

**Hot  
Topics**



**Adult  
Social  
Care**



# Performance Report

April - July 2019 (Q1)

**General  
Practice and  
Community  
Care**



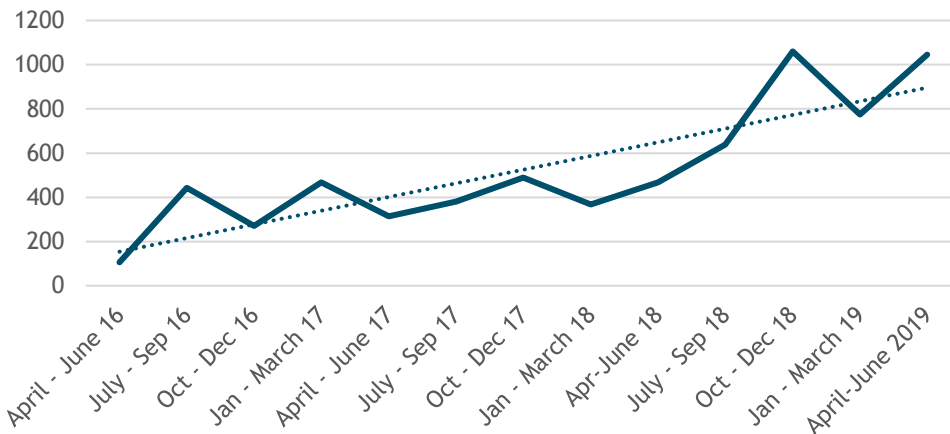
**Mental  
Health**



We are proud to showcase this, and other reports, on our [new website](#)

## SERVICE AND ACTIVITIES

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



This quarter we recorded a total of **1045** stories and experiences from the public.

We heard over 300 stories during our Listening Tour of Broadbridge Heath and will be reporting on this in August.

We expect to see a drop off of insight over the summer, but our team have plans for *pop-ups* in local libraries (see page 15).

The themes and trends from this insight are used throughout our influencing and project work and are summarised in our latest Insight and Evidence Report.



We're delighted to start to see a trend for GP practices approaching us for support and insight.

“ ... thank you so much for the patient feedback, I am genuinely sorry that this patient feels this way, this is a personal and emotive subject. Will certain take this on board and review internally as we need to exceed expectations on certain occasions. ”

- Practice Manager, Coastal CCG area

This is something we'll continue to encourage as we network more with the emerging *Primary Care Networks*. We're currently in the process of creating a Patient Guide to explain the potential benefits of this new NHS structure.

# Information and Advice

	Information and Advice (all channels)				
	April - June 2018	July - Sep 2018	Oct - Dec 2018	Jan - March 2019	April - June 2019
Enquiries to Helpdesk	318	431	367	416	361
People signposted to IHCAS	34	24	28	44	26
People signposted to others	90	100	90	122	55
Number of stories/accounts recorded on CRM by Helpdesk	101	107	119	130	114

## During this quarter:

Healthwatch West Sussex received the greatest number of calls to the shared Local Healthwatch Helpdesk which supports 7 Local Healthwatch (36% of the total) and recording 39% of the total interactions.

Specific places where people were referred or signposted to in the period included Information Commissioner's Office, MIND, Impact Ability, Care Quality Committee, Healthwatch East Sussex, Age UK and Local Authority. The average enquiry time was 26 minutes, with the longest time spent dealing with a case being 60 minutes.

## Helpdesk case study:

Fiona\* is a foster carer and takes children and young people from out-of-County. She called us, as she was struggling to support her foster child, who has complex health needs and originates from a neighbouring area.

Together with the child's school, they had been administering a technical/medical intervention, but she had requested more training from the community nurses.

Fiona was told the training was something the child's original area would need to fund, *as the person was not a parent*. This has led to delays and confusion. Fiona is aware of other foster carers who have been having similar issues.

We are highlighting this case, as it shows the need for integrated care, so valuable foster carers feel confident and supported to look after vulnerable children, with complex health needs.

