

# Performance Report

## April - June 2020 (Q1)



# MAKING A DIFFERENCE

In these challenging times we've adapted to make sure we find out what matters to you, and others, and to help make sure your experiences and views shape the support you need.

Listening to peoples' experience and needs, we have during this quarter, escalated 34 issues across the system for more urgent attention and resolution. Examples from the last quarter include:


## Supporting pregnant women

Working with the Local Maternity System pregnant women struggling to get to check-up and scan appointments are now able to get free [Patient Transport Service](#).

After hearing women expressing anxiety and confusion about when birthing partners could be with them, we've been promoting clearer information about the term 'active' labour.

Our team challenged local media when an article suggested women would need to wear a face mask when giving birth. We fact checked and local services are now providing clear information that this is not the case.

After seeing insight that parents may not realise babies and infants should not wear face coverings, we raised this as a concern and information is now clear on [Family Assist](#).



“ Thank you for bringing this to our attention. [We need] to ensure we have the right communication going out and it looks like we need some additional communication going out now.

Sean, Local Maternity System Lead

”

## Improving Dental information

We know that many people have been struggling to find the right help for tooth problems since the pandemic. We worked with the Sussex Local Dental Committee to make sure people could understand where/what to do. We made a dental [poster](#) (updated with new changes on 8 June), which we've been sharing widely across social media to give clear and accurate information.

Given the confusion, our volunteers have been reviewing dental websites and listening to the information on answerphones. Again, we worked with the Local Dental Committee, to share examples of good practice and a checklist for local practices to support them in giving the right information.

We have clearer guidance on what people can do if they are struggling to get NHS dental treatment and have shared this with several people who find themselves in this position.



“

Thank you for the advice, it's helped me to find the strength to continue to seek treatment and find a dentist, (after 15 calls) that is willing to send an application for treatment, which is likely to be in August.

West Sussex Resident

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## Supporting those living with a long-term condition

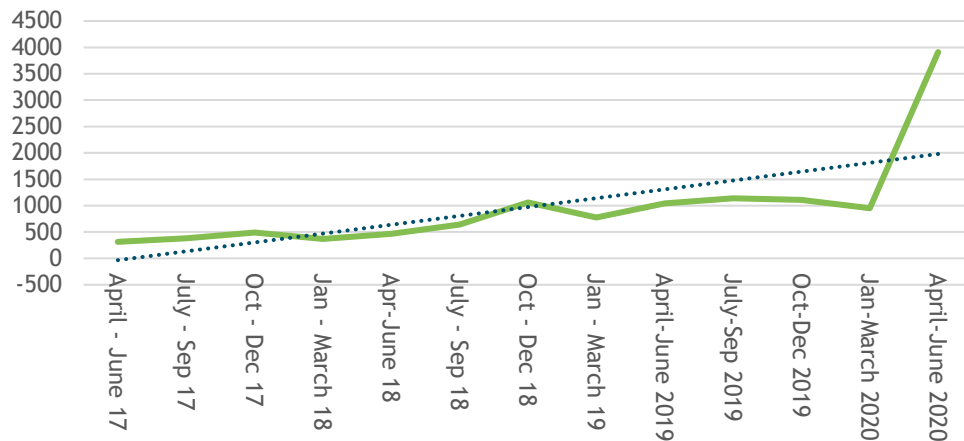
After gathering over 80 individual experiences, we shared concerns over the inconsistencies across West Sussex for people who have B12 injections to maintain wellbeing for a variety of different clinical conditions. Working with the Clinical Commissioning Group, refreshed guidance has been given to GPs and we have shared the latest [guidance](#) in our [FAQs](#).

We've supported a local practice to reflect on their work undertaken to review patients' B12 treatment needs and who can safely be moved to oral medication during the pandemic, as this was not communicated in their public-facing information.

We are proud to showcase this, and other reports, on our [website: www.healthwatchwestsussex.org.uk](http://www.healthwatchwestsussex.org.uk)

## SERVICE AND ACTIVITIES

Total No. of stories on CRM and surveys  
(from Helpdesk & Local Team)



Despite losing the opportunity to engage with local people face-to-face because of the need to follow Government guidance to socially distance and work from home, we recorded a total of **3,911 pieces of insight** (up from 952 last quarter).

