

January 2020

# healthwatch

## West Sussex

**Hot  
Topics**



**Adult  
Social  
Care**



## Performance Report

October - December 2019 (Q3)

**General  
Practice and  
Community  
Care**



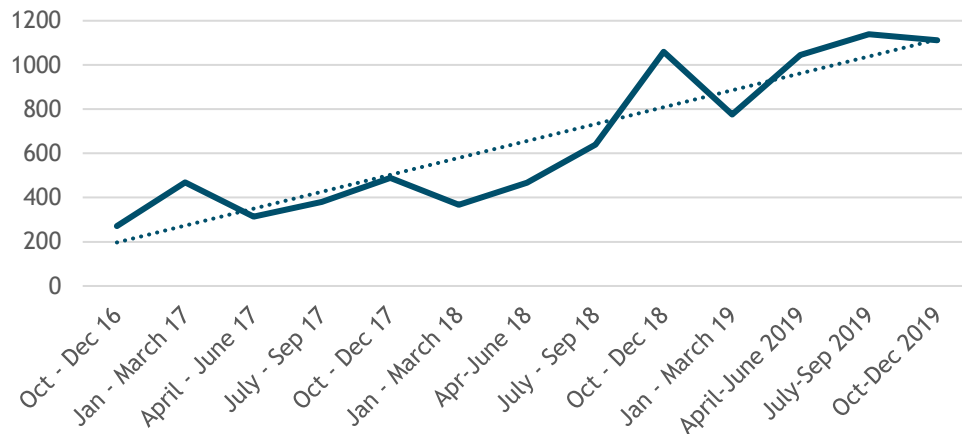
**Mental  
Health**



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 1,112 stories and experiences from the public - a very small drop from last quarter but significantly better performance than previous Autumn/Winters.

This reflects the successful investment in community partnerships and raising awareness.

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



We identified an information gap during our time in Bewbush (November) and as a result, have worked with River LPC to put on a Community Information Event in February 2020.

Stalls sold out very quickly and the event is now being well advertised so local people have the opportunity to find out about services and support in their area.



# Information and Advice

	Information and Advice (all channels)				
	Oct - Dec 2018	Jan - March 2019	April - June 2019	July - Sep 2019	Oct - Dec 2019
Enquiries to Helpdesk	367	416	361	415	352
People signposted to IHCAS	28	44	26	37	13
People signposted to others	90	122	55	80	23
Number of stories/accounts recorded on CRM by Helpdesk	119	130	114	114	122

## During this quarter:

Our service delivery partner, Help & Care has invested in a new telephony system, as part of its commitment to innovation and the CIC. The system change enables mobiles to be linked to the system, greater control and ultimately more efficiency. This lays the foundation on which new contact methods can be established.

Through our engagement activities we have provided valuable information and advice to people who shared their stories with us and who clearly have unmet needs. As well as offering professionals, such as GP, information about local services (for example a Crawley GP had been unaware of Pathfinder and we were able to update them and supply links to the website.)

## Helpdesk case study:

The Helpdesk Healthwatch Hub provide initial Independent Health Complaints Advocacy and promote self-advocacy as the following case highlights:

Sonia\* emailed regarding her recent experience at Princess Royal Hospital (Haywards Heath) and referral to the Trust's other hospital in Brighton. She had been waiting for an operation to remove her appendix, as well as a laparoscopy for 20 months. After contacting PALs twice, with no response, she had contacted us to ask how she could go forward with her complaint.

The Hub team signposted with links to NHS complaints, guidance from our service, and the PALs address on making a formal complaint in writing.

