

Impact & Performance Report

July – September 2025 (Q2)

We are pleased to share details of our work from July – September 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

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 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 approx. 800 young people. We learnt that most young people feel that the main health care priorities should be mental health, urgent and emergency care and GP Practices. See page 11 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 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

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

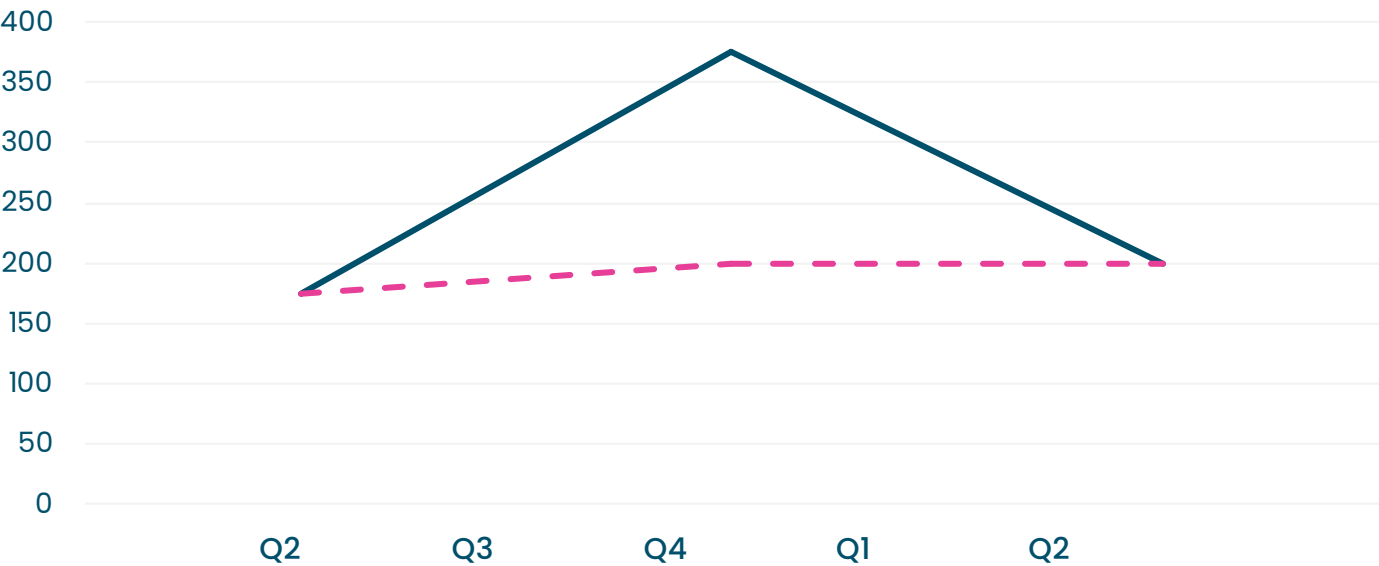
Interaction Types

- 85** Website contact form
- 46** Telephone
- 52** Email
- 72** Care Opinion

Time spent on calls

- 28** minutes – average time
- 5** minutes – Shortest time
- 60** minutes – longest time
- 138** Voicemails