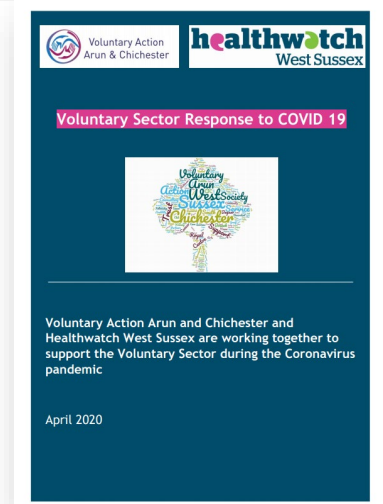
Given the unprecedented nature of the pandemic, it is to be expected that we would hear a significant increase in health and care experiences at this time.

We also want to highlight the positive impact of **working in partnership across our communities with a wide range of community, voluntary and statutory groups and organisations** to reach, inform and hear from as many people as possible.

During this quarter we increased our reporting to support the Integrated Care System, producing four more **Insight into Action** reports to deliver relevant and timely intelligence. Please see page 8 for how this has made an impact.

Peoples stories and experiences have also been used for cases studies which we will use as resources for *learning for recovery* as we move forward from the pandemic.

We have been working with our Community Partners to understand how the community and voluntary sector has adapted during the Lockdown and what can be learnt from this. We are producing a series of report - please see pages 11 to 16 details of our reports published this quarter.



# Information, Advice, Communication & Engagement

Supplied to patients, their family and friend carers, community partners and Integrated Care System stakeholders, through all of our communications channels:	Key performance metrics for current and previous quarter	
	Jan - Mar 2020 (where comparable data available)	April-June 2020
Enquiries to Helpdesk and frontline team through email, website and social media	381	467
People signposted to IHCAS	16	17
Number of people engaged with (all channels)	29,950	44,509
Number of engagement/influencing occasions	226	424
No. of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	952	3,825
Number of community partners engaged with	-	863
Active community collaborations	-	10
Reports, Spotlights and case studies	-	6
Website visits	6,003	8,175 - 88.4% were new users
Facebook followers	358	410
posts	81	86
Reach	8,576	15,689
Twitter followers	1,657	1,681
posts	37	60
reach (previous quarter 12,724)	12,724	15,743
Heads Up briefing subscribers	352	380
External publications (hard copy and digital)	-	14 - additional readership c15K





We make sure we gather insight from a cross-section of ages; localities and demographics, so we can **demonstrate that we proactively engage with and respond to the different populations that make-up West Sussex, to understand and help meet their health and social care needs.**

We have just published [Community Partnerships - Strengthening West Sussex](#) - which gives flavour of just some of the work that we have done with the 230+ community organisations who have already joined activities as community partners.

As part of our new contract we have enhanced the delivery of our core functions through community partnerships and are now including additional community partnership metrics in these performance reports.



### During this quarter:

Unlike many of our frontline partners, we didn't just see an initial lockdown surge in calls to our Helpdesk Team, but rather a steady stream of enquiries, across our full range of communications channels and community partners on many different health and care topics.

We have responded with information and advice directly into local groups, having grown our network of social media route to residents.

We used every enquiry not only to respond to the individual's immediate need but to proactively publish and regularly update [Frequently Asked Health and Care Questions](#) which were shared via our website, social media, written reports and through the channels of many community and voluntary sector partners. We have had feedback that reassures us that in this way we were able to answer questions and signpost people who would not have otherwise sought help. We have focused on providing trusted information and advice producing useful social media posts, co-designed posters.

### Developing and innovating:

To support or commitment to providing trusted and beneficial information and advice to our residents our delivery partner, Help & Care are investing in a new product to streamline the process for providing information and advice and recording intelligence. This will enable frontline teams (staff and volunteers), who engage directly with people (face to face or virtually) to support them with access to our I&A system and to capture their experiences more readily.

To focus support and collaboration we have introduced and hosted a series of feedback meetings with our Community Partners to hear local experiences, and this has also provided an opportunity to share information and advice.

