

Impact & Performance Report

January – March 2025 (Q4)

We are pleased to share details of our work from January to March 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

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 have shared polls to explore the following services:

- Neurodevelopment
- Dentistry
- Local NHS health
- Early years

Including, asking 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.

Impact: Making a difference

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

The national **Healthwatch Impact Award** showcases outstanding examples of where feedback shared from local people has been used to make positive changes to health and care support.

Up against 17 other shortlisted projects from the 152-strong Healthwatch network across England, Healthwatch in Sussex took home **top honours** for our joint work with local Healthwatch teams **to improve patient transport in Sussex**.

The Healthwatch Awards recognise the work of Healthwatch in Sussex on improving Non-Emergency Patient Transport (NEPTS).

After local Healthwatch across Sussex heard about problems with Non-Emergency Patient Transport Services, we worked at a regional level to improve the situation for patients. In a collaboration between **Healthwatch Brighton and Hove**, **Healthwatch East Sussex** and **Healthwatch West Sussex**, we gathered feedback from the community and made recommendations.

New plans for patient transport services in the region reflected our recommendations. This work also helped improve patient communications, give clearer guidance about who is eligible for the service, and provide better information on alternative transport services.



This award is greatly deserved and is a testament to the insight and knowledge that Healthwatch in Sussex brings to health and care services in the county, ensuring that we hear from and involve our population in all we do.

“Non-emergency patient transport services are crucial to the people of Sussex, and so when we began work to design and procure a new service it was vital for us to have Healthwatch on board to ensure that feedback from patients was considered and acted upon at every stage of the process. Their contribution has been invaluable, and it has resulted in a service which will offer a range of new benefits to patients very soon. I look forward to continuing to work with Healthwatch as the new service goes live from 1 April, as we monitor progress and hear how patients are experiencing the service.”

Dr James Ramsay, Chief Medical Officer for NHS Sussex

We are over the moon to have received the Healthwatch England National Award for Impact 2024. A massive thank you to the volunteers and staff team who have and continue to be involved in supporting non-emergency patient transport. Our work started 8 years ago, and your support has helped to make a real difference to people across Sussex. This is an example of how coming together as one team in Sussex has led to a significant change and impact on a regional level.

