

Impact & Performance Report

October – December 2024 (Q3)

We are pleased to share details of our work from October to December 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 3 Report Contents	Page Number:
This Quarter at a Glance	3
Impact: Making a Difference	4 – 5
What People are Telling us	6 – 9
GP Deep Dive	10 – 11
Information Hub Case Story	12 – 13
Progressing our Priorities	14 – 16
Community Collaborations	17
Social Value	18
Quarterly Statistics	19 – 20
Volunteer Update	21
Reports	22 – 23
Looking Forward	24
Glossary of Helpdesk Themes	25
Statistic Calculations	26 – 27

This quarter at a glance



Making a difference to Cancer Care

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 acute treatment (within 12 months).

Since publication of our report we have shared findings, supported initiatives to raise awareness of lived experience voice and set up a non-medical focus group.



Reaching out

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.



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.

Impact: Making a difference



Raising awareness of the lack 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).

Healthwatch West Sussex, NHS Sussex and MacMillan worked collaboratively to gain insight from individuals with a cancer diagnosis, and those who support, carers and family members.

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

From separate conversations with healthcare professionals, we have also learned that training about how to conduct the Cancer Care Review is needed and knowledge of who to refer people to within the Voluntary, Community and Social Enterprise Sector.

What is a Cancer Care Review (CCR)?

A Cancer Care Review is a holistic approach, comprising of:

- Preparation for treatment and supporting patients' mental and physical health.
- A program to help patients maintain/restore physical and emotional well-being.
- Assessing additional needs or considerations surrounding work, finances, and caregiver support.
- Assessing potential barriers that may affect a person accessing resources and services.

We heard that there seems to be unclear communication with regards to:

- Awareness of the Cancer Care Review.
- Benefits of pre-habilitation.
- Benefits of rehabilitation.
- Where to go to have questions answered.
- What is important to the person and who is important.
- Who can support from the Voluntary and Community Sector.
- It appears that services are not consistent, connected or working in a pro-active, collaborative way to give people the support they need and deserve.

Cancer Care posters :

Macmillan Cancer Care poster was designed to raise awareness of the review in Primary Care. [Click here to view the posters.](#)

What we did:

- Listened to the experiences and needs of local people.
- The report was shared widely through our social media and website and with NHS Primary Care, and Surrey and Sussex Cancer Alliance.
- Escalated concerns regarding lack of cancer care reviews.
- Shared feedback around inconsistent approaches to reviews with decision makers.
- Raised awareness of the importance of the review and the Quality and Outcomes Framework requirements.
- Promoted training needs within primary care.
- Set up a focus group to collect insight and to present the report findings. We are actively encouraging a consistent and connected approach for CCR's so that people diagnosed with cancer receive this important review.

Our impact:

- Helped to positively influence cancer care for future patients, by sharing lived experience to increase understanding of some of the potential barriers.
- Supported health services to maximise opportunities to support the patient throughout their journey, being both patient centric and financially cost effective.
- Brought non-medical health care professionals together to work collaboratively to improve patient care.
- Improving cancer care recovery for patients by helping to streamline rehabilitation support provided by primary care practitioners.



"I would like to thank Healthwatch for this in-depth report. It has giving us the opportunity to work with our primary care colleagues and explore further the opportunities available and to explore why GPs aren't telling patients that they are completing cancer care reviews. The primary care nurses working in Sussex are now writing a paper to support GP practices in how to complete the cancer care reviews."

Vicki Havercroft Dixon RGN MSc ACP, Lead for Nursing and AHPs, Surrey and Sussex Cancer Alliance

What people are telling us?



This section shares the insight from people who contact our Helpdesk for information, signposting and advice.

Enquiries received by the Helpdesk Team

282 Interactions logged by our remote Helpdesk for all Healthwatch services for West Sussex in this quarter.

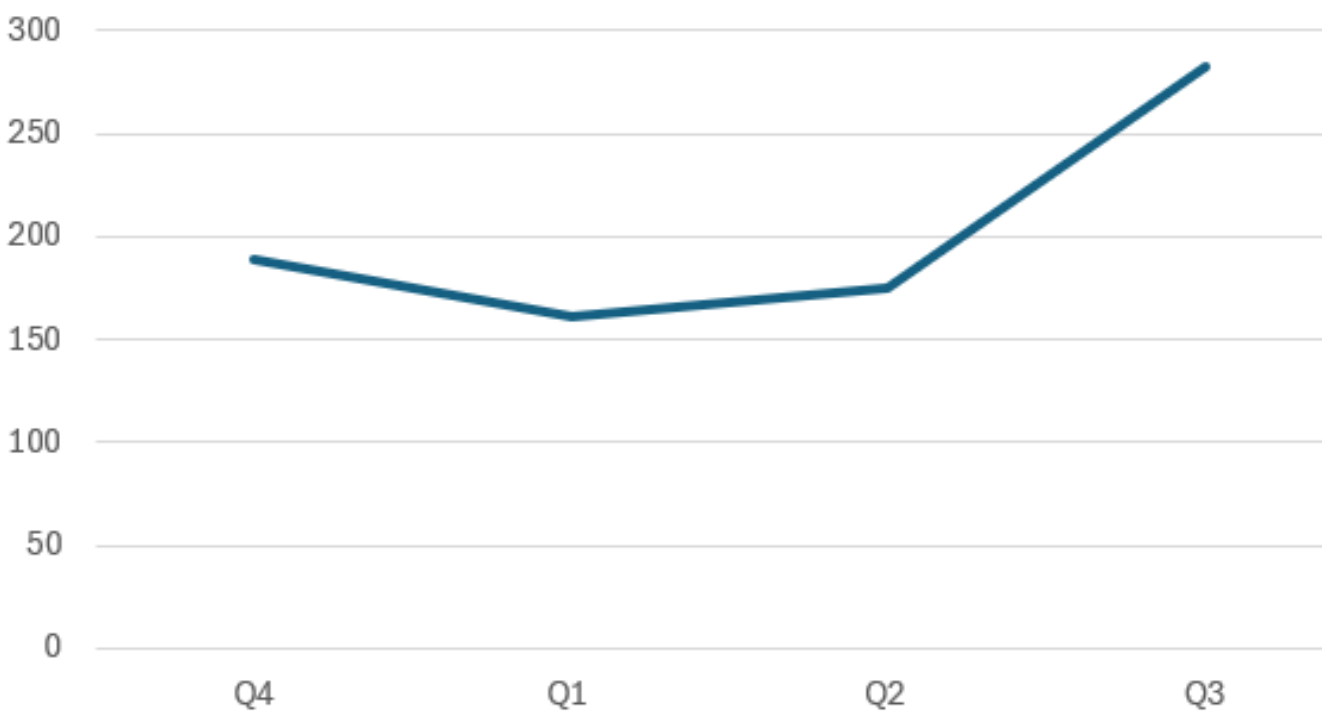
Interaction Types

- 10** Face to face
- 25** Website contact form
- 60** Telephone
- 75** Email
- 112** Care Opinion

