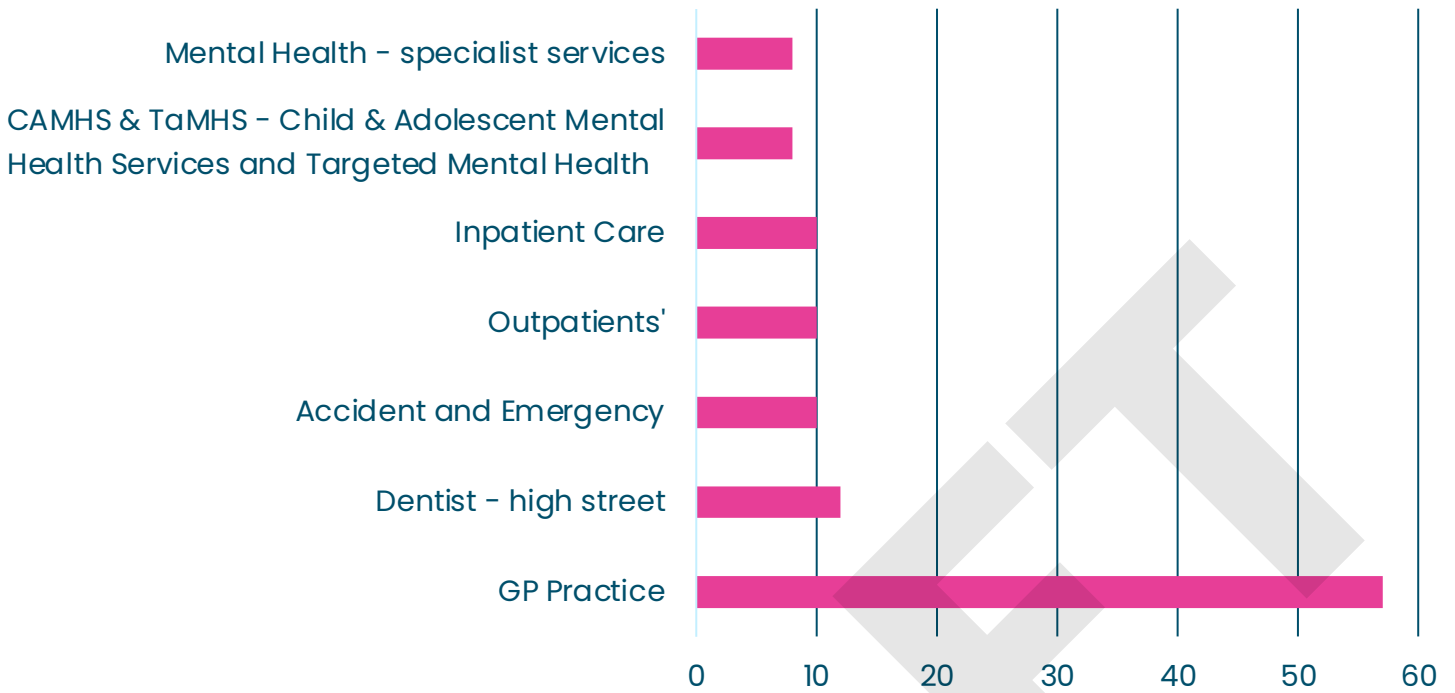
Top 10 Themes of the month



Local People are particularly concerned about:

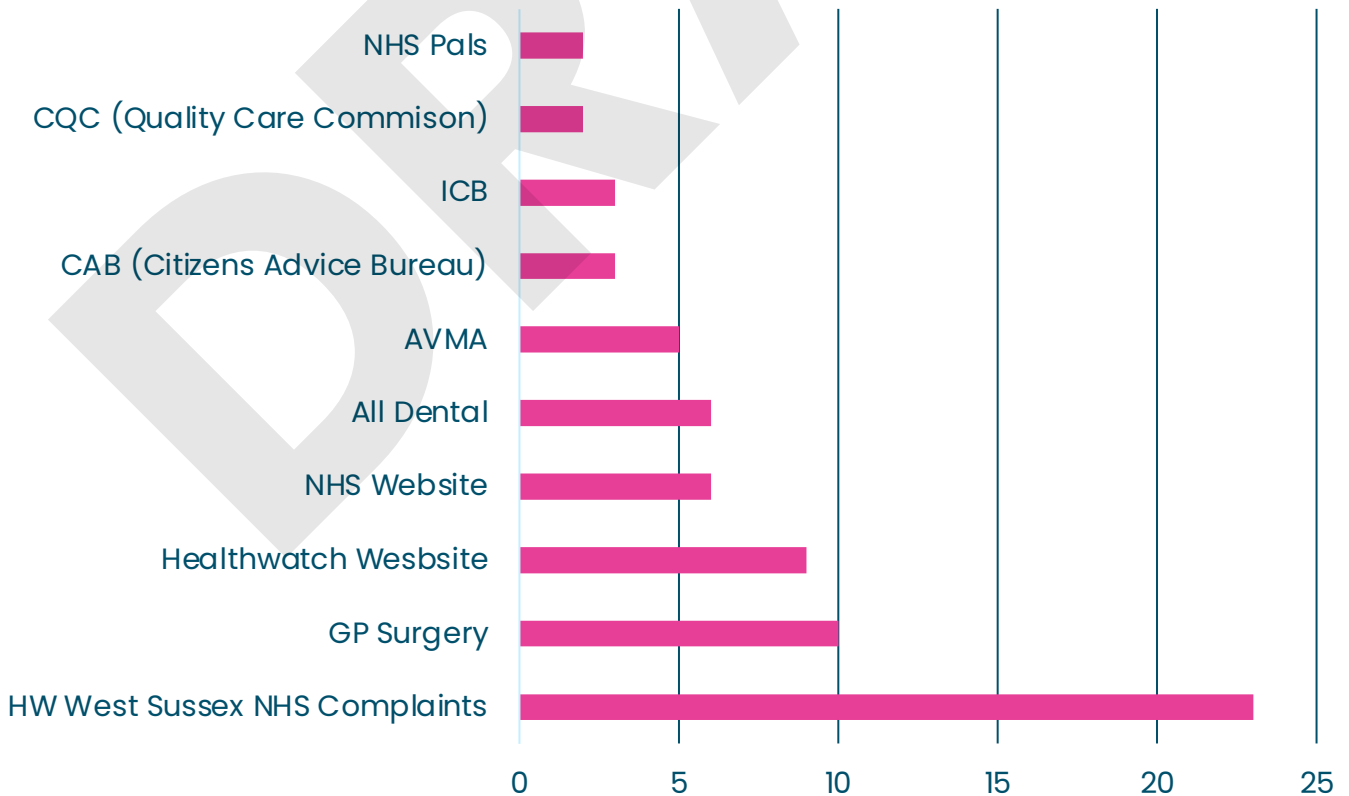
1. Treatment/Care
2. Access and Choice
3. Waiting for appointments or treatment