# Engaging with Local People

We will 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.**

	Public Engagement				
	April - June 2018	July - Sep 2018	Oct - Dec 2018	Jan - March 2019	April - June 2019
<b>Number of people engaged with (face-to-face and via other communication)</b>	34,262	23,287	29,783	22,700 (plus readership of others' news sheets)	36,254 (plus readership of other's news sheets)
<b>Number of occasions for influencing or raising awareness via engagement</b>	241	215	289	316	346
<b>No. of stories/accounts recorded on CRM and surveys by Local Team &amp; through Community Partnerships</b>	366	532 (up by 45%)	941 (up by 56%)	756 (includes 111 NHS Long Term Plan Surveying)	931

# We have only included direct Healthwatch West Sussex promotion in this figure. We continue to increase our followers through social media and have received very positive feedback on the updated design and content of social media posts and designs.

## Events

Following on from our successful partnership community event in March, where over 300 took advantage of the information and signposting this day offered, we've been touring Broadbridge Heath throughout June.

We do these listening tours because we need to



proactively engage with, and respond to, the different populations that live in West Sussex



and understand and help meet their health and social care needs.

On this occasion, our focus was to better understand the health and social care changes for local people living in a village/town undergoing notable new housing growth.



Another 4,500 houses and there is no infrastructure going in.



- Resident from new village area

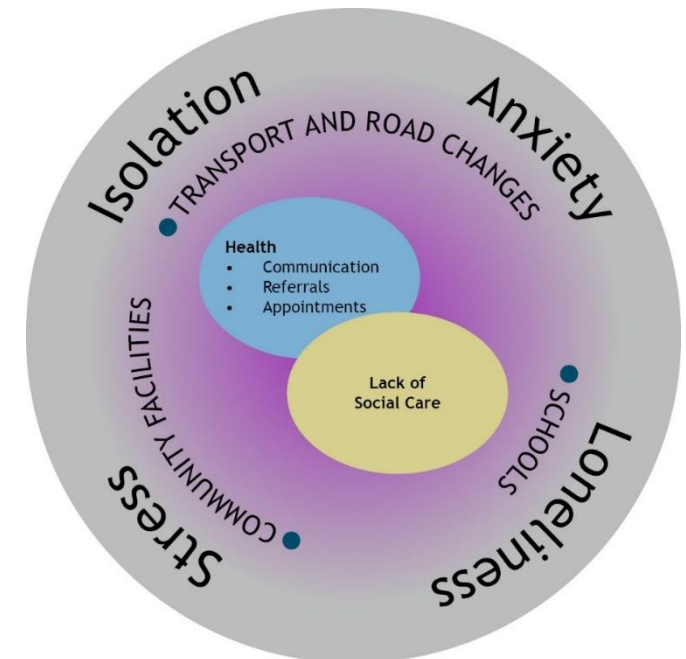
Emerging strongly from local people, as having a negative influence on their health and wellbeing, for both young families and older Broadbridge Heath residents, is the environment and lack of infrastructure.

The local sentiment we would suggest is not positive at the moment, as peoples' daily lives are being compromised by the road changes

“ There needs to be an urgent review of the plans and infrastructure provision.

Themes are drawn from over 300 stories, and we are focusing the reporting around the county's strategic health priority: *Start Well, Live and Work Well* and *Age Well*.

We'll be making a range of recommendations, some of which can be quickly addressed although others require a multi-agency review/attention.



## Communications

“Heads up” briefings and the more general newsletter are sent on the second Wednesday of each month and back copies of these can be accessed through Mailchimp (platform we use to mail this to our subscribers). Currently has 295 subscribers, with 10 new subscribers in this quarter.

Going forward we plan to create news articles linked to the Heads Up, rather than publish the newsletters on the website (this mirrors Healthwatch England best practice.)

### During this quarter:



We engaged with **3012** people face-to-face or through personal contacts (previous quarter 2,604)

Activity: **97** events/activities attended or held, which include community partnerships.



Our new website launched on 10 July 2019 and analysis reporting of our web activity will start fresh next quarter for this reason.



Followers finished on **326**.

Activity: **131** posts (previous quarter 59), reached **16,277** (previous quarter 9k)



Followers finished on **1615**.

