

October 2019

healthwatch

West Sussex

**Hot
Topics**



**Adult
Social
Care**



Performance Report

July - September 2019 (Q2)

**General
Practice and
Community
Care**



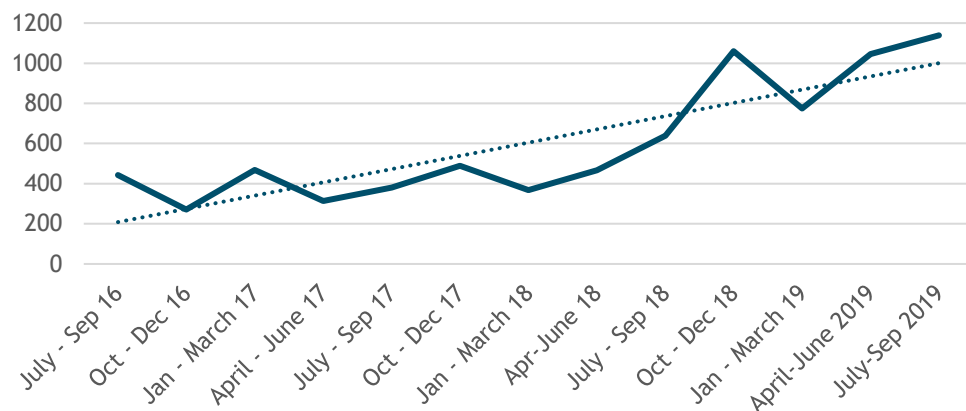
**Mental
Health**



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)



This quarter we recorded a total of 1139 stories and experiences from the public - an all-time high.

It would be usual to see a drop off of insight over the summer months, however, we have continued to see an increase the number of stories we have heard.

This can be put down to the success of our *Pop-Ups* in local libraries and the great work we have done as part of the National Citizen Service (NCS) see page 8.

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.



The volume and depth of our general insight gathering significantly impacts the insight we can offer the Care Quality Commission (CQC) to inform their inspections.

We're submitting a sizeable amount of insight to our Integrated Care System, Sussex Health and Care Partnership's Cancer Programme Board. We haven't undertaken any Cancer focussed projects but are able to share a large number of stories shared by West Sussex people. The qualitative insight these experiences provide may reflect those from residents from other parts of Sussex (where there is not the same volume of insight available.)

Information and Advice

	Information and Advice (all channels)				
	July - Sep 2018	Oct - Dec 2018	Jan - March 2019	April - June 2019	July - Sep 2019
Enquiries to Helpdesk	431	367	416	361	415
People signposted to IHCAS	24	28	44	26	37
People signposted to others	100	90	122	55	80
Number of stories/accounts recorded on CRM by Helpdesk	107	119	130	114	114

During this quarter:

Our team has been looking at the way we respond to information and advice enquiries as we develop new innovate digital/technology options to enable more local people to access information and advice outside office hours.

The Healthwatch England Facebook workplace (an internal Healthwatch network tool) has greatly enhanced our insight and information, enabling us to post enquiries and get support from both Healthwatch England Teams and other local Healthwatch colleagues. For example: our helpdesk team took an enquiry from a transgender resident about the future of their hormone replacement therapy. The operational team posted, and we were able to use insight from Sheffield and Brighton & Hove and are now in contact with another organisation with insight and experience on this topic.

Helpdesk case study:

Ann* emailed us for help in supporting her 11 year old daughter, who has been mentally unwell for a few months now. She had been found to be on the *threshold of Autism Spectrum Condition* (which other family members have) but already had other diagnoses. She was seen by several different psychiatrists over a year, has been suicidal, self-harming, hearing voices and had major panic attacks and has now been referred urgently for a review by the Children and Adolescent Mental Health Service (CAMHS) by both her and the GP. Ann stated she had received a letter advising her to self-refer to the early help team, as CAMHS is for moderate to severe mental health issues. Our team signposted Ann to *Young Minds*, NHS Complaints and specialist Asperger support websites.

Ann's story along with many hundreds of other West Sussex residents' experiences, has informed the Insight & Evidence Report for Children and Young Peoples' Mental and Emotional Wellbeing, which is going to the Independent Panel as evidence for the review.

