

We are here to **listen, take action** and **make positive changes** in local health and care service, through speaking to local people and community groups.



Board Performance Report Q4 January - March 2019

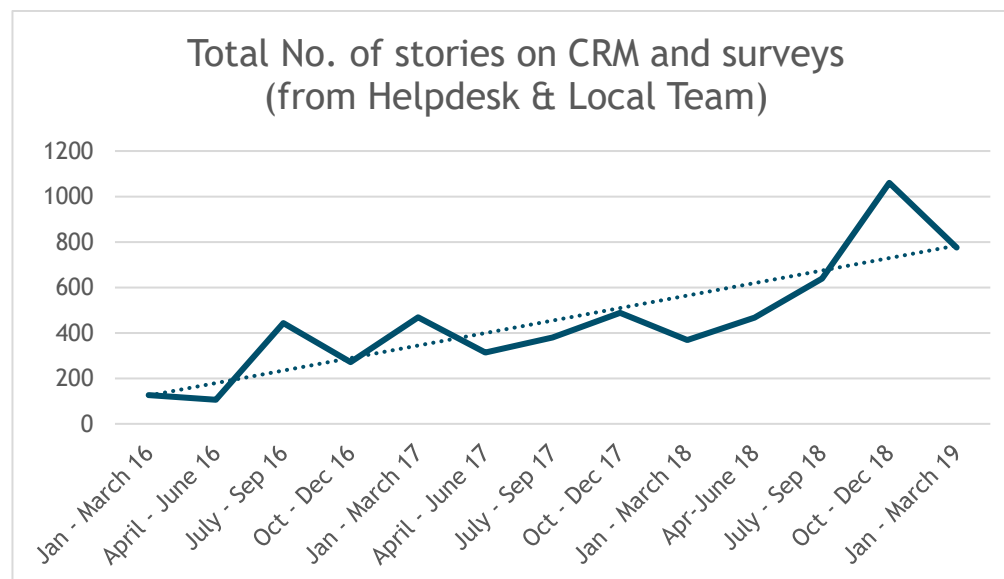
(Published in April 2019)

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08557470)



Service and Activities Summary Data



This quarter we recorded a total of **775** stories and experiences from the public.

We also collected nearly 200 responses to the NHS Long Term Plan Public Surveys which are not included in this graph.

As we are not on one of our “Listening Tours” during this quarter it is to be expected that the volume of insight is lower, however, the quality has remained high and experiences, and the trends arising from them, are reported on in our Insight and Evidence Report and project reports which are also published.

We are also encouraged that the number of calls to our Helpdesk for Information, advice and signposting continues to grow as a result of our work to raise awareness of this service.

	Information and Advice (all channels)				
	Jan - March 2018	April - June 2018	July - Sep 2018	Oct - Dec 2018	Jan - March 2019
Number of calls to Helpdesk	320*	318	431	367	416
People signposted to IHCAS	27	34	24	28	44
People signposted to others	124	90	100	90	122
Number of stories/accounts recorded on CRM by Helpdesk	121	101	107	119	130

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). Specific places where people were referred or signposted to in the period included Nursing and Midwifery Council, Cruse Bereavement, Shelter, Debra, PHSO, Age UK and Relate. The average enquiry time was 28 minutes, with the longest time spent dealing with a case being 60 minutes.

	Public Engagement				
	Jan - March 2018	April - June 2018	July - Sep 2018	Oct - Dec 2018	Jan - March 2019
Number of people engaged with (face-to-face and via other communication)	20,942 #	34,262	23,287	29,783	22,700 (plus readership of others' news sheets)
Number of occasions for influencing or raising awareness via engagement	168	241	215	289	316
No. of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	185	366	532 (up by 45%)	941 (up by 56%)	756 (includes 111 NHS Long Term Plan Surveying)

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.

We have now signed up 67 local clubs or groups to our *#It Starts with You Network* (previously 51).

During this quarter:



- We engaged with 2604 people face-to-face or through personal contact. 205 events/activities attended or held (including community partnership activities).
- 1. 285 stakeholder subscribers to our Monthly forward looking “Heads Up” newsletter (up from 241 subscribers, with 10 new subscribers in the last 30 days). Top location for subscribers is Littlehampton.
- External publications and material supplied generated a **readership potential of 88,000** (includes articles in an external newsletter and a campaign #WhatWouldYouDo for the NHS Long Term Plan engagement).
- Social media posts:
 - Facebook -59 posts reached 8,910 (previously 76 posts reached 7,903 people) plus postings in response to others. 354 Facebook followers - **up by 52**.
 - Twitter - 35 posts 9,164 impressions (compared to 40 posts 11,965) and 1,605 followers (up by 11).
 - Instagram - 151 followers.
- Website: 8 news articles posted. **1147** visitors to our website (previously 1,147).