Main Topics



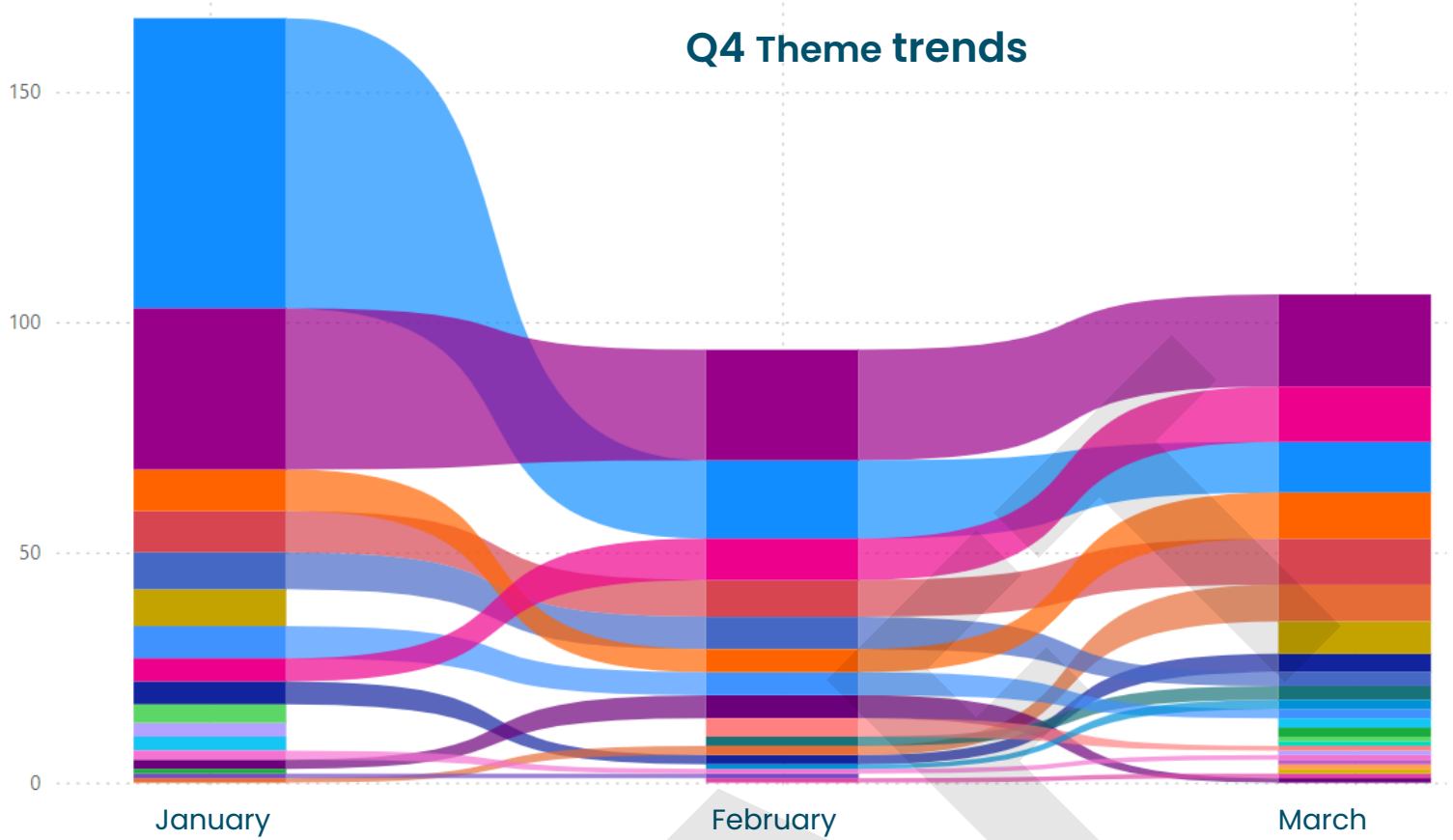
GP Practice is the most discussed topic











Signposting



Most signposts were made to Healthwatch West Sussex NHS Complaints

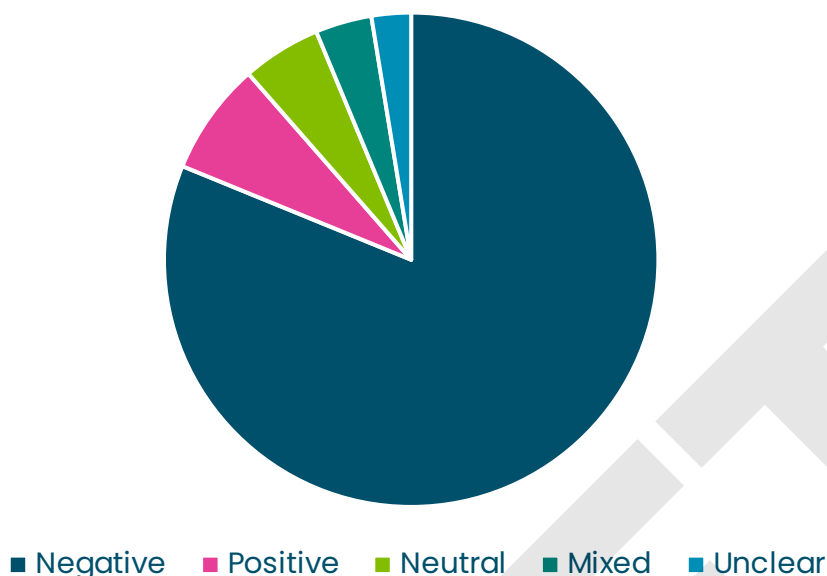
Q4 Theme trends



Colour	Top Themes
	Access and Choice
	Treatment and Care
	Support Available
	Communication
	Staff/Staffing attitudes
	Medication
	Diagnosis
	Waiting for appointments or treatment
	Accessibility and reasonable adjustments
	Administration, records and results

The above ribbon chart shows trends throughout the quarter and how the theme numbers vary per month. Trends show that Healthwatch West Sussex is being contacted more about waiting for appointments or treatment, and administration, records and results.

Sentiment



In Summary

Local people continue to share difficulties with **treatment/care**, access and choice, and waiting for appointments/treatment.

General practices are the most talked about service.

Our Helpdesk has helped to provide information, advice and signposting. Most signposting to **Healthwatch West Sussex Independent Health Advocacy Service**.

Trends show that there is an **increase** of insight regarding **waiting for appointments or treatment**, and **administration, records and results**.

Although the majority of feedback received is negative, Healthwatch West Sussex do hear about positive experiences and encourage people to also share with us good news stories.

Healthwatch West Sussex is passionate about learning about both good and bad experiences.

Celebrating Positive Experiences

A West Sussex Resident contacted Healthwatch West Sussex to let us know that after GP tests, they were “transferred to Brighton Hospital to have an Aorta Valve Replacement. Had amazing wonderful care throughout.”

“A persistent cough was investigated thoroughly last year resulting in a diagnosis of asthma. The nurse practitioner was proactive and professional.”

**Broadwater Medical Centre
Patient**

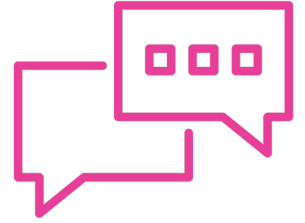
“The dementia diagnosis was carried out at home with someone from Swandean. It made it much easier to have it at home and much less stressful for my husband.”