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				
	July - Sep 2018	Oct - Dec 2018	Jan - March 2019	April - June 2019	July - Sep 2019
Number of people engaged with (face-to-face and via other communication)	23,287	29,783	22,700 (plus readership of others' news sheets)	36,254 (plus readership of others' news sheets)	24,856 (plus readership of others' news sheets)
Number of occasions for influencing or raising awareness via engagement	215	289	316	346	265
No. of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	532 (up by 45%)	941 (up by 56%)	756 (includes 111 NHS Long Term Plan Surveying)	931 (up by 23%)	1,025 (up by 10%)

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.



Throughout July and August, by working in partnership with West Sussex County Council Library Services, we could be found talking to local people in Bognor, Crawley, Littlehampton, Haywards Heath and Midhurst (seven library visits).

Our Pop-Up engagement enabled us to speak to 420 local residents, capturing individual stories, as part of our on-going insight and evidence gathering. From such insight we can identify common themes for what is working, and not working for local people and often why. We use this to influence service development and feed into:

- West Sussex Health and Wellbeing Board
- HASC - Health and Adult Social Care Select Committee
- WSCC Joint Strategic Needs Assessment
- Safeguarding Adult Board
- Sussex Health and Care Partnership (formerly the STP) workstreams and the work of our local developing Integrated Care System.

We share reports with the Care Quality Commission (CQC) - who are responsible for the registration and inspection of services which deliver regulated activities. This particular engagement **meant we were able to give a much more comprehensive and balanced** briefing to CQC for their inspection of a service in Bognor. This in turn, helped shape their inspection visit and Key Lines of Enquiry.

All of our work is also shared with Healthwatch England to form part of the national picture used to influence national policy-making, such as the NHS 10 year forward plan and the identification of the need for a national review of patient transport which was recently announced by Simon Stevens, NHS England Chief Executive.



On the 13 August our engagement team Popped-Up at the Bentswood Community Funday in Haywards Heath. This was a fun filled, sunny afternoon which over 520 local residents attended. It was clear they enjoyed exploring the Fire and Police services vehicles, playing Crazy Golf, using up energy on the Bouncy Castle, enjoying a delicious Barbecue and engaging with many community groups, who also attended. Some even tried their luck on the Tombola and Raffles.

Importantly for us, we captured 65 individual stories from a community where its residents may experience health inequalities.

Communications

Our monthly [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 we have 299 subscribers, with 4 new subscribers in this quarter. (We put a news article on our website linked to the Heads Up, rather than publish the newsletters on the website.)

Our social media work was deliberately lower in Q2, as we focussed our part-time media resource on our new website to ensure content is fully functional and engaging for visitors. We have had superb feedback on the new site built on the Healthwatch England template.

During this quarter:



We engaged with over 2500 people **face-to-face** or through personal contacts (previous quarter 3,012)
Activity: 53 events/activities attended or held, which included many Community Partnership activities.



We moved to our new website mid-July, so have looked at the last 28 days of the quarter: 484 visits, with visit duration average being about 2.5 minutes. New users: 447.
We get most of our website views by organic search. Most people visit the site on Monday and Wednesday mornings



Followers finished on 333 (up by 7).
Activity: 60 posts reaching 5,087



Followers finished on 1,636 (up by 21).
Activity: 41 posts (previous quarter 51), reached 16,456 (previous quarter 16,000)



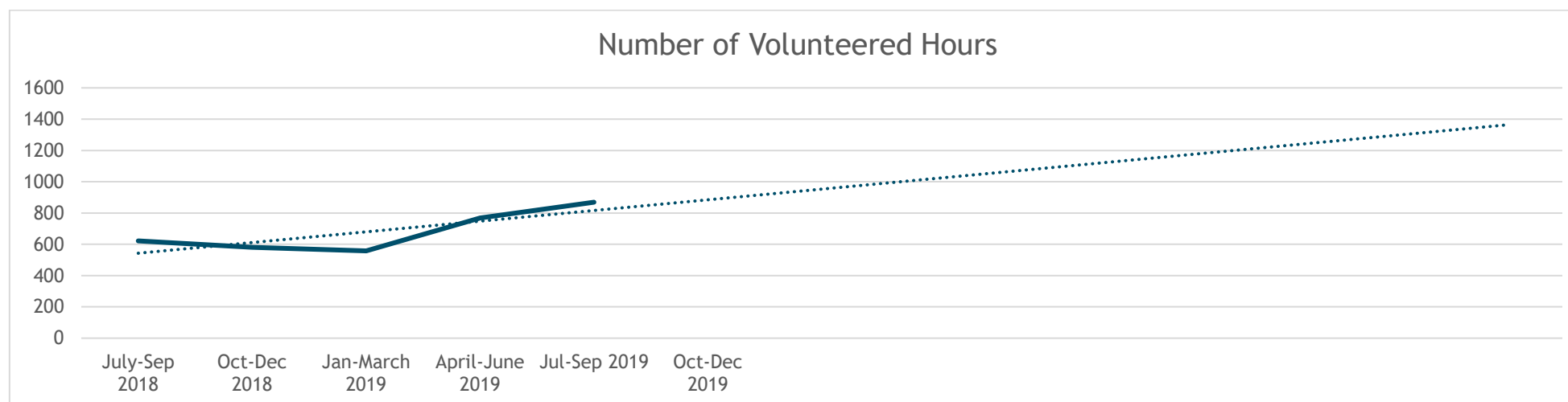
47 external publications and material supplied generated a **readership potential of c.65,000** (includes articles in an external newsletter).

