

Impact & Performance Report

April – June 2025 (Q1)

We are pleased to share details of our work from April to June in this report which reflects the breadth of insight and influencing the team have been able to deliver, working collaboratively with local people, community and system partners.

If you have any comments, feedback or would like further information about any aspects of our work, please get in touch. We welcome your feedback, and we are always looking for ways to improve.



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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 for further details.



Supporting the needs of people

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 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 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.

What people are telling us?



This section shares the insight from people who contact our Helpdesk and Engagement Team for information, signposting and advice.

Helpdesk & Engagement Team Statistics

313 Interactions logged by our remote Helpdesk and Engagement Team for all Healthwatch services for West Sussex in this quarter.

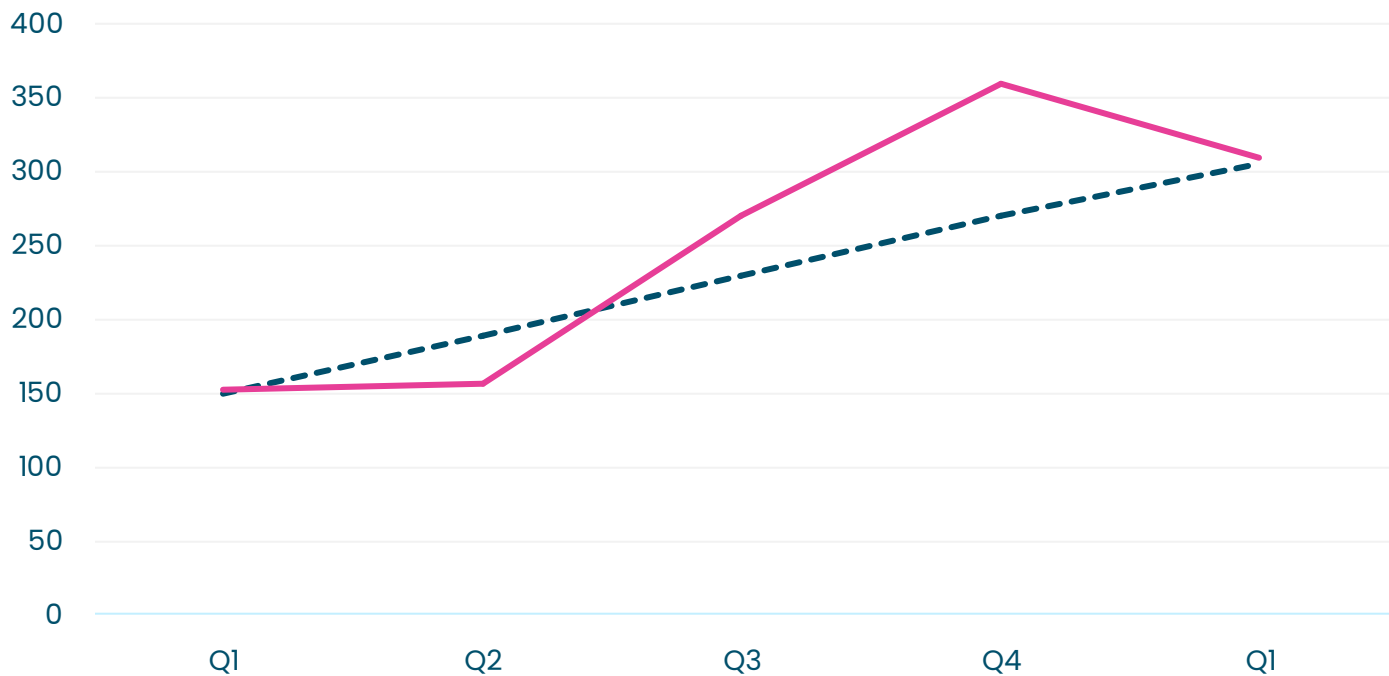
Interaction Types

- 77** Website contact form
- 58** Telephone
- 58** Email
- 63** Care Opinion
- 45** Face to Face
- 12** Social Media