“The frailty nurse from the PAT team still calls us once a month to check on Mum. They have been invaluable and she has given us so much advice of where and what to do next.”

“The (West Sussex Fire and Rescue Service) support is invaluable with Safe and Well home visits and making sure that people with dementia who live in their own homes can be as safe as they can. They do slips, trips and fall checks, food and housing safety checks as well as fire safety.”

“Beehive is so supportive, the D-Cafe is amazing and they have given us so much help. Thanks to them, I am now registered with other services and the benefits have now kicked in so that has really helped.”

Responding to Local People



Story 1:

A mother called our Helpdesk about her son (4 years old), who displayed signs of being very distressed, waking at night, screaming and crying. The mother thought that her son had an ear infection and following a couple of calls to 111 she attended her GP surgery and saw a nurse. The nurse advised that his ear was a little 'wet' but was nothing to worry about and was sent away.

A week later after calling 111, they attended A&E at 3.30 am as it was 'obvious that something was wrong'. Following Calpol, ibuprofen and anti-sickness medication, they were discharged home. Throughout that day the mother advised that her son was often difficult to wake, having to forcibly sit him up to administer medication. He was shaking and delusional and at 6.30pm they called an ambulance. In A&E, a Dr tried to insert an IV line but this was challenging, with the mother fainting during the process. The second time was successful.

The mother was advised at 2am the following day that her son was being treated for meningitis. He had an ear infection, a whole-body infection and tonsillitis.

Her son is now out of hospital but still coughing and has been told to 'wait and see' how it goes by 111. She was advised to keep calling and to call her GP surgery if it persists.

The mother called to make a complaint about the nurse who saw her son at the GP surgery who was very unconcerned, even though mum said it was obvious there was something wrong with her son. She would also like to make a complaint about the Doctor who initially tried to insert the IV line.

Actions & response from our Helpdesk Team:

Our Helpdesk spoke with the mother to understand what happened during her son's patient journey. The mother advised that she has dyslexia and asked for support from the Independent Health Complaints Advocacy Service (IHCAS) to make her complaint. She would like an apology to ensure that this doesn't happen again to her or anyone else. The Helpdesk discussed the option of making a subject access request (SAR) at the GP and hospital and referred the mother to IHCAS.

Story 2:

Caller made a complaint about CAMHS Horsham to PALS as she felt that they have not provided appropriate care for her son. The mother was very distressed about the situation as this came after a period of 6 years of attempting to get CAMHS to see her son.

PALS gave the caller the West Sussex Healthwatch Helpdesk contact details.

Actions & response from our Helpdesk Team:

The Helpdesk discussed the case with IHCAS and agreed to refer the caller for advocacy support.



Progressing our Priorities

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

The scope of our planned work delivered through “Core Healthwatch” funded resources is summarised through our 'Priorities.' You can find details of our draft 2023–2025 priorities work [here](#).



Mental Health

Meetings, Webinars and Events

- West Sussex Voluntary, Community Social Enterprise Mental Health Webinar
- West Sussex Public Health Mental Health Needs Assessment
- West Sussex Public Health Mental Health subgroup Dementia
- Pan Sussex Mental Health Older Adult Pathway.
- Marmalade Trust Loneliness – next 5 years conference
- Adur and Worthing subgroup mental health
- MIND West Sussex Dementia Support Group Midhurst
- MIND West Sussex Mental Health Support Group Midhurst

Spotlight:

[Rethink Mental Illness](#)

Blog:

[Parent Mental Health Day 2024](#)

[Endometriosis Awareness Blog](#)

Awareness and Information:

[Young Carers Awareness](#)

[Maximus Work and Health Support](#)



Youth Mental Health

West Sussex Healthwatch has recruited a new Children and Young People's Engagement Lead. This locally focused role will work closely with Heather Brightwell, Children & Young People's Strategic Involvement Lead for the Sussex Integrated Care Board.



Dental

The West Sussex Manager attends the Health and Social Care Scrutiny Committee and Routine Dentistry meetings.

Insight is relayed to ensure the local voice is being heard and issues are being escalated to decision makers.



Social Care

Our team is kept up to date with Social Care developments from West Sussex Health and Social Care (HASC) meetings and continues to meet with contacts at West Sussex County Council to discuss collaboration.

We also attend the monthly Adult Social Care Provider Briefings, hosted by WSCC and support local providers with advice and information relating to engaging and involving their customers and family, friend carers.

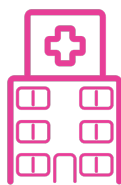
We plan to include adult social care services in our 'Enter and View' visiting programme through 2024.



Women's Health

Healthwatch West Sussex has published the results from last year's Breast Screening Survey to investigate the low uptake of routine breast screening appointments.

