

# Impact & Performance Report

January – March 2025 (Q4)

## This quarter at a glance



### Making an impact for local people

Healthwatch in Sussex has been awarded the National 2024 Healthwatch Impact Award for our work on the Sussex non-emergency patient transport service (NEPTS).



### Supporting the needs of people in temporary accommodation

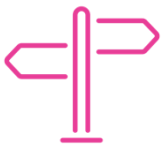
We worked with Crawley Local Community Network (LCN) to devise a survey to better understand people's experience of living in temporary accommodation – what is working well, what is difficult and what the barriers are.



### Reaching out

We shared polls this quarter to explore the following services: Neurodevelopment, Dentistry, Local NHS health and Early years.

We asked local people to vote on what our priorities should be for 2025–26.



### Providing valuable support

We have supported the Chichester University revalidation process for the Physiotherapy Programmes (BSc and MSc), by sharing lived experience insight and knowledge of the system to ensure that the programmes are based around person centre care.

**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 **2,774** Enquiries to Helpdesk/frontline team through all channels (374 Hub Interactions + 2,400 Engagement CRM entries).

We engaged with **23,180** local people and heard from you about what matters most, your experiences, priorities and what works well and 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 2023-2025 priorities [here](#).

Current priorities include Adult Social Care Strategy, NHS Dental Care, Community Services and Youth Mental Health.

2025-26 priorities are now in review and will be published following public consultation and approval from the Healthwatch West Sussex Board.

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

## Independent Health Complaints



In comparison to quarter 3, a consistently high number of people are contacting the Hub for one off information and advice. A higher number of new cases for support. The overall ongoing case has increased 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 28<sup>th</sup> May at Billingshurst Community and Conference Centre and via Microsoft Teams.



## Full Quarter 4 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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Healthwatch West Sussex  
works with [Help & Care](https://www.helpandcare.org.uk) to  
provide its statutory activities