Time spent on calls

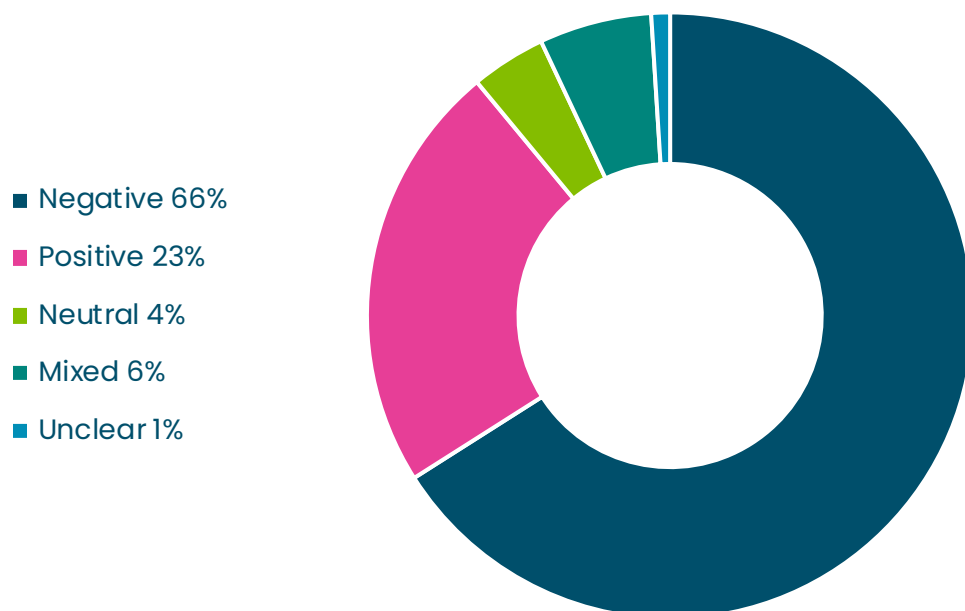
- 28** minutes – average time
- 2** minutes – Shortest time
- 90** minutes – longest time
- 154** Voicemails

2024 – 205 Hub Interactions



An increase of 152 interactions from Q1 in 2024.

Sentiment



Over half of what we hear is about what local people feel is not working as well as they expect. However, we received mixed insight about health and adult social care services, and this also includes some really positive experiences.

Signposting

Top services signposted to:

1. Action against Medical Accidents (AVMA)
2. NHS Pals
3. Healthwatch Website
4. NHS Website
5. GP Surgeries

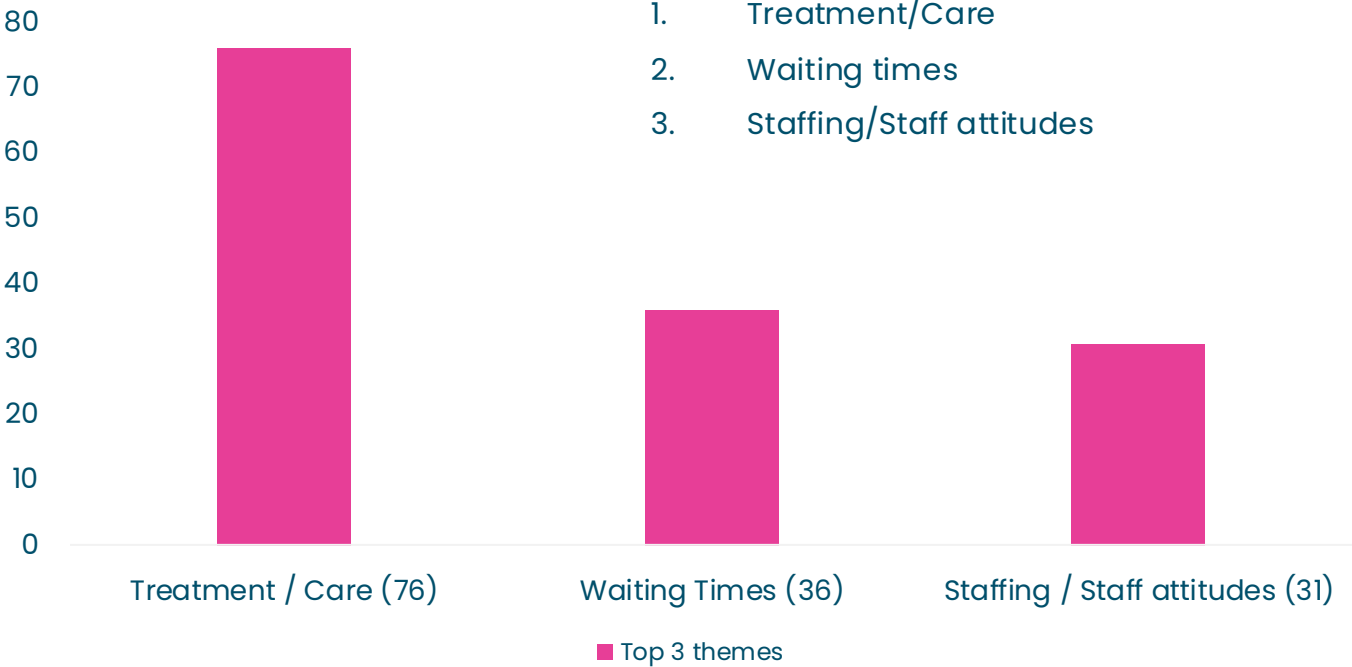
Most signposting in Q1 was related to healthcare complaints.