Involving Local People

	Volunteer activity				
	July - Sep 2018	Oct - Dec 2018	Jan - March 2019	April - June 2019	July - Sep 2019
Volunteers	42	33	31 (2 pending)	31 (with leavers and starters)	46
Roles covered by volunteers	103	99	93	97	101
Volunteering interactions (meetings, events)	151	78	80	149	143
Volunteer support hours	325	298	278	481	589 *
Healthwatch Board Independent Directors	297	282	280	288	285
Estimated value of volunteers **	£21,350	£20,060	£19,560	£24,020	£26,030

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

* Includes 100 hours of youth volunteering work



During this quarter:

This summer, our Team worked closely with approximately 300 young people (16-17 year olds) at the National Citizens Service in Crawley. The government funded NCS programme runs every summer under Crawley Town Community Foundation and across the UK. It encourages young people to become more engaged in their local community, whilst encouraging them to be proactive and effective citizens. The rolling summer programmes (3 waves) include an activity week, a residential week and culminates in a two-week social action project.



Healthwatch West Sussex worked across all 3 waves, focussing on social action and empowering young people to be heard and make change. We built on ideas around outcomes and impact, engaging them through conversations about healthcare, specifically mental health and emotional well-being and discussed the Sussex wide review of emotional health and wellbeing support for children and young people.



We ran social action skills workshops - *So what? What now?* - looking at past Healthwatch projects to support and inform their social action project planning, drilling down into the nitty gritty of what they wanted to achieve and what the long-lasting effects, *their legacy*, would be. The workshops ended with our specially created giant social action board game, where the young people solved social action problems they may encounter during their project and encouraged them to think about how they could make a difference. The finale was a head-to-head “*elevator pitch*”, with a representative from each group selling us their projects. Prizes were up for grabs!

Several of the social action projects were health focused, with podcasts, murals and videos being created to share their message. One team worked on the issues around self-esteem and created a leaflet to support Healthwatch West Sussex’s work with young people. The leaflet will be included in our new resource *Youth Pack* and has already been shared at Chichester College Fresher’s Fair.

- Team 3 - Knife Crime video - <https://www.youtube.com/watch?v=RzK3q0QWU54&t=11s>
- Team 9 - Body Shaming Podcast - <https://anchor.fm/self-love-ncs/episodes/Our-view-on-body-shaming-e4qdje>
- Team 8 - Mind4Health Podcast - <https://open.spotify.com/show/6lbUSZHQMDczJlXdLybvXS>

Read our full project insight [here](#).

We estimate the young people gave c.100 hours to support our work.



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 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

We've continued to work collaboratively with organisations, to follow up on the recommendation from 2018 about how people are assessed in relation to their ability to contribute towards the cost of their care. Our discussions have also included the outcome of the *Minimum Income Guarantee* public consultation work.

5,000+ residents will be undergoing a financial assessment. Following our recommendations, they will now have more information (including an easy-read guide), clearer details on how their financial situation has been worked out and a cap on what they will need to pay until March 2020.

Going forward we want to understand from local people if this has made this process easier and what could improve this further.

You can read about this work [here](#).

REPORTS AND PUBLICATIONS

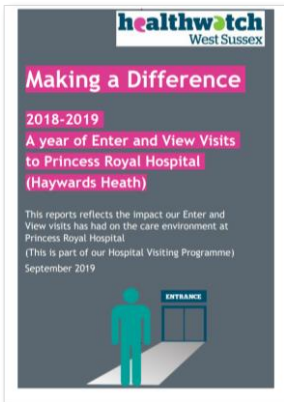
The following reports were published this quarter:



[Children and Young People with Visual Impairment Mapping Report](#)

A report by **4Sight Vision Support** working with **Healthwatch West Sussex** and **Time Aside Sensory Art**.

