

Impact & Performance Report

April – June 2023 (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.

We have reviewed and refreshed our reporting methodology and the design of our report, so you may notice some changes in this document. 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.



This quarter at a glance



Making a difference to care

Ensuring local people have a say in changes to primary care

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.

Both at practice level via Patient Participation Groups and also, via Primary Care Networks, as they develop.



Reaching out

Working with people and communities

We're working with many communities: hosting networking events, providing opportunities to share stories and views, having one to one conversations and more.

To see the breadth of our engagement.



Providing support

Providing valuable information

Supporting people and their families to navigate health and care. This is challenging and requires time to enable them to access the support they need.

Our Helpdesk Team deliver a high volume of support and offer information, advice and guidance through our telephone helpline and via email enquiries.

Impact: Making a difference



At the start of this report, we highlight some of the areas/topics where we've had the most impact in the last quarter.

Healthwatch work has included:

- 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 people are telling us?



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

Enquiries received by the Helpdesk Team

The total number of interactions logged by the Helpdesk for all Healthwatch services for West Sussex in this quarter were **293**.

Of these 277 interactions, **176** were via telephone, **94** were via email and **23** came through our website contact form.

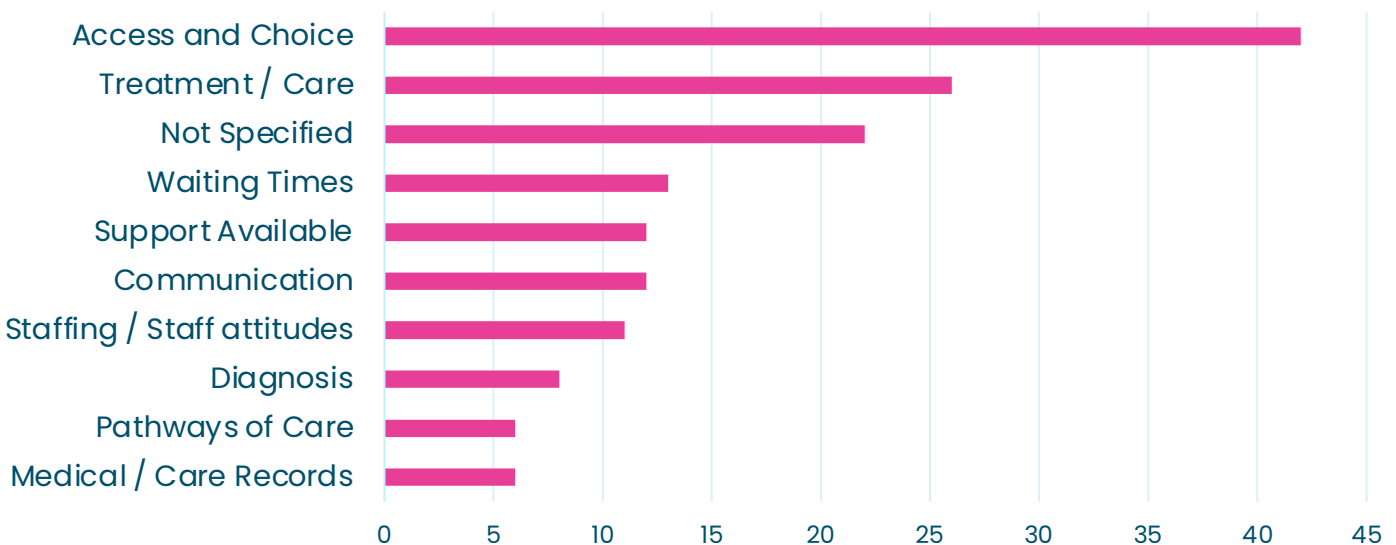
The team received and dealt with an additional **191** voicemail messages.

The average time the team spent on recorded calls, including research, was **34.5** minutes, the longest time spent dealing with a call was **120** minutes.



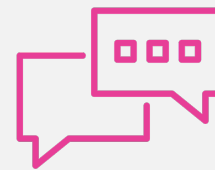
- Total enquiries
- Telephone enquiries
- Voicemail messages
- Email enquiries
- Webform enquiries

Helpdesk Enquiry Themes



The graph above shows the top themes from the direct enquiries, with the highest number of enquiries coming in about Access and Choice, which has consistently been the most outstanding theme for many months.

