

Independent Health Complaints Advocacy Service

Impact & Performance Report

January - March 2026 (Q4)

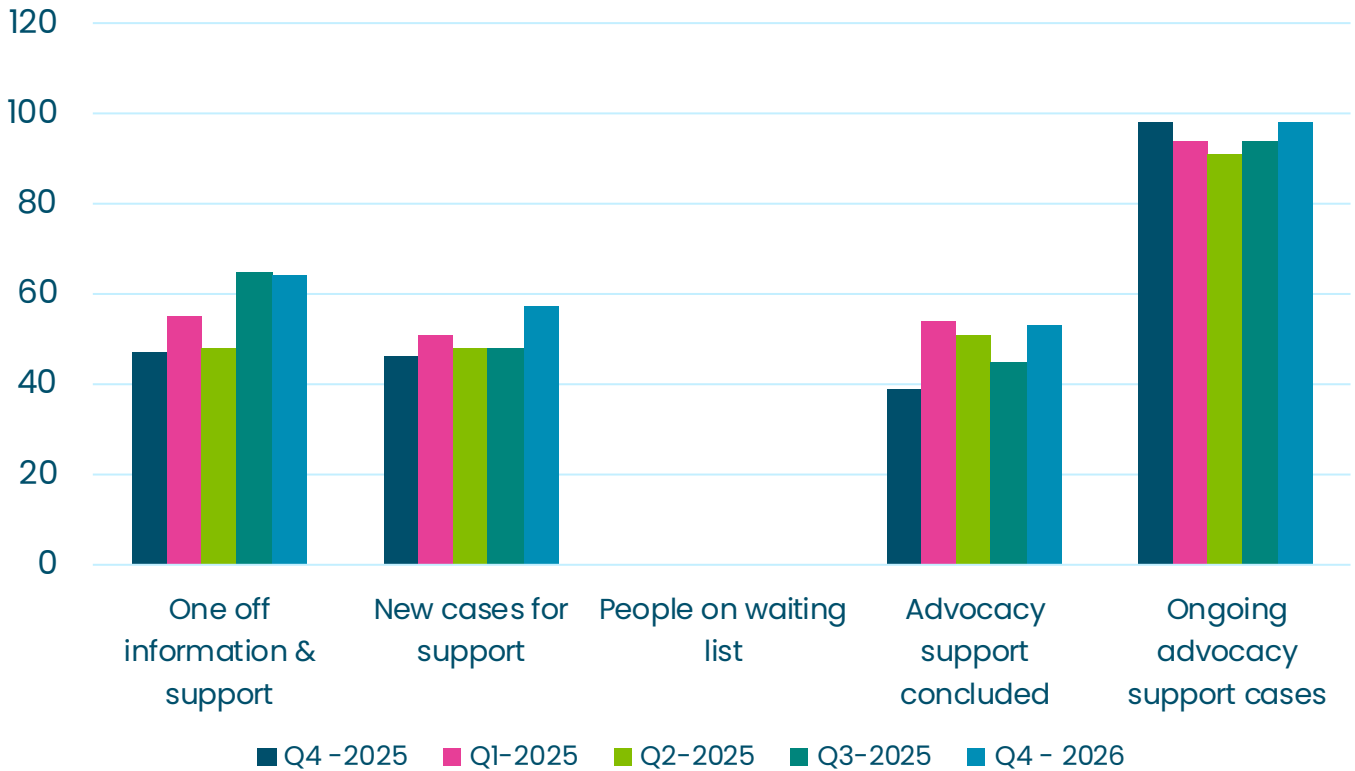
Supporting residents of West Sussex with their NHS Complaints – providing advocacy in the form of listening to the needs of the client and providing a voice for the individual to be heard. We also provide information to residents via our website to support self advocacy.



Our service

Quarter 4 2026 data shows that we continue to maintain a high level of ongoing advocacy support. Complaint resolution continues to take an extended period of time due to the pressure the NHS and complaints departments continue to be under. January 2026 the service received a very high number of requests for advocacy at one point we did consider the need to use the waiting list.