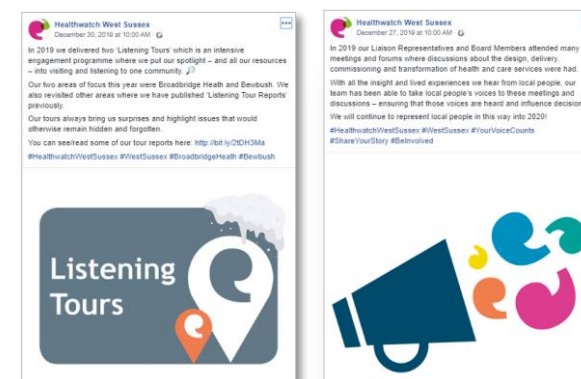
# Engaging with Local People

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				
	Oct - Dec 2018	Jan - March 2019	April - June 2019	July - Sep 2019	Oct - Dec 2019
Number of people engaged with (face-to-face and via other communication)	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)	37,260 (plus readership of others' news sheets)
Number of occasions for influencing or raising awareness via engagement	289	316	346	265	222
No. of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	941 (up by 56%)	756 (includes 111 NHS Long Term Plan Surveying)	931 (up by 23%)	1,025 (up by 10%)	913

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.

Our team produced a very visual [reflective social medial campaign that ran between Christmas and New Year](#) (examples shown to the right). This was to make sure we had a continued impact and presence over the holiday period. It resulted in a number of useful stories including some we will be sharing with the Sussex Cancer Board.



## Engaging with people



Our team had a interesting and enjoyable few weeks in November chatting and gathering insight from Bewbush residents. We are incredibly grateful for the support of the organisations, services and groups who let us come to their facilities to talk to people, which include:



Rivers Resource  
**SPACE** for Women



west  
sussex  
county  
council



Sussex Community  
NHS Foundation Trust



Bewbush Medical Centre

We met over 300 residents and had many valuable conversations. Most Bewbush residents were more than happy to share their lived experiences and views with us. We captured over 220 stories. During our visits we took advantage of the **Bewbush Centre** and it is clear to see how the café is used socially by local residents. From our conversations, this community facility is **not only valued, but is has a direct positive impact on peoples' health and wellbeing.**

**Starting well:** Local mothers spoke positively about their experiences of **hospital-based maternity services** but made some comments that offer valuable insight for improving services. The **local Children and Family Centre** is well liked by parents, offering non-judgmental facilities where they can relax with age-appropriate activities and get helpful advice.

**Living and Working Well:** Some people expressed **concern that it will become impossible to get support** if the 10,000 new homes are developed, as there are unlikely to be new GP services. Two-thirds of people who mentioned accessing (or trying to access GP support) said that **getting through to the local GP service is both challenging and frustrating**, with many saying they have had to try many times and on multiple days.

One of the key concerns is that residents do not know about services, or when they have heard about a particular service, they do not know what it offers or how to access it. For some families there is a huge and negative carer burden, that serves to impact on their own mental wellbeing. These people appear caught in a vicious cycle.

**Ageing Well:** People are being referred to Horsham Hospital and not locally and this is having an **impact on their health and wellbeing because of the travel difficulties.** We were unable to find any luncheon/tea groups, or chat groups for the older residents of Bewbush and people appear to have to travel out of the area. Whilst the Community Café provides a social environment for residents, there does not appear to be a local offer for residents who cannot independently access this service.



We are hosting a youth community event in Broadbridge Heath at the Leisure Centre on **Saturday 7th March 2020** from 9-1pm.

This is building on our community partnership work with Places Leisure and the successful event we co-hosted with them in Broadbridge Heath - you can get a taste of the range of Community Partners from this short [video](#) of this event at the Bridge Centre.

**Contact us today to take advantage of our free and easy-use Youth Pack**

**YOUTH**

**healthwatch West Sussex**

Young people have co-designed with Healthwatch West Sussex, a range of activities and information to promote productive health and care conversations.

These conversations are important to:

- know how to support young peoples' physical and mental wellbeing
- test out new ideas and assumptions
- promote health and care as a positive career opportunity
- empower young people to have their voices heard and to be active partners in making positive changes to our health and care system.