Top Themes

Top 3 themes
West Sussex

We received the highest number of enquiries about:

- 1. Treatment/Care
- 2. Waiting times
- 3. Staffing/Staff attitudes

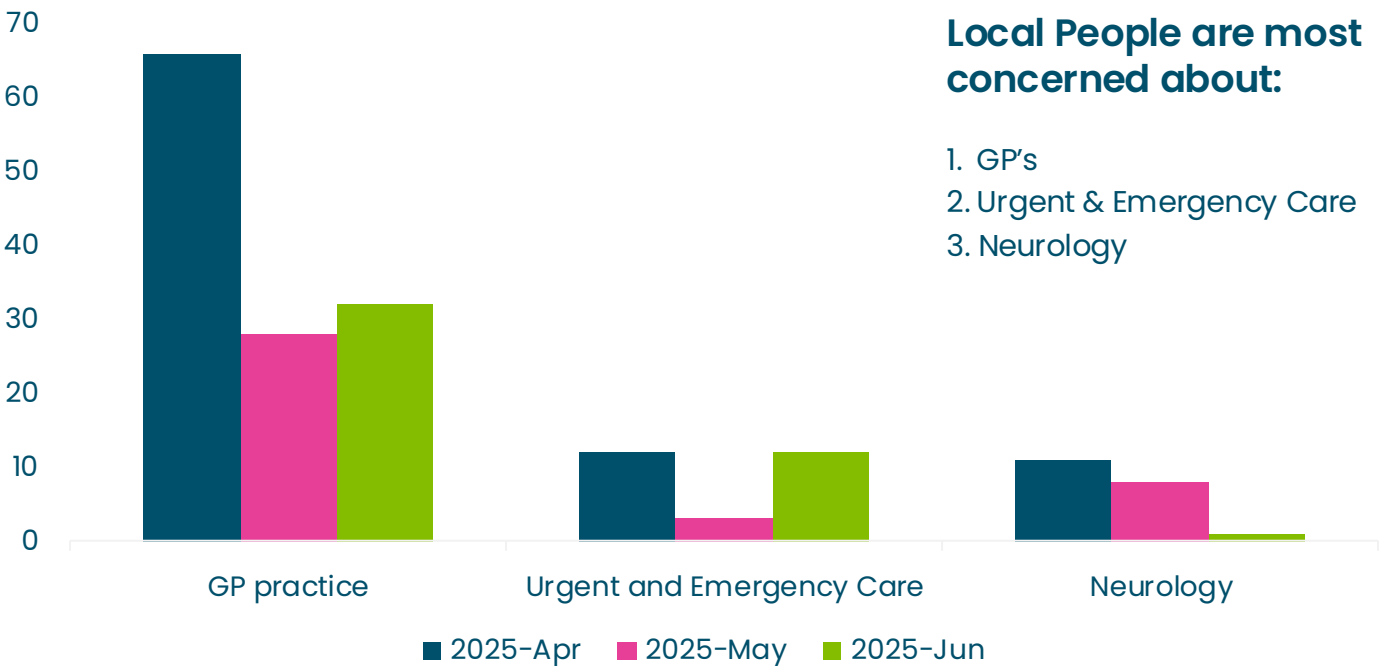


Top Services (topics)

Services receiving the most feedback

Local People are most concerned about:

- 1. GP's
- 2. Urgent & Emergency Care
- 3. Neurology





Information HUB Case Story

West Sussex Hospital Support and Advocacy in Complex Discharge

Overview and background:

Sarah*, whilst admitted to a West Sussex Hospital called our information Hub for support. She is experiencing significant pain due to kidney failure and has a complex medical history including ADHD, COPD, spinal curvature, and ongoing abdominal issues following a polypectomy. These multiple health concerns contribute to her vulnerability and limit her capacity to self-manage at home without support.

Situation:

Hospital medics were preparing to discharge Sarah despite her expressing that she felt unsafe returning home. She reported that no clear discharge plan had been communicated to her and she was unsure how she would cope independently post-discharge. Although she had consented for staff to speak to her son, she felt he had been excluded from the discharge planning process entirely. Recognising her vulnerability and her difficulty advocating for herself, Sarah had raised her concerns through the Patient Advice and Liaison Service (PALS) and was awaiting further discussion with hospital management.

HUB Support Involvement:

Sarah contacted the Hub for advice on her rights regarding hospital discharge. She was particularly concerned about the lack of communication, planning, and support around her transition from hospital to home.