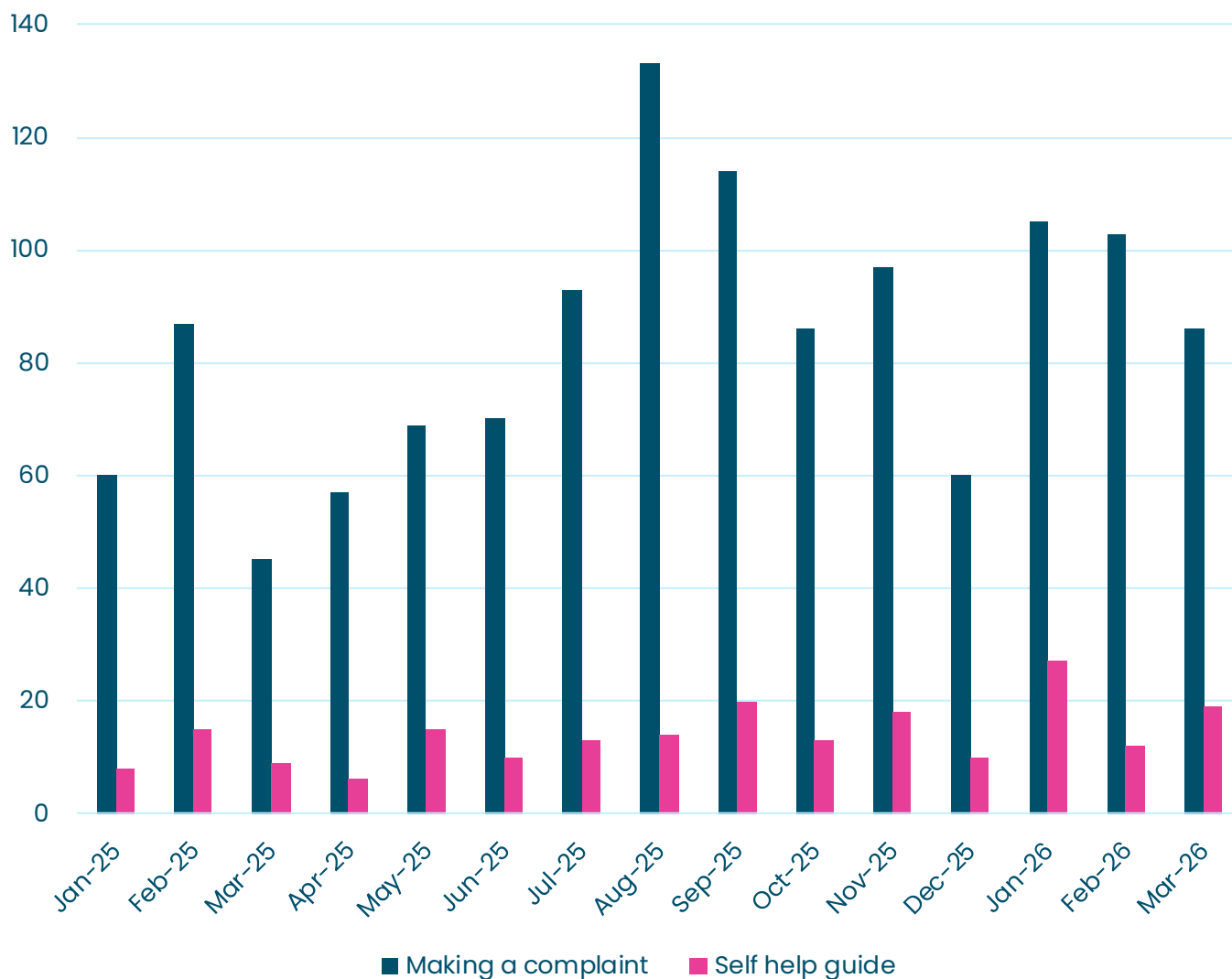
Advocacy – one year comparison



Last quarter comparison

	Key performance metrics for current and previous quarter	
	Q3	Q4
One off information and advice (Tier 1 Support)	65	64
New cases for support	48	57
People on waiting list	0	0
Advocacy support concluded	45	53
Ongoing advocacy support cases	94	98

Website views in the past year



The above data shows the number of people seeking help with making a complaint and although this is variable, the continued access to information on our website demonstrates the importance of having good quality information available to West Sussex residents.

In August 2025, there was 133 enquires to our website, and then in December 2025, there was a significant decline (60) which matches with that time of the year, when people have other distractions.

The website then saw nearly double the number of views in January (105) which matches with the number of requests for advocacy support the service had.

Our impact

Helping clients move forward

Whilst our main focus is providing support to clients with their NHS Complaint there are occasions where we have helped them move forward without involving the formal complaints process.

One example of this is where a client had not had any contact from the Physiotherapy Service for many months following a referral from their GP. Instead of making a complaint about the lack of contact which may have taken some months for a response then, with the client's agreement, the advocate contacted the PALS service involved.

On further investigation it transpired that the Service had lost the referral internally which meant the client would never have heard anything back.

The Service apologised and made an urgent appointment for the client.

