

Impact & Performance Report

July – September 2025 (Q2)

This quarter at a glance



Making an impact for local people

We submitted a response to the [UK Parliament Committee for reproductive health conditions: girls and young women](#), to ensure that the voices of women in West Sussex are considered.

See page 9 in the full report for further details.



Supporting the needs of people in collaboration with partners

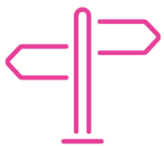
In July, we held a Summer Mental Health and Wellbeing Information Event at Saint Wilfrid's Church in Bognor Regis. We would like to thank our partners at St Wilfrid's Church the Reverend Joel Mennie and his staff for their support. Also, to all stand holders and visitors.



Reaching out

Our engagement team and volunteers attended 5 fresher fairs in September across West Sussex and heard from approximately 800 young people. We found out that most young people feel that health care priorities should be mental health, urgent and emergency care and GP Practices.

See page 11 on full report for further details.



Providing valuable support

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

Supporting local people and their families to navigate health and care services.

What we are hearing



We are hearing from people about treatment/care, staffing/staff attitudes and support available.

Progressing our priorities



You can find details of our 2025-2026 priorities [here](#).

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

Independent Health Complaints



In comparison to quarter 1, a consistently high number of people are contacting the Hub for one off information and advice. Also, the number of new cases being received for support and closures remain at a similar level as quarter 1. A higher number of people have accessed our website to read about how to make a complaint and also contacted our Hub for one-off advocacy information and support.

The most prevalent theme for complaints is 'Treatment and Care'. [Read the full IHCAS report.](#)

Looking forward



Our next [Board meeting](#) is Wednesday 19th November from 10:30 – 14:00 at Billingshurst Community and Conference Centre and via [Microsoft Teams](#).



Full Quarter 2 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