**Contact us for our FREE Youth Pack**

Healthwatch West Sussex - facilitating young people to become partners in the future of healthcare.

0800 012 0122 [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)  
[helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk)

Through investment from our social enterprise income we've developed and successfully piloted our new "Youth Pack".

This fantastic resource has been coproduced with young people and stakeholders and is designed to facilitate engagement with young people in ways that are meaningful to them. The contents were shared and tested out during this quarter and we worked with a number of students to gather further feedback, ahead of our planned launch in Spring 2020.

The pack offers a *pick and mix* range of activities that we plan to make freely available, so that professionals (in commissioning, schools, health and care services and youth groups) can test new ideas and initiate conversations with young people for supporting their health and emotional wellbeing.

An overview of the Youth pack will be presented at the next Health & Wellbeing Board meeting on [30 January](#).

## 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 308 subscribers, with 9 new in this quarter. We link a news article from our website to each months Heads Up.

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 2,891 people **face-to-face** or through personal contacts (previous quarter 2,500)

Activity: 74 Events/activities attended or held, which included many Community Partnership activities.



Our web page views were 5041 (compared to 484 previous quarter), with visit duration average being about 2.07 minutes. Users: 1,400 of which 14.2% were new users. 4.67% came through to the website via our direct URL, 37.9% through search engines, 9.3% social media and 6% via other routes. The most popular page this quarter related to the Midhurst Hub.



Followers finished on 344 (up by 11).

Activity: 68 posts reaching 9,765.



Followers finished on 1,648 (up by 12).

Activity: 56 posts (previous quarter 41), reached 24,296 (previous quarter 16,456)

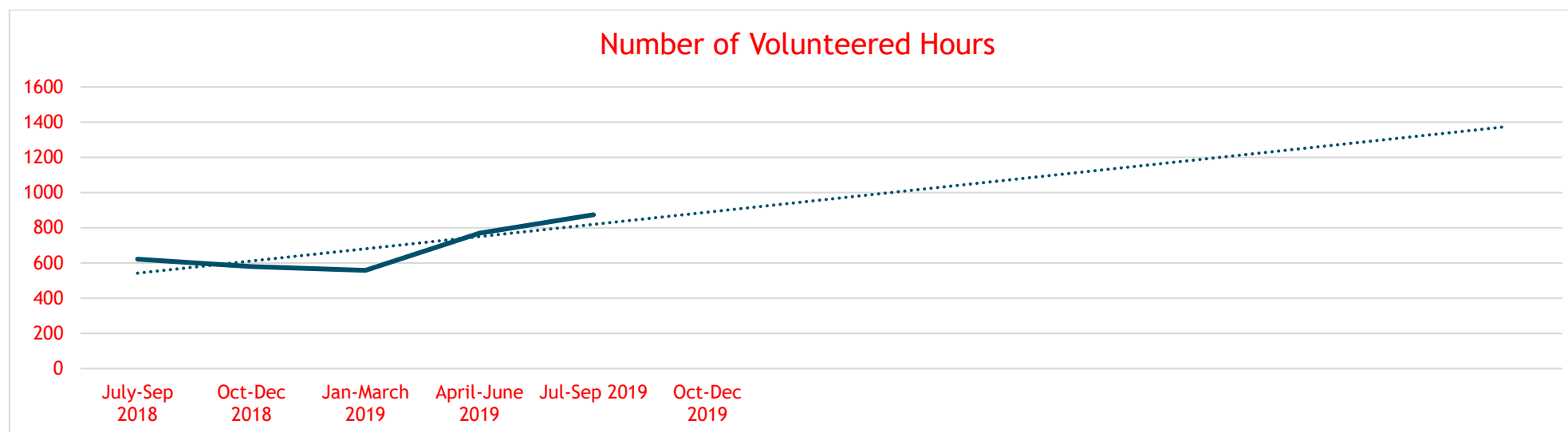


21 external publications and material supplied generated a **readership potential of c. 174,500+** (includes articles in an external newsletter).