Activity: **51** posts (previous quarter 35), reached **16,080** (previous quarter 12k)

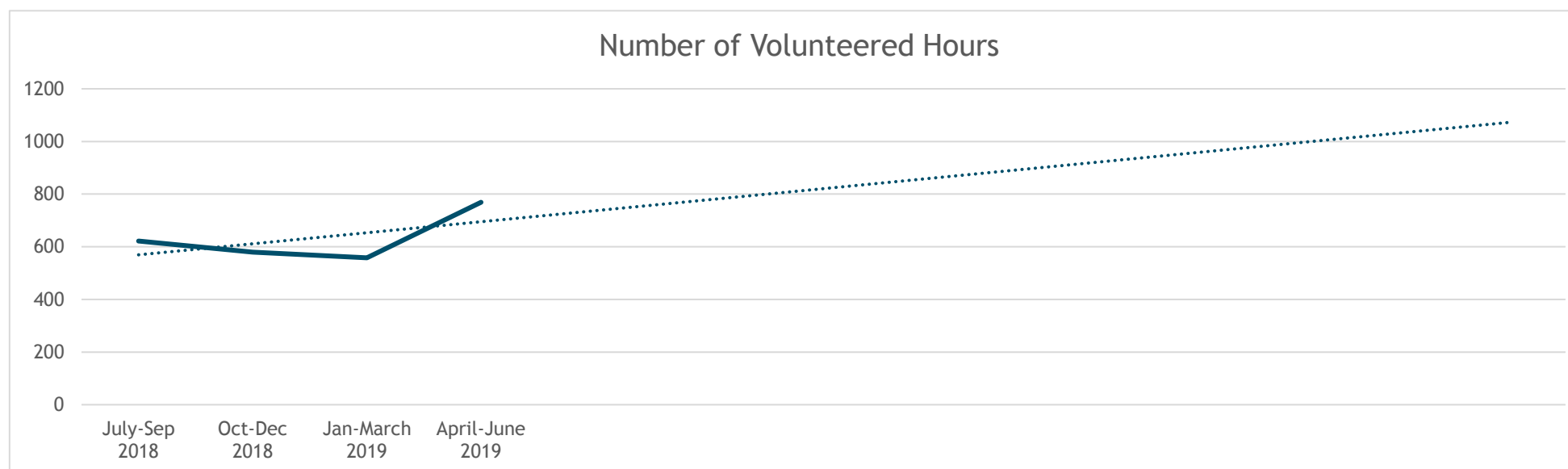


**64** external publications and material supplied generated a readership potential of **172,700** (includes articles in an external newsletter). We also had radio and television coverage during this quarter, with Frances our Chair, discussing proposals around redesign acute mental health bed in West Sussex.

# Involving Local People

	Volunteer activity				
	April - June 2018	July - Sep 2018	Oct - Dec 2018	Jan - March 2019	April - June 2019
<b>Volunteers</b>	40	42	33	31 (2 pending)	31 (with leavers and starters)
<b>Roles covered by volunteers</b>	102	103	99	93	97
<b>Volunteering interactions (meetings, events)</b>	216 (PLACE)	151	78	80	149
<b>Volunteer support hours</b>	482.75 (PLACE)	325	298	278	481
<b>Healthwatch Board Independent Directors</b>	279	297	282	280	288
<b>Estimated value of volunteers **</b>	£23,605	£21,350	£20,060	£19,560	£24,020

\*\* Estimate based on £20 per hour for volunteers who usually work at a high level and £50 per hour for Independent Director volunteers.



## During this quarter:

Our regular volunteers have been very busy, doing some amazingly successful *Enter and View* work that has challenged providers and identified some recommendations for improving services.

We anticipate Q2 support hours coming in lower than this quarter, as July and August are generally quieter, with the pace of work picking up in September. Q3 hours, we expect to be significantly higher again, as PLACE (People Led Assessment of the Care Environment) is scheduled for September to November and we have more project work and engagement work planned later in the year.