In response, the HUB provided practical and timely assistance:

Guidance Sent: The Hub emailed comprehensive information outlining the hospital discharge process, including NHS guidelines and patient rights. The guidance helped Sarah to understand that she was entitled to remain in hospital if discharge was deemed unsafe and that she could formally express her concerns to staff. The Hub also provided documentation she could refer to when speaking with clinicians, helping to bridge the communication gap caused by her difficulty in self-advocating.

Outcome:

Armed with the information and reassurance from the Hub, Sarah had the tools to feel more confident in engaging with hospital staff and asserting her concerns. She was able to reference specific guidance in her discussions, ensuring that her safety and support needs were recognised and considered.

Impact of HUB Support:

- The information and reassurance provided gave Sarah a stronger voice in her care planning.
- The guidance enabled Sarah to express her needs more clearly to hospital staff.
- By advocating for the inclusion of the patient's son, the Hub helped ensure continuity of support post-discharge.

Conclusion:

This case highlights the critical role that the Hub can play in supporting patients during vulnerable transition points in their care. By equipping patients with accurate information and confidence, the Hub contributes meaningfully to patient safety, autonomy, and person-centred discharge planning.

*The name of the caller has been changed for confidentiality.

Our Mission, Priorities and Areas of Focus for 2025/26



We welcome and seek all opportunities which will further improve health outcomes for people in West Sussex and in particular address existing health inequalities.

Scope of what we plan to do with “Core Healthwatch” funded resources available.

Our mission

To listen to all who use health and care services in West Sussex and ensure their needs are heard and that they influence the design and delivery of local services.

Priority Objectives:

- Improving patient and user experience.
- Helping to initiate a joined-up approach with partners through collaboration. For example, actively working to deliver the Health and Wellbeing Strategy and support the NHS 10-year plan, by sharing our insight.
- Initiating greater patient and public involvement in health and social care.
- Higher public awareness of Healthwatch, reflected by increased engagement.



Cross-cutting themes that will underpin all our work:

- Building trusted relationships and meaningful dialogue with less heard communities and VCSE partners through outreach and collaboration.
- A core focus on health inequalities, prevention and the 'wider determinants of health'.

Areas of focus:

From our public priority survey and quarterly insight, we learnt that local people would like us to focus on the following areas throughout the next financial year:

- Healthcare: Access to information and advice
- Primary care: GP's including appointments and communication / Dentistry*
- Secondary care: Outpatients, discharge, palliative care
- Adult social care, including discharge*.

The staff team met to review priorities and based on engagement, feedback from the last year and completion of an impact assessment, the team would like to propose a focus also on:

- Amplifying voices that are often unheard – particularly those of individuals who have experienced or are currently experiencing domestic abuse or violence. The rising statistics around domestic abuse highlight its growing impact across various areas of health and social care. As a result, we are eager to explore this issue more deeply.
- Mental health for adults and children.

Click [here](#) for further details about how we sent our priorities and listen to and amplify local voices.

***To note:**

Completing a priority impact matrix shows that our ability to influence and positively impact on dentistry and adult social care resource is limited due to government funding. Therefore, we will continue to attend local and area wide meetings to feedback insight and keep abreast of changes and send out regular communications as/when available.

Progressing our Priorities

Improving Patient and User Experience

- Listening to local people and collecting insight via our information, advice and signposting hub. Our case study (pg7) provides an example of how we have supported a local person with being discharged from hospital.
- Attending events, workshops and meetings to collect and provide insight from local people.
- Working with local organisations on projects, including the Right start Project, Women's Health Hub and Palliative Care and IT projects (pg12).
- Conducting statutory 'Enter and Views' on premises and providing reports. Latest visits (pg16).
- Escalating concerns with decision makers.
- Actively feeding into key meetings such as the Sussex Health and Care Assembly, Health and Wellbeing Board and Health and Adult Social Care Scrutiny Committee.

Helping to initiate a joined-up approach with partners through collaboration

- Circulating our work with key meetings administrators to share with members.
- Attending Local Community Network (LCN) meetings.
- Joining and feeding into task and finish groups.
- Attending patient experience groups.
- The West Sussex Healthwatch Manager regularly meets with NHS Sussex ICB, NHS Sussex Foundation Trust and NHS University Hospitals to review and discuss health care priorities.
- Healthwatch West Sussex joins VCSE meetings such as the Sussex VCSE Mental Health Network and our Community Partnership Lead attends a number of meetings, events and workshops each quarter, as well as actively collaborating on pieces of work.
- Our Community Partnership Lead has joined numerous 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 temporary accommodation, mental health, transport, and loneliness.

- Healthwatch West Sussex is working closely with Healthwatch East Sussex and Brighton and Hove to share insight and come together to cover Health and Social Care meetings and events throughout Sussex. This includes the collation of a bi-monthly insight report which is sent to NHS Sussex for review and discussion. Queried items are entered on to a tracker spreadsheet by NHS Sussex for follow-up. Each Healthwatch in Sussex leads bi-monthly on the creation and circulation of a short poll focused on what we are hearing and areas of focus.