Case study



Caller left a message and sounded distressed, leaving brief details of a missed cancer diagnosis and ongoing complaint.

We called back in response and were warmly received by the caller who told us they simply wanted their story to be shared.

Story:

The caller explained that due to acute symptoms they had attended A&E where they were triaged and then directed to contact their GP the next day for further tests and investigations.

The caller shared that they had a concern that their symptoms may be an indication of cancer, but when they contacted their GP, they were dismissed and told they were being 'too anxious and paranoid'. They were issued a topical treatment (cream) and sent away.

They followed the advice they were given, despite feeling embarrassed and upset by the response from the GP surgery.

When symptoms didn't respond to treatment, the caller decided to seek a second opinion, privately, at a cost of £200.

This consultation with a Consultant Surgeon resulted in a diagnosis of bowel cancer which should have been picked up through primary care, via the 2-week cancer referral route.

Following the diagnosis, the caller had received further investigative tests and treatments at Worthing Hospital – where they had a positive experience.

The caller informed us that they had made a complaint to their GP Surgery, with the support of their family, so they didn't feel they needed to access our Advocacy Service. However, they wanted to share their story and requested information about if / how they might be able to change their GP registration and move to a different practice.

Actions & response from Hub Team:

The hub team took time to listen to this caller and enabled them to share their story in their own time, as they were quite distressed.

We explained the role of IHCAS and the support they could offer in respect of making a complaint, which the caller felt was not needed at this time.

The outcome the caller wants from their complaint is simply an apology. We invited the caller to let us know how they get on with making their complaint and what the outcome(s) are, when it is concluded.

We followed up the call with an email containing information and advice relating to changing GP, as well as general signposting and information about cancer support services and wellbeing support.

At the end of the call the caller thanked us for calling back, for the time we had given them and for listening.

Progressing our Priorities



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.

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 adult social care priority.

Because of our longstanding relationship with The Outstanding Society, we have been invited to support a national piece of work around infection prevention control and outbreaks in residential care settings.

The VIVALDI Social Care Project

Reducing Infection and Improving Lives is a national government-funded research project led by the Outstanding Society, Care England and the University College London.

The study will be set up in a network of care homes to take part in research studies and share data.

The results of the study will be published in scientific and medical journals and presented at conferences attended by professionals with an interest in the area.

In order to successfully deliver this piece of work, the research team have set up a 'Communication and Engagement' working group to ensure that information about the study and all the research materials will be accessible and appropriate for residents, relatives and family carers.

This is where we are able to contribute and support the work, along with representatives of other organisations along with a small group of residents and family members from across the UK.

There have been a number of meetings to date and this work is now at the stage where information (co-designed by the working group) is being shared across the country and care providers are being recruited into the study.

Further updates on this work and our involvement in it, will be presented later in the year.

The West Sussex Adult Social Care Strategy

The Life You Want to Lead is available [here](#).

NHS dental care

The commissioning of NHS dentistry has changed and we continue to understand the dental care needs of Sussex residents. We are working collaboratively, locally and regionally for this priority work.

Our work (across Sussex – with our colleagues in local HW teams) includes:

- Literature Review. Summary of what we already know about people's experiences of NHS dentistry (mainly high street, but may also include more specialised primary care dentistry, e.g., looked after children, homeless people).
- Understanding impact on other services including GP-led services, 111 Service and Urgent and Emergency Departments/Services
- Working with the steering group to understand issues as experienced by providers and commissioners.
- Working with our local commissioners to plan and deliver a public Dentistry Summit event later in 2023, to explore all the issues, challenges and contributory factors.
- Establishing a 'solutions finding group' for both short term solutions and a vision for what longer term, sustainable, effective, equitable and accessible NHS dental services could look like.
- Using the significant amount of local insight already gathered rather than carrying out a large public survey.

Community Services

It is important to continue our partnership with the Local Community Networks (LCN's) in order to ensure that community engagement and communication are among the top priorities of what these networks are doing.

This quarter we have delivered a workshop focussing on 'Working with People and Communities' and Primary Care Services, which is detailed later in our report.

Youth Mental Health

It is important to be involved in any further Sector Connector work, and to make use of the resources available to provide an independent perspective for the Foundation for Our Future Programme, for improving the emotional and mental health of children and young people.