# Involving Local People

	Volunteer activity				
	Oct - Dec 2018	Jan - March 2019	April - June 2019	July - Sep 2019	Oct - Dec 2019
<b>Volunteers</b>	33	31 (2 pending)	31 (with leavers and starters)	46	46
<b>Roles covered by volunteers</b>	99	93	97	101	102
<b>Volunteering interactions (meetings, events)</b>	78	80	149	143	147
<b>Volunteer support hours</b>	298	278	481	589 *	367
<b>Healthwatch Board Independent Directors</b>	282	280	288	285	278
<b>Estimated value of volunteers **</b>	£20,060	£19,560	£24,020	£26,030	£30,025**

\*\* Estimates increased in line with social value benchmarking and from 2020 is now based on £25 per hour for volunteers who usually work at a high level and £75 per hour for Independent Director volunteers (previously £20 and £50). \* Included 100 hours of youth volunteering work





# Making a difference



We continue to collaborate on potential solutions to the verification of expected deaths in care homes (previously a Hot Topic) by working with Healthwatch England and local stakeholders.

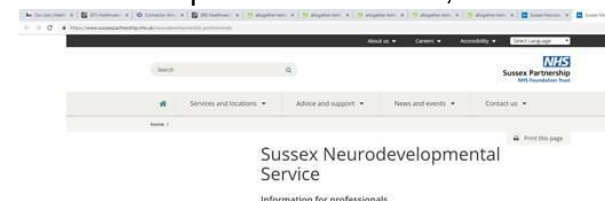
Our discussions and sharing of insight with the **Department of Health's Ethics Team** has helped to push this agenda nationally. The paper we submitted is part of an internal overview by NHS England, who are determining the next steps for working to address this thorny issue.



We became aware of missing information on the Sussex Partnership NHS Foundation Trust's website, regarding the Sussex Neurodevelopmental Service. We were told that:

...a family who had been misinformed by a GP that there were no 18+ services in West Sussex for adult diagnosis of ASD, Autism Spectrum Disorder. I knew this was incorrect and provided them with various NICE Guidelines and the diagnostic manual and so on. What I also did was seek to find information on our local provider's website, so the GP could be shown how/where to refer.

However, on finding the website, (there were) huge holes in the information there, it looks like the website is in development. ... The more worrying part was its missing key contact information and also a referral form and information for professionals such as a GP.



We recommended to the Trust that this website was populated with the right information as a matter of urgency, to ensure local services and people have access to up to date and relevant information about this service.

The simplified information can now be found [here](#).

We also recommended that the CCGs across West Sussex communicate this update to GPs to ensure they are aware of the service, so they can support their patients appropriately. We still need to check if this last part has been successfully achieved.

# REPORTS AND PUBLICATIONS

With the restriction of purdah in relation to the Election we had to delay the publication of some of our reports that were scheduled for this quarter. However, we were able to circulate some unpublished reports to ensure we were able to keep things moving forward and have influencing discussions around the insight within them.

The following reports were published this quarter:



## [Performance Report - July to September 2019](#)

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



## [Insight & Evidence Report - July to September 2019](#)

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



## [Community Partnership Update - July - September 2019](#)

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



## [Making the Midhurst Integrated Community Health Hub a Reality](#)

An update by Dr Emma Woodcock, senior local GP and Clinical Director for the Rural North Chichester Primary Care Network



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



[Popping Up to Listen in Libraries](#) Throughout July and September Healthwatch West Sussex have been working in partnership with West Sussex County Council Library Services with our Pop-Up Library engagement events. These Pop-up engagement events have enabled us to speak with and listen to over 500 local residents and to capture a wide range of inter-generational and individual stories and experiences.

[Self Care in East Grinstead](#) Our Self-Care Week Community Information Event was a collaboration with Age UK East Grinstead and held at their offices at the Glen Vue Centre, East Grinstead in November. This was a ‘free drop in event’, with refreshments and introduction/taster sessions. This was a small event and the first community event to be held at Glen Vue since Age UK moved in. We were absolutely delighted to welcome over 40 local residents who dropped-in during the morning.