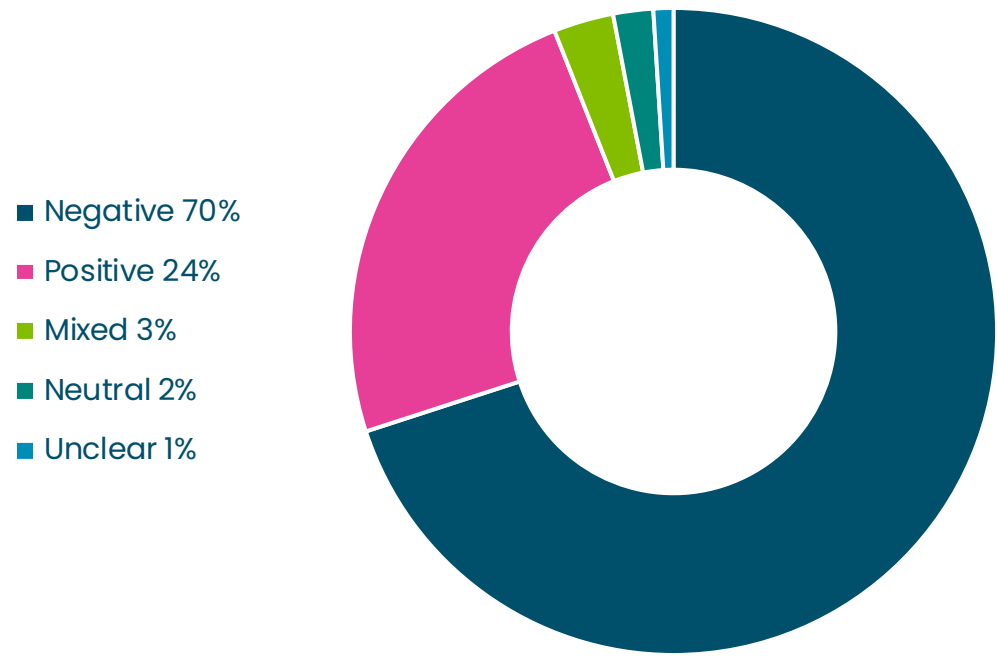
2024 – 2025 Hub Interactions



An increase of 80 interactions from Q2 in 2024.

A reduction of interactions from Q4 to date is due to an increase in people accessing our online tools and information, as well as focusing our resource on engagement activities, rather than the collation social media feedback.

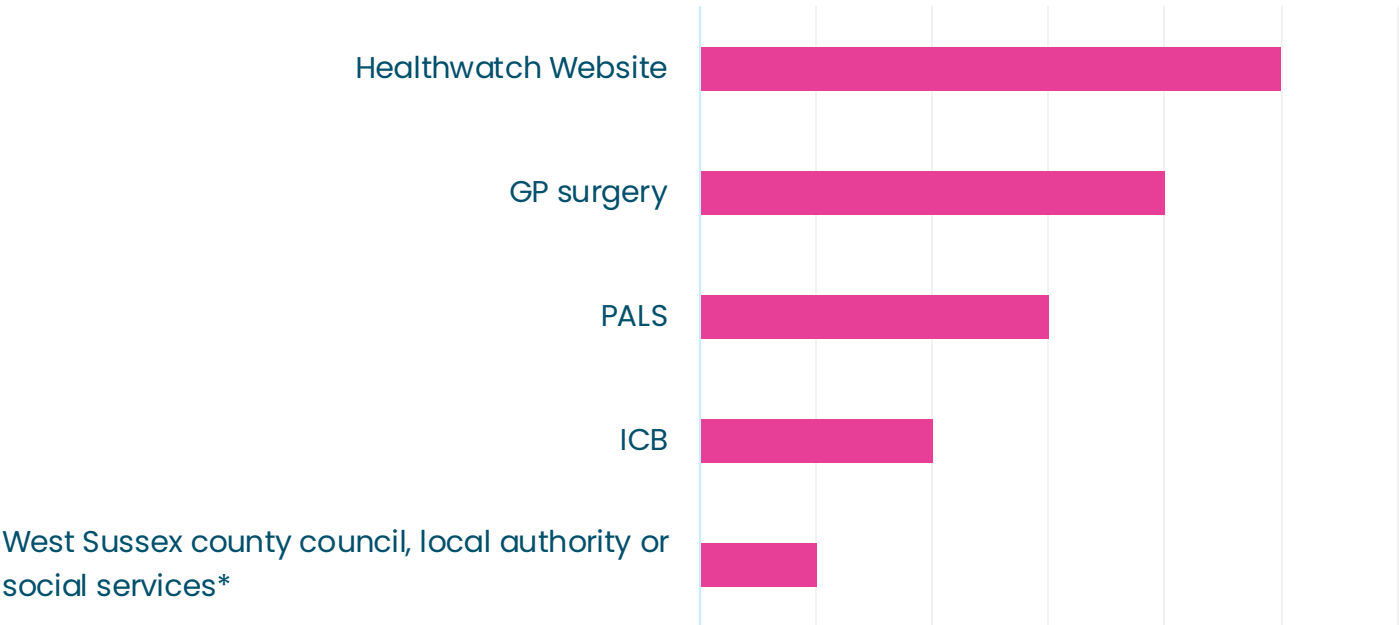
Interaction Sentiment



70% of what we hear is about what local people feel is not working as well as they expect. However, we received mixed insight about health and adult social care services, and this also includes some really positive experiences.