This quarter, the polls have included:

[Poll Results: Your Experiences of Vaccinations](#)

[Poll results: NHS Satisfaction 2025](#)

[Poll Results: Supporting Carers to attend their healthcare appointments](#)

Initiating greater patient and public involvement in health and social care

- Providing recommendations following projects.
- Ensuring insight is shared widely and with key NHS and Social Care contacts.
- Following up after projects, such as the Breast Screening Project last year and demonstrating impact from our work. Click [here](#) to read an update.
- We feed the local voice into partners work, This included providing a data extraction for domestic abuse and sexual health to help inform WSCC and public health work.
- We provide independent advice and support, such as helping to review the West Sussex County Council domestic abuse webpage to assess the information and signposting and provided lived experience insight.
- Insight from previous projects have been shared to support two national reviews: All Party Parliamentary Groups (APPG) – Children and Young People in Households living in Temporary Accommodation and neurodivergent, as well as bowel screening for men.

Promoting public awareness of Healthwatch

- Increased engagement activities throughout the county.
- Gaining more followers on social media platforms.
- Joining meetings to present to groups what we do and how we can support partners' and local people.
- Partnership networking.

Projects & Impact: Making a difference

Right Start Project

This project, a partnership between West Sussex County Council, Right Start, and Healthwatch West Sussex. The aims to improve early years services by ensuring that service proposals being developed as part of the Early Years strategy includes the voices of parents, carers, and the wider community, as this ensures that co-production is at the heart of the planning. By establishing a baseline of access, and barriers to services currently, will enable meaningful progress tracking by the end of the strategy period in 2027.

Our Engagement Worker and Community Partnership Lead have joined 20 community groups (9 in quarter 1) capturing lived experience of how parents and carers access information, advice, and guidance. The full report will be published in Q2.

Horsham District Women's Health Survey

This project is a partnership between Park and Orchard Primary Care Network, Horsham Local Community Network and Healthwatch West Sussex. Women have talked of the increasing challenges they face in accessing health care in the Horsham area.

Some of the key views shared were around poor access to GPs and other clinicians with more expertise in some areas of women's health coupled with long waiting times for hospital appointments and long distances to travel for some specialist services. Another frequently mentioned area of expert clinical need is that of perimenopause and menopause services.

The proposed hub aims to deliver integrated, holistic care covering physical, mental, and reproductive health, while also offering education and support for issues like domestic abuse. Its impact lies in improving access, reducing inequalities, and enhancing health outcomes for women across all life stages. [Read the full report.](#)

Using Technology to Aid Community Palliative Care

This project, led by Healthwatch West Sussex and Macmillan with [NHS Sussex](#), aims to improve community palliative and end-of-life care through digital tools like the DOCCLA remote monitoring app. By collecting feedback via surveys and focus groups, we have explored how patients and carers use health technology, their preferences, and barriers to access.

The impact lies in making digital care more accessible and responsive to the needs of those with life-limiting illnesses, supporting stretched NHS services by enabling safe, effective care at home and improving communication, autonomy, and quality of care. [Read the full report.](#)

Social Value



Community Engagement and Development

Community Support: Involvement in local initiatives, partnerships with non-profit organisations.

Environmental Sustainability

- The Healthwatch West Sussex team choose to use public transport (when possible) and car share to reduce greenhouse gas emissions and energy consumption.
- We re-use volunteer branded clothing when allocating to new volunteers.
- We only print resources when we absolutely need printed copies.

Ethical Practices and Governance Transparency and Accountability:

- Transparency and balance within reporting.
- Commitment to human rights principles.
- Policies and actions supporting diversity in the workplace, leadership, and equal opportunities for all employees.

Customer and Consumer Impact

Our information Hub and engagement team provide information and signposting to improve access to essential services.

Stakeholder Engagement

Engaging with employees, local people, commissioners, and local communities to assess social value impacts, as well as sharing knowledge, skills and experience.

Health and Wellbeing

The Healthwatch West Sussex team come together regularly in-person to provide a support network for each other, to improve individual and team mental health and wellbeing.

This quarter we had two team building and wellbeing days, in April we came together for a [Free Community Festival at Wakehurst](#) and in June, our volunteers joined us for our trip to [Redhill Air Ambulance Charity](#) to have a tour of the service. It was a great opportunity for us to come together and learn about a healthcare service in West Sussex that operates mostly on donations and saves so many lives each year.

Click [here](#) to see how the social impact of Air Ambulance Charity Kent Surrey Sussex Research extends nationally, as well as locally.