Zoey Harries, Healthwatch Manager West Sussex

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

374 Interactions logged by our remote Helpdesk for all Healthwatch services for West Sussex in this quarter.

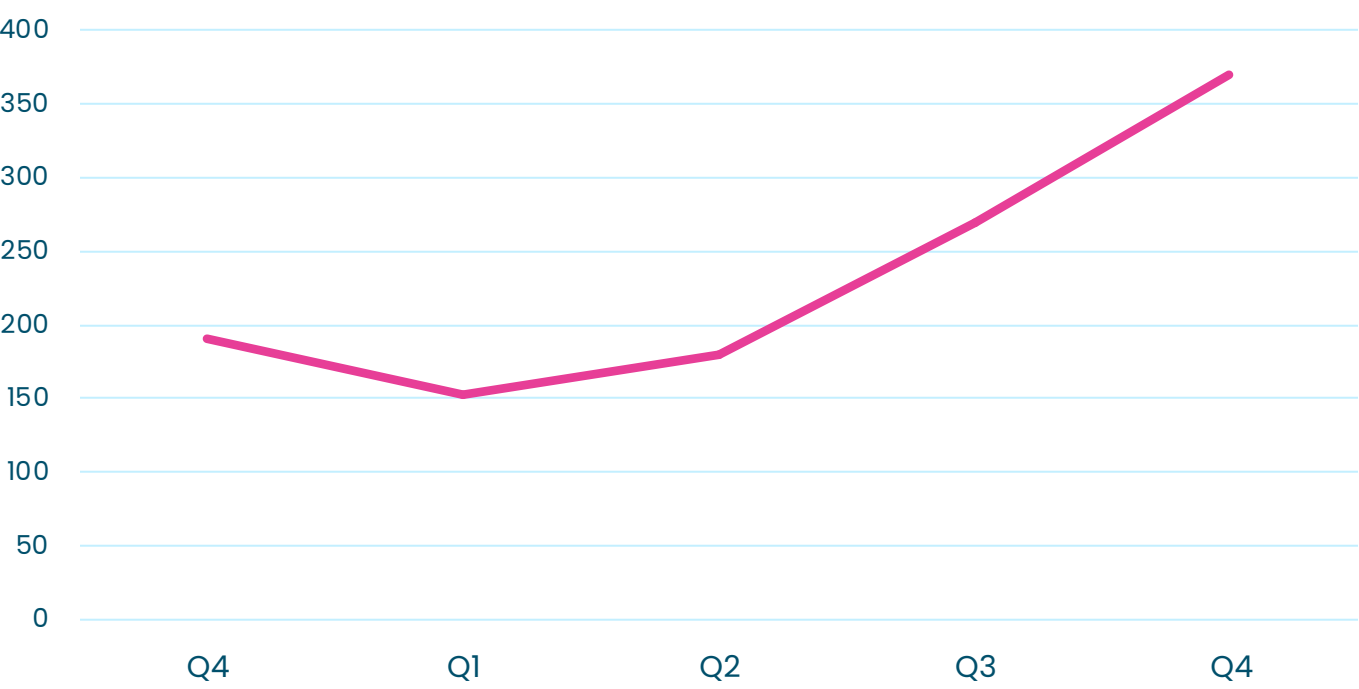
Interaction Types

- 125** Website contact form
- 55** Telephone
- 56** Email
- 138** Care Opinion

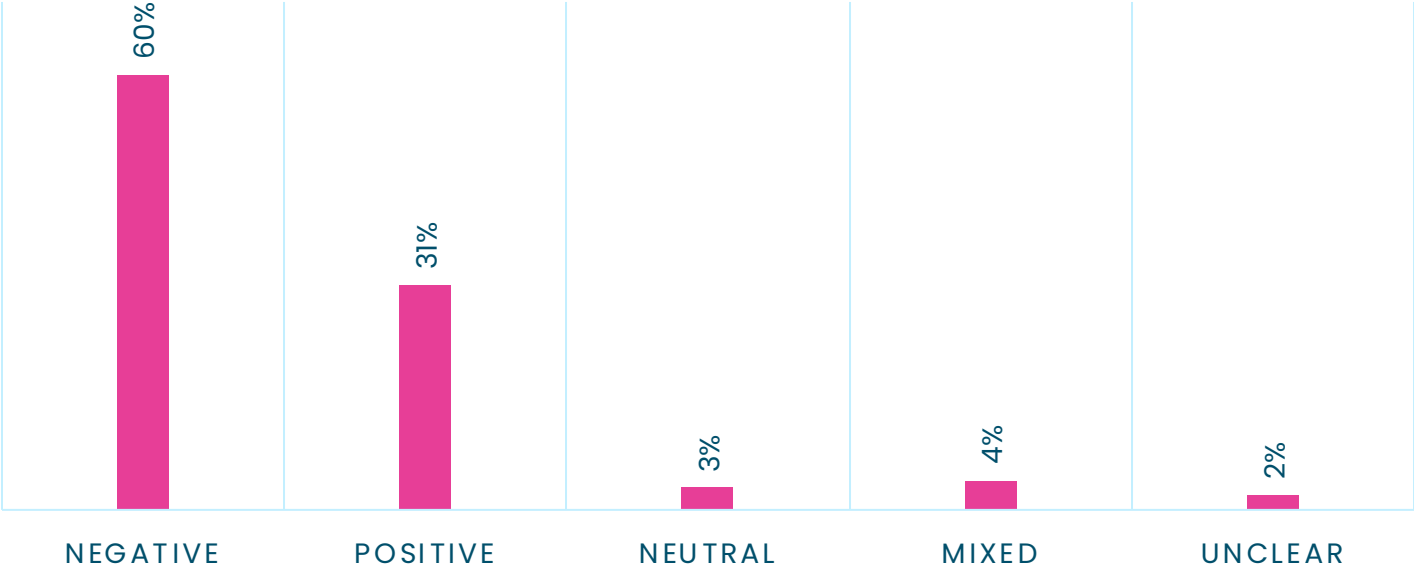
Time spent on calls

- 22** minutes – average time
- 2** minutes – Shortest time
- 120** minutes – longest time
- 170** Voicemails

2024 – 205 Hub Interactions



Sentiment



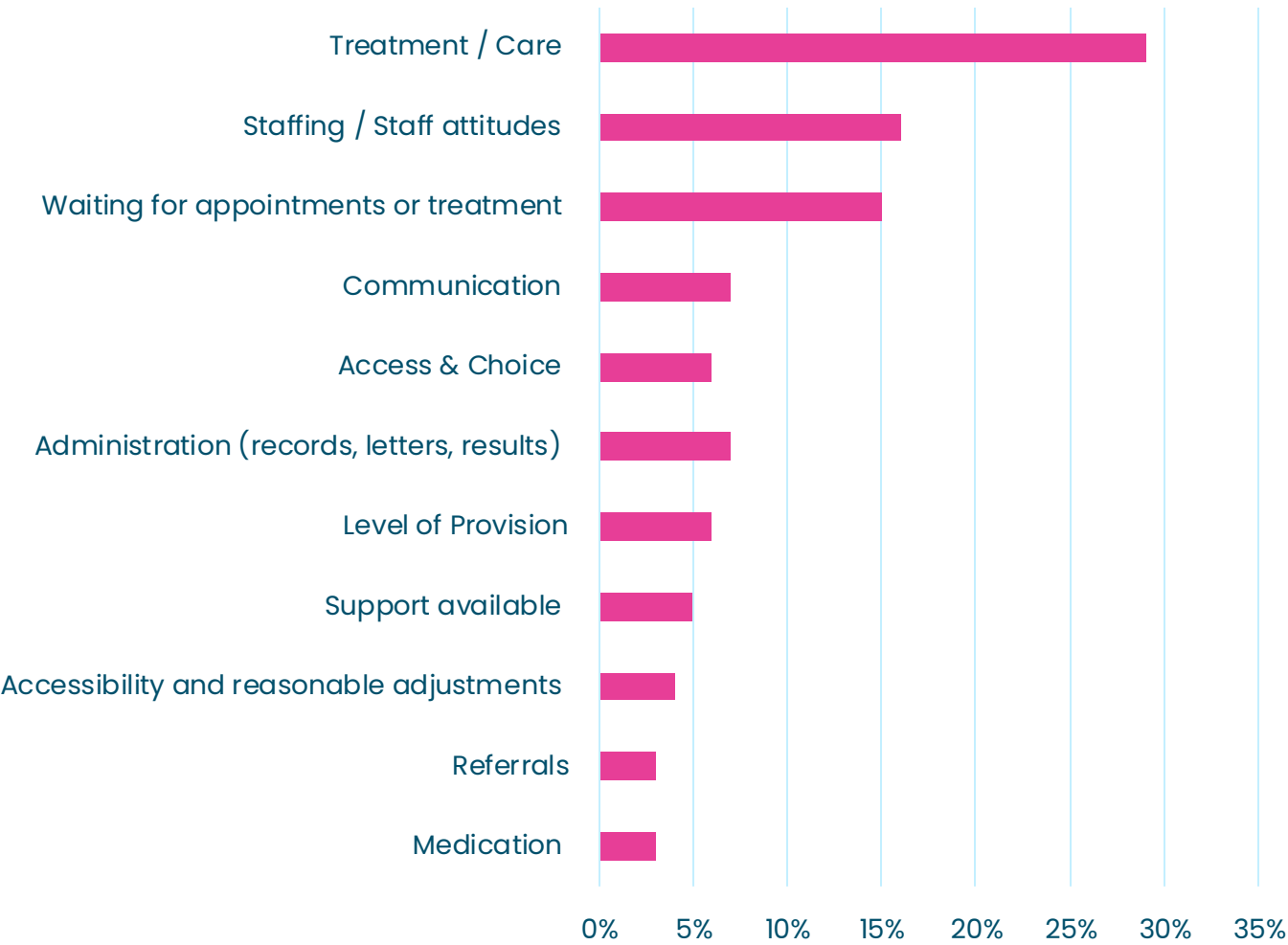
Signposting

Top services signposting by the HUB:

- West Sussex Healthwatch – Independent Health Complaints Advocacy Service
- GP Practices
- NHS Pals
- Healthwatch website
- 111
- Beacon
- Local Authority
- CQC (Care Quality Commission)
- GMC (General Medical Council)
- Gov.uk
- Social services
- NHS website

Helpdesk Enquiry Top Themes

Top ten themes

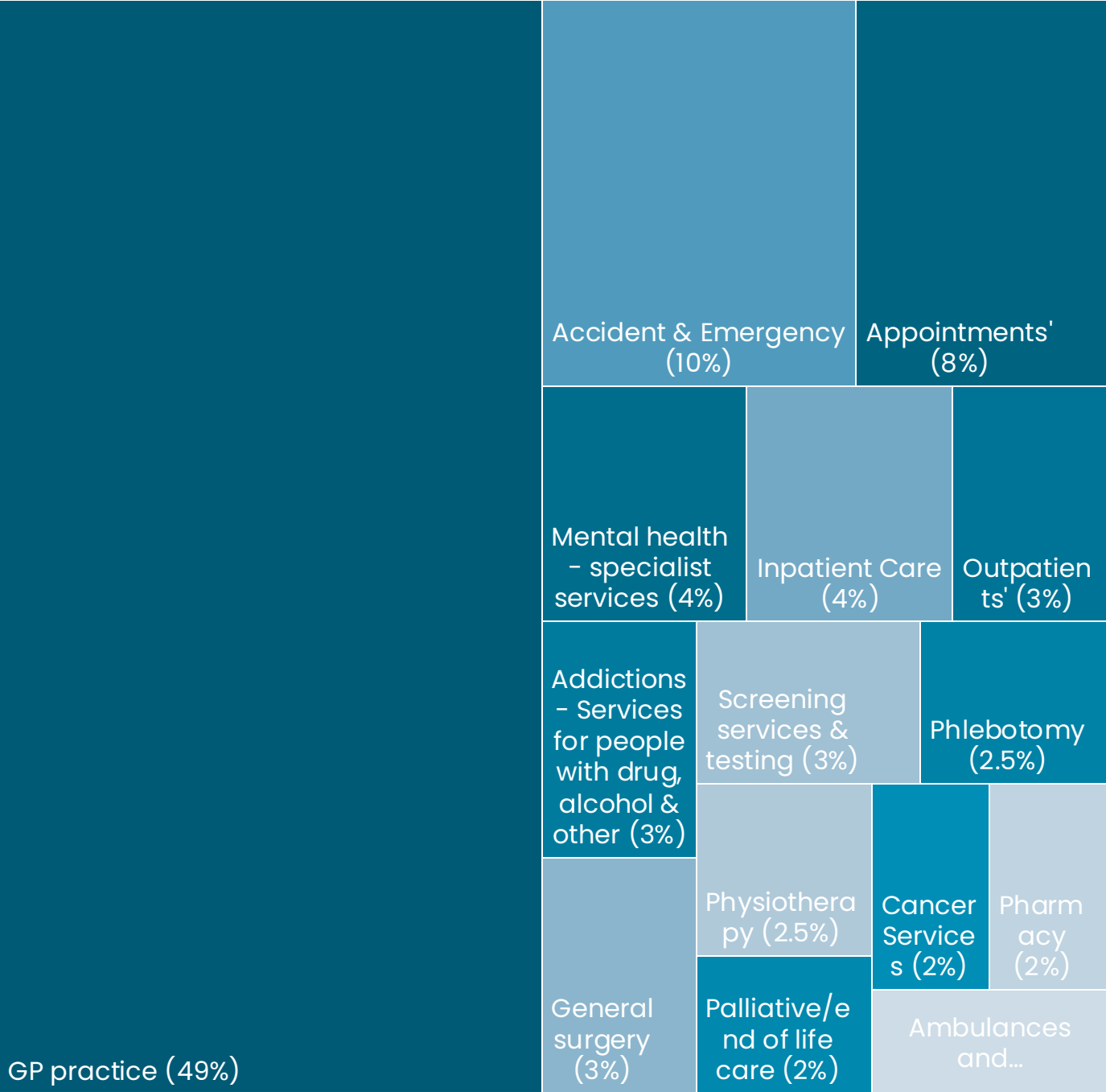


We are receiving the highest number of enquiries about:

- 1. Treatment/Care
- 2. Staffing/Staff attitudes.
- 3. Waiting for appointments/treatment

Quarter 4 Services (topics)

Services receiving the most feedback



Local People are particularly concerned about:

1. GP's
2. A&E
3. Appointments

GP's continue to be the most talked about service this quarter.

Information HUB Case Story



This case story focuses on a stage 4 cancer patient with mobility issues, currently living in temporary accommodation that is unsuitable for her medical needs.

The lack of a ground-floor bathroom makes it difficult for her to manage after chemotherapy treatments, especially given her mobility challenges. She relies on her son for support, but her husband, who is on a tourist visa, will soon have to return to his home country, leaving her without crucial assistance during her treatment.

Additionally, the patient faces significant communication barriers due to her limited English-speaking ability, complicating interactions with housing authorities and other services.

Healthwatch West Sussex advised the lady to ask about moving to a ground floor accommodation and to speak to the Immigration specialist at the Citizens Advice Bureau drop in at Broadfield Library, which is every Monday.

Having a joined-up approach and liaison between the person, NHS and council housing (Crawley in this case) could help to provide more appropriate housing for patients in temporary accommodation, such as arranging ground-floor accommodation, organising translation and interpretation services to ease communication with authorities, as well as having regular check-ins to assess support requirements. Most importantly, to improve the patient's quality of life during her cancer treatment.



Progressing our Priorities



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. You can find details of our draft 2023–2025 priorities [here](#).

Our priority survey asked local people for feedback on what our priorities should be for 2025–26. The results will be shared on our website and via social media in quarter 1 and our new priorities will be approved by our Board in May.

Community Services

Our Community Partnership Lead continues to join meetings with the Local Community Networks (LCN), these are multi agency partnerships covering district and borough areas across West Sussex. This quarter, our Lead attended Crawley, Adur and Worthing and Chichester LCN's. Healthwatch are actively supporting several of the sub-groups to support the work of the LCN's such as mental health, transport, women's health, and loneliness.

Our recent focus has been on temporary accommodation. Our Community Partnership Lead joined the Crawley LCN Communication Sub-Group and supported drop-in sessions for women, older people and family.