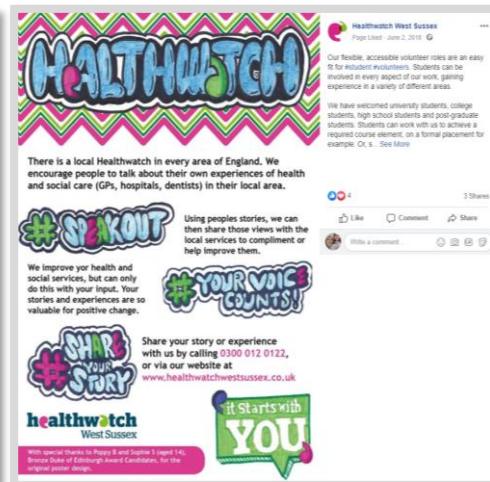
## For Volunteers' Week:

As part of this year's national Volunteering Week, team members Cara and Jo, with the support of our volunteers put together a series of social media posts before, during and after the week of celebration.

These recognise the **huge value local people provide** to our work - across main different functions. Some giving regular commitments of time and energy and other offer support for small pieces of work.

On the back of this campaign we will be looking to promote more opportunities to a diverse range of demographics.

We'll measure our success on whether we increase the number of hours people are involved voluntarily in our work.



This campaign had:

- 17 Facebook posts
- 14 posts to Twitter.

The campaign reached 4,371 accounts, with 278 active engagements.

The most popular post was Sophie's volunteering video.

*A sample of the campaign posts*



# Making a difference

As the first local Healthwatch in the country to use learning from the new Healthwatch England Impact Toolkit, we have been able to develop a new approach which is detailed in our [Making a Difference Work Plan 2019-20](#).

Our work plan was co-produced with local people and based on the previous 12 months insight.

Our definitions are:



**Outcomes** what happened as a result of our work



**Confirm** how currently we think we will measure/follow-up on outcomes to identify impact, recognising there are normally twists and turns on the way that may mean these need to change



**Impact** what has changed as a result of our work

**Making a Difference** healthwatch West Sussex

**Improving how people access their medical records**

Accessing your personal medical records is free. Healthcare professionals/organisations are legally required to allow you to see them.

Patients told us they were worried about requesting their medical records from our local hospitals and struggled to know how to answer some of the questions being asked.

- We wanted to support our hospitals to bring such barriers down
- and give people more confidence in asking for their records.

We carried out [work](#) to see how hospitals detailed the process for requesting medical records on their websites and made some recommendations to make this easier.

- We've now confirmed what has changed

We asked Queen Victoria NHS Foundation Trust and Sussex Partnership NHS Foundation Trust to look at their information to make it easier for people to obtain their medical records without delay, as we'd struggled to find the information ourselves.

- There are now new and easy to follow webpages for [Queen Victoria Hospitals](#) and [Sussex Partnership](#) patients about access to records.

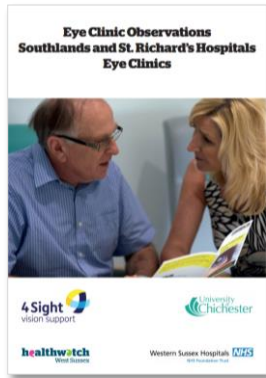
By applying this approach, we're showing clearly and concisely just how we've contributed to improvements.

Our *confirming* means we can follow-up on things if they are not as a provider or commissioner has suggested, to make sure the change has happened. This was exactly what we did to confirm the outcomes for access medical records.

The way we've development our approach is being showcased nationally, as it has informed the development of the Healthwatch Impact Toolkit, as we were one of the five local Healthwatch to pilot this.

# REPORTS AND PUBLICATIONS

The following reports were published this quarter:



## [Eye Clinic Observations](#)

This collaborative study has shown an overall positive patient experience at St Richards and Southlands Hospital Eye Clinic's, however, patient feedback highlights issues around:

- difficulties with the appointments process
- length of waiting times whilst in clinics
- poor communication between healthcare professionals and patients - particularly in relation to a perceived lack of information provided by consultants to patients about their eye condition
- concerns around procedures
- travelling time and cost for patients when travelling to and from the hospitals.

The Trust has responded positively, and we'll be confirming the outcomes in the next quarter.

Frances, our Chair, was able to call on this insight to inform the Low Vision discussion at the June 2019 Health and Social Care Select Committee.



## [Community Partnership Update to Health and Wellbeing Board](#)

We connect Health and Social Care stakeholders and the Community and Voluntary sector in partnerships for the benefit of West Sussex residents.