[WorkAid](#) is one of 16 projects that make up the Aldingbourne Trust. The project is funded by West Sussex County Council to provide Supported Employment support to individuals with learning disabilities or autism spectrum conditions living across the county. There are two programmes: Work Preparation Programme, and Supported Employment Programme, with an additional Job Retention service for individuals who may be at risk of losing employment. Both programmes are designed to be person-centred and aim for the individual to gain independence.

[Paracise](#) is an entry point to fitness for the millions of people who find traditional exercise programmes too demanding or intimidating. Many GP's and Healthcare Professionals across the UK are already prescribing Paracise to their patients. It offers a 45-minute class with no floor work that takes functional exercises and blends them into a simple choreographed routine to fabulous music - this formula is effective, enjoyable, and affordable. The class includes aerobic, muscular strength, endurance, balance, flexibility and mobility components.

[Action on the British Legion Independent Living and Handy Van Service](#) offers support face to face, over the phone and by email to help beneficiaries work towards goals that are important to them. A beneficiary is anybody who has served, is currently serving in the armed forces or are a dependent, spouse or partner of someone who is serving or has served.



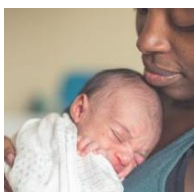
[Horsham & Shipley Community Project](#) is a vibrant charity which believes that age is no barrier to fun, fitness and social interaction. Range of activities include: Men's Shed, Pétanque, Walking Football, Veterans Football, the Green Project and Health Walks exploring the local area - aim to help create a happy, healthy and involved local community. Most activities are based at TD Shipley football site, in Shipley just outside Horsham, while the veterans football club, Hills Farm Lane FC, plays at Roffey FC in Horsham.

[Action on Postpartum Psychosis Peer Support](#) run an award-winning peer support service, connecting women and families throughout the UK to recovered volunteers, via: an online peer support forum; one to one email support; meeting a volunteer programme (Skype and in person); social groups and creative workshops.



[Singing for Lung Health](#) Singing for Lung Health groups have been set up to help people with lung conditions. Using the same techniques employed in singing, the aim is to help control and use the breath efficiently whilst having fun. In addition to improving the physical symptoms caused by lung diseases, singing is fun! The groups are relaxed, sociable and informal with no previous singing experience required.

[The Olive Tree - Cancer Support](#) aims to provide a range of services to support from the point of diagnosis, through treatment and beyond, in fact for as long as people need them. The service can be found on the Crawley Hospital site and is a place where patients and carers can come, meet and speak with others who understand and can help. The Hub provides a different type of service, providing the initial contact for people in the Horsham area, supplying information and advice on local services as well as those available in Crawley.



[Home Start for Worthing & Adur](#) Home-Start is the local charity supporting families with children under 5. The Charity helps parents through their most difficult times by matching a trained volunteer with each family and working with them 1-2-1 to make life better. Home-Start works with families who are struggling with issues such as family breakdown, bereavement, illness, mental health, isolation and low confidence.

[Fibromyalgia Support Group - Horsham](#) is run by volunteers, many of whom live with Fibromyalgia. It aims to support other people living with Fibromyalgia along with their family and carers - all are welcome to attend meetings. They have a meeting starting at 6.30pm on the 1st Tuesday of the month, at Horsham Hospital in the meeting room.



[Age UK - East Grinstead & District](#) work with people aged 50+, to make a positive difference to their wellbeing. They deliver a variety of activities designed for older people.

