

# Impact & Performance Report

April – June 2023 (Q1)

## This quarter at a glance



- Working with our Integrated Care Board partners, we hosted a workshop to ensure local people's voices are contributing to a programme of work to improve engagement practices across Primary Care services.
- Working with many communities: hosting networking events, providing opportunities to share stories and views, having one to one conversations.
- Supporting people and their families to navigate health and care which is challenging and requires time to enable them to access the support they need.

## Impact: Making a difference



- Being part of the NHS Sussex MSK Review, feeding in insight and evidence from our 'Living with pain and understanding shared decision making' report.
- Supporting our local Maternity Voices Partnership team with their work, sharing our Enter & View methodology and training with them to inform their service visits.
- Sharing local insight into the national Arthritis and Musculoskeletal Alliance MSK Review.
- Contributing to the University Hospitals Sussex NHS Trust Discharge Pathway review – ensuring that patient experiences and local voices influence planned changes.

## What are people telling us



The total number of interactions logged by the Helpdesk for all Healthwatch services for West Sussex were **293**, of which **176** were via telephone and **94** via email and **23** from the contact form on our website. The average time spent on recorded calls, including research was **34.5** minutes, the longest time spent dealing with a call was **120** minutes.

## Progressing our priorities



Scope of what we plan to do with “Core Healthwatch” funded resources available. You can find details of our 2022–2023 priorities [here](#).

- Update on the West Sussex Adult Social Care Strategy, HNS Dental Care, Community Services and Youth Mental Health.

## Community collaborations



- Distributed information and conversations about the NHS Stroke consultation.
- Attended NHS Sussex MSK review webinars covering four topics: rheumatology provision, MSK pain, MSK diagnostics and MSK personalisation virtual sessions.
- Delivered 'Library Pop-Up' events at 5 libraries and participated in MIND Midhurst, Dementia Awareness Week, Loneliness Awareness Week, Hassocks Community Well-being Event, Carers Support West Sussex, People and Communities Workshop and Local Community Network meetings (LCN's) across West Sussex.

## Reports and Publications



Published 2 spotlight reports, 3 Heads Up newsletters and The Bersted and Chilgrove Community Hubs survey findings reports.

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

## Independent Health Complaints



Advocates have supported West Sussex residents to make various complaints including:

- A complex complaint involving 6 different providers.
- Assisting an Autistic complainant regarding hospital care and lack of adequate communication.
- A difficult case that involved a home visit to a care home where the complainant had stayed for a number of years.

[Read](#) the full IHCAS report.

## Looking forward



- Two main themes from our insight remain access to GP-led Services and dentistry this quarter. Other issues and concerns have emerged which will require further work in the coming months.
- In future, joint Healthwatch work across Sussex will be collated and reported in detail as an appendix to these reports.
- Our next [Board meeting](#) is 23rd August 2023.



## 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](#).

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