We continue to contribute to the development of the West Sussex Consortia (voluntary organisations that provide County-wide community services).

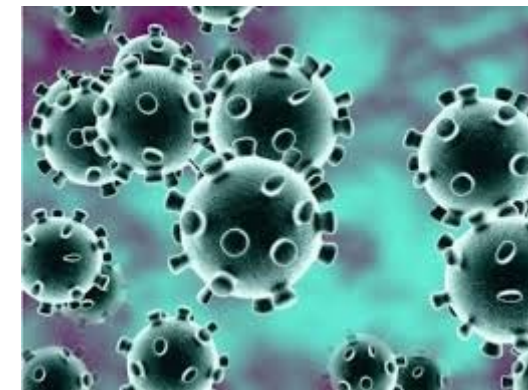
Working with many of the County's Community and Voluntary Support organisations we have co-created and ran a series of surveys and carried out 59 semi structured conversations. Intelligence from these activities is recorded in a series of insightful reports.

Sussex Community Foundation have been working with us on this project, and now with Community Works, and will be collating the information into a County-wide report to help the system in planning for recovery. They will use the results to shape their funding of grants to best meet the needs of this sector post-COVID. The areas of the county we have yet to reach, will now be covered by Community Works, and their survey is based on the questions used in our work so comparisons can be made and to avoid duplication.

### Spotlight on working with community partners

Recognising the tremendous pressure, the Voluntary and Community Sector (CVS) has and is experiencing as a result of the Coronavirus (COVID 19) pandemic, we have been collaborating with Voluntary Action Arun and Chichester (VAAC), Mid Sussex CVS, Horsham District Council and Sussex Community Foundation (SCF), to gather information from CVS leaders about the challenges, experiences, future planning and concerns, to understand how, as a sector we learn from this.

Resilience survey responses and semi-structured conversations offer a snapshot of the current impact on service provision, staff, volunteers, service users as well as funding and forward planning.



### Headlines:

Incredible how quickly this sector has responded to the COVID-19 crisis. Many organisations moving from primarily face to face services to telephone/virtual or have closed services but maintained wellbeing contact with service users/members - made particularly remarkable because of the limited resources (compared with other sectors - with bigger infrastructures whose support can be called upon).

Focus now is getting back into operation safely within the guidance, enabling service users/members to benefit from these services beyond digital. Support and guidance are needed in a number of areas: social distancing, training remotely for volunteers, finance, etc to support smaller organisations.

Many are working out how to budget for the year ahead when fundraising activity cannot happen currently. There is concern about possible cuts in local authority budgets, less community grants, donations, and a reduction in available income generally. Which means a very real risk of permanent closure, which will leave support gaps for the most vulnerable.

We fear the value, of what is often hidden support, will not be realised until it has gone, and peoples' lives will then be negatively impacted.



### RECOMMENDATION

- Grant information needs to be clear, simple and a quicker process than currently as it is taking too long for a decision.
- Local authority to create a simple guidance/checklist to support this sector in providing face-to-face support safely and in ways that can support financial viability and sustainability.
- Government guidance is clearer so that it can be acted upon easier.

# Involving Local People

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

	Key performance metrics for current and previous quarter	
	Jan - Mar 2020 (where comparable data available)	April-June 2020
<b>Volunteers</b>	<b>48 (1 leaver, 3 new recruits)</b>	<b>48</b>
<b>Roles covered by volunteers</b>	103	92
<b>Volunteering interactions (meetings, events)</b>	85	114
<b>Volunteer support hours</b>	285	307
<b>Healthwatch Board Independent Directors</b>	260	268
<b>Estimated value of volunteers **</b>	£26,625	£27,775

\*\* Estimate based on £25 per hour for volunteers who usually work at a high level and £75 per hour for Independent Director volunteers. \* Included 100 hours of youth volunteering work

## During this quarter:

Figures reflect that some of our regular volunteers have been shielding / inactive during the pandemic for personal reasons - but we have sustained a good level of engagement and productivity from our volunteer team as we have worked with new volunteers. Our volunteers have:

- tested a range of online platforms to facilitate our volunteers and staff coming together to discuss projects and insight, some of worked better than others
- carried out mystery shopping of 67 dental practice websites and answerphone message (see page 3)
- Care Homes staying in-touch social media audit (as part of a wider project working in collaboration with Carers Support West Sussex)
- worked with us on adapting our COVID engagement pack and our Youth Advisors have input into the development of case study for commissioners and providers.
- Our board met virtually, and a number of usual representation meetings were cancelled, however, board volunteers have been supporting weekly rather than monthly operational review meetings during lockdown given the high levels of activity, issues and concerns from the public.

