

Impact & Performance Report

January – March 2026 (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.



Quarter 2 Report Contents	Page Number:
This Quarter at a Glance	3
What People are Telling us	4 - 6
Information Hub Case Study	7
Progressing our Priorities	8-9
Social Value	11
Quarterly Statistics	12
Volunteer Update	13
Reports	14
Looking Forward	15
Glossary of Helpdesk Themes	16
Statistic Calculations	17

This quarter at a glance



Making an impact for local people

Since we published the Crawley Local Community Network (LCN) Temporary Accommodation report, LCN members have been focusing on the key themes highlighted in the report.

The Cooking sub-group developed the "[How to eat well with limited cooking equipment booklet](#)", a guide to help cook tasty food when money is tight and cooking facilities are limited.



Supporting the needs of people in collaboration with partners

Partnership work and collaborations often lead to new relationships, and this was the case with our work with Stonepillow.

Through networking and other projects, we have developed a strong partnership with Stonepillow and are co-designing and delivering a Lived Experience Project to ensure local people's voices are listened to and valued by system partners.



Reaching out

Our engagement team and volunteers have continued to ensure a strong public presence across the county by attending and supporting a number of community events and activities.

Including a partnership health and wellbeing event at Southwick Community Centre, community network events in Shoreham and Angmering, plus engagement in GP surgeries in East Grinstead and Worthing.

Our engagement focus is of course to listen and collect local people's views and experiences but also to reassure the public that we are here to support them and champion their voices.



Providing valuable support

Our Information Hub continues to provide free information, advice and signposting.

Supporting local people and their families to understand their rights, navigate health and care services and to find the help they need, when they need it.