Women's Health

Our Community and Engagement throughout quarter 4 has supported with the Horsham District Women's Health Hub Survey and a pop-up event at Southwater Library to promote the Women's Hub survey.

GP's and Dentists

We continue to hear from local people about their experiences with General practices and dentists and this continues to be an area of focus. Our Manager attends Primary Care Commissioning meetings with NHS Sussex every month. The meeting provide an opportunity to update, ask questions, provide feedback on what we are hearing and to escalate concerns.

In January 2025, Healthwatch in Sussex sought people's experiences of NHS Dentistry. We previously asked questions about NHS Dentistry in a [poll in January 2023](#) and wanted to see if there had been any changes over the past two years.

Poll: NHS Dentistry 2025

In January 2025, Healthwatch in Sussex sought people’s experiences of NHS Dentistry. We previously asked questions about NHS Dentistry in a poll in January 2023 and wanted to see if there had been any changes over the past two years.

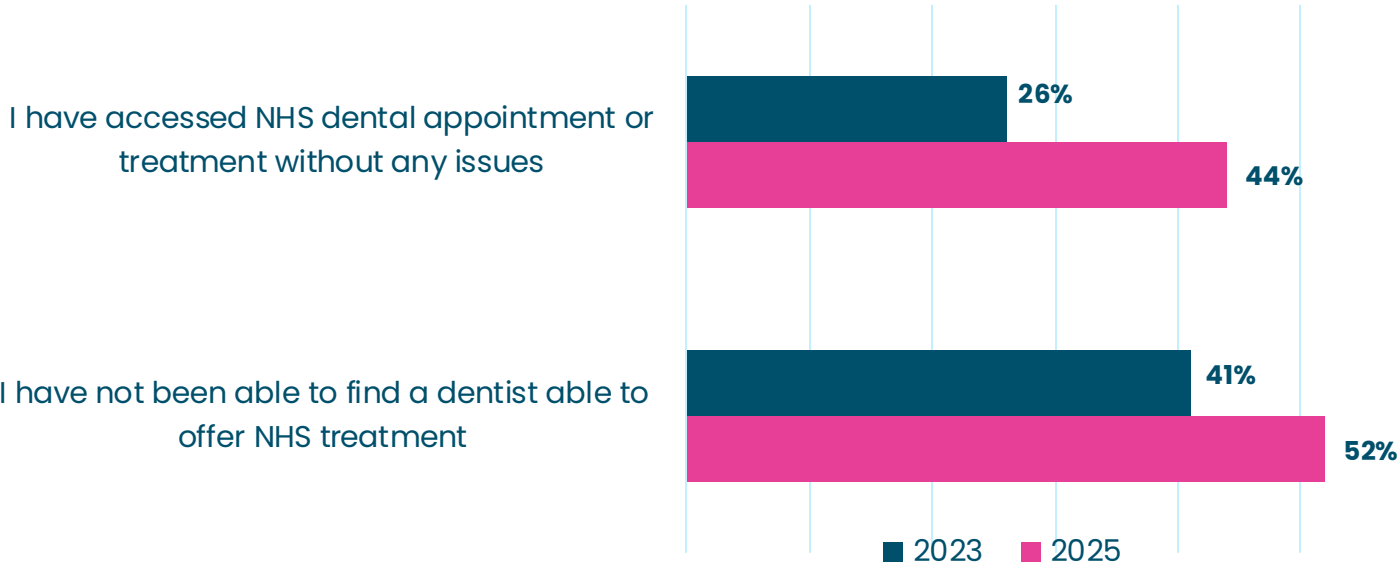
In January 2023, 220 people from across Sussex shared their views with us and in January 2025, 595 people responded to our dentistry poll.

Accessing NHS Dental services:
More than half our respondents (52%) indicated it is a struggle to access a dentist able to offer NHS treatment, which is higher than in 2023 (41%).

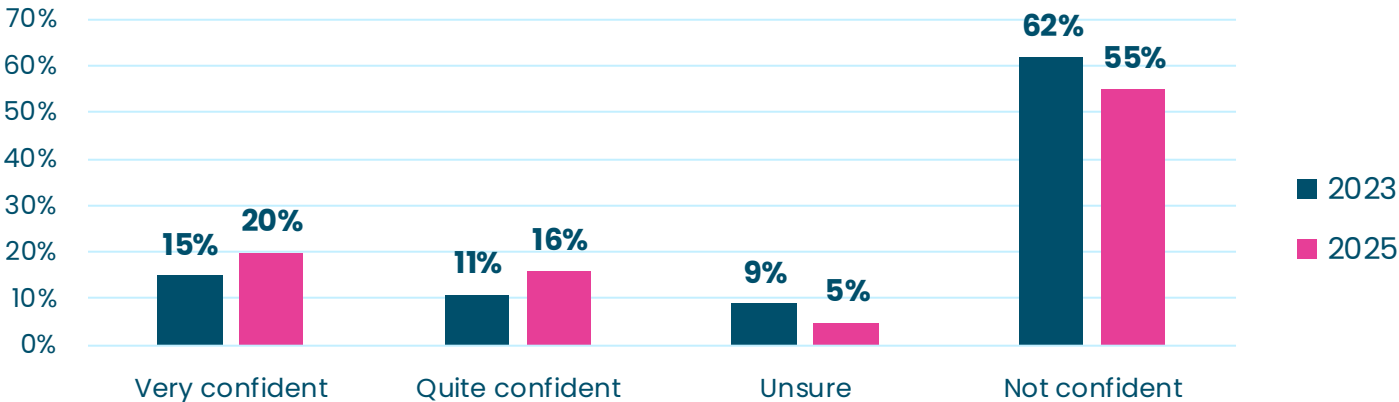
However, we saw an increase in the proportion of respondents who said they were able to access NHS dentistry without any issues in 2025 (44%), compared to 2023 (26%).

We also saw a decrease in the proportion of respondents in 2025 (55%) who were not confident about accessing NHS dental services in the next 12 months, compared to 2023 (62%).

Have you experienced any of the following over the last 12 months?