The project is a partnership between West Sussex County Council Health Protection and Screening Manager, NHS England, NHS Southeast Cancer Screening and West Sussex Breast Cancer Screening. Further information can be found on page 3.



Enter and View Programme

What is 'Enter and View'?

Healthwatch has a legal power to visit health and social care services and see them in action. This power to enter and view services, offers a way for Healthwatch to meet some of its statutory functions and allows us to identify what is working well with services, and where they could be improved.

The purpose of an Enter and View visit, is to collect evidence of what works well and what could be improved, to make people's experiences better. We use this evidence to make recommendations and inform changes both for individual services, as well as health and social care systems wide. Only trained authorised representatives can conduct a visit and only for the purpose of carrying out our activities.

Our Local Plan

In West Sussex, our monthly hospital visiting programme ran from 2017 to 2021 and we were able to influence significant improvements and positive outcomes from our observations, insight, reports and recommendations.

During the programme, the methodology adapted and evolved, which meant that the way we delivered, reported on and followed up, changed over time.

The programme has complimented the work we have done through annual PLACE assessments, community engagement and other project work. It has also supported our promotion of local Healthwatch and has encouraged more people to talk to us and to get involved in our activities.

Since the programme began, we have worked through a global pandemic, seen our largest acute Trust merge to establish an even bigger service provider and worked with local system partners in the creation of our local Integrated Care System (ICS) and Integrated Care Board (ICB).

Our newly developed links with Sussex Healthwatch colleagues and ICS partners, means that we are in a stronger position to add value to our local system and service providers. Our statutory powers to 'enter and view' services to collect data, will enhance, and compliment the broad range of workstreams and improvement programmes across the sector.

We are committed to seeking out examples of best practice so that we can shine a light on 'what good looks like' and help our system partners to learn from it. We are passionate about ensuring the voices and experiences of local people influence decisions and improvements across the sector.

With this in mind, our Enter and View Programme for 2024/25 offers a structured, strategic approach to service visits in West Sussex, providing opportunities for our team to:

- Promote Healthwatch West Sussex and our work.
- Collect first-hand service user/resident/patient and family carer stories, experiences, views and voices.
- Make observations and assessments of the care/service environment.
- Collect specific insight and data on themes or topics linked to Healthwatch priority work, what we're hearing from the public, and/or service provider requests and priorities.

Our Methodology

Our methodology follows the NHS 15-Steps approach, with environmental assessments based on the NHS annual PLACE assessments.

There will be set questions and conversational prompts to support Authorised Representatives (AR) to speak with service users, residents, patients and carers, as well as observational prompts and checklists for them to complete.

Forms and documents have been reviewed and developed with a working group of Authorised Representatives in early 2024.

Lead AR's will work with the Deputy Manager in the planning and delivery of the programme and will co-ordinate the visits operationally; supervising and supporting the volunteer team.

Dates and timings of visits will be agreed collaboratively with the team, Healthwatch staff and relevant service provider contacts.

As we know from experience, there may be 'quick-fix' actions or opportunities to influence improvements while our team is on site. These need to be recorded and fed back to service managers as well as being shared back to the Healthwatch team.

There may also be intelligence gathered which could prompt significant actions for the service, and we would expect our teams to work collaboratively with the provider representatives and communicate essential information in a timely way.

Reporting on these visits will be varied. We will share a summary report after each visit with the respective service provider, as well as sharing publicly following review.

We will consolidate and review our Enter and View activities and publish quarterly reports sharing the highlights, themes and impact from this programme of work – this will be included in quarterly reports routinely, going forward.



Community Collaborations

The benefit for Healthwatch West Sussex in developing partnerships is 'Common Purpose' and the difference we can make together – the shared vision on what is needed and how to achieve this.

Partnership and NHS system

A report has now been published following last quarter's visit to the Urgent Treatment Centre (UTC) in Crawley. We found that many people were 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.

Working with NHS Sussex, eight reports have been published providing insight into the low uptake of breast screening appointments in the West Sussex. Further information can be found on page 4.

A discussion Toolkit, following our work with 'Brainkind', has been updated, re-branded and published. This work is part of NICE guidance resources and was requested by Surrey and Sussex Cancer Network Lead to circulate to GP's.

Events: [Southlands Diagnostic Community Centre Official Opening.](#)

Voluntary, Community and Social Enterprise

Our Healthwatch Engagement Team has worked collaboratively with numerous Voluntary, Community and Social Enterprise (VCSE) partners in the local area.