Showcasing how we make and track recommendations

Local Healthwatch have the statutory power to make recommendations and the legislation is clear that health and social care organisations/commissioners must act upon such recommendations or give us a satisfactory reason why they will not be acting upon a recommendation.

We take great care in how we word any recommendations, and we make sure we have both the evidence and are clear in what should change as a result of action on the recommendation, rather than how some needs to be done (as this is not for us to decide). For example:

In February 2019 we highlighted to Sussex Community NHS Foundation Trust (SCFT) that the forms being issued by the Pain Clinic working in the Bognor War Memorial Hospital were of a very poor quality and had created challenges for patients. So, we recommended to the Trust

 reviews the quality and content of the forms being used by this service and take any appropriate action for improvement, to satisfy itself that they are fit for purpose and complies with the Accessible Information Standard, so all patients can independently complete the information the service needs and that an improved version (which may also include digital and easy read formats) is put into use promptly. 

We provide a date when we expect to receive a response by and we track responses, chasing where any are outstanding or adjusting the timeframe to according to the response. We note both the follow-up work and the outcome(s). We ask for evidence to demonstrate what has happened as a result of a recommendation.

Our tracking work is reviewed by our Board, who provide advice and guidance accordingly.

In 2018/2019 we made 77 recommendations. 34 of these remain open and we are tracking the progress against these recommendations. Of the 43 closed recommendations 75% had some action taken that could have led to improvements.

It is not always possible to get evidence of an outcome from a recommendation but we often get details of what has been done to make change happen.

	Independent Health Complaints Advocacy (IHCAS)				
	Jan - March 2018	April - June 2018	July - Sep 2018	Oct - Dec 2018	Jan - March 2019
One off acts of assistance	71	34	27	32	54
New enquiries	59	61	50	60	80
Cases resolved	62	51	58	50	86
Cases ongoing	84	94	86	96	64

During this quarter:

Our team has audited all their caseloads as part of their end of the year work and are now planning activities for the next financial year that will support the health system to improve on its complaints practices.

Our advocates have continued to attend a task and finish group with Sussex Partnership NHS Foundation Trust (SPFT) and as a result flagged up the effects of staff shortages on referral waiting times.

The team has provided feedback to Healthwatch Brighton and Hove regarding SPFT's complaint handling, to inform their audit work.

Some of the practical ways our skilled advocates have been supporting local people this quarter include:

- Chasing updates to serious incident investigations where complainant/family have been kept in the dark about progress.
- Attended a resolution meeting where a GP surgery admitted they should not have written to the DVLA stating the client should not drive.
- Attended a resolution meeting where a GP surgery had removed a diagnosis and changed a patient's medical summary. The meeting resulted in the GP agreeing to review and update the medical summary.

	Volunteer activity				
	Jan - March 2018	April - June 2018	July - Sep 2018	Oct - Dec 2018	Jan - March 2019
Volunteers	41	40	42	33 #	31 (2 pending)
Roles covered by volunteers	99	102	103	99 #	93
Volunteering interactions (meetings, events)	72	216 (PLACE)	151	78	80
Volunteer support hours	304	482.75 (PLACE)	325	298	278
Healthwatch Board Independent Directors	274	279	297	282	280
Estimated value of volunteers **	£19,780	£23,605	£21,350	£20,060	£19,560

We carried out an annual review of our volunteer database and have only included individuals who have been able to actively volunteer for Healthwatch in the last 12 months. We are now working to build up the number of proactive volunteers support the Healthwatch West Sussex work and recruit additional volunteers.

** 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:

Jo, our Volunteering Lead has been working with Cara our communication specialist on a volunteer recruitment material for 2019 and we have some specialist material that will be used throughout the year. We are excited that we have a specific tool to interest younger people in volunteering, as part of our engagement programme and we hope this will work well at schools and freshers fairs etc. We have shown the tool to young people and they like it.