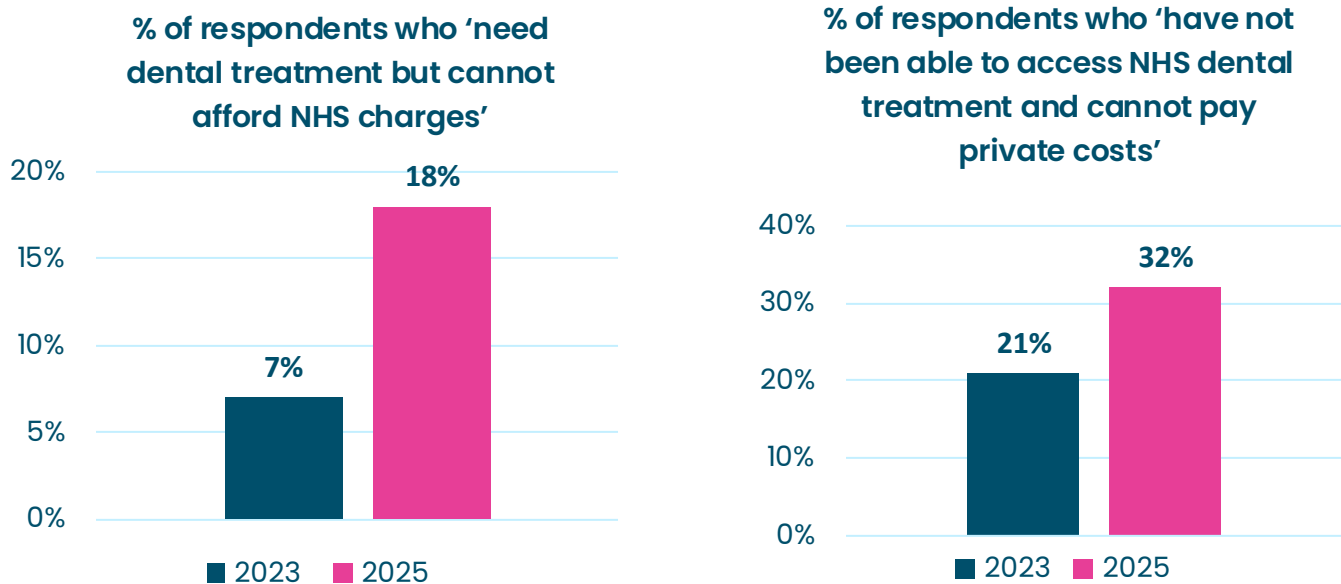


Thinking about the next 12 months, how confident do you feel that you will be able to access NHS dental services for yourself or your family when you need them?



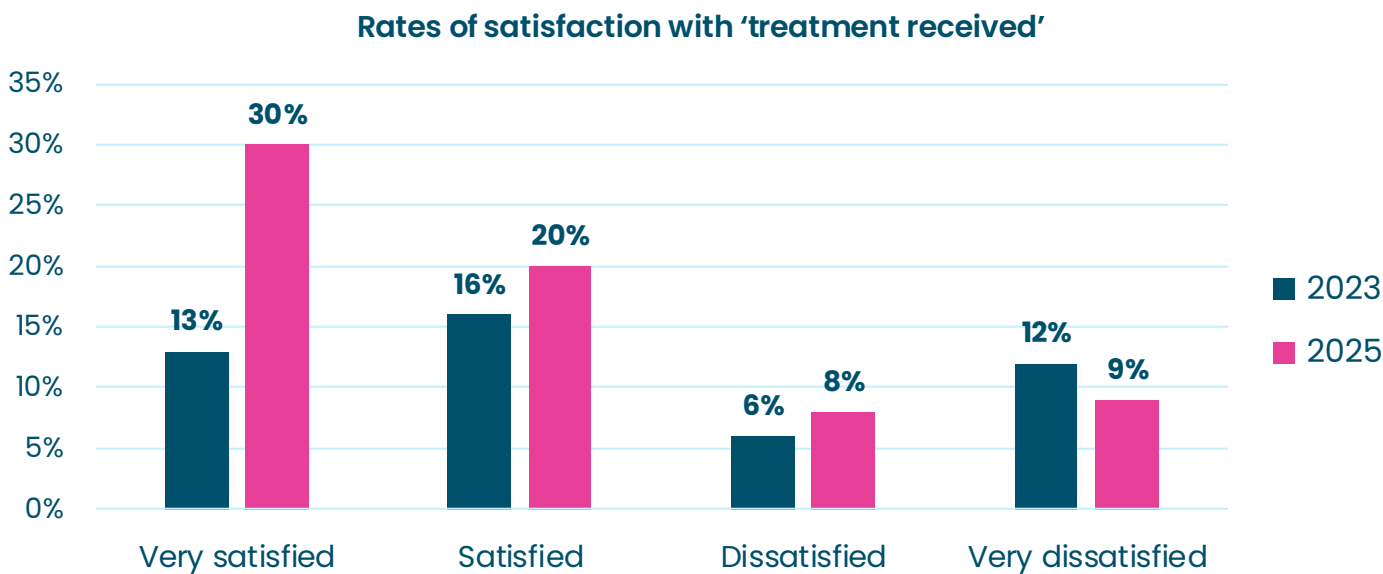
Our results show that in 2025, a greater percentage of respondents (40%) are paying for treatment privately as they could not find any NHS dentists, compared to 22% in 2023, or to access an appointment or treatment more quickly (27% in 2025 compared to 5% in 2023) .

Costs of Dentistry: Our results show a greater proportion of people are struggling to pay for dental treatment in 2025 compared to 2023. A growing percentage are unable to afford either NHS charges for dental treatment or private treatment costs as the bar charts below demonstrate:



Satisfaction with NHS dentistry: Our polls asked respondents to rate their levels of satisfaction with eight aspects of dental services. Rates of satisfaction with 'ability to find a dentist offering NHS treatment' increased, with 42% being very satisfied/satisfied in 2025, compared to 26% in 2023.