Meetings

- Met with Broadfield Community Hub.
- Joined the virtual Marie Curie conference.
- Conversations with YMCA/YES dialogue lead.
- Meeting with the Alzheimer's Society Service User Involvement Officer.
- Meeting with Macmillan/NHS Primary Care Nurse Facilitator
- Meeting with YADA Training Lead
- Meeting with CEO 4Sight Vision Support
- Joined the Sangram Women's' Group Crawley
- Joined the Teapot café Paghams group.
- Joined the Petworth Community Gardens.
- Joined the virtual Kings Fund webinar -What's in store for health and care.
- Joined the MIND West Sussex Dementia Support Group, Midhurst
- Joined the MIND West Sussex Mental Health Support Group, Midhurst
- Joined the Rivers LPC International Women's Event, Crawley
- Joined the Mid Sussex Older People's Council AGM stand at event
- Joined the Parents Group PTA, St Wilfrid's Primary School, Burgess Hill
- Joined the Lung Disease Support Group, Worthing
- Joined the D-Café, Worthing

Partnerships and Collaborations

- Cancer United to discuss the initial findings from the Cancer Care Review survey
- Community Transport Sussex North Chichester Project
- Virtual – West Sussex Public Health Mental Health Needs Assessment Steering Group
- Virtual – West Sussex Public Health Mental Health Needs Assessment – sub-group Dementia
- Virtual – NHS Sussex MSK tender stage 2 elevator training and reviews
- Virtual – NHS Sussex financial update
- Virtual – Adur and Worthing LCN meeting – discussed our Breast Screening and Bowel Screening reports
- Virtual – MIND Midhurst and WSCC Library Chichester lead regarding Midhurst Hub information project
- Olive Tree Horsham regarding findings from the Cancer Care Review
- Virtual conversation with Inkpots mentoring
- Meeting with Sage House regarding new hub in Crawley.
- Adur and Worthing sub-group safeguarding.
- Virtual conversation with NIHL Surrey University regarding the Care-Full Study
- Virtual – WSCC End of Life Network

Engagement – going to where you are

Throughout quarter 4 we have joined several events (without a formal agenda) to talk with local people.

The events included:

- Southlands Diagnostic Community Centre Official Opening.
- Sangam Women's' Group Crawley
- Teapot café engagement.
- MIND West Sussex Dementia Support Group, Midhurst
- MIND West Sussex Mental Health Support Group, Midhurst
- Rivers LPC International Women's Event, Crawley
- Mid Sussex Older People's Council AGM stand at event
- Parents Group PTA, St Wilfrid's Primary School, Burgess Hill
- Lung Disease Support Group, Worthing
- D-Café, Worthing



Social Value

West Sussex Healthwatch is committed to making a difference and actively works to provide social, economic and environmental benefits in the local area.

Local skills and Employment

Current Team:

The West Sussex Healthwatch Team consists of 8 employees (2 Full time, 6 Part-time) who live in the local area.

Recruitment:

Interviews for the 'Children and Young Person Engagement Lead took place at the local Billingshurst Community Centre.

Supporting Local Businesses and Communities

Meeting Rooms:

In-person Team meeting held locally at Highdown Hotel in Worthing. Manager negotiated a free room, papers/pens and free cake for meeting.

The February Board meeting was held at Billingshurst Community Centre.

An in-person Team meeting was held locally at West Sussex Mind in Worthing. Kerrin Page (CEO) kindly agreed for West Sussex Healthwatch to use Mind's conference room for free. This was hugely appreciated, and Healthwatch gave Mind a £25 charity shop gift card as a gesture of our thanks.



Healthier, Safer and More Resilient Communities

The 'Enter & View' Team at a local hospital were able to:

- Influence a Ward Manager to close sharps boxes after they observed several which were open on the ward. This helps to manage risk for patients and flags this as an area to monitor for the Trust.
- Encourage each ward to have a list/noticeboard with pictures of all the staff and their roles, for patients and visitors to see. This was taken away as an action by the Chief Nurse who accompanied the team on their visit. This will help patients clearly see staff names and roles, creating a more personalised approach in a clinical setting.

The Engagement Team continue to signpost and share information and advice to the public at engagement events, adding social value to the people they interact with and our local health and care system. The more people who know where to go for support and how to access it, will hopefully reduce the pressure on GP's and other services, and people will go to the right place for help rather than just their GP/A&E.

Decarbonising and Safeguarding our World

Reducing Carbon Emissions

Travel:

The Healthwatch Team car share when possible, to reduce car journeys.

Remote Office and Meetings:

The Team work remotely and meet regularly via Microsoft Teams, with in-person meetings scheduled monthly.