Signposting

Top services signposted to



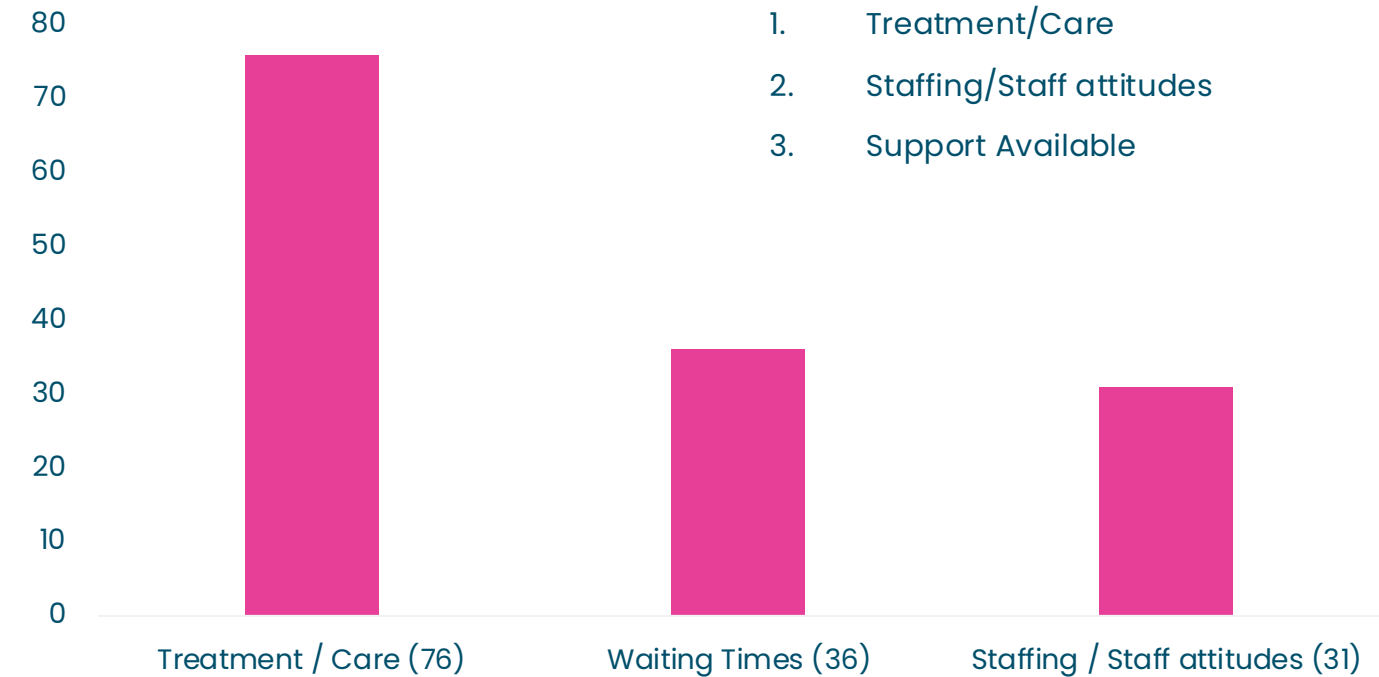
*Calls about social care, elderly living arrangements or housing issue.

Most signposting in Q2 was related to **healthcare complaints**.