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

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

Interaction Types

157 Website contact form

57 Telephone

33 Email

Time spent on calls

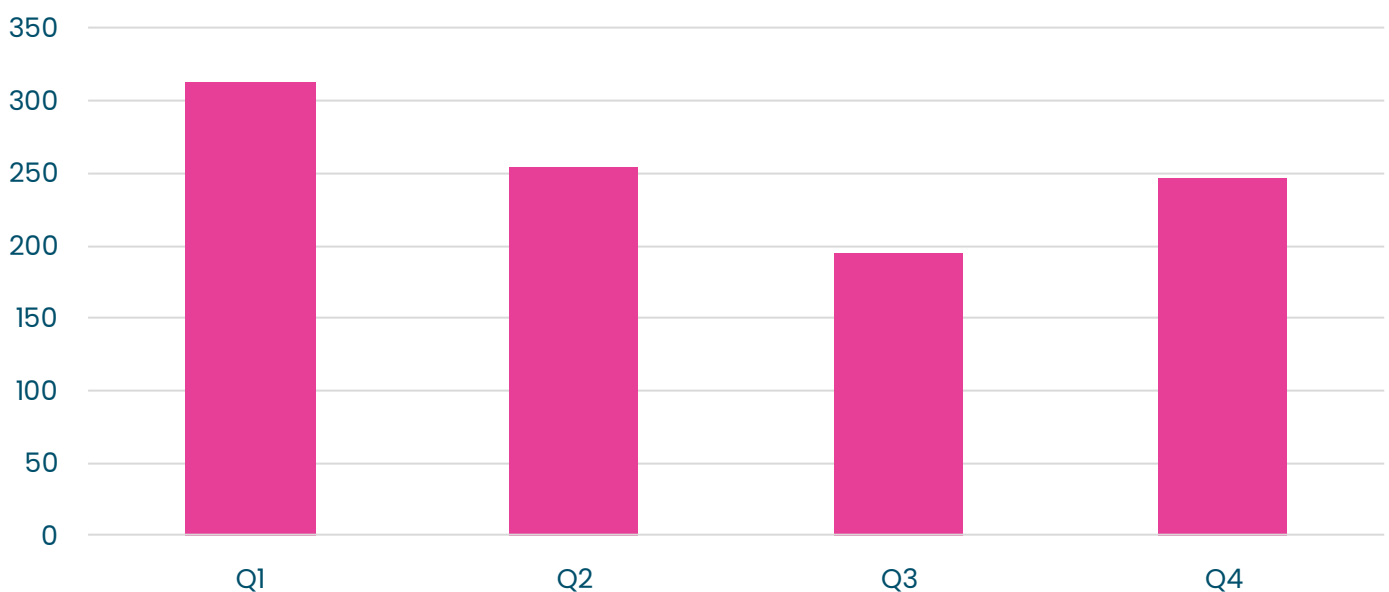
30 minutes - average time

10 minutes - Shortest time

60 minutes - longest time

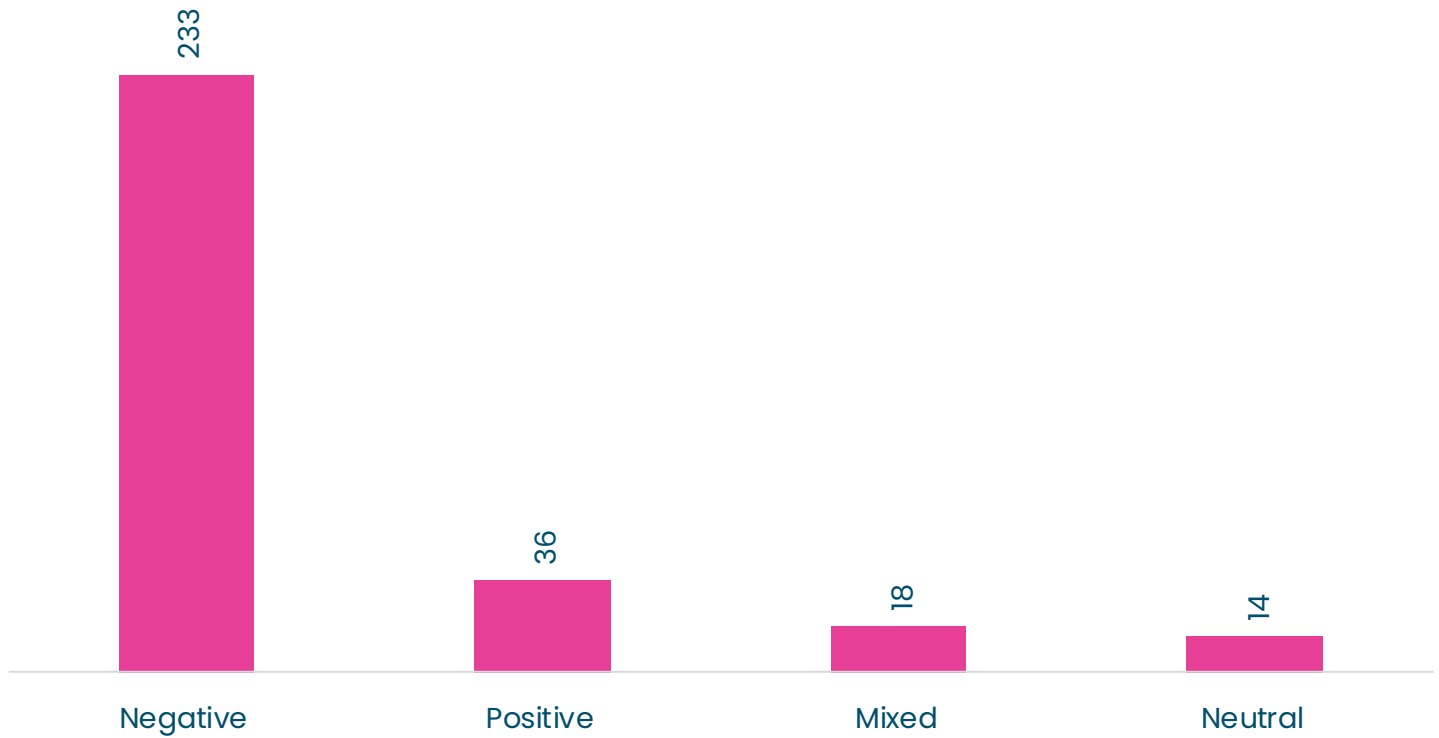
126 Voicemails

2025 – 2026 Hub Interactions



There has been an increase of 52 interactions in Q4 compared to Q3, indicating a noticeable rise in overall engagement during the fourth quarter.

