

April 2020

healthwatch

West Sussex

**Hot
Topics**



**Adult
Social
Care**



Performance Report

January - March 2020 (Q4)

**General
Practice and
Community
Care**



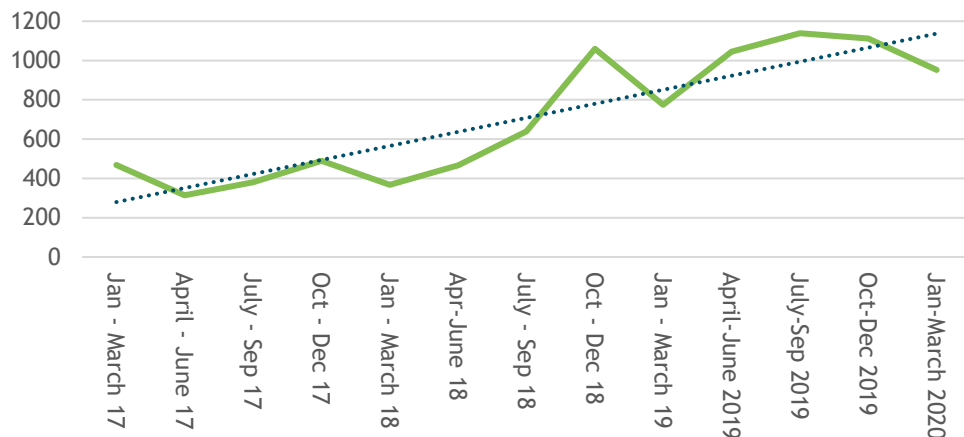
**Mental
Health**



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)

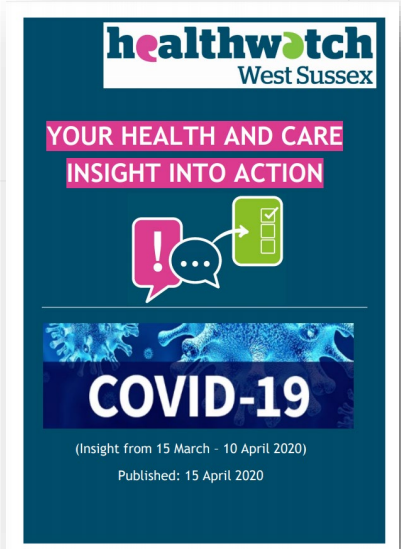


This quarter we recorded a total of 952 (down from 1,112 stories last quarter). This reflects the impact of changes to events and activities in March 2020 as the public began to social distance and we had to cancel events to comply with the government directives.

As experienced home-workers the team have been able to continue to work solidly throughout March and adapt our approach to engaging with people.



We've approached our community networks and asked them to be our *Eyes and Ears* during the pandemic and to encourage the people they are supporting to share their stories. This has enabled us to create our COVID 19 [Insight into Action](#) report, which we aim to produce every two weeks' during the pandemic (replacing our quarterly Insight & Evidence Report.)



Information and Advice

	Information and Advice (all channels)				
	Jan - March 2019	April - June 2019	July - Sep 2019	Oct - Dec 2019	Jan - March 2020
Enquiries to Helpdesk	416	361	415	352	381
People signposted to IHCAS	44	26	37	13	16
People signposted to others	122	55	80	23	19
Number of stories/accounts recorded on CRM by Helpdesk	130	114	114	122	141

During this quarter:

For the first two months the average Helpdesk enquiries were 134 and this dropped to 112 in March, we suspect due to the Pandemic initial response.

We were able to respond quickly to adapt the new telephony system to enable the Healthwatch Help Desk Team to work from home despite some unexpected challenges. The Pandemic has meant we have prioritised speeding up Help Desk innovations. The Help Desk and local team have already developed new ways of working to offer an improved seamless service to West Sussex residents with additional ideas being explored.

Helpdesk case study:

The team were able to support a family who were struggling to get support for their young child who has had ongoing medical issues and been treated by a hospital since she was 9 months old. Her condition has worsened dramatically. The family were waiting to get treatment but were concerned at the lack of contact from the hospital. The family had ended up taking their daughter to another children's hospital. They were told that the hospital could help but that they would need to pay for the treatment if they decided to use this hospital. The family wanted to know their rights and how they could be referred to the hospital under the NHS. The helpdesk explained how their daughter could get referred and signposted the family to NHS England/Improvement, as well as to the Tree of Hope to support the parents.

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				
	Jan - March 2019	April - June 2019	July - Sep 2019	Oct - Dec 2019	Jan - March 2020
Number of people engaged with (face-to-face and via other communication)	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)	29,950 (Plus readership of others' news sheets)
Number of occasions for influencing or raising awareness via engagement	316	346	265	222	226
No. of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	756 (includes 111 NHS Long Term Plan Surveying)	931 (up by 23%)	1,025 (up by 10%)	913	952

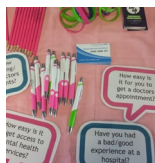
We have only included direct Healthwatch West Sussex promotion in this figure. We continue to increase our followers through social media and have received very positive feedback on the content, in particular the new *Insight into Action* report.