Top Themes

We received the highest number of enquiries about:

- 1. Treatment/Care
- 2. Staffing/Staff attitudes
- 3. Support Available

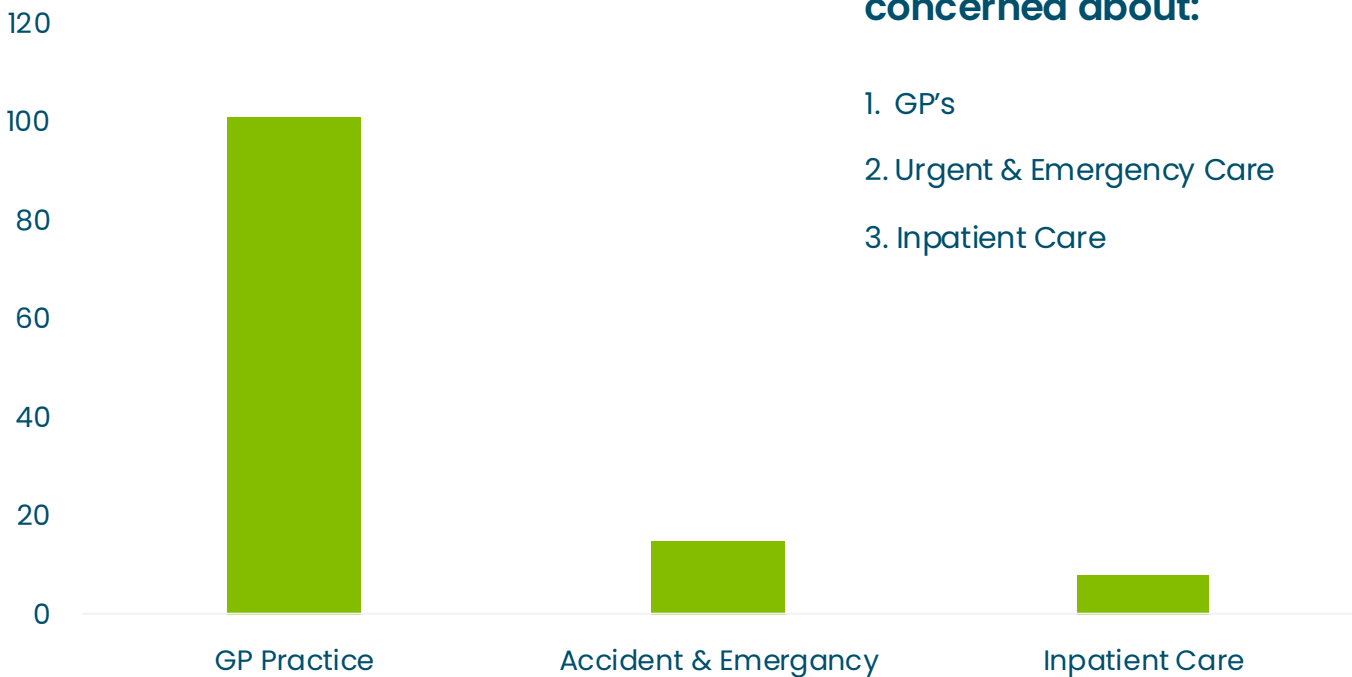


Top Services (topics)

Services receiving the most feedback

Local People are most concerned about:

- 1. GP's
- 2. Urgent & Emergency Care
- 3. Inpatient Care



Information HUB Case Story



Supporting a Family Facing Unsafe Discharge and Complex Care Needs

Situation:

A caller contacted the Helpdesk deeply concerned about the care and discharge process for her elderly father, who had recently been in and out of hospital. Following a failed discharge, he was placed into a residential care home without any consultation or involvement from him or his family.

Shortly after admission, he contracted sepsis and was readmitted to hospital in a critical condition.

Despite his condition and recent hospitalisation, the discharge team were preparing to send him home again, raising serious concerns for his safety.

The caller was strongly opposed to another residential placement and believed live-in care would be more appropriate. Due to the complexity of her father's needs, she recognised that Continuing Healthcare (CHC) funding would be necessary.

Actions Taken:

The Hub Helpdesk listened to the caller's concerns with empathy and supported her in preparing for conversations with hospital staff, helping her feel more confident and informed.

Recognising the potential eligibility for CHC funding, the Helpdesk signposted her to Beacon, a specialist organisation offering advice on NHS Continuing Healthcare.