Interaction Sentiment



Signposting

Top services signposted to



Top Themes

We received the highest number of enquiries about:

1. Treatment/Care
2. Support available
3. Waiting for appointments or treatment

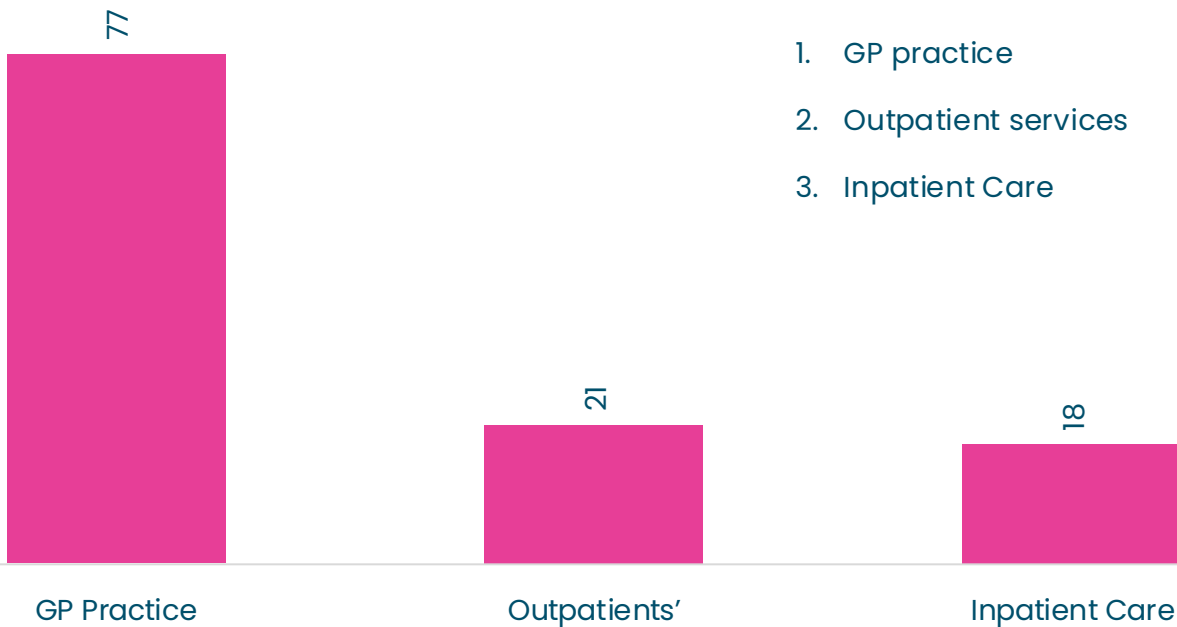


Top Services (topics)

Services receiving the most feedback

Local People are most concerned about:

1. GP practice
2. Outpatient services
3. Inpatient Care



Information HUB Case Stories



Supporting a caller with delayed test results

Situation:

Caller is unhappy that she had tests in November 2025 and only in March 2026 received a letter to say her Cholesterol is high.

Actions Taken:

Caller has diabetes and is not happy at the delay in the test result. Caller wishes to make a formal complaint as feels she is not listened to by previous complaints or expressions of being unhappy with GP service. Hub advised caller to make appointment to discuss her condition with GP. Caller also requested advocacy to support her writing a formal letter of complaint.

Impact:

Hub referred case to IHCAS.