Over the last 15 months Healthwatch West Sussex CIC have targeted reinvestment of all income from Social Enterprise contracts outside of Statutory Healthwatch activities into funding our work to develop Community Partnerships which we believe will help underpin the aspiration of truly Integrated Care Systems - Health, Social Care, Community and Voluntary organisations working together in partnership to support individuals and family and friend carers.



## [Work Plan](#)

Our work plan details our engagement and priority work and the impact and outcomes it is designed to achieve.



## [Annual Report 2018-19](#)

- Just short of 3,000 people shared their health and social care story with us. Nearly double the amount of insight we heard last year
- We have 33 regular volunteers, and many more people who give time to helping to carry out our work. In total, they gave over 2,500 hours
- Over 2,000 people accessed Healthwatch West Sussex advice and information online or contacted us with questions about local support, 70% more than last year
- We visited 80 services and 572 community events to understand people's experiences of care. From these visits, we made 120 recommendations for improvement
- 87 improvements we suggested were adopted by services to make health and care better in our community. 32 of our recommendations are still being worked on

We're submitted for two of the national Healthwatch Awards based on this work.



## [Enter & View Report - Hilgay Care Home \(Burgess Hill\)](#)

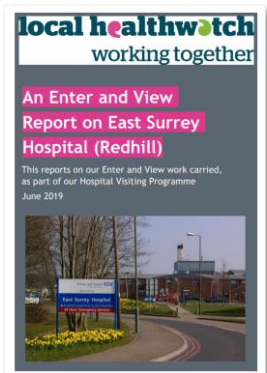
This is part of our planned work under our Adult Social Care Priority, looking at the implications and how to improve outcomes for residents living in homes that are in special measures.

The owner has responded to the recommendations and put in place some actions to improve things. We have not yet *confirmed* these changes.



## [Insight & Evidence Report - January to March 2019](#)

These quarterly reports offer commissioners and providers an opportunity to look at what local people are saying, as another valuable source of insight for improving the health and wellbeing of the West Sussex population.



## [Enter & View Report - East Surrey Hospital \(May 2019\)](#)

This was a collaborative *Enter & View* visit between us and Healthwatch Surrey, with our team taking the lead and producing this report.

The Trust has provided feedback, but we have yet to confirm the outcomes.



This quarter we have produced **Community Partnership Spotlights** on:

[Polymyalgia Rheumatica and Giant Cell Arteritis UK](#) set up to meet the needs of people with these debilitating conditions, along with their friends, family & professionals. They offer information & support at all stages - from diagnosis through to recovery. Above all, they offer hope.

[Juno Project](#) empowers teenage girls who have been, or are at risk of being excluded from school, to achieve their goals in spite of their challenges. The 'This Is Me' programme is designed for teenage girls aged 14-16, and either excluded from mainstream education, at risk of exclusion or becoming NEET (Not in Education, Employment or Training), and suffering from disadvantage - home or educational.

[The Friends of Henfield Medical Practice Trust](#) is a Patient Participation Group, originally set up in 1995 by patients for patients. There is no membership - it is open to anyone who is registered with the Henfield Practice, either at Henfield or at the Woodlawn Surgery in Partridge Green, all of whom are welcome.

[Crawley Town Community Foundation, Move the Goalposts](#) a mental health programme at The Triangle Leisure Centre, Burgess Hill. The programme has been devised for those at risk of experiencing or those currently experiencing mental health issues and provides an opportunity for participants aged 18+ to engage within a relaxed and informal environment. Sessions are easy to access with no formal referral route.

[CREATE](#) Builds local links within the parishes of Bognor Regis. They use a detached vehicle to visit local parishes to engage the young people of the community in games and activities on green areas.

# INDEPENDENT HEALTH COMPLAINTS ADVOCACY

	Independent Health Complaints Advocacy (IHCAS)				
	April - June 2018	July - Sep 2018	Oct - Dec 2018	Jan - March 2019	April - June 2019
One off acts of assistance	34	27	32	54	17
New enquiries	61	50	60	80	70
Cases resolved	51	58	50	86	40
Cases ongoing	94	86	96	64	77

## During this quarter:

- The team escalated to Healthwatch concerns over the ease and in some cases lack of, information Trusts websites had on *Accessing Medical Records*. This led to the work detailed on page 9.
- We've reviewed the capacity within the service, following two quarters of considerably more referrals for advocacy support and this has been added to our Healthwatch CIC Board risk register. We will continue to monitor this and review caseloads to ensure we maintain a quality service.
- We directed a Consultant to the new [Consent to Treatment Best Interest Decision Making Toolkit](#) (launched May 2019) after supporting a family at a Local Resolution Meeting.