Communications

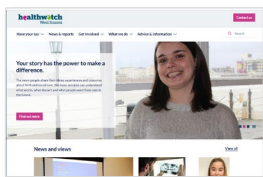
Our monthly [Heads Up](#) briefings and the more general newsletter are sent on the second Wednesday of each month and back copies of these can be accessed through Mailchimp (platform we use to mail this to our subscribers). Currently we have 342 subscribers, with 34 new in this quarter. (We put a news article on our website linked to the Heads Up, rather than publish the newsletters on the website.)

During this quarter:



We engaged with over 3,300 people **face-to-face** or through personal contacts (previous quarter 2,891)

Activity: 60 Events/activities attended or held, which included many Community Partnership activities.



Our web page views were 6003 (compared to 5041 previous quarter), with visit duration average being about 2.16 minutes. Users: 2,0851, of which 1395 (82.2%) were new users (over double the previous quarter). 43.1% came through to the website directly, 37.9% through search engines, 13.2% social media and 6% via other routes including referrals from other sites. Top pages viewed were Home Page, News and Reports, What We Do, Contact Us



Followers finished on 358 (up by 14).

Activity: 81 posts (previous quarter 68) reaching 8,576 (previous quarter 9,765).



Followers finished on 1,657 (up by 9).

Activity: 37 posts (previous quarter 56), reached 12,724 (previous quarter 24,296)

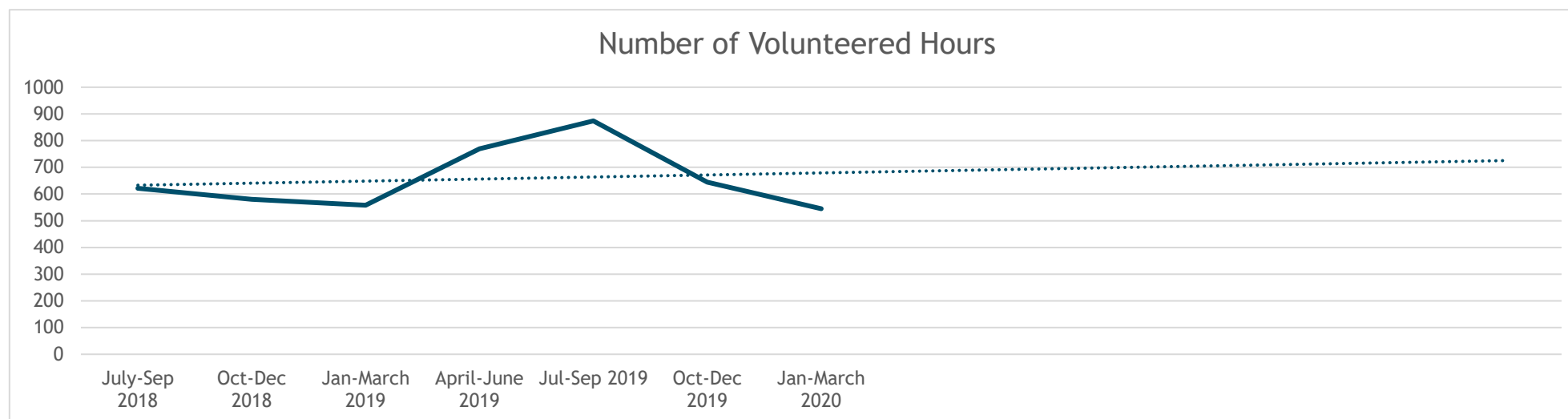


25 external publications and material supplied generated a **readership potential of c. 27k+** (includes articles in an external newsletter).

Involving Local People

	Volunteer activity				
	Jan - March 2019	April - June 2019	July - Sep 2019	Oct - Dec 2019	Jan-March 2020
Volunteers	31 (2 pending)	31 (with leavers and starters)	46	46	48 (1 leaver, 3 new recruits)
Roles covered by volunteers	93	97	101	102	103
Volunteering interactions (meetings, events)	80	149	143	147	85
Volunteer support hours	278	481	589 *	367	285
Healthwatch Board Independent Directors	280	288	285	278	260
Estimated value of volunteers **	£19,560	£24,020	£26,030	£30,025**	£26,625

** 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. Despite the pandemic impact, the Q4 volunteer hours are at the expected level for this time of year.



REPORTS AND PUBLICATIONS

With the restriction of purdah (which only lifted just before Christmas) we did not published as many reports as usual this quarter. However, we have circulated some unpublished reports to key stakeholders so we can move forward with having influencing discussions around the insight within them.

The following reports were published this quarter:



[What People told Healthwatch they want over the next 10 years from the NHS](#)

When the NHS Long Term Plan was published in January 2019 Healthwatch, through its Local Healthwatch Network, were asked by NHS England to engage people across the country about how people wanted the priorities to be implemented locally. This report details what over 40,000 people told Healthwatch across England.