Rates of satisfaction with 'treatment received' also increased. In 2025, 50% of respondents report being 'very satisfied/satisfied' with treatment received, compared to 29% in 2023. We also a slight decrease in 'very dissatisfied' responses, down to from 12% in 2023 to 9% in 2025, as the chart below demonstrates:



Rates of satisfaction with services in 2025 were lowest with the Sussex Dental Helpline and Emergency Dental Services. 49% of respondents who had used Emergency Dental services and 50% of respondents using the Sussex Dental Helpline were 'very dissatisfied'.
[Note: these services were not included in the 2023 poll]

Respondents to our 2025 poll told us:

That many people are still struggling to find NHS dentists in Sussex (121 comments):

“Is impossible to obtain NHS dentistry now [...] My teeth are dreadful.”

“Honestly, I just don’t think [NHS dentists] exist in Brighton. It’s impossible to register”.

“It is an absolute shambles, and a huge risk to public health. NHS dentistry does not exist”.

“The lack of NHS dentistry is causing some major problems with people’s health and wellbeing. My daughter has been kept with her Dentist on the NHS because of her Autism, but both myself and her dad have not been able to find an NHS dentist within the East Sussex area”.

That dentistry is expensive – both for those having to pay for private treatment and for those paying NHS charges for dental treatment (56 comments) :

“I used to go for 6 month check ups. The costs are so high now that I can’t afford check ups. I just hope I don’t need treatment”.

“My NHS dentist closed their books to all their NHS adult patients. I am now seen by them as a private patient. [...] I struggle to pay hygienist and check-up costs from my salary”.

“I am 74 and looking at the prospect of having no further dentistry because I can't afford it. The one time I did go to a private practice out of desperation, it persuaded me that any future appointments would bankrupt me.

“My children have now left education and are on low wages. I am now having to take loans out to pay for their dental work”.

That some NHS dentists are providing a poor service (38 comments):

“Constant cancellation of appointments, general distain from dentist, no consistency of care, no discussions on care options.”

“I’ve been forced into a position where I have no choice but to join a practice [where] you never see the same dentist”.

“Although I was able to get NHS dentist appointments, they were reluctant to do any of the work I needed. They claimed they were too busy, or it was too difficult or specialised an area.”

A deep dive was completed to look into the feedback we are receiving about GP's. A full report will be published in quarter 1. This is an area we hear most about and our Manager escalated the **'5 Main Asks from Local People for GP's'** at the January Health and Adult Social Care Scrutiny Committee meeting.

1. To make booking appointments easier.
2. To have quicker turnaround time for appointments.
3. To provide priority appointments for carer's, veterans and vulnerable groups.
4. For reception staff to be more flexible and support with booking appointments.
5. To provide more support for IT navigation and access to patient applications.

The Healthwatch Manager has followed up the feedback provided with NHS Sussex and asked about changes made or planned to address the five areas. The response will be included in our next report.

This quarter, we have worked closely with a number of GP Practices, supporting them with public and patient communication around proposed service changes, such as potential closures to branch surgery sites. We have also offered support and guidance with PPG involvement and patient and public engagement

Adult Social Care

This quarter, our volunteer team visited **St Catherine's Hospice** to observe how people experience the service. They listened to people using the service, their family, friends and carers, as well as staff, and observed the nature and quality of service and the environment in which the service is provided. Our volunteers gave feedback on first Impressions and welcome, Outpatient areas, Inpatient Area, non-patient areas, staffing and management, areas for improvement and challenges and considerations.

[Read the full report for further information.](#)

The Healthwatch Manager attends Health and Social Care (HASC) Committee meetings quarterly and meets the West Sussex County Council Assistant Director of Adults and Health (DASS), to provide feedback and influence local decisions.

Throughout quarter 4, we have attended:

- Joined UK Harvest Oving community hub.
- Joined UK Harvest Midhurst community hub.
- Joined the Building Hope Drop In.
- Joined Horsham Older Persons Network.
- Joined Arun Older Persons Network.
- Joined Adur and Worthing Older Person's Network.
- Joined Crawley Older Persons Network.
- Attended Crawley Library Wellbeing drop in.
- Attended Crawley Library Pop-up.
- Attended Right Start Family Hubs at Bewbush, Broadfield and Horsham.
- Met with Saint Wilfred's Lighthouse group members Bognor Regis.

Mental Health

Throughout quarter 3, our Community and Engagement:

Attended the Mental Health Signposting Campaign Task and Finish Group (NHS Sussex) to input into discussions and support with the design of a mental health campaign to reach specific groups, including Neurodivergent, digitally excluded or when people's first language is not English.

Further Partnership Work

Webinars attended

- Sussex population health –using data
- Tobacco dependency webinar.
- WSCC Safeguarding Adults Board briefing.
- NHS Engagement protected characteristics –Age –workshop.

Spotlights published:

- Spotlight –Home and Company
- Spotlight – NSPCC pregnancy in Mind
- Spotlight –Sussex Community NHS Foundation Trust living Well Programmes

Update reports developed but not yet published

- Temporary Accommodation Lived Experience (Partner Crawley LCN).
- Journeys to Better Health project final report. (CTS/NHS north Chichester).

Reports published

- Shout Out – NHS X-ray
- Crawley LCN temporary accommodation lived experience

Projects in progress

- Low Vision and isolation (Partner 4Sight Vision Support)
- End of Life and IT (Partner Macmillan NHS/ICB Lead)
- Journeys to Better Health phase 2 (Partner Community Transport Sussex /NHS)
- Maternity Case Study
- Horsham District Women's Health Hub survey and final report (Partner Orchard and Park GP Surgery, Horsham District LCN)
- Early Start –survey and engagement (Partner West Sussex County Council, Children First)
- Barriers to access to healthcare for rural Farmers
- Chlamydia report.

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

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.

Voluntary, Community and Social Enterprise

Healthwatch West Sussex is represented in 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.

Engagement – going to where you are

We hosted a ‘Pop-up’ event at Southwater Library. This provided an opportunity to discuss your health and social care experiences and to signpost you to local services and support.

Local Community Networks (LCN's)

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 in Sussex

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 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 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:

Your experiences of NHS Dentistry

Poll Results: Experiences of accessing Neurodevelopmental Services.

Your Experiences of Vaccinations

This Quarter Our Partnership work included:

Crawley Local Community Network Temporary Accommodation Lived Experience Project

The Crawley Local Community Network (LCN) wanted to better understand people's experience of living in temporary accommodation – what is working well, what is difficult and what the real barriers are.

Our Community Partnership Lead attended the LCN and worked with Crawley Borough Council to explore this area, helping to create the survey, collect responses and collate the results into a final report.