Supporting a husband and wife with care needs

Situation:

Caller has suffered with CRPS for 35 years. Has chronic pain in hands, arms, spine, back, thighs, skin. Has been on opiates/morphine/oxycodone long term (20 years). GP has now decided she needs to come off morphine due to the side effects. Caller is aware they are not recommended for long term use and admits that the meds themselves may be increasing the pain. Caller says the affected areas are getting bigger. However, GP is not giving any alternative pain relief treatment. Caller has tried spinal cord stimulators - 7 times - so much scar tissue that cannot do any more and has tried physiotherapy.

Caller has tried hyperbaric oxygen chamber via an MS charity. Caller is insulted when people say she needs mindfulness training to 'think' herself better. Caller has been referred to pain management clinic, but they wanted her off the medications and to try mental health routes. Caller feels she cannot continue living without the medications. Caller has been referred to St Thomas's pathway 3 - but was rejected (does not know why).

Actions Taken:

Hub suggested to phone GP and insist on alternative treatment, ensuring GP is fully aware of concerns about not having any pain relief. Caller phoned back to say she had done this - GP has an appointment with her next Friday. Hub suggested to phone OT to see if she could talk to GP about treatment needed

Hub also suggested to call social worker, as her care package may change if she is in worsening pain. Hub suggested calling the CRPS charity UK to get advice support.

Hub said if still nothing suggested to help her pain after these meetings, hub could help her make a complaint. However, complaint will take some weeks to go through (GP wanting her to come off medication immediately).

Caller has got a copy of all her medical notes but has not got the energy to go through them.

Progressing our Priorities

Improving Patient and User Experience

- Working with local organisations and partners to co-design and deliver community events including the Arun & Chichester Earliest Help Event, the Rivers Charity International Women's Day Event, the Midhurst Live Wellbeing Event, and others.
- Supporting 5 UK Harvest event days in semi-rural areas of Chichester and Horsham.
- Escalating concerns with decision makers through our regular insight sharing meetings.
- Actively feeding into key meetings such as the Sussex Health and Care Assembly, WSCC Health and Wellbeing Board and WSCC Health and Adult Social Care Scrutiny Committee.
- Responding to national healthcare consultations (see page 9).
- Listening to local people and collecting insight via our information, advice and signposting hub and publishing case studies to highlight patient experiences.
- Attending events, workshops and meetings to collect and provide insight from local people, highlighting areas for improvement and influencing positive change.

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

- Developing a collaborative approach to future planning with Sussex health and care commissioners, local Healthwatch teams and our Integrated Care Board.
- Circulating our reports, newsletters and key insight themes with system meetings administrators to share with members.
- Attending Local Community Network (LCN) meetings in all 6 of our district and borough areas. These are multi agency partnerships which often include the local council health and wellbeing teams, housing, public safety, VCSE and community led organisations, GP's and other neighbourhood health providers. 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.
- Attending NHS Trust patient experience groups (x5).
- Fortnightly meetings with NHS Sussex ICB.
- Regular meetings with NHS Sussex Partnership Foundation Trust and NHS University Hospitals Trust.
- Regular VCSE meetings such as the West Sussex VCSE CEO's Network, the Sussex VCSE Mental Health Network and appropriate networking meetings in each CVS area.
- Quarterly meetings with parliamentary constituency officers from all our local MP's constituency offices.

To meet the terms of the contract, we take a structured approach to managing deliverables and monitoring progress. Healthwatch work closely with West Sussex County Council to review milestones, tracking outputs against agreed timelines, and regularly reviewing data and trends to ensure the service remains responsive and effective. By doing so, we can ensure compliance while delivering meaningful outcomes.

- We collaborate with our Sussex and Surrey Healthwatch partners to ensure there is Healthwatch representation at Sussex-wide meetings and to enable the sharing of insight and information from local Healthwatch to the health and care system; and from the system to the local Healthwatch teams.

In quarter 4 we codesigned and delivered the following pan-Sussex polls:

[Your experiences of using pharmacy services](#)

[Weight Loss Injections](#)

Initiating greater patient and public involvement in health and social care

- Providing recommendations to providers, commissioners and decision makers based on project outcomes.
- Ensuring insight is shared widely and with key NHS and Social Care contacts – locally, regionally and nationally.
- Following up after projects and revisiting pieces of work where we feel we can add value.
- Partnering with other stakeholders and feeding the local voice into partner's work.
- Providing independent advice and support.

