



Priorities 2022–23

<u>Priority Areas</u>	<u>Scope of what we plan to do with “Core Healthwatch” funded resources available</u>
Adult Social Care – Financial Assessments & Care Provider Briefings	<ul style="list-style-type: none">• Collaborate with WSCC Finance Team on improvement plan and insight – review Sept 2022.• Co-design a survey for 3750 residents affected by the financial assessment changes to understand impact and issues, including hearing from people who have ceased their adult social care as a result of charging.• Webinar series, scheduled after each information and communication development workshop/meeting for financial assessment. With the purpose of providing an update to a wider audience (part 1) and then a feedback focus group (part 2). We see our role as being the independent facilitator/host of the webinars.• Continue to attend monthly WSCC Care Provider Briefings and maintain strong local sector relationships.
Community Services	<ul style="list-style-type: none">• Continue our partnership with the Local Community Networks to make sure communication and engagement with communities and individuals is at the heart of their priorities. We’ll make sure that Network members fully understand the findings of our GP-Access work and other insight.
Dentistry	<ul style="list-style-type: none">• We’ll collaborate with Healthwatch England or Help and Care on activities to engage people.
Mental Health	<ul style="list-style-type: none">• We’ll be involved in any further Sector Connector work.• We’ll continue to use resources to provide an independent voice to the Foundation for Our Future Programme, for improving the emotional and mental health of children and young people.• We’ll continue to invest resources to make sure that children and young people in West Sussex have their voices heard and understood.

Information, Advice and Signposting	<ul style="list-style-type: none"> • The Healthwatch Hub Team will continue to support residents with information and advice needs. • We plan to continue to provide useful information via our website and social media. • We plan to embed the new Healthwatch branding, beliefs and values throughout.
Independent Health Complaints Advocacy funding	<ul style="list-style-type: none"> • We'll continue to work within the specification of the contract for this service. • We plan to ensure our team are supported with training for trauma-informed practice and maintaining emotional boundary. • We plan to produce case studies to offer our local system learning opportunities.

In addition, we will use our Board and CIC resources to...

- **Cancer & Planned Care** – Our Chief Officer will continue to chair this forum provided the system has the capacity to resource this.
- **Crawley Programme** – Our local Non-Executive Director will continue to attend to ensure that our Integrated Care System's listening positively affect outcomes and influence important decisions about people's care in Crawley and at the local hospital.
- **Pharmacy** – A Non-Executive Director will continue to attend the working group meetings to ensure that listening positively affect outcomes and influence important decisions about people's care through pharmacies in West Sussex.
- **Sensory** – We'll continue to input into the Sussex Ophthalmology Programme to ensure we act on feedback (from our Strategic Needs Assessment work in 2021) and drive change.
- **We'll take part in** Healthwatch England's national Accessible Information Standard Campaign.
- **Stroke** – A Non-Executive Director will continue to attend the working group meetings to ensure that listening positively affect outcomes and influence important decisions about people's stroke care in hospital and afterwards.
- **Safeguarding Adults Board** – A Non-Executive Director will continue to represent Healthwatch sharing two way insight to the wider Healthwatch work and stakeholders.

All other work that we are approached to support will fall outside of the funding available from the Local Authority. We are confident that we could add value to many areas of health and social care project work and support health and care landscape stakeholders to achieve objectives. As a Community Interest Company, we can offer to support under our non-for-profit arrangements. We welcome and seek all such opportunities which will further improve health outcomes for people in West Sussex and in particular address existing health inequalities and avoid future inequalities.