Introduction

From initial conversations, we heard that cooking, sleeping, finances, health access and staying in touch with family, friends and community can be problems. But as an LCN, we wanted to truly understand the lived experience perspective about living in temporary accommodation from people living in temporary accommodation.

A survey was jointly devised and promoted widely through temporary accommodation sites during late September until the end of February 2025. This report is based on the 126 responses received.

Summary

Some of the main issues shared by respondents covered:

- Safety and accommodation
- Lack of storage space
- Cooking facilities (which impacts on specific dietary needs)
- Antisocial behaviour of others
- Social isolation due to language barrier
- No-visitors policy*
- Anti-social behaviour
- Rubbish and flies
- Mess left by others, noise, drug use, harassment, to feeling unsafe
- Younger members of families of having to constantly change schools
- Loss of friendships and social networks
- Having to change addresses with GP's and other organisations

Some respondents shared what has been positive:

- Ensured they and their family are safe
- Not living in fear
- Have a roof over our heads (not living on the street, sofa surfing, or living in their car)
- Independence
- Privacy
- Away from difficult situations
- It is important to add that the 'no visitors' policies relate to some but not all temporary accommodation

Click [here](#) to read the full report.

Social Value



Community Engagement and Development

Community Support: Involvement in local initiatives, partnerships with non-profits

Environmental Sustainability

- The Healthwatch West Sussex team choose to use public transport (when possible), to reduce greenhouse gas emissions and energy consumption.
- Re-using volunteer branded clothing when allocating to new volunteers.

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

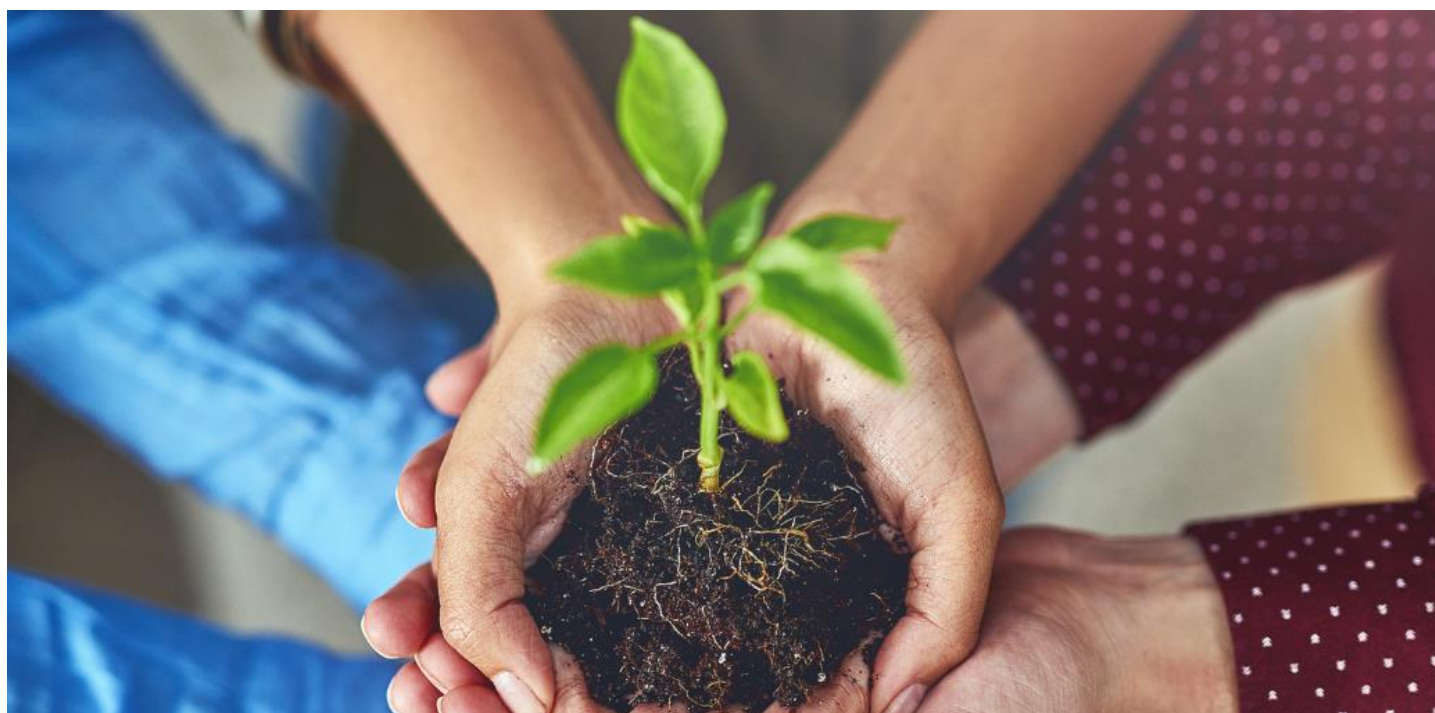
Providing information and signposting to improve access to essential services.

Health and Wellbeing

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

Stakeholder Engagement

Engaging with employees, local people, commissioners, and local communities to assess social value impacts.



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	
	Q3	Q4
Enquiries to Helpdesk/frontline team through all channels	2,631 (282 Hub Interactions + Engagement CRM entries 2,349)	2,774 (374 Hub interactions + Engagement CRM entries 2,400)
People signposted to IHCAS for ongoing advocacy support	12	22
Number of people engaged with (all channels)	20,276	23,180
Number of engagement/influencing occasions	207	145
Number of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	2,349	2,400
Number of community partners engaged with	68	69
Active community collaborations	23	56
Reports, Spotlights, and case studies published Unpublished reports shared for information	6 2	5 1
Website visits	11,618	16,159
Facebook: Followers Posts Reach	804 110 13,004	827 107 14,021
Instagram: Followers Posts Reach	594 99 2,054	609 103 2,413
LinkedIn: Followers Visitors Impressions	66 25 660	76 33 880
Heads Up briefing subscribers	1,225	1,224
External publications (hard copy and digital)	0	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	
	Q3	Q4
Volunteers	66	65
Roles covered by volunteers	101	100
Volunteering interactions (meetings, events)	362	369
Volunteer support hours	481	512
Healthwatch Board Independent Directors	51.5	53
Estimated value of volunteers **	£15,887.50	£16,775.00

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

Quarter 4 Statistics Summary



The number of enquiries to our Hub and frontline team through all channels has increased slightly this quarter, with a rise in insight logged by the Hub and an increase in the overall interactions and engagement by the team. The Hub has signposted more people across to the advocacy support service this quarter.