This meeting followed complaint concerns, when a person with learning disabilities had a medical procedure without understanding what was being said, and in the absence of her nominated carer.



# FINANCE

Core contracts continue to be delivered to plan and will remain unchanged for the 2019/20 year. WSCC undertook some market testing by asking for Expressions of Interest in the future Healthwatch West Sussex contract. Healthwatch West Sussex CIC responded in mid-June. We have no further clarity on next steps or timescales.















We continue to reinvest all social enterprise generated income into our highly successful Community Partnership work.

## Finance and Performance Board Sub Committee and Actions

The subcommittee meet on 4<sup>th</sup> September to review the following:

- Performance report
- Finance report
- Risk Register
- Community Partnership update.

# LOOKING FORWARD

July 2019	August 2019	September 2019
 Monthly Princess Royal Hospital E&V Visits (Sue and Alan Team)		
 Input into local Long Term Planning  Meeting with PCNs (Primary Care Networks) - getting to know the new landscape		
 Pop-up Engagement in Libraries across the County (10am - 1pm each session) <b>Bognor Library</b> 11 <sup>th</sup> July and 8 <sup>th</sup> August <b>Littlehampton Library</b> 17 <sup>th</sup> July <b>Crawley Library</b> 12 <sup>th</sup> July and 19 <sup>th</sup> July <b>Midhurst Library</b> 30 <sup>th</sup> July <b>Haywards Heath Library</b> 23 <sup>rd</sup> July  NCS Youth Events (x9 sessions, two workers)		
<p>Reports due:</p> <ul style="list-style-type: none"> <li>• Performance (using refreshed style)</li> <li>• Insight &amp; Evidence Report</li> <li>• Impact on Subject Access Requests (ICHAS escalation project)</li> <li>• Broadbridge Heath Listening Tour</li> <li>• Horsham Hospital E&amp;V Visit</li> </ul>  Crawley Hospital E&V Visit  Co-production planning meeting for <i>Involving Residents When a Home is in Special measures</i>  Verification of Expected Death presenting issue to WS Partners in Care	 Crawley Hospital E&V Visit Report  Volunteer Recruitment Campaign for <i>Involving Residents When a Home is in Special measures</i>	 Launch of <i>Involving Residents When a Home is in Special measures</i> & Training event  NHS Expo Event (date TBC)  Launch/roll out of the Youth Resource Box  NHS PLACE Assessments Programme starts

# Issues and Concerns

We met with **Sussex Partnership NHS Foundation Trust** and the **West Sussex Clinical Commissioning Groups'** engagement leads on 2 July, and then received the public consultation document and engagement plan, which was scheduled to go live on Monday, 8 July 2019.

We emailed feedback to the planned consultation document and wrote to Adam Doyle and Samantha Allen with our concerns. These formal responses were email before 4pm on Wednesday, 4 July and followed up the following morning. At this point we were told the document had gone to print and therefore the document could not be amended. We asked for this to be reviewed in light of our concerns and recommended that they sought specialist advice and input from the Consultation Institute, with a view to reducing the risk of future delays/concerns.

The consultation did not go live as planned, and we received assurance that our feedback has been taken into account, and conversation have been had with the Consultation Institute.

We'll review the documentation when the consultation goes live.

“ We very much value the scrutiny, input and feedback that Healthwatch provides and will ensure you are kept informed as we carry out this consultation ”

- Adam Doyle, Chief Executive Officer, Sussex and East Surrey Clinical Commissioning Groups

Having this input was vital, as it supports the outcome we're seeking:



OUTCOME

Health and socio-economic inequalities of Adults living in North Chichester and surrounding areas are understood



IMPACT

and these are improved by any redesign of in-patient beds in West Sussex.