Information, Advice, Communication and 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	
	Q3	Q4
Enquiries to Helpdesk/frontline team through all channels	2,633 (280 Hub + 2353 Engagement)	2,702 (189 Hub + 2,513 Engagement)
People signposted to IHCAS for ongoing advocacy support	31	23
Number of people engaged with (all channels)	15,010	16,540
Number of engagement/influencing occasions	79	62
Number of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	2353	2,513
Number of community partners engaged with	605	615
Active community collaborations	42	45
Reports, Spotlights, and case studies	7	18
Website visits	8183	9463
Facebook: Followers Posts Reach	734 67 4,575	750 96 10,270
Instagram: Followers Posts Reach	519 72 1,176	547 90 1528
Twitter: Followers Posts Impressions	1828 81 4301	1823 96 4827
Heads Up briefing subscribers	1233	1232
External publications (hard copy and digital)	0	1

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	
	Q3	Q4
Volunteers	59	60
Roles covered by volunteers	96	95
Volunteering interactions (meetings, events)	423	375
Volunteer support hours	501	479
Healthwatch Board Independent Directors	210	235
Estimated value of volunteers**	£28,100	£29,600

** 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

Highlights:

- Volunteers helped to deliver a Community Diagnostic Centres Survey (HW England commissioned work), delivered collaboratively with Healthwatch East Sussex in February.
- Our team of Authorised Representative volunteers completed 2 Enter &View visits this quarter – Southlands Hospital (Shoreham) in February and Princess Royal Hospital (Haywards Heath) in March.
- The Southlands Hospital Enter and View report was published in March.
- Our Authorised Representatives have been commissioned by University Hospitals Sussex NHS Foundation Trust to deliver 18 months of regular mystery shopping visits to validate and evaluate the implementation of new Welcome Standards across the Trust reception teams. This work will commence in the Q1 2024.
- Virtual and in-person volunteer meetings, both with Liaison Representative volunteers and Authorised Representatives were scheduled, to review processes and plan future work.
- 3 Volunteer Recruitment Fairs were attended by our Volunteering Lead in February and March which led to 3 new volunteer applications being received.

Volunteer Team in Numbers:

- 2 new vols participated in their first work activities.
- 3 new vols lined up to start in next few months.
- 1 volunteer resigned due to other commitments.
- 1 volunteer passed away.

Outcomes and Impact

- Increase in volunteers.
- Systems and processes have been reviewed and refreshed in a collaborative way using a co-design methodology – Liaison Representatives and Enter and View.
- Volunteers are enthused and focused on the Enter and View Programme and have been empowered to lead on some of this work.
- The Team has re-established and strengthened links with local Hospital Trust senior teams as part of the Enter and View programme planning.



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:



Visits to the Crawley Urgent Treatment Centre

The Crawley Urgent Treatment Centre (UTC) is based at Crawley Hospital. The UTC provides same-day urgent care for minor conditions, ailments, and injuries. The service is not an emergency service for life-threatening conditions. The UTC sees patients of all ages.

[Read the report](#)



Freshers Fairs Engagement report 2023

In 2023, we attended five Freshers Fairs between 4 and 8 September, where we spoke to approximately 300 young people across week.

[Read the report](#)



Enter & View Programme Southlands Hospital report

Enter and View visit purpose is to collect evidence of what works well and what could be improved to make people's experiences better. We use this evidence to make recommendations and inform changes both for individual services as well as health and social care systems wide.

[Read the report](#)



Poll results: Is society becoming noisier: is this affecting our health and wellbeing?

Research studies suggest that noise impacts our health and wellbeing.

[Read the report](#)



Exploring Low Uptake for Breast Screening in West Sussex Report

The approach consisted of a survey and follow up telephone conversations and the information contained in our report is from the breast screening survey responses and the follow up conversations.

[Read the report](#)



Self-Care Week Living Well with Dementia Community Event Report

This event provided general information and advice from appropriate Community Services who work in and around the Horsham district.

[Read the report](#)



Heads Up

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

Impact: Making a difference

We created awareness in our community during the last quarter by sharing insights and information.

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.

[January](#)
[February](#)



Quarter 3 Reports

Catch up on our reports of our work from October to December 2023, 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](#)

Discussion Toolkit

In February we updated the Decision Making Toolkit. Working together with Brainkind we created a tool to support healthcare professionals through the process of making decisions in a person's best interests. This resource is part of NICE guidance resources. [Decision Making Toolkit](#).

Decision Making Toolkit

Consent to Treatment in a Person's Best Interests.

Working together, [Brainkind](#) and [Healthwatch West Sussex](#) have created a tool to support healthcare professionals through the process of making decisions in a person's best interests.

The Consent to Treatment for Best Interests Decision Making Toolkit, can be used to record and evidence how you, as a healthcare professional, have worked in the best interests of your patients. It is there to support you to get the best outcome for your patients, whilst ensuring that you follow and document the process appropriately.



Why is this needed?

Roger (aged 30) is needle phobic and unable to give consent to any treatment. His consultant agreed through Best Interests to use a mask and not a needle for a medical procedure. Roger was given a mask to take home, so he could get used to the smell and having it on his face.