Although the number of engagement and influencing events has lowered, there have been some bigger events/meetings with a greater footfall.

We continue to have a healthy response to surveys, and this is reflected in the increasing statistics, as we continue to collect rich insight to feedback to local partners.

Our work is collaborative, and we continue to work with local partners supporting key pieces of work linked to our core priorities, as well as undertaking 3 small commissioned projects.

Our overall reach and engagement with local people is good, reflected in a higher number of people accessing the Healthwatch West Sussex website and an increase of followers on each of our social media platforms.

Volunteer numbers are fairly constant at present, with an increase of volunteering interactions and support hours due to the increase in volunteer activity. This has included delivering 1-1 and group training in the new Volunteero App and monthly Enter & View service visits.

Volunteering during this quarter

Volunteer App

This quarter, we have continued to roll out the volunteer management platform – Volunteero with almost two thirds of the team now set up on the app. Our Volunteer Lead has spent time delivering 1-1 and group training, orientation and mentoring to volunteers, spending significant time with those who have found the new technology challenging.

‘Enter and View’ Visits

Volunteers have supported the delivery of 5 hospital Enter & View visits:

- Southlands Hospital – Shoreham
- Worthing Hospital – Worthing
- Queen Victoria Hospital – East Grinstead
- St Richards Hospital – Chichester
- Princess Royal Hospital – Haywards Heath

Volunteers have worked with the team to plan Enter & View visits to GP Surgery's and Residential Care Homes in Quarter 2.

Healthcare Meetings

Our Volunteer Liaison Representatives have attended system meetings including:

- West Sussex County Council Pharmaceutical Needs Assessment Steering Group
- South East Coast Ambulance Service NHS Foundation Trust, Patient Experience Committee
- Sussex Partnership NHS Trust Patient Experience Group
- West Sussex Perinatal & Neonatal Group
- University Hospitals Sussex NHS Trust Patient Experience Group
- NHS Change – 10 Year Future Plan Workshops

Recruitment

New and prospective volunteers have connected with us from Worthing, Haywards Heath and Littlehampton following proactive engagement and promotion via local Volunteer Centre's and VCSE Partners across the county

Children and Young Volunteers

Our young volunteers have supported and coproduced a vlog style video as part of our Children & Young People's sexual health project looking at and addressing the low uptake of online chlamydia testing.

Our undergraduate volunteer, from the University of Greenwich, has completed a 40-hour placement with us and will be continuing to support our work as a volunteer

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:



Home & Company

Home & Company provide services in and around the Burgess Hill, Haywards Heath, and Worthing areas.

They provide home help to people who need some support to get the best out of life. Whether someone needs help with shopping, cooking, housework, laundry or administration they can help.

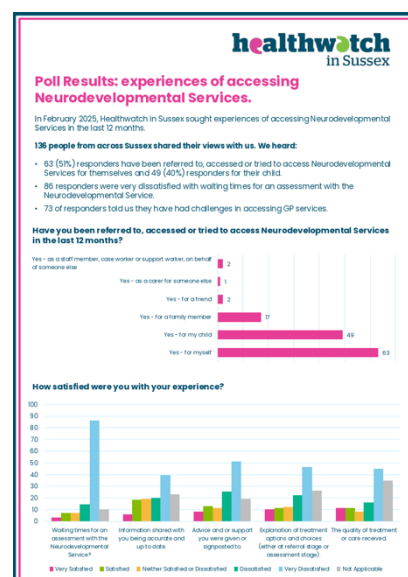
Our team come with their cars so we can also help with getting out and about to appointments, or simply companionship and a cuppa. We have a brilliant team of people and work hard to match every client carefully with the right person. Once you have been matched you see the same person each time and get to know each other well.

We aim to provide a one-stop shop and so also have a dedicated team of specialists who can offer building and maintenance, home decorating, gardening services, mobile food care, hair and beauty and anything else you may need help with around the house.

We also have a fabulous live-in care team if you are needing more wrap-around support.



Your experiences of cancer screening



Experiences of accessing Neurodevelopmental Services



Enter & View Programme visit to St Catherine's Hospice



Your experiences of NHS Dentistry



Crawley LCN Temporary Accommodation Lived Experience Project



The Sussex Community NHS Foundation Trust's Living Well Programme

The Living Well programme is a self-management course developed for people who live with a long-term health condition, such as heart disease, asthma, MS, depression, arthritis, ME/CFS, IBS and many more.

The online Living Well course could help you to learn new skills to better manage your condition and symptoms, in a supportive group environment. Topics covered include:

How to manage common symptoms such as pain, fatigue, stress, anxiety, isolation, depression, physical limitations, shortness of breath and poor sleep, goal setting and problem solving, healthy eating, physical activity, communication skills, accessing NHS services and working with your healthcare team, relaxation techniques, positive thinking, managing medications, breathing exercises, apps and online resources and budget management.

Groups are led by two trained volunteer tutors who are themselves living with long-term health conditions. Each session runs for 2 hours (including a break). Each participant will be offered a practice one-to-one video call on Microsoft Teams before the start of the course to ensure they are confident in its use.

[Spotlight Report: Living Well Programme](#)



Pregnancy in Mind

Pregnancy in Mind is a preventative mental health service designed to support parents-to-be who are at risk of or are currently experiencing mild to moderate anxiety or depression during their pregnancy.

It is a group support service, delivered online, where expecting parents can come together and build relationships, knowledge and skills to help manage any difficulties they are experiencing.

The ultimate objective of this service is to build parents' capacity to provide sensitive, responsive care to their babies – and help parents maintain these new skills postnatally and as their children grow.

Parents can start the programme between 12 and 26 weeks of pregnancy.

[Pregnancy in Mind website](#)



[Spotlight report: Pregnancy in Mind](#)

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 28th May** 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 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.



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Healthwatch West Sussex
works with [Help & Care](#) to
provide its statutory activities