## Developing and innovating:

Jo, our Volunteering Lead is at the forefront of progress towards requalification of the *Investors in Volunteers* accreditation.



# REPORTS AND PUBLICATIONS

The following reports were published this quarter:



Annual report 2019-20

## Guided by you

healthwatch  
West Sussex

### [Annual Report 2019-2020](#)

Our Annual Report: Guided by You, highlights our work, what we've achieved and our plans for next year



[Heads Up - June 2020](#) - Keeping you up to date with health and social care news

[Heads Up - May 2020](#) - Keeping you up to date with health and social care news

[Heads Up - April 2020](#) - Keeping you up to date with health and social care news



### [Cancer Services coming out of COVID and FAQs - Reporting on our webinar on 11 June 2020](#)

Healthwatch in Sussex responded to patient concerns about cancer services in Sussex. A webinar was coordinated between three local Healthwatch with the help of Sussex Health and Care Partnership. This the full report and Q&As. This sits alongside a non-published paper covering cancer insight from the last six months presented to the Sussex Cancer Board.

Please note that our Integrated Care System has reflected back to us that there has been an increase in cancer activity, and our work has contributed to this.



[Insight into Action #6](#) - covers the insight we've heard from you from 13 June - 12 July 2020

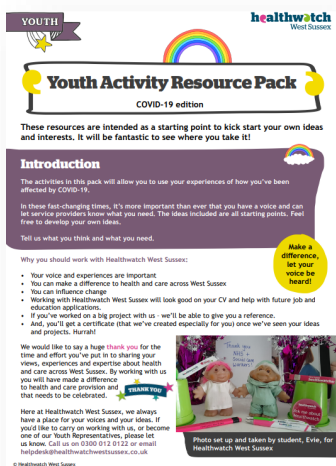
[Insight into Action #5](#) - covers the insight we've heard from you from 23 May - 12 June 2020.

[Insight into Action #4](#) - covers the insight we've heard from you from 9 - 22 May 2020.

[Insight into Action #3](#) - covers the insight we've heard from you from 25 April - 8 May 2020.

[Insight into Action #2](#) - covers the insight we've heard from you from 11-24 April 2020.

[Insight into Action #1](#) - covers the insight we've heard from you from 15 March - 10 April 2020.



## [Free Downloadable COVID Youth Pack](#)

The activities in this pack allow young people to use their experiences of how they've been affected by COVID-19. These resources are intended as a starting point to kick start ideas and interests. It is a resource for those working with young people.

## [Spotlight on Pregnancy Options](#)

A Spotlight on the Pregnancy Options Centre provides free, non-directive counselling and support to women and men, aged 14 upwards, facing unplanned pregnancy or struggling following a pregnancy loss.



### Spotlight on Sussex Community Foundation NHS Team

Find out more about Sussex Community NHS Foundation Trust Carers Health Team, and how they can help you. Are you caring for a relative, partner, friend or neighbour who is ill, frail, disabled or has mental health or substance misuse problems? The NHS Carers Health Team offers professional support and guidance to maintain your health and wellbeing.

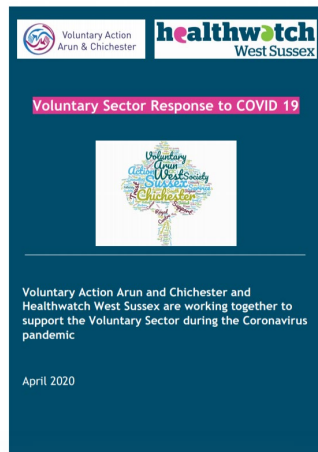
### Perinatal Mental Health for Covid-19 Parents

Drawing on the findings of the perinatal mental health project carried out by another local Healthwatch (Wokingham) this offers information for expectant or new parents in West Sussex. Covid-19 has caused many non-essential NHS services to be put on hold, others including anti-natal classes are being offered digitally.