Learning in complaints

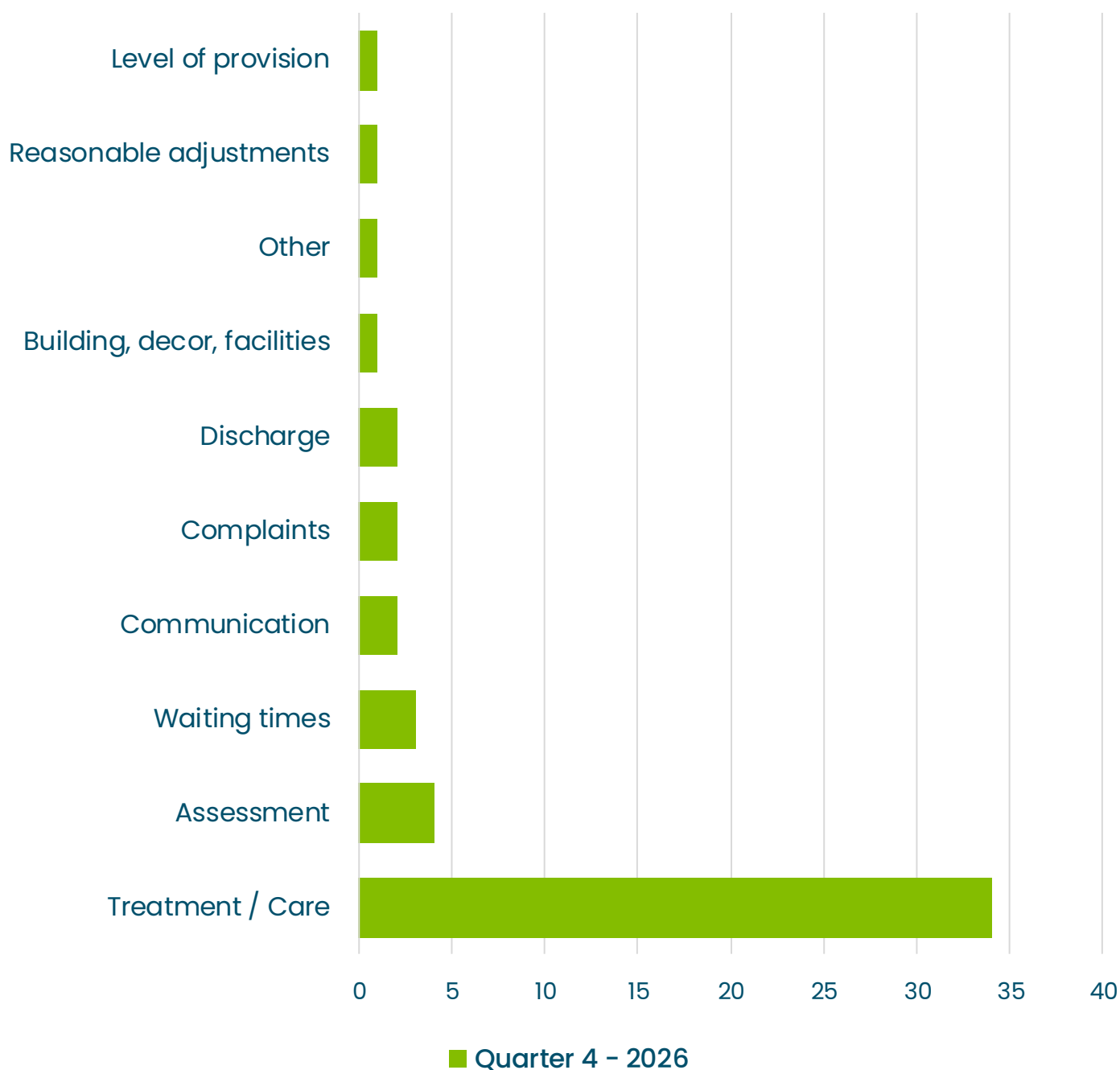
One case involved a client coming to our service following the Parliamentary and Health Service Ombudsman suggesting they might benefit from our help.

The client was struggling to respond to the Hospital's response to their complaint and had some further additional points that they wished to raise. The advocate helped request and chase a resolution meeting with the Hospital Trust.

At the resolution meeting the Hospital Trust admitted their first response was entirely unsatisfactory and that it had not been looked at by the appropriate clinicians. The Trust admitted errors and mistakes and explained how they had learned from these.

This help allowed the client to move on in the hope that hopefully fewer such incidents would happen again in the future.

Q4 Complaint Themes



Once again, this quarter, most complaints we received were related to treatment and care.

Treatment & Care Complaints – examples

- Complaints about the amount of time waiting for treatment and surgery.
- Complaint about incorrect medical summary on GP records which is affecting treatment and care at an acute hospital trust.
- Complaint about psychiatry appointment and treatment that has been offered.
- Complaint about poor quality cancer treatment.

T H A N K
Y O U



Feedback from people we have supported

- Thank you so much for your attendance at the resolution meeting. Your co-chairing of the meeting, your input, your knowledge of the file and facts.

All amazing.

Couldn't have done it without you.
- I wanted to thank you for all your help with this. I can't believe it has taken so long.

But you have stuck with us, and your support and kindness has been much appreciated.
- Thank you so much for your time in putting this information together for my client.
- I have gone over this with him, and he has found it helpful and will be looking into some of what you have shared with me.
- I would like to thank you for all your help from when I called up... Your kind and friendly manner really does help me ... you have always chased up everything that I was having trouble with.... It really does and has helped with my progress in life...

I'm really happy and truly grateful for everything

Thank you !!! 😊

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