Reports and Publications

The following reports were published this quarter:

[Insight & Evidence Report - October to December 2018](#)

[Burgess Hill Listening Tour Report](#)

[Spotlight on Rustington, East-Preston, Angmering and Littlehampton REAL Patient Group](#)

[Spotlight on Southwater Community Church](#)

[Spotlight on the Macular Society](#)

[Spotlight on Bentswood Community Engagement Event](#)

[Spotlight on Phoenix Stroke Club](#)

[Spotlight on Indian Heritage Cultural Society Crawley](#)

[Spotlight on Parkinsons UK](#)

[Spotlight on Turning Tides](#)

[Spotlight on Crawley Kashmiri Womans Group](#)

[Spotlight on MSA Trust](#)

[Spotlight on Multiple Sclerosis Society](#)

Communications

“Heads up” briefings and the more general newsletter are sent on second Wednesday of each month:

 [Heads Up - January 2019](#)

 [Heads Up - February 2019](#)

 [Heads Up - March 2019](#)

Events

In collaboration with Places Leisure we sponsored a very successful community event at The Bridge Leisure Centre, in Broadbridge Heath ahead of our planned Listening Tour of the area in May/June 19. Hundreds of people took advantage of the information and signposting this day had to offer with some helping us with our NHS Long Term Plan engagement by taking the time to complete the national survey.

Our Chair also presented at the Public Meeting in Midhurst where local GPs and other health leaders spoke about their vision for a local hub to support the health and wellbeing of people living with long term conditions. We plan to follow this up with a short video with how people can get involved in shaping services in this rural area.

Our staff and volunteers are also attending the *Our Future* events put on by our WSCC and NHS commissioners - where the population health check was shared and people contributed ideas and views to shape the local NHS Long Term Plan.

We continued to work with community groups and recruit new ones to our It Starts With You network. See our Community Partnerships Update for full details.

Finance

Core contracts continue to be delivered to plan and will remain unchanged for the 2019/20 year. Following the board planning and priority setting workshop in March we will continue to make best use of the budget available to achieve agreed priorities. WSCC Communities team have confirmed funding for an additional £20,000 to contribute to the continuation of our Community Partnerships work. We are still awaiting purchase orders for both the core and additional work for 2019/20 so as yet have been unable to invoice WSCC

Come and find out what is happening in your community

Learn more about The Bridge Leisure Centre activities, meet some of your local community organisations and learn more about how they can support you.

Local community groups include:

- Healthwatch West Sussex
- Horsham District Scouts
- Carers Support West Sussex
- Harvest UK
- Horsham Age UK
- Turning Tides
- Southern Water
- Waste Prevention West Sussex
- Alzheimer's Society
- Horsham District Council (Voluntary Sector Support and Horsham District Wellbeing)
- NHS Horsham and Mid Sussex CCG
- West Sussex Community Partnership Horsham

Thursday 21st March
10am - 2pm

The Bridge Leisure Centre,
Wickhurst Lane,
Broadbridge Heath,
Horsham RH12 3YS

For more information:
01403211311

Event sponsored by:

**Places Leisure**
Part of Places for People

**healthwatch**
West Sussex

Looking forward: Local Service Development

Analysis of the last year of insight and intelligence was examined at our March 2019 informal Board workshop.

The Board agreed the following priority areas for 2019-2020.

A work plan will be discussed at our May 2019 Public Board Meeting.

We are using the new Healthwatch England Influencing Toolkit to aid us in this development.



NHS Long Term Plan

Our collaborative work with the three other Local Healthwatch in our STP area around the NHS Long Term Plan continues with the National Survey that we have been promoting closing at the end of April. We look set to meet our planned target for responses to reflect the West Sussex consumer voice.

Issues and Concerns

We reported last quarter a struggle to get a meeting to discuss the recommendations within our **Financial Fairness report**, we are pleased to report there have now been two meetings and some good discussions around what needs to change. However, we are still awaiting the formal response on the progress made against the recommendations and have not yet received any notes from the meetings. We are expecting this from WSCC.

As part of the above meeting we and the relevant community organisations we have collaborated with have given feedback on the current WSCC guidance on Disability Related Expenses. Our research has enabled us to give the local authority examples of what others have produced that we believe can be held up as good examples.

Having an appropriate guidance was part of WSCC's **commitment to reduce the impact of the decision to reduce the Minimum Income Guarantee for Working Age people from April 2019**. We note that WSCC has failed to update their [guidance](#) as of 5 April 2019 (which is still dated 1 April 2018) and we continue to push for this vital guidance to be made available at the earliest opportunity.

Our Chair recently held a constructive meeting with Sam Allen, Chief Executive of Sussex Partnership NHS Foundation Trust to discuss our recent insight around **Mental Health** and to flag concerns. We will continue to work closely with all relevant organisations on this area.

Finance and Performance Board Sub Committee and Actions

The subcommittee met on 29 April to review the following:

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