For pregnant people or new parents this can be a very anxious time, as we are hearing.

### Voluntary Sector Response to Covid-19

Voluntary Action Arun and Chichester and Healthwatch West Sussex are working together to support the Voluntary Sector during the Coronavirus pandemic



### Performance report - January to March 2020

A summary of the breadth and depth of our work in the last quarter (October to December 2019), issues/concerns and our forward plan for the next 3 months.



## Spotlight on My Care Matters

With the pressing need for Advancing Care Planning we revised and republished this Spotlight - this showcases a useful too - [My Future Care Handbook](#), which is an interactive workbook designed to help people make, record and share decisions around their future care.



## Spotlight on Supported Employment in West Sussex

Impact Workability have partnered with Aldingbourne WorkAid to become Supported Employment West Sussex, (SEWS) providing a supportive Employment Service to people with disabilities and carers throughout West Sussex.

# INDEPENDENT HEALTH COMPLAINTS ADVOCACY

Supplied to patients, their family and friend carers, community partners and Integrated Care System stakeholders through offering support in learning from complaints and patient concerns:	Key performance metrics for current and previous quarter	
	Jan - Mar 2020 (where comparable data available)	April-June 2020
One of information, advice and support	8	7
New referrals for support	15	27
Advocacy support concluded	23	17
Ongoing advocacy support cases	60	81

## During this quarter:

This has been a challenging quarter for the team as all NHS complaints processes and their teams were suspended and/or redeployed to fight the pandemic. However, the team has used this time to support people to put in applications to the Ombudsman and to review our service information/process. When looking at our resources we have looked at these in terms of the draft framework created by NHS England, so these are future-proofed.

[An Annual Reflection for the Service for 2019-2020](#) was published at the start of August with case studies and learning.



# FINANCE

## Finance and Performance Board Sub Committee and Actions

New Healthwatch Contract started on 1 April 2020 with approx. 10% reduction in funding per annum required a refreshed means of working. Following the success of the Community Partnership approach in the last two years, the whole delivery team are now adopting this way of working with a wide range of community partners across the county. We continue to pursue additional commissioned work and social enterprise opportunities.

We have not had access to any Community Project Funding during this period, however, we have shared documentation with Emily King, Acting Communities Director WSCC about how our successful small scale Community Fund worked previously with a view to exploring the possibility of a small fund to enable these valuable community partnership projects to begin again.

The finance subcommittee met on 24 August.

- Performance report (published document)
- Finance report (internal document) & refreshed Risk Register (internal document)

# LOOKING FORWARD

Following government advice and guidance Healthwatch West Sussex team members moved to fully working from home. All face-to-face engagement activities ceased mid-March 2020 and we will be rescheduled, when appropriate. This led to the initiation of a new and flexible workplan for our staff and volunteers for the foreseeable future.

## Future opportunities

We have been part of a joint proposal (numerous community partners and WSCC Integrated Adult Care) to the Kings Fund - **Healthy Community Together Programme**. The collaborative proposal has been shortlisted to go forward to the next stage of the application process.

Thanks to a **donation from West Chiltington Cinema Club** we are being able to invest in software to enable us to develop monthly animated media content which we hope to start in the Autumn.

## What we have done to date and will continue to do:

- Built on our existing good home working practices and using the time to maximise on technology to deliver effective communications. Our staff have access to MS Teams, Skype and Zoom so we can have virtual meetings both internal and with external stakeholders
- Established weekly updates with Board, staff and volunteers
- Developed appropriate ways of maintaining effective and productive relationships with all key partners
- Established a mechanism for identifying COVID 19 emerging trends/themes so we can alert partners to gaps in provision/need
- Ensured we provide up to date information regarding local and national services to residents
- Ensure we provide ongoing support for voluntary and community sector organisations.