The Report was based on research carried out in 2018 that sought to identify what service provision is currently available for visually impaired children and young people in West Sussex and also to help identify gaps or duplication in services. As a result, 4Sight Vision Support and Blatchington Court are now working together to provide free Visual Impairment Fun Days for 0 to 30 year olds living with sight loss and their families.

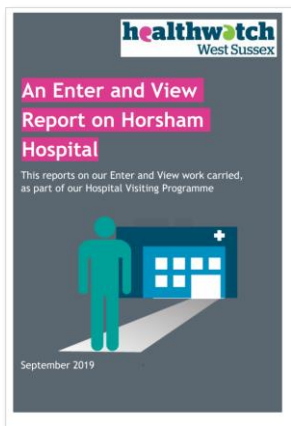


[Making a Difference - A Year of Enter and View to Princess Royal Hospital](#)

What has been great to witness over the last year, is the turnaround in staff morale. We are now seeing staff that are much happier and confident in their workplace, as they are smiling now when carrying out duties. This may now be represented in the Trust's improved Care Quality Commission rating or as a result of this.

There is much that is now positive about the hospital and we can see the impact Terece Walters (the Trust's Clinical Director of Facilities and Engineering) is having.

There is still a need to address some basics and we have detailed when we will know if this has been achieved within this report.



[Horsham Hospital Enter and View Report \(September 2019\)](#)

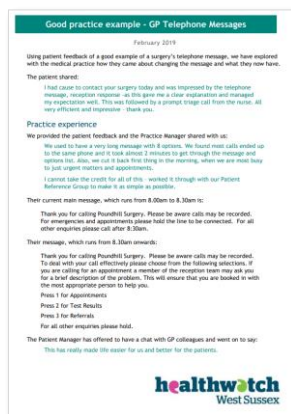
This reports on our Enter and View work carried, as part of our Hospital Visiting Programme. Healthwatch has a legal power to visit health and social care services and see them in action. This power to *Enter and View* services offers a way for Healthwatch to meet some of its statutory functions and allows us to identify what is working well with services and where they could be improved.

A team of four *Authorised Representatives* visited on 25 June 2019. This was an unannounced visit, but we had made the Trust aware we would be visiting the hospital in June.



[Performance Report - April to June 2019](#)

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



[Good Practice Brief - GP Telephone messages](#)

Using patient feedback of a good example of a surgery's telephone message, we have explored with the medical practice how they came about changing the message and what they now have.



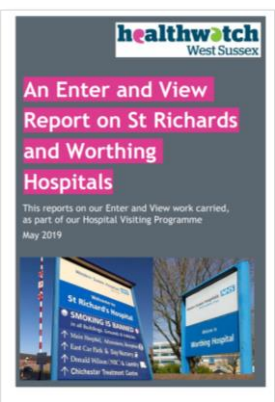
[Insight and Evidence Report April to June 2019](#)

What people told us about health and social care. A review of our insight and evidence Q1 April - June 2019.



[Community Partnerships Report - April to June 2019](#)

During April to June our Community Partnership Lead has been reaching people across West Sussex working collaboratively with Local Authority and community groups. Read more in our report.



[Enter and View Report to Worthing and St Richards Hospitals \(August 2019\)](#)

This reports on our Enter and View work carried, as part of our Hospital Visiting Programme. 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.

Teams of *Authorised Representatives* visited Worthing in March and St Richards in April 2019. These were unannounced visits, but we had made the Trust aware we would be visiting the hospitals during these months.

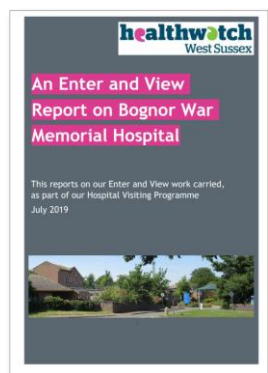


Engaging with Crawley Students

This reports on our partnership engagement with students of Crawley College and is part of our mental health priority work.

We had many conversations with students and staff around mental health. Often people were knowledgeable on some of the support available for young people in the area. However, their experiences varied, and several themes emerged.