Information, Advice, Communication & Engagement

We have supported local residents, their family and friends, carers, community partners and system stakeholders, through all of our communications channels.

	Key performance metrics for current and previous quarter	
	Q4	Q1
Enquiries to Helpdesk/frontline team through all channels (Engagement CRM and surveys total + Total number of HUB interactions)	2,774 (CRM/survey 2,400 + 374 Hub)	23,992 (CRM/survey 23,679 + 313 Hub)
People signposted to IHCAS for ongoing advocacy support (Known signposting from HUB or external provider)	22	15
Number of people engaged with (all channels) (<i>Engagement Team + Surveys</i>)	23,180	24,800
Number of engagement/influencing occasions (<i>Individual events/meetings attended by Engagement team</i>)	145	109
Number of stories/accounts recorded on CRM and surveys responses by Local Team & through Community Partnerships	2,400	23,679
Number of community partners engaged with	69	122
Active community collaborations	56	20
Reports, Spotlights, and case studies published Unpublished reports shared for information	5 1	8 5
Website visits	16,159	7,925
Facebook: Followers Posts Reach	827 107 14,021	846 108 10,945
Instagram: Followers Posts Reach	609 103 2,413	631 105 3,189
LinkedIn: Followers Visitors Impressions	76 33 880	85 8 651
Heads Up briefing subscribers	1,224	1,239
External publications (hard copy and digital)	1	1

Involving Local People

Involving local people in designing and delivering our core responsibilities and work is critical to the success of this local Healthwatch:

	Key performance metrics for current and previous quarter	
	Q4	Q1
Volunteers	65	65
Roles covered by volunteers	100	100
Volunteering interactions (meetings, events)	369	361
Volunteer support hours	512	498
Healthwatch Board Independent Directors	53	30
Estimated value of volunteers **	£16,775.00	£14,700

** Estimate based on £25 per hour for volunteers who usually work at a high level and £75 per hour for Independent Director volunteers.



Quarter 1 Statistics Summary

The total number of stories/accounts recorded on CRM and survey responses by Local Team & through Community Partnerships has significantly increased this quarter. This is due to running a number of surveys concurrently. The surveys include Horsham District Women's Health Hub (18,146 responses from local people), Tapestry Day Club host survey (651), Tapestry Day Club guest survey (98) and West Sussex County Council Right Start Survey (4588). A total of 23,483 responses in total.

There have been fewer people signposted to our IHCAS service and more direct referrals. New cases for support have risen from 46 (Q4) to 51 (Q1). The team continue to support clients with complaints and will be using a waiting list if numbers continue to rise.

There have been fewer engagement occasions in total, although a higher number of partners/peoples per occasion. It is also noted that there have been a number of bank holidays during Q1.

The number of reports produced this quarter has more than doubled, including 1 external publication.

Website visit statistics has declined, although we have seen a continued positive trend of new followers on social media platforms, including 'Heads-up Newsletter Briefing' subscribers.

There has been a slight decline this quarter of volunteer support hours. However, our volunteers continue to play a vital role within our work.

Volunteering during this quarter

Volunteer App

All volunteers are now using our new volunteer app to sign up for visits and record their time.

'Enter and View' Visits

Bognor War Memorial Hospital
Horsham Community Hospital
Princess Royal Hospital (Haywards Heath)
St Richards Hospital (Chichester)

Our volunteers are at the heart of what we do

Our volunteers help us reach out to people across West Sussex to listen to their experiences of health and social care services in the county. Whether you want to gain valuable work experience, help improve care in your community or learn new skills, there are lots of ways you can join us to make a real difference.

"Through volunteering, I have constantly felt like I'm doing something positive, and making a difference to health and social care."



Recruitment

We are always recruiting for new volunteers to join our team!

Contact us for a free no-obligation chat via email or telephone.

Jo.tuck@healthwatchwestsussex.co.uk / 07739436602

Our Volunteering Roles

Authorised Representatives

Volunteers authorised by HW to visit publicly funded health and care services as part of our statutory powers to 'Enter & View' services and produce reports based on our observations and experiences.

Liaison Representatives

Volunteers who regularly and routinely attend specific meetings, groups or forums on behalf of HW West Sussex, ensuring the public voice is heard and reporting back to HW.

Community Researchers

Volunteers who support our public engagement activities in the community or help with social media engagement and desktop research.

Project Support Volunteers

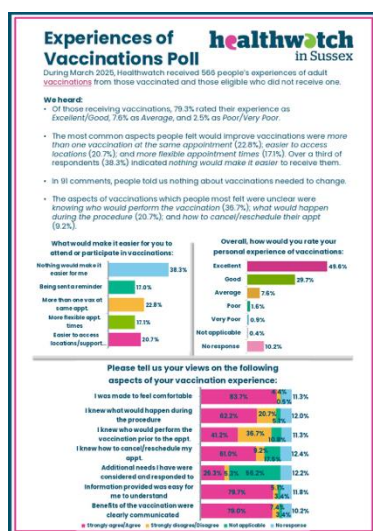
Endless opportunities to support other tasks and activities that link to our core workplan delivery and social enterprise projects.