We recently attended an evidence gathering session hosted by the West Sussex County Council Health and Adult Social Care Scrutiny Committee to scope out the current provision of support for young people's mental health and emotional wellbeing and to hear about plans for developing services further. We also discussed and presented insight at this meeting to explore where there may be gaps and where services could be improved to better meet the needs of young people across West Sussex.

Community Collaborations



The benefit for Healthwatch West Sussex of developing partnerships is **Common Purpose** – the shared vision on what is needed and how to achieve this.

Partnership and NHS system

Our engagement team have supported the distribution of information and conversations about the NHS Stroke consultation at events. Our involvement is now with on-going communications and involvement assurance to ensure that local peoples are updated on next steps and their voices included for this consultation.

Our Community Partnership Lead has contributed insight and knowledge – including voices from our Living with Pain and Understanding Shared Decision Making report to the NHS Sussex MSK review webinars attending four topic areas: rheumatology provision, MSK pain, MSK Diagnostic and MSK personalisation virtual sessions.

We also submitted a response to the Arthritis and Musculoskeletal Alliance (ArMA) MSK review to ensure that voices from Sussex insight is shared widely to inform future MSK services.

Voluntary, Community and Social Enterprise.

The quarter's activities have included:

- Attending the Midhurst Community Hub Forum meeting in May.
- Publishing a [blog](#) as part of Loneliness Awareness Week. A copy of which has been sent to the Marmalade Trust for their evaluation of communications during the awareness week.
- Supplying 600+ Healthwatch postcards to be distributed via the Chichester District Foodbanks to raise awareness of our work and offer additional information to people accessing the service.
- Supporting the development of the Chichester University new Post Graduate Diploma in Mental Health Nursing.
- Meeting with the local Maternity Voices Partnership to establish a collaborative way of working and sharing insight.
- Attending a workshop with University Hospitals Sussex NHS Trust to support their discharge pathway review and to offer advice regarding the way they have discharge conversations with patients and carers.

Local Community Networks (LCN's)

We regularly attend the Local Community Network meetings (LCN's) across West Sussex, to ensure local insight is added and that we champion the voices of local people. These multi-agency partnerships, look at and support the health and wellbeing of their local populations. Led by local authority health & wellbeing teams, there is an LCN in each of the seven district and borough areas.


Each LCN has a different list of priority themes and topics, depending on the needs of their population, but they all share an ambition to work collaboratively in tackling local health inequality priorities. As the local Healthwatch we continue to have, an active involvement in a number of sub-groups which support this work. These include; isolation, mental health, access to services and safeguarding.

Community Information Events

This quarter we co-hosted and supported the delivery of two large scale community events.

Dementia Awareness Week

This event was held during Dementia Awareness Week in May, in partnership with the Alzheimer Society and Places Leisure – The Bridge. Sixteen statutory and community organisations attended. We are planning to repeat this with a similar event in November, as part of Self-Care Week.



“Well organised event. Brilliant support from Cheryl. Parking, mixture of stands, refreshments, all great and accessible.”

“We are so much more informed than when we came in. Everyone was so lovely and friendly. So supportive and it's great that we know we are not alone.”

Feedback from attendees

Loneliness Awareness Week

The second event was planned and delivered in partnership with Places Leisure – Kings Centre in East Grinstead and was arranged as part of Loneliness Awareness Week in June. We were joined by 14 statutory, and community organisations and by the new Town Mayor Councillor Frazer Visser.

The evaluations we received from stand holders told us that they felt that the event was worth attending and met their needs. However, the number of attendees was low. Feedback from those who did attend told us that they were pleased that there was a wide range of information available and that finding information for a loved-one, increased knowledge about local services and pathways. Many stand holders also appreciated the opportunity to network with other organisations.



“Amazing example of local health services..”

Feedback from an attendee

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	1158	1201
People signposted to IHCAS for ongoing advocacy support	10	4
Number of people engaged with (all channels)	13,924	14,231
Number of engagement/influencing occasions	569	534
Number of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	612	804
Number of community partners engaged with	942	1012
Active community collaborations	39	41
Reports, Spotlights, and case studies	4	4
Website visits	3131	4280
Facebook: Followers Posts Reach	594 95 8022	603 99 5800
Instagram: Followers Posts Reach	445 92 487	466 95 453
Twitter: Followers Posts Impressions	1794 96 11562	1797 99 10112
Heads Up briefing subscribers	1253	1249
External publications (hard copy and digital)	0	0

Despite the fact that the reach on social media has not been as high as it was in the previous quarter, there has been a slight increase in the number of social media posts that have been published this quarter, and we have gained more followers on all of our social media platforms.