The caller expressed gratitude for the opportunity to be heard and for the practical support provided, especially as she was unwell herself and feeling overwhelmed trying to advocate for her father alone.

Impact:

The immediate outcome was the caller feeling more supported and empowered to challenge an unsafe discharge.

The signposting to Beacon provided her with access to expert guidance on CHC processes, increasing the likelihood of her father receiving a care package aligned with his complex needs.

The emotional support and practical guidance offered by the Helpdesk helped reduce the caller's stress and improved her ability to advocate during a critical time. She indicated she would reach out again if further support was needed, demonstrating trust in the service and the value of the ongoing support offered by the Hub.

Progressing our Priorities

Improving Patient and User Experience

- Listening to local people and collecting insight via our information, advice and signposting hub. Our case study (pg7) provides an example of how we have supported a local person with discharge.
- Attending events, workshops and meetings to collect and provide insight from local people.
- Working with local organisations on projects, including providing extraction data from Horsham District Women's Health Survey to 8 GP Practices to help inform next steps, as well as contributing to the [Crawley LCN temporary accommodation booklet and e-newsletters](#).
- Conducting statutory 'Enter and Views' on premises and providing reports. Latest visits.
- Escalating concerns with decision makers.
- Actively feeding into key meetings such as the Sussex Health and Care Assembly, Health and Wellbeing Board and Health and Adult Social Care Scrutiny Committee.
- Responding to national healthcare consultations (see page 10).

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

- Arranging a summer mental health event in Bognor Regis and inviting local partners.
- Circulating our work with key meetings administrators to share with members.
- Attending Local Community Network (LCN) meetings.
- Joining and feeding into task and finish groups.
- Attending patient experience groups.
- 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.
- Healthwatch West Sussex joins 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.
- 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.
- 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.

- 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 bi-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 bi-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:

[Poll Results: How do your dietary and nutritional needs affect you](#)

[Poll Results: Recent Changes to GP Practices](#)

Initiating greater patient and public involvement in health and social care

- Providing recommendations following projects.
- Ensuring insight is shared widely and with key NHS and Social Care contacts.
- Following up after projects.
- We feed the local voice into partner's work.
- We provide independent advice and support.

Promoting public awareness of Healthwatch

- Gaining more followers on social media platforms.
- Joining meetings to present to groups what we do and how we can support partners and local people.
- Partnership networking.

Impact: Informing National Decisions

Healthwatch West Sussex Response to UK Parliament Committee for reproductive health conditions: girls and young women

From our insight collection and work with local organisations, we responded to the government highlighting the below points, in reference to the [Women's Health Strategy: 2024 priorities – GOV.UK](#)

Access to Women's Health Hubs

- The submission challenges the assumption that Women's Health Hubs (WHHs) are widely available.
- Many areas lack tangible services despite policy announcements and discussions.
- Changes in GP appointment systems are not enough; most women see little real-world impact.

Decline in GP Provision

- Some GP practices have lost key women's health skills (e.g., pessary fitting, endometriosis care) post-COVID.
- Lack of training means delays in diagnosis and treatment for conditions like endometriosis.

Fragmented and Inconsistent Services

- Services are inconsistent, disjointed, and poorly connected.
- Women with chronic conditions, especially endometriosis, often live in pain while waiting for help.

Poor Communication and Lack of Respect

- Women report feeling: Dismissed or not believed by healthcare professionals and/or not treated with dignity, respect, or cultural sensitivity.
- Communication issues break trust and undermine effective care.

Need for Clear Care Pathways

- Clear, concise, and easy-to-navigate care pathways.
- Better communication to avoid repeating health histories.
- Shared decision-making and collective responsibility in care.

Endometriosis: A Critical Focus

- Endometriosis affects 1 in 10 women and is still widely misunderstood.
- Average diagnosis time is nearly 9 years (as of 2024).
- Lived experience highlights the importance of ongoing relationships with healthcare providers—currently difficult due to appointment system changes.

Value of Peer Support and Health Education

- Peer-led initiatives (formal or informal) help women build confidence and self-manage conditions.
- Example cited: Early 2000s Expert Patient Programme for endometriosis.
- Recommendation: A new peer education programme co-led by professionals and lived-experience tutors.

