

# Impact & Performance Report

October – December 2024 (Q3)

## This quarter at a glance



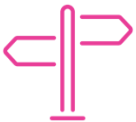
**We found 82% of people with a cancer diagnosis and those who support them, are not aware of cancer care reviews.**

Quality and Outcomes Framework (QOF) sets out a requirement for cancer patients to have a review at time of diagnosis (within 3 months) and after an acute treatment (within 12 months). We shared findings, attended focus groups and supported initiatives to raise awareness of the review.



**We collected Sussex wide insight about health and social care experiences.**

We asked Sussex people about hospital discharge, Outpatient appointment letters and adult social care. We listened to what is working well and not so well and shared your feedback with health and social care decision makers to help influence future service decisions.



**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

We received **2,631** Enquiries to Helpdesk/frontline team through all channels (282 Hub Interactions + 2,349 Engagement CRM entries).

We engaged with **20,276** local people and heard from you about what matters most, your experiences, priorities and what works well and health and social care services that are not meeting your needs.

Our Healthwatch Manager escalated issues to colleagues, NHS Sussex, West Sussex County Council and partners and attends meetings with decision makers to help influence decisions and bring about positive change.

## What are people telling us



The total number of interactions logged by the Helpdesk for all Healthwatch services for West Sussex were **282**, of which **60** were via telephone and **75** via email, **10** face to face, **25** via the contact form on our website and **112** from Care Opinion.

The average time spent on recorded calls, including research was **26** minutes, the longest time spent dealing with a call was **70** minutes and shortest time, **5** minutes.

## Progressing our priorities



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

Current priorities include Adult Social Care Strategy, NHS Dental Care, Community Services and Youth Mental Health.

2025–26 priorities are now in review and will be published following public consultation and approval from the Healthwatch West Sussex Board.

## 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 6 Reports.

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

## Independent Health Complaints



In comparison to quarter 2, a higher number of people contacted the Hub for one off information and advice. There were less new cases for support. The overall ongoing case load remains constant across the quarters.

The most prevalent theme for complaints is 'Treatment and Care'.

[Read](#) the full IHCAS report.

## Looking forward



Our next [Board meeting](#) is Wednesday 28<sup>th</sup> May at Billingshurst Community and Conference Centre and via Microsoft Teams.



## Full Quarter 3 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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t: [healthwatchws](https://www.healthwatchws.org.uk)



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