Roger arrived at the hospital on the day of his procedure to find there had been a change and the plan was now to use a needle. He was also told 'we may have to hold you down to administer the injection'. This option was refused, and Roger left without having the procedure. A few weeks later the medical procedure was completed using the mask. Obviously, these changes had financial costs for the NHS and were not good for Roger.

A few months later Roger's GP recommended he needed medication to help reduce his symptoms. The GP telephoned Roger's parents who would not give consent to the prescribing of this medication. Roger's condition deteriorated over the next 18 months. Then a new GP followed the Best Interests process and prescribed the medication, which has since stabilised Roger's condition.

Spotlight reports



Olive Tree Cancer Support Group

Olive Tree Cancer Support Group is a registered charity that supports people affected by cancer throughout West Sussex. Its two Centres are in Crawley, on the site of Crawley Hospital, and in Horsham, at Lavinia House in Denne Road.

Receiving a diagnosis of cancer can be difficult, stressful and emotional for the patient and those around them. The Olive Tree aims to provide a range of services to support from the point of diagnosis, through treatment and beyond.

The Olive Tree Centres are places where patients and carers can come, meet and speak with others who understand and can help.

People living with cancer and their families (adults only) can self-refer by telephone or email to book an appointment for a registration meeting.

All services are provided free of charge to those who are affected by cancer, although donations are always gratefully received.

[Read the report](#)



maximus

Work & Health Programme - Pioneer

If you're currently out of work, the Work & Health Programme from Pioneer service will help you move into work quickly, so you can live the life you choose.

They start by learning all about you – your goals, your talents and what you'd like help with. Then they will support you to find a job that is out there waiting for you.

Pioneer can help you apply for jobs straight away, connect with employers in the local community and provide specialist help to overcome any challenges, including making sure that you're not out of pocket and will reimburse you for any travel costs you've paid to get to Pioneer.

Pioneer is a voluntary programme delivered by Maximus in Surrey, Sussex, Brighton & Hove and North Hampshire.

[Read the report](#)



West Sussex County Council Library Service

West Sussex County Council Library Service provides a wide range of services and resources.

Including borrowing books, an library of eBooks, eAudiobooks and eMagazines, free computer use, regular activities for adults and children, digital support, business information, room hire, resources for people living with dementia, Reading Well booklists for mental health, volunteering opportunities and supporting people to keep healthy and well.

It is FREE to join, either in your local library or online.

Visit the Library Service website to find out more.

[Read the report](#)



The Sussex Community NHS Foundation Trust's Living Well Programme

The Living Well programme is a self-management course developed for people who live with a long-term health condition, such as heart disease, asthma, MS, depression, arthritis, ME/CFS, IBS and many more.

You can either access the course face-to-face in a local community venue or online via MS Teams.

Topics covered include:

How to manage common symptoms such as pain, fatigue, stress, anxiety, isolation, depression, physical limitations, shortness of breath and poor sleep, goal setting and problem solving, healthy eating, physical activity, communication skills, accessing NHS services and working with your healthcare team, relaxation techniques, positive thinking, managing medications, breathing exercises, apps and online resources and budget management.

Groups are led by two trained volunteer tutors who are themselves living with long-term health conditions. Each session runs for 2 hours (including a break). Each participant will be offered a practice one-to-one video call on Microsoft Teams before the start of the course to ensure they are confident in its use.

[Read the report](#)



Yada

Yada is a charity working across coastal West Sussex with the aim to end the sexual exploitation of women. Their vision is to see a world where women can live a life free from violence, abuse, and stigma.

As part of this work, they run The Esther Project, a free, tailored, confidential support service for self-identifying women in the sex industry or at risk of sexual exploitation.

This outreach usually takes place 1-1, where they work alongside individual women to reach their goals - access education and/or debt support, find a safe place to live, practice better safety planning or talk through their experience in a safe, confidential, non-judgmental space.

[Read the report](#)



Rethink Mental Illness

Rethink Mental Illness was formed over 50 years ago by a group of inspiring people who were caring for a loved one living with schizophrenia.

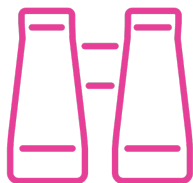
The experiences and knowledge of carers and people living with mental illness have been vital in helping the organisation improve the lives of thousands of people every year.

Rethink Mental Illness has developed and provide expert information and advice, services and support groups for people severely affected by mental illness.

They provided training and have launched local and national campaigns that have changed, and continue to change, society's attitudes and behaviours towards people living with severe mental illness.

[Read the report](#)

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 continue to meet weekly with the ICB to discuss priorities and discuss opportunities for joint working and collaborative approaches to system-wide themes.

West Sussex Healthwatch published the core priorities for 2023–2025 in November 2023. Click [here](#) to view.

Board meetings

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

Next meeting date is:

Our next Board Meeting will be on **Wednesday 15th May 2024 - 11:30am to 2:30pm** 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.instagram.com/healthwatchws)