Insights from Women Aged 18–30 (West Sussex February 2025 Survey)

Services desired:

- **Clinical support:** Endometriosis, period pain, ovarian cysts, hormone issues, incontinence, STD testing.
- **Mental health:** PMDD, PMS, hormone-related mood changes.
- **Education:** PCOS, contraception, menstrual health, what's "normal" in female health.
- **Peer support groups:** Endometriosis, PCOS, PMDD.

Themes from lived experiences:

- Desire for dedicated, specialised women's health clinics.
- GP appointments hard to access; women feel de-prioritised.
- Want face-to-face consultations with knowledgeable professionals.
- Frustration with being passed between services or dismissed.
- Need for earlier education on periods and female health.

High demand for:

- Better listening from medical professionals.
- Gender-sensitive care (some prefer female practitioners).
- A helpline and easier access to trustworthy information.

Conclusion

The submission highlights systemic gaps in service provision, training, communication, and awareness. It calls for action to create meaningful, community-focused services that empower women and respect their lived experience.

Connecting with Young People

Fresher Fair Engagement 2025 – Key Findings

Engagement Overview

Our engagement team and volunteers visited 5 college sites

Approximately 800 young people engaged

Methods: Graffiti table, service priorities poll, info on volunteering & sexual health projects



Top 3 Service Priorities (Ranked by Young People)

Young people could choose up to 3.



Mental Health

Still the #1 priority for the 3rd year



Urgent & Emergency Care

Rising concern (was 4th in 2023)



GP Services

Consistent concern across years



Emerging Themes

2025 focus: **More personal experiences**, less about friends/family (shift from 2024)

No major issues reported this year from trans or gender fluid YP – improvement from 2023–24

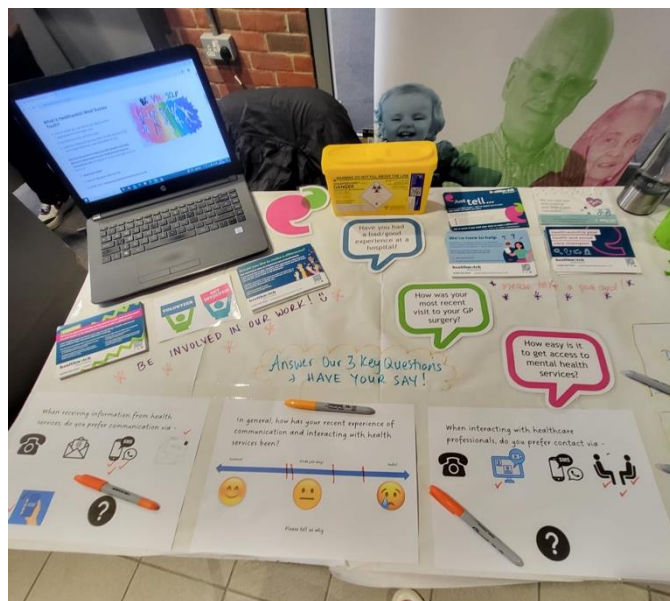
Public setting limits personal story sharing.



Recommendations

Introduce follow-up options (online or paper forms) for deeper insight

Maintain strong focus on mental health & urgent care access



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	
	Q1	Q2
Enquiries to Helpdesk/frontline team through all channels (Engagement CRM and surveys total + Total number of HUB interactions)	23,992 (CRM/survey 23,679 + 313 Hub)	4, 424 (CRM/survey 4,169 + 255 Hub)
People signposted to IHCAS for ongoing advocacy support (Known signposting from HUB or external provider)	15	14
Number of people engaged with (all channels) (Engagement Team, Surveys, Website Visits, Social media followers, heads-up subscribers)	24,800	22,465
Number of engagement/influencing occasions (Individual events/meetings attended by Engagement team)	109	112
Number of stories/accounts recorded on CRM and surveys responses by Local Team & through Community Partnerships	23,679	4,169
Number of community partners engaged with	122	171
Active community collaborations	20	25
Reports, Spotlights, and case studies published	8	8
Unpublished reports shared for information	5	8
Website visits	7,925	13,433
Facebook: Followers Posts Reach	846 108 10,945	866 110 30,166
Instagram: Followers Posts Reach	631 105 3,189	651 108 2,663
LinkedIn: Followers Visitors Impressions	85 8 651	89 19 1341
Heads Up briefing subscribers	1,239	1,241
External publications (hard copy and digital)	1	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	
	Q1	Q2
Volunteers	65	66
Roles covered by volunteers	100	102
Volunteering interactions (meetings, events)	361	384
Volunteer support hours	498	512
Healthwatch Board Independent Directors	30	40
Estimated value of volunteers **	£14,700	£15,800