Reports and Publications



Please note that draft reports are shared with our Integrated Care System partners for comment and consideration before publication, this allows us to build on the information and give services the right to reply and respond to any draft recommendations.

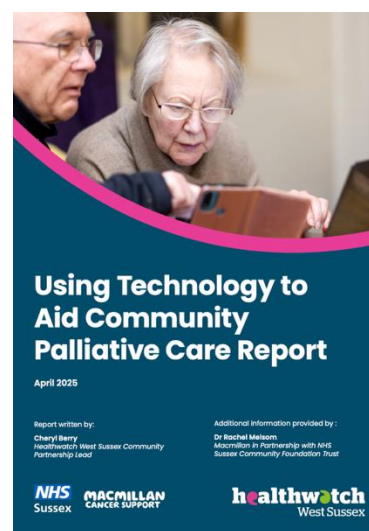
The following reports were published this quarter:



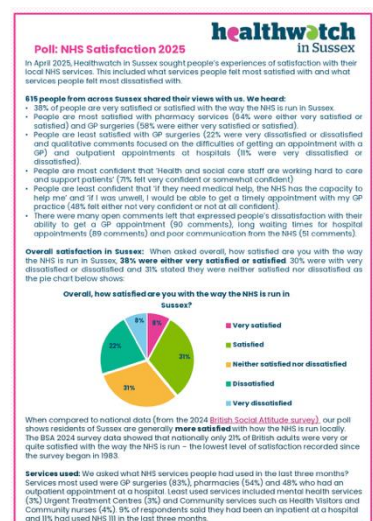
Poll Results: Your Experiences of Vaccinations



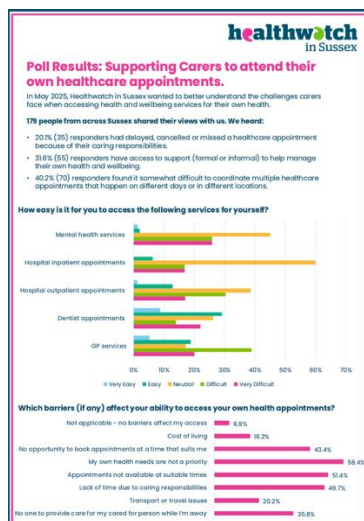
Spotlight report: Health and Independent Living Support



Using Technology to Aid Community Palliative Care



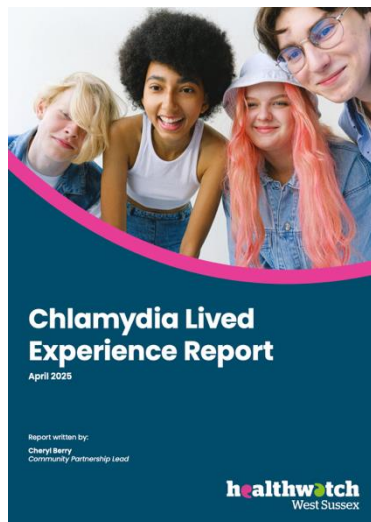
Poll results: NHS Satisfaction 2025



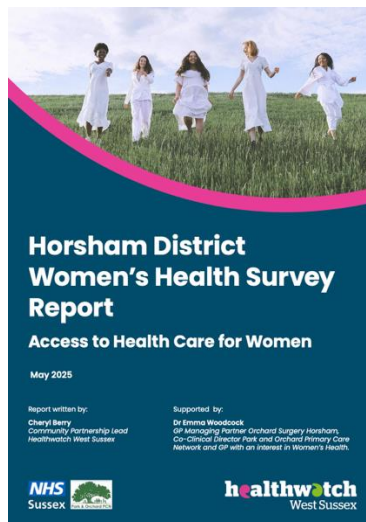
Poll Results: Supporting Carers to attend their healthcare appointments



Spotlight report: Sight Support Worthing



[Chlamydia: Lived Experience](#)



[Horsham District Women's Health Survey Report](#)

Looking Forward



Emerging Themes and Strengthening Relationships.

Our relationship with the Sussex Integrated Care System, Integrated Care Board and system partners continues to strengthen, with the three Healthwatch Sussex Leads meeting regularly together and with the ICB to discuss priorities and discuss opportunities for joint working and collaborative approaches to system-wide themes.

Board meetings

[Board meetings](#) are held in public the meetings are hybrid (in person and virtual).