Healthwatch West Sussex Events

Library pop-Up

We delivered our 'Library pop-Up' events at 5 libraries this quarter – Horsham, Burgess Hill x2, Crawley and the Wittering's. These events provide a fantastic opportunity for us to speak with local people and capture insight. ***We would like to thank WSCC Library Services staff for their support.***

MIND Midhurst

We joined two sessions hosted by MIND Midhurst (multi-agency monthly sessions).

Hassocks Community Well-being Event

We attended a Hassocks Community Well-being Event organised by the local Social Prescribing Team and the GP surgery. It was a busy event where people could ask health related questions and find out more about local community groups and community support.

Carers Support West Sussex

We joined Carers Support West Sussex, at Crawley Football Club for an event during Carers Week. This offered good networking and conversation, where we were able to collect more insight and patient stories.

People and Communities Workshop

We hosted a workshop for primary care stakeholders, Patient Participation Group members, voluntary and community sector partners and West Sussex residents to explore, learn and share good practice in patient and community engagement and to contribute to a system-wide project to co-design a resource pack for Primary Care Networks, detailing all that is possible in working with people and communities.

We were pleased with the attendance at the workshop and had a good mix of partners in the room. Some fabulous discussions took place and we were able to feed in a lot of local insight to the project team.

Feedback from attendees was very positive and our team were praised for their hosting and facilitation skills by the Head of Public Involvement from NHS Sussex, who joined us for this event.



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	54	54
Roles covered by volunteers	94	94
Volunteering interactions (meetings, events)	389	402
Volunteer support hours	462	486
Healthwatch Board Independent Directors	250	250
Estimated value of volunteers **	£28890	£29215

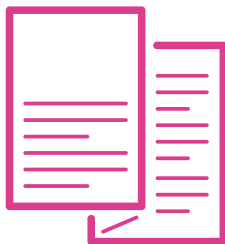
** Estimate based on £25 per hour for volunteers who usually work at a high level and £75 per hour for Independent Director volunteers. More virtual meetings reduced the need for travel hours so although a slightly lower number of hours, it reflects increased direct activity.

Volunteering during this quarter

We continue to sustain a good level of engagement with volunteers, who have:

- Collected and shared insight from local networks and social media – identifying themes and emerging issues.
- Represented Healthwatch and amplified local people's voices at committees, forums, networks, and other meetings.
- Attended 1:1 and small group volunteer meetings with Volunteer Lead (in person / virtual)
- Attended service visits with the local Maternity Voices Partnership Team to the Maternity Departments across University Hospital Sussex NHS Trust – St Richards Hospital, Worthing Hospital, Princess Royal Hospital.
- Attended a Volunteer Tea Party as part of our National Volunteers Week recognition and reward events.
- Met with volunteers and Communications Lead to explore and co-design a recruitment campaign in Q2/Q3 this year.

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 were published this quarter:



Spotlight report: Mobility Scooter Safety.

Since 2018 over 120 mobility scooter users have attended these sessions. Horsham Scooter Safety have held sessions throughout the Horsham District and at residential homes. Read the report, [here](#).



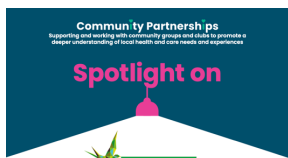
Chilgrove Community Hub.

The Chilgrove Community Hubs survey aim was to capture and better understand the views, current needs, issues, concerns, and barriers local residents and their families experience in accessing the Chilgrove Community Hubs and living in Arun District. Read the report, [here](#).



Bersted Community Hub Report.

The Bersted Community Hubs survey aim was to capture and better understand the views, current needs, issues, concerns, and barriers local residents and their families experience in accessing the Chilgrove Community Hubs and living in Arun District. Read the report, [here](#).



My Care Matters

My Care Matters is a not-for-profit social enterprise with a mission to improve the experience of care in any care setting for people with communication challenges.