Promoting public awareness of Healthwatch

- Increasing our reach via social media platforms – Facebook, Instagram, LinkedIn and YouTube.
- Visiting community groups as guest speakers or to give presentations about our work.
- Attending community led meetings where we can support community led projects and initiatives whilst also promoting and raising awareness of our work.
- Delivering our Community Engagement Programme – events and activities we host, co-host or attend as invited partners.

Q4 Projects and Work Activities – HIGHLIGHTS

- Partnership with UK Harvest, attending 5 events in semi-rural areas of Chichester and Horsham to collect insight and promote our work
- Right Care multi-agency event in Southwick
- Carer engagement at the Lancing Dementia Carers Support Group
- Older people engagement at the Older People's Forum's in Adur/Worthing and Horsham
- Crawley Disability Forum – engagement event
- Midhurst Live – wellbeing event
- Autism Support Crawley – engagement event
- Umbrella's Support Groups engagement in Burgess Hill, Bognor Regis and Shoreham
- HWiS Polls – Using Pharmacy Services / Local People's Experiences of Accessing Weight Loss Injections
- Living with Fibromyalgia Survey

Non-Emergency Patient Transport

Healthwatch in Sussex delivered a project to learn about patient experiences of the Non-Emergency Patient Transport Service.

In April 2025 a new provider, EMED, was procured by NHS Sussex to deliver this service. Over the last 10+ years, a number of different providers have delivered this service with issues around customer experience and quality continuing to be a theme.

Executive Summary

This project was delivered by Healthwatch in Brighton and Hove, Healthwatch East Sussex and Healthwatch West Sussex, working together as [Healthwatch in Sussex](#).

In total, we collected the views of **151 people** who had either used or applied for the service since the 1st April 2025, [read the full report here](#).



Key findings include:

- Overall satisfaction with the service has fallen since our 2020 NEPTS survey by 16.5 percentage points.
 - The number of people who would recommend the service to families and friends has also fallen since our 2020 survey by 18 percentage points.
- Respondents were asked if they felt the service had declined, improved or stayed the same since 1st April 2025. Of those that had used the service before the 1st April 2025, 30% of our respondents felt the patient transport service has declined, 27% felt the service has stayed the same and 15% of respondents felt the service had improved since the 1st April 2025.
- In terms of delays, changes or problems with journeys, only 27% of respondents had not experienced any delays, changes or problems. This is an increase to 2020, when 37.5% told us they had not experienced any delays, changes or problems. While we recognise that patient perceptions of 'delay' may not always align with the contractually agreed-upon terms, the high frequency of reported issues—specifically with 46% of respondents citing regular delays— indicates a potentially significant gap between contractual compliance and patient experience.
- Another issue of concern raised by respondents in relation to problems, delays and changes to journey was 'being taken or collected in a taxi rather than a specific patient transport service vehicle'. 55% of respondents told us they had experienced this either 'very often, often or rarely' (Of 115 respondents).
- Our respondents' overall experience of applying for patient transport was mixed.
- Use of the EMED online booking system 'The Patient Zone' was very low. 73% of respondents were not aware of the Patient Zone and of the 27% who were aware of it, only 38% had used the Patient Zone.
- Conversations with staff at the Royal Sussex County Hospital (RSCH) and Bexhill Hospital also identified concerns with patient transport, with staff saying that they felt that the service has declined since EMED has taken over the contract. Concerns raised by staff were about the impact of afternoon/evening delays for patient pick up for hospital staff who have to wait until patients are collected, concerns around one company EMED subcontracts to (OnCue transport) and finding booking generally to be less flexible, especially with return journeys.

Social Value



Local Recruitment of Board Members

Recruiting board members locally adds social value by ensuring decisions are informed by lived experience and a deep understanding of community needs. It also strengthens local ownership, representation, and trust in the organisation.

