

# Impact & Performance Report

April – June 2025 (Q1)

## This quarter at a glance



### Making an impact for local people

We heard from 18,000+ Women in Horsham calling for better healthcare access – a new Hub to tackle gaps in GP services, menopause support, and specialist care. Our work will help support improvements and priorities in the way care is provided for women and girls in the Horsham District and Community.

See page 12 in the full report for further details.



### Improving community palliative and end-of-life care through digital tools

Healthwatch West Sussex, Macmillan, and NHS Sussex empower patients and carers by using real feedback to improve digital palliative care, easing NHS pressures and enhancing quality of life.

See page 12 in the full report for further details.



### Reaching out

Listening to Local Families: Shaping Early Years Services Through Community Voices and Lived Experience to Ensure Support Reflects Real Needs Across West Sussex. See page 12 in the full report for further details..



### Providing valuable support

**Our Information Hub continues to provide free information, advice and signposting.** Supporting local people and their families to navigate health and care services.

We received **23,992** enquiries to Helpdesk/frontline team through all channels (313 Hub Interactions + 23,679 Engagement CRM entries).

We engaged with **24,800** local people and heard from you about what matters most, your experiences, priorities and what works well plus health and social care services that are not meeting your needs.

## What we are hearing



We are hearing from people about treatment/care, staffing/staff attitudes and about waiting for appointments/treatment.

## Progressing our priorities



You can find details of our new 2025–2026 priorities [here](#).

See page 8–11 in the full report for further information.

## Community collaborations



Our Community Partnership Lead continues to join webinars with the Local Community Networks (LCN), these are multi agency partnerships covering district and borough areas across West Sussex. Healthwatch are actively supporting several of the sub-groups to support the work of the LCN's such as safeguarding, mental health, transport, isolation, and loneliness.

## Reports and Publications



Published 8 Reports.  
You can read all the reports [here](#).

## Independent Health Complaints



In comparison to quarter 4, a consistently high number of people are contacting the Hub for one off information and advice. A higher number of new cases for support. With an increase of closures, the total number of overall ongoing cases has reduced slightly this quarter.

The most prevalent theme for complaints is 'Treatment and Care'. [Read the full IHCAS report.](#)

## Looking forward



Our next [Board meeting](#) is Wednesday 20<sup>th</sup> August from 10:30 – 14:00 at Billingshurst Community and Conference Centre and via Microsoft Teams.



## Full Quarter 1 Report

This is just a small snippet of all the work we have completed this quarter, if you would like to read the full report, it can be found [here](#).



w: [healthwatchwestsussex.co.uk](http://healthwatchwestsussex.co.uk)

t: 0300 012 0122

f: [healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex)

i: [healthwatchws](https://www.healthwatchws.org.uk)

li: [healthwatchwestsussex](https://www.healthwatchwestsussex.org.uk)

t: [healthwatchws](https://www.healthwatchws.org.uk)



Healthwatch West Sussex  
works with [Help & Care](https://www.helpandcare.org.uk) to  
provide its statutory activities