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



Quarter 2 Statistics Summary

The total number of stories/accounts recorded on CRM and survey responses by Local Team & through Community Partnerships has reduced this quarter. This was expected following a high response to surveys in quarter 1. Due to the nature of our work, quarters will differ depending on the projects, surveys and events we are involved in. Also, time of year is a factor and particularly over the summer, both our team and external teams are affected by the summer holidays.

Our IHCAS service maintains a consistent number of direct referrals.

There have been fewer engagement occasions in total, although a higher number of partners engaged with. This includes updating on current projects in progress, attending meetings to stay updated and discussing future projects.

The number of reports produced this quarter has remained consistent.

Website visits have greatly increased, seeing a positive trend of new followers on social media platforms, including 'Heads-up Newsletter Briefing' subscribers.

There has been an increase this quarter of volunteer support hours, especially with our attendance at fresher fairs throughout West Sussex.

The Board has recruited 3 new Board members, and this has led to an increase of Board independent director hours.

Volunteering during this quarter

'Enter and View' Visits

- Princess Royal Hospital, Haywards Heath
- Worthing Hospital
- St Lawrence Surgery, Worthing

Freshers Fairs (Young People Engagement)

Chichester College

Crawley College

Haywards Heath College

Northbrook College, Worthing

Worthing College

Recognising Volunteers

In July we invited our volunteers to come together at Billingshurst, for an information update session, and to thank them for the time they give. This was part of our National Volunteers Week celebration. We shared tasty treats and reflected on our collective achievements with a review of our annual report.

Our volunteers are at the heart of what we do

"During our visits to hospitals we have been able to influence on the spot actions to make the patient environment and experience better"



We are always recruiting for new volunteers to join our team!

Contact us for a free no-obligation chat via email or telephone.

Jo.tuck@healthwatchwestsussex.co.uk / 07739436602

Our Volunteering Roles

Authorised Representatives

Volunteers authorised by HW to visit publicly funded health and care services as part of our statutory powers to 'Enter & View' services and produce reports based on our observations and experiences.

Liaison Representatives

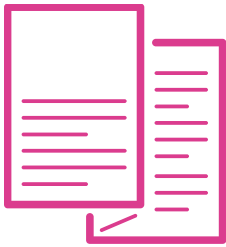
Volunteers who regularly and routinely attend specific meetings, groups or forums on behalf of HW West Sussex, ensuring the public voice is heard and reporting back to HW.

Community Researchers

Volunteers who support our public engagement activities in the community or help with social media engagement and desktop research.

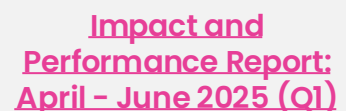
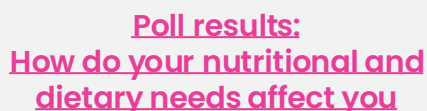
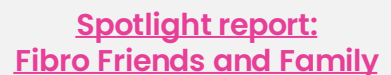
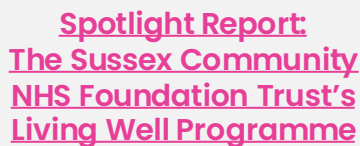
Project Support Volunteers

Endless opportunities to support other tasks and activities that link to our core workplan delivery and social enterprise projects.



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:



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 19th November** 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.



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t: 0300 012 0122

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

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li: [healthwatchwestsussex](https://www.healthwatchwestsussex.org.uk)

t: [healthwatchws](https://www.healthwatchws.org.uk)



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