This has been shared with the Independent Review Panel and we have had a formal response to this insight and will expect to see our insight reflected in the recommendations made by the panel.



Enter and View Report to Bognor War Memorial Hospital (July 2019)

This reports on our Enter and View work carried, as part of our Hospital Visiting Programme. 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.

A team of six *Authorised Representatives* visited on Friday 31 May 2019. This was an unannounced visits, but we had made the Trust aware we would be visiting the hospital in May.



Enter and View Report - East Surrey Hospital (May 2019)

This reports on our Enter and View work carried, as part of our Hospital Visiting Programme. 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.

A team of seven *Authorised Representatives* visited East Surrey hospital on Friday, 3 May 2019. This was an unannounced visit, but we had made the Trust aware we would be visiting the hospital in May. Our general impression, from talking to patients and staff, was that most seemed very happy with care, their treatment and the hospital.



NHS Long Term Plan Engagement - Focusing on Mental Health in West Sussex

Improving the provision of support for the mental health of local people is a commitment within the NHS Long Term Plan, for children, young people and adults. We were asked to undertake focus groups to gather feedback from local people. Understanding what is needed in West Sussex will help to develop a local long term plan to achieve this commitment. We did not ask people to comment on the content of the plan but instead, asked them to think about how mental health improvement could be implemented in Bognor Regis and East Grinstead. We chose two contrasting parts of the county so we could understand what the local differences are and what might be similar.

What matters most to people in West Sussex?

- Having *Safe Areas* in the community to help people to stay well and connected. These are safe because they provide non-judgmental relationships and an atmosphere of support and light-heartedness.
- Trusting that access to services (including General Practice), with trained/empathic professionals is available promptly when needed.
- Having information about support services at your finger-tips.
- Support to understand and manage medication is vital to peoples' long-term wellness.
- Getting a diagnosis for some was, they felt, something that could help them to move forward with their lives (but was missing).



This quarter we have published more **Community Partnership Spotlight Case Studies**:

[Sussex MS Centre](#), based in Southwick welcomes members from all over Sussex. Around 200 people a week visit. We offer drug free treatments with Oxygen Therapy remaining at the heart of what we do, individual holistic therapies, exercise classes and a thriving social calendar.

[Pregnancy Options](#) provides free, non-directive counselling and support to women and men, aged 14 upwards, facing unplanned pregnancy or struggling following a pregnancy loss.

[Headway West Sussex](#) provides support and information to people living with Acquired Brain Injury (ABI), their carer(s) and family no matter how long ago the brain injury was sustained and for as long as needed.

[Westergate Leisure Cardiac Rehabilitation](#) offer cardiac rehabilitation through the BACPR training programme which is designed to provide specialist training for instructors to prescribe and deliver exercise programmes for individuals with heart disease.

[UK Harvest](#) a not-for-profit perishable food rescue operation that collects quality excess food from commercial outlets and delivers it, direct and free of charge, to charities as well as teaching groups how to cook. UKHarvest provide much needed assistance to vulnerable people, collecting surplus food from all types of food providers, including fruit and vegetable markets, supermarkets, hotels, wholesalers, farmers, stadiums, corporate events, catering companies, shopping centres, delis, cafes, restaurants, film and TV shoots and boardrooms.

[Better Breathing Company East Grinstead](#) with the help of a Healthwatch Community Fund grant at the end of 2018, East Grinstead Chronic Obstructive Pulmonary Disease (COPD) Support Group is about to become fully constituted and has a new name, The Better Breathing Company.

[Sussex Ehlers Danlos Syndromes and Hypermobility Support Group](#) Ehlers-Danlos Syndrome (EDS) including hypermobility spectrum disorder (HSD) is a complex, heritable, connective tissue disease. The Sussex Ehlers-Danlos Syndromes and Hypermobility Support (SEDS) voluntary community group supports sufferers of all ages and family/carers with EDS or suspected symptoms; as it is so difficult to get a diagnosis. They provide active support, awareness in the local area to sufferers, to organisations, businesses, transportation, education and social and health departments. They can signpost people to further advice, to the national EDS UK Support Charity, other support groups and activities.

[Cognitive Stimulation Therapy](#) is an intervention for people with dementia that offers a range of enjoyable, fun, activities providing general stimulation for thinking, concentration and memory, in a small group.

[Southern Water](#) is the private utility company responsible for the public wastewater collection and treatment in West Sussex, Hampshire, the Isle of Wight, East Sussex and Kent. Healthwatch West Sussex have invited the Southern Water community team to several of our community events.