Next meeting date is:

- 10:30am on **Wednesday 20th August** at [Billingshurst Community & Conference Centre](#) and online via Microsoft Teams.

Glossary of Helpdesk Enquiry Themes

Access and Choice	People's experiences and perceptions in relation to accessing health and social care services, including any options or choices they may or may not have had.
Administration	People's experiences in relation to their records, letters and/or results.
Care Planning	People's experiences and perceptions in relation to planned care pathways, care provision for patients with complex needs, access to funding.
Communication	Face to face, telephone, written, digital.
Complaints	Requests from the public for information and support about making a healthcare complaint following primary or secondary NHS care.
Diagnosis	People's experiences and perceptions in relation to diagnostic pathways including referrals, tests, waiting times and how information is shared and news is communicated.
General	Any other feedback, enquiries or signposting outside of the standardised themes.
Level of Provision	People's experiences and perceptions about the capacity and availability of services locally, influenced by factors such as system priorities (i.e. winter pressures), commissioning and funding, workforce and staffing, transport and geography.
Medication	People's experiences and perceptions in relation to medication and prescribing. This includes pharmacy access, medicine management and reviews, types of prescription, supply/availability of medicines and communication about medicines/prescriptions.
Staffing/Staff Attitudes	People's experiences of interacting with and being cared for by health or social care professionals – clinical and non-clinical.
Support available	People's experiences and perceptions of the availability of and access to health and social care support across the county.
Treatment/Care	People's experiences and perceptions of treatment and/or care in a healthcare or social care setting.
Waiting for appointments or treatment	People's experiences and perceptions of waiting for appointments, referrals or treatment. Including information and communication, access to 'holding services' and the impact of waiting.

Statistic calculations

Description	How our statistics are calculated
Enquiries to Helpdesk/frontline team through all channels	All interactions with the Hub (face to face, phone calls, web forms, emails) and Healthwatch engagement interactions (collected via events/meetings)
People signposted to IHCAS for ongoing advocacy support	The number of people referred over from the Hub or external provider to the advocacy support service for assistance with NHS healthcare complaints.
Number of people engaged with (all channels)	Number of people the Hub and Healthwatch has interacted with throughout the quarter. This includes the number of people at events, meetings, through the Hub, website visits, social media followers and our 'Heads Up' newsletter.
Number of engagement / influencing occasions	Number of meetings, events, workshops, forums with external partners and members of the public.
Number of stories/accounts recorded on CRM and surveys by Local Team and through Community Partnerships	Total number of feedback collected and recorded on our internal system about people's experiences/perceptions of health care and/or adult social care.
Number of community partners engaged with	The number of organisations/partners engaged with.
Active community collaborations	Current pieces of work/actively engaging and feeding into discussions.
Reports, spotlights and case studies published	Healthwatch West Sussex and Healthwatch in Sussex reports, co-produced reports, spotlight focus and information sharing on health/social care services and case studies of people's experiences, what was learnt and the impact.
Unpublished reports shared for information	Occasionally internal reports are created for information only for partners and are not published on our website.
Website visits	How many times a person has visited Healthwatch West Sussex website.
Facebook followers, posts, reach	How many people follow Healthwatch West Sussex on Facebook, the number of Healthwatch posts and following shares/likes, the total reach of people recorded.
Instagram followers, posts, reach	How many people follow Healthwatch West Sussex on Instagram, the number of Healthwatch posts and following shares/likes, the total reach of people recorded.
X (Formerly known as Twitter) followers, posts, impressions	How many people follow Healthwatch West Sussex on X, the number of Healthwatch posts and following shares/likes, the total reach (impressions) of people recorded.

Description	How our statistics are calculated
LinkedIn followers, visitors, impressions	How many people follow Healthwatch West Sussex on LinkedIn, the number of visitors to our company page and following shares/likes, the total reach (impressions) of people recorded.
Heads Up briefing subscribers	Number of people signed up and receive a copy of our monthly newsletter.
External publications (hard copy and digital)	Healthwatch West Sussex reports featuring in external publications.
Volunteers	The number of internally recruited volunteers and joint volunteers with partners.
Role covered by volunteers	Volunteers supporting Healthwatch in varying capacities, including attending meetings, events, carrying out 'Enter and View' and/or PLACE assessments.
Volunteering interactions	Total number of meetings and events.
Volunteer support hours	Volunteer travel, preparation, attendance/time.
Healthwatch Board Independent Directors	Directors' travel, preparation before meetings, reflection after meetings, attendance/time at Board meetings and external meetings/events, operational support.
Estimated value of volunteers	Estimate based on £25 per hour for volunteers who usually work at a high level and £75 per hour for Independent Director volunteers.



w: 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