Creating a free My Care Matters profile online enables the whole person, and not just their medical condition, to be taken into account by all those caring for and interacting with them.

My Care Matters is also publisher of the My Future Care Handbook, an interactive workbook designed to help people make, record and share decisions around their future care.

Reviewers have commented on how accessible and comprehensive it is, demystifying what can be a confusing and complex process.



Hello and welcome to our May issue of Head's Up.

A welcome to this month's newsletter, grab a drink and have a read of this month's news and events. Please feel free to share our newsletter.

This month's highlights:

- New People and Communities Can Work Together With Primary Care Event
- Living Well with Dementia Community Event
- NIS maternity delivery plan
- How to give feedback
- Get Lippy



Dentistry

A guide to your rights and accessing the treatment you need.

This Healthwatch guide provides you with information about seeing a dentist through the NHS, or privately.

Dentistry guide

Spotlight report: My Care Matters.

My Care Matters is a not-for-profit social enterprise with a mission to improve the experience of care in any care setting for people with communication challenges. Read the report, [here](#).

Heads Up.

Monthly newsletter keeping people up to date on health and social care.

April [newsletter](#)

May [newsletter](#)

June [newsletter](#)



Impact & Performance Report

We are here to listen to the issues that really matter to local communities and to hear about experiences of using health and social care services. We are entirely independent and impartial; this provides the user with the confidence that any information shared with us is confidential.

This quarter we report on our engagement through community collaborations.



January - March 2023 (Q4)

Healthwatch West Sussex is a Community Interest Company limited by guarantee (No. 09191012)

Impact and Performance Report Q4 January – March 2023.

A summary of the breadth and depth of our work from April to June 2022, issues/concerns, and our forward plan for the next 3 months. Report [link](#).

Finance



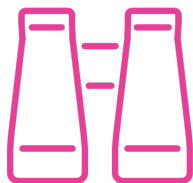
Finance and Performance Board Sub Committee and Actions.

Wherever possible we continue to pursue additional commissioned work and social enterprise opportunities to support us to deliver our work, tackle inequalities and influence to improve health and social care outcomes for people.

The finance subcommittee meets to scrutinise:

- Impact and Performance report (published document)
- Finance report (internal document)
- Risk Register (internal document). We've written to commissioners to request a contractual uplift for the new financial year, and whilst the request has been acknowledged, we have yet to hear the outcome to this request.

Looking Forward



Emerging Themes and Strengthening Relationships.

Our relationship with the Sussex Integrated Care System, Integrated Care Board and system partners has become more defined and easier to manage since we have established a more formal working arrangement with all the Sussex Local Healthwatch.

The Lead Officers from the three Sussex Local Healthwatch meet weekly with the ICB Involving Local People Team. This enables us to share place-based insight which may be relevant across the ICB footprint, update each other on our workplan priorities and how we are progressing, and to identify opportunities for joint working and collaborative approaches to system-wide themes.

Issues and Concerns

The two main themes from our insight remain access to GP-led Services and dentistry this quarter. Other issues and concerns have emerged this quarter which will require further work in the coming months.

For example: Medical certificate required by fishermen on UK vessels. By the end of November 2023, fishermen working on a UK vessel must have a certificate of medical fitness. Working on the water means you are further away from medical facilities and treatment so need to have a suitable level of health – one of the many reasons the medical certificate is required by international law. For most fishermen the medical certificate needed is an ML5, a doctor-approved record that shows you are fit enough to work safely at sea.

We have heard through local fishing communities that some GP's are unaware of this certification, some are charging for this service and some are simply refusing to issue them. This is a Sussex-wide issue with all the fishing communities along the coast and we will be working with both the fishing communities and our local primary care providers to ensure this requirement can be easily achieved and that there is equitable access to this across Sussex.

Healthwatch in Sussex

In future, joint Healthwatch work across Sussex will be collated and reported in detail as an appendix to these reports. The Healthwatch in Sussex Liaison Lead is responsible for producing a quarterly report which will be shared as part alongside these reports.

Board meetings

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

Next meeting date is:

- Wednesday, 15th November 2023 (Q2)

healthwatch
West Sussex

w: healthwatchwestsussex.co.uk

t: 0300 012 0122

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

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