INDEPENDENT HEALTH COMPLAINTS ADVOCACY

	Independent Health Complaints Advocacy (IHCAS)				
	July - Sep 2018	Oct - Dec 2018	Jan - March 2019	April - June 2019	July - Sep 2019
One off acts of assistance	27	32	54	17	42
New enquiries	50	60	80	70	64
Cases resolved	58	50	86	40	74
Cases ongoing	86	96	64	77	67

During this quarter:

- We received one complaint about our service which was investigated twice and not upheld. However, we have taken learning from this and updated our [Equitable Service Use Policy](#). We will also share learning and peer support at our wider local Healthwatch network *Advocacy Huddle* taking place in October.

In contrast, we have had much appreciated positive feedback, including Sandra*



Thank you very much for all your help on my mum's case. It has been a very difficult time and your help has been greatly appreciated.



- Our first Advocacy Huddle (drawing advocates together across difference services and multiple Local Healthwatch) took place on 1 October, to explore best practice; innovation and challenges, to help improve processes and the service offer and for peer support. The next one is scheduled for January 2020.
- The advocates have been asking customers about their experiences of accessing their medical records as a follow-up to our work (reported last quarter) and will continue to do this in October and November.
- One of our advocates has/and is supporting an important clinical review, inputting learning from patient harm/serious incident reporting experiences and is making a significant difference to the patient touch-points and review processes.

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 are awaiting final confirmation of next steps and timescales and have an initial meeting with the new lead commissioner scheduled for October.




















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 11th November to review the following:

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

LOOKING FORWARD

October 2019		November 2019	December 2019
	Involving Residents When a Home is in Care Quality Committee (CQC) Special Measures - monthly visits to a number of homes. (Potentially 6 visit per home, and 2 to 3 homes, e.g. 12-18 visits).		
	 Confirming the impact of the Access to Medical Records Work (via the ICHAS team)	 Meeting to discuss the impact of the financial assessment programme of review	 Reporting on the confirming of outcomes for the Access to Medical Records Work.
	National PLACE visits to hospitals Potentially 20 visits. Team will observe changes against recommendations previous detailed in reports.		 Summary PLACE report. 24 hours in A&Es (Sussex-wide).
	Planning more engagement with colleges. Insight & Evidence Report to Independent Review.	 Trialling and presenting Youth Pack to Board. Engagement with college students.	 Planning for Bridge Leisure Centre event in March 2020.
	Phase 2 of the library Pop-up engagement. Midhurst event (8 th), Bridge Leisure (10 th) & Scouting (13 th)	 Bewbush events  Bentwood engagement (TBC) and Self-care Event (18 th) in East Grinstead.	 Reporting on Bewbush tour. Burgess Hill one year (TBC)
	Review of pubic feedback to Inpatient mental health consultation	 Review of data and <i>Equalities and Health Impact Assessment</i> . Plus, discussions around outcome from consultation engagement and influencing the community strategy. (Insight suggest there is important work that should be done in partnership with others to resolve some of the gaps)	
	Fitzalan Medical Group follow-up work (TBC)	 Meeting with PCNs - getting to know the new landscape	 Start planning for GP feedback month next year.
	Input into local LTPs and input into programme boards. Stroke and Cancer Programme Board work continuing across the quarter. Serious Incident guide for local people (TBC) - as NHS Patient Harm Framework has now been delayed to next year.		

Issues and Concerns

An enquiry came through this quarter and has highlighted a lack of support for families (particularly those living outside the county but who's relative lived in West Sussex) who have no financial means or legal or other representation for a coroner's inquest. In the enquirer's case this involved a horrific situation and one that the person described as *emotionally devastating*. The only suggestion we could offer was:

<https://www.inquest.org.uk/other-sources-of-support>

We have escalated a number of issues nationally, via Healthwatch England:

- Clarification of Single-sex ward framework (concerns over move to change ward configuration in Meadowfield and Langley Green Hospitals, as expressed by patients and staff)
- Clarification around verification of death (who can do this) and other concerns arising from our project work (Adult Social Care Priority)
- Guidance on the future prescribing of transgender HRT medication (individual experience/insight)
- Complaints relating to private work carried out by GPs through their normal practices/to their registered patients not being covered by existing policy and NHS constitution (individual experience/insight), and we understand this is being raised nationally to get a resolution.