# INDEPENDENT HEALTH COMPLAINTS ADVOCACY

	Independent Health Complaints Advocacy (IHCAS)				
	Oct - Dec 2018	Jan - March 2019	April - June 2019	July - Sep 2019	Oct - Dec 2019
One off acts of assistance	32	54	17	42	38
New enquiries	60	80	70	64	55
Cases resolved	50	86	40	74	63
Cases ongoing	96	64	77	67	65

“ I met you at the Rugby Club event a couple of weeks ago. We spoke and you gave me the IHCAS card. I made contact and they have been very helpful. I just wanted to thank you.

*Mother at a community event, October 2019*

”

## During this quarter:

- The IHCAS team continued to provide practical support to residents who are considering, wish to or have made an NHS Complaint. The team provided support at numerous resolution meetings including the provision of mental health care, a breakdown in doctor / patient relations and inpatient care.
- Working practice has been adjusted, given the shift in the Parliamentary Health Service Ombudsman's tightening of their discretion to investigate complaints that are over 12 months old.
- The team attended an inaugural advocacy workshop facilitated by Help & Care, where they met other advocates with a view to discussing best practice.
- One of our advocates continues to support 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 put out a contract specification in late November for the combined Healthwatch West Sussex and Independent Health Complaints Advocacy Service contract. Healthwatch West Sussex CIC submitted a proposal and now await the outcome of this.

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 27 January to review the following:

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

# LOOKING FORWARD

Learning from previous years (where adverse weather conditions have resulted in cancelled events/activities) and whilst we await the outcome of the tendering process for a new Healthwatch West Sussex and IHCAS contract from 1 April 2020, we plan to use this quarter to focus on following-up on **recommendations** and outcomes, extending our local partnerships:

January 2020	February 2020	March 2020
 <p>Engaging Peoples Team will focus on making community contacts and engaging with local people close to where they live. Pop-ups, including Sussex Oakleaf Mental Health all day Event (6<sup>th</sup> Feb). Team will work together to create community network portfolios (for example allocating PCNs, community groups) and ensure each person has the opportunity to learn from our successful Community partnership lead who has developed this methodology. #SpeakUp campaign (January) and #OneThing (March) and national survey.</p>		
 <p>Progress our Involving Residents When a Home is in Care Quality Committee (CQC) Special Measures - monthly visits to a number of homes. (Potentially 6 visits per home, and 2 homes, i.e. 12 visits).</p>		
 <p>24-hours in A&amp;E (Sussex-wide project) planned for late February.</p>	 <p>Develop our plans for a hospital visiting programme that builds on our successes with Brighton &amp; Sussex Hospitals NHS Foundation Trust, aimed at creating better critical-friend relationships with local Trusts. This should notably increase our hospital visits. We will proactively recruit volunteers to our visiting teams and provide training.</p>	
 <p>Continue our influencing discussions around the insight report that is our formal submission to the Sussex-wide independent review looking at children and young peoples' emotional and mental health support. Finalise our Youth Pack. 10-16 February Student Volunteering Week - showcasing work Work with system leaders and our Young Healthwatch Reporters to create communication vlogs on changes planned for 1 April 2020.</p>		 <p>Jointly host a Community Youth event at Bridge Leisure Centre in March 2020.</p>
 <p>Publish Bewbush report.</p>	 <p>Jointly host a community information event for Bewbush residents (13<sup>th</sup>)</p>	 <p>Burgess Hill Community event (26<sup>th</sup>) and opportunity to show any progress since our listening tour</p>
 <p>Input into local LTPs and input into programme boards. Stroke and Cancer Programme Board work continuing across the quarter.</p>		

# Issues and Concerns

**Contract:** The current Healthwatch West Sussex and IHCAS Contract expires on 31 March 2020 and the CIC submitted a proposal for the new contract. Whilst our staff team has remained reasonably resilient during the ongoing retendering process and contract uncertainty, the risk of losing valuable staff through this process is increased on our Risk Register and Issues Log.

The outcome of the tender is expected by 31 January 2020 and we are confident that our bid closely fits the specification and allows for innovation and potential coproduction in the future as our Sussex Integrated Health System continues to develop.