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.

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 (Engagement CRM and surveys total + Total number of HUB interactions)	9,627 (CRM/survey 9,432 + 195 hub)	2,812 (CRM/survey 2,437 + 375 hub)
People signposted to IHCAS for ongoing advocacy support (Known signposting from HUB or external provider)	10	12
Number of people engaged with (all channels) (Engagement Team, Surveys, Website Visits, Social media followers, heads-up subscribers)	17,500	16,364
Number of engagement/influencing occasions (Individual events/meetings attended by Engagement team)	73	113
Number of stories/accounts recorded on CRM and surveys responses by Local Team & through Community Partnerships	8,212	2,791
Number of community partners engaged with	195	259
Active community collaborations	114	166
Reports, Spotlights, and case studies published Unpublished reports shared for information	9 1	7 1
Website visits	6,301	8,254
Facebook: Followers Posts Reach	885 98 12,556	902 97 10,491
Instagram: Followers Posts Reach	663 94 2,397	688 83 3,389
LinkedIn Followers Visitors Impressions	98 16 1,357	105 7 1,377
Heads Up briefing subscribers	1,237	3,244
External publications (hard copy and digital)	0	0

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	67
Roles covered by volunteers	102	103
Volunteering interactions (meetings, events)	310	387
Volunteer support hours	498	510
Healthwatch Board Independent Directors	32	48
Estimated value of volunteers **	£12,300	£15,260

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

Volunteering during this quarter

Future Planning

The team have spent time coming together this quarter to forward plan and develop our Enter & View Programme, our Workplan and our Engagement Strategy for 2026-27.

As we are in unprecedented and uncertain times, it has been key to ensure all members of the team; staff, volunteers and Board Members, have been included in these discussions and plans.

All our forward plans have therefore been co-designed and developed in collaboration to ensure shared ownership and delivery of the work programmes.

Training & Shared Learning

Our team met together in March to refresh our Authorised Representative / Enter & View Training, with our experienced volunteers supporting the delivery of the training in a learn and share style workshop.

The experience and knowledge our long serving volunteers are able to share is invaluable when inducting and upskilling new team members.

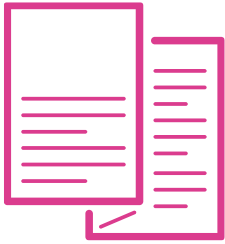
Recognising Volunteers

As part of our legacy planning, our volunteers suggested we host an event in National Volunteers Week this year, extending the invitation to former volunteers and those who have supported our work over the last 10+ years.

The team are working with our Volunteering Lead to plan this event.

If you want to know more about volunteering, contact us for a no-pressure chat via email Jo.tuck@healthwatchwestsussex.co.uk or telephone 07970424750.

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:



[Non-Emergency Patient Transport Services](#)



['You and Your GP' mapping](#)



[Consultation on the creation of a new NHS Online](#)



[Poll results: Your experiences of using pharmacy services](#)

Spotlight reports:

- [Spotlight report: Nursing, Dementia and Residential Care at Broadbridge Park Care Home](#)
- [Spotlight Report: HOPE Charity Project](#)

Looking Forward



Our 2026–27 Workplan

Due to the uncertainty about the timeframe for the closure of local Healthwatch and the transition to a new model of public voice and scrutiny, we have decided to focus our workplan activities for Quarter 1, Quarter 2 and Quarter 3 only (April – Dec 2026).

If the Government’s proposed roadmap of change is implemented, we expect to be in a transition phase from January 2027.

We have therefore worked together (staff, volunteers and Board Members), during the February workshop, to look at potential and proposed pieces of work for the next 9 months.

[Our 2026-27 Workplan](#)

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 May, 2026 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.

healthwatch
West Sussex

w: healthwatchwestsussex.co.uk

t: 0300 012 0122

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

i: [healthwatchws](https://www.instagram.com/healthwatchws)

li: [healthwatchwestsussex](https://www.linkedin.com/company/healthwatchwestsussex)



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