## April - September 2020

### Clear and accurate information, advice and signposting

- Work with key stakeholders to create information support based on emerging themes - using a narrative that enables local people to understand what is changing and how this could impact them.
- Use our social media presence to deliver trusted information and advice to local people and engaging people, which when appropriate may include surveys.
- Develop our information and advice through digital innovation to maximise the investment in our Healthwatch Hub and Community Partnership engagement and knowledge of West Sussex.

**Gather feedback and the views of peoples' needs and experiences in relation to COVID 19 and other services where it relates to patient safety**

- Our team will use existing networks within the community, and a range of designed communication tools to establish and encourage individual and groups to provide *eyes and ears* feedback around health and care:
  - Confusion and contradictions information
  - Gaps and blockers in accessing support and services
  - Positive experiences of accessing services and the innovative things that people are finding beneficial which could be maintained after the pandemic
- This will include joining more geographical Facebook Groups and building up our Instagram presence.
- Focusing on new ways of engaging with Care Homes (April-May), Social Prescribers (May) and exploring End of Life care (May-June)

### April - September 2020

#### Reporting

- Produce fortnightly *Insight in Action* reporting during the pandemic and quarterly performance monitoring reports for board scrutiny and meetings (May and September 2020).
- Produce our Annual Report or 2019/2020 (June 2020).
- Spotlights on community services, using a refreshed design that shows others the impact these services have on the individuals who benefit from accessing them

#### Involving Local People

- By working with our existing volunteers we'll create opportunities for online mystery shopping of information sources, to recognise improvement opportunities so our integrated care system can deliver good quality information and signposting, in ways that are accessible to local people.

#### Mobilisation new contract

- Over the coming months to deliver against our new contract specification and model of community partnership working, post COVID 19. This includes:
  - Reviewing guidance and processes
  - Taking advantage of online training opportunities.

# Issues and Concerns

**Responsiveness from West Sussex County Council:** The service has raised nearly 40 escalations to the Integrated Care System, NHS England and Healthwatch England, and on the whole we have enjoyed a excellent cooperation and greater responsiveness with system partners. The exception to this has been getting a response regarding adult social care and financial assessment, despite several attempts at escalating this. We are mindful of the pressures the system are under in these unprecedented times, however, this lack of response is concerning and is having impact on peoples' anxiety levels and adding undue stress to already complex situations.

As an independent organisation we have noted that there have been times when it seems that the public sector organisations would have benefited from delegating demand and resources down to a community-level, rather than be stretched to deliver support internally. Our work with community voluntary sector partners has highlighted the, often hidden, support that is delivered by volunteers and localised groups. We want to use this valuable insight to remind commissioners of the need to look beyond the traditional to create new opportunities for meeting needs.

**Dentistry:** We have had many enquiries about people not being able to find a dentist or get 'registered' for treatment pre-COVID, but this has increased dramatically since lockdown. We have sought to understand what provision is available locally through the Local Dental Commission and NHS England are referring people to us for support in getting access to dental support. We also know that community and voluntary organisations are spending time phoning around dental practices to find support for people. This suggests there is a gap in information, and possible service provision and to resolve this we are now working with our volunteer team to gather current information and to encourage practice to update our information and refer others to us for latest information on what is available within this sector.

**Care Homes:** We did not get the support in promoting our Care Home Carers Forum event planned for 9 July from Adult Social Team, and despite Carers Support West Sussex sending information to care homes, we only managed to attract one person to the event. We have engaged with this person who has shared their experiences and who we hope will work closely with us on future projects. We are currently working with our volunteer team to look at how we can gather insight from family and friends of residents about how well homes are staying in touch with them, as peoples' ability to visit safely continues to be an issue.

## Board meetings

Following the success of the May online board meeting, our Healthwatch West Sussex CIC board meetings will continue via an online platform until Spring 2021. We promote board meetings via our website and social media and they are still open to the public although we have limited spaces which must be requested in advance. Local people and Board members will be asked to review the reports which are also published online and submit questions ahead of each meeting so that the online format is not too lengthy.

The next meetings are scheduled for:

- 2 September 2020
- 18 November 2020
- 10 February 2021
- 12 May 2021