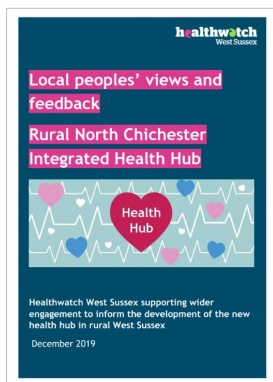
[Performance Report - October to December 2019](#)

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.



[Rural North Chichester Integrated Health Hub - Winter Engagement](#)

Healthwatch supported some of the wider independent engagement for the Rural North Chichester Integrated Health Hub Development. This report consists of the insight captured from engagement events in November 2019, and emails received. We engaged with 78 people and captured 152 views, experiences and stories. The insight from this engagement really helps to focus on key issues that will affect the usage of any future Hub in the area.



Rural North Chichester Integrated Health Hub - October Engagement

The following insight has been captured from seven events during October 2019. Many of these events were facilitated using the questions as prompts. We engaged with 218 people and captured 228 views, experiences and stories.



Insight & Evidence Report - October to December 2019

What people told us about health and social care. A review of our insight and evidence Q2 October - December 2019.



Community Partnership Update - October - December 2019

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



Talking and Listening to People in Bewbush (Crawley)

When planning our engagement events and activities, we endeavour to visit the places where local people of different ages and demographics are, this includes making sure we find opportunities to talk to people outside normal office hours.

One of the ways we do this is by listening to people in a specific area within our county. On this occasion, our focus has been in Bewbush part of Crawley Borough. This helps us to better understand the health and social care experiences for local people living in a an urban, non affluent area.

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

- My COPD
- Social Prescribing Link Worker in Horsham
- Cancer Wise
- Aspire Sussex
- West Sussex Scouts



INDEPENDENT HEALTH COMPLAINTS ADVOCACY

	Independent Health Complaints Advocacy (IHCAS)				
	Jan - March 2019	April - June 2019	July - Sep 2019	Oct - Dec 2019	Jan - March 2020
One off acts of assistance	54	17	42	38	8
New enquiries	80	70	64	55	15
Cases resolved	86	40	74	63	23
Cases ongoing	64	77	67	65	60



I was so impressed with the advocacy service. Your prompt and helpful advice made what seemed to me to be a difficult process very straightforward. Your support was much appreciated.

Client's feedback on our Service February 2020



During this quarter:

- The IHCAS team input into the public-facing serious incident guidance produced by IC24 (providers of the Out of Hours services in West Sussex) and received positive feedback on our contribution that has led to the document being revised.
- Worked with the Trusts and PHSO to understand their complaints position during the pandemic.
- 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.
- Our team has worked with the Safeguarding Adults Board during this quarter around a Serious Adult Review case, which has led to this being reviewed in light of the information that our team held (but which was not requested) and received feedback from the deceased relative's review of the process.

FINANCE

Finance and Performance Board Sub Committee and Actions

The subcommittee met on 27 April to review the following:

New Healthwatch Contract started on 1 April 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 will now be adopting this way of working with a wide range of community partners across the county.

- Performance report
- Finance report
- Refreshed Risk Register
- Budgets for 2020/21

Following government advice and guidance Healthwatch West Sussex team members are all now working from home. All face-to-face and engagement activities from mid-March 2020 were suspended and will be rescheduled when appropriate. This has led to the need to initiate a new and flexible workplan for our staff and volunteers for the foreseeable future.

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

- Built on our existing good home working practices and are 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
- Ensure we can provide up to date information regarding local and national services to residents
- Ensure we can 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.

Please note that the Healthwatch West Sussex CIC board meeting will be held in public via an online platform with limited spaces. We will promote the meeting via our website and social media. Local people and Board members will be asked to review the reports and submit questions ahead of each meeting.

The meetings are scheduled for:

- 13 May 2020 from 10:00 -11:00 (virtual format)
- 2 September 2020 details TBC

Issues and Concerns

System Data Breach: One of our IHCAS Advocate discovered a problem with the email system with Parliamentary Health and Service Ombudsman (PHSO). They sent an email to PHSO, with an update from a client and received a response. The email included my original email, and the advocate noticed the email was sent **from another of our clients**.

Our advocate informed PHSO that they had sent an email to us with the name/email of another person (data breach) they informed the advocate that they had a problem with their system, which had been corrected for all new cases, but they are unable to correct for old/outstanding cases.

We have made others aware of this, to avoid Local Healthwatch accidentally create an onward data breach, and forwarding on someone else's details.

Impact of Pandemic:

- Our ability to engage directly with people and move to our new contract approach is adapting during the pandemic, but due to the type of service we provide we may struggle to achieve the targets set within the contract. However, we have adapted our approach and continue to look at different ways of speaking directly to people.
- ICHAS cases are largely on hold because of the need for clinicians to be involved in the frontline to save lives. Many of the complaints support teams, including PHSO have stated that they are not taking new cases during the pandemic. However, our team are updating their clients and progressing where this is possible. They are also utilising this time to review all documentation as part of our mobilisation plans and taking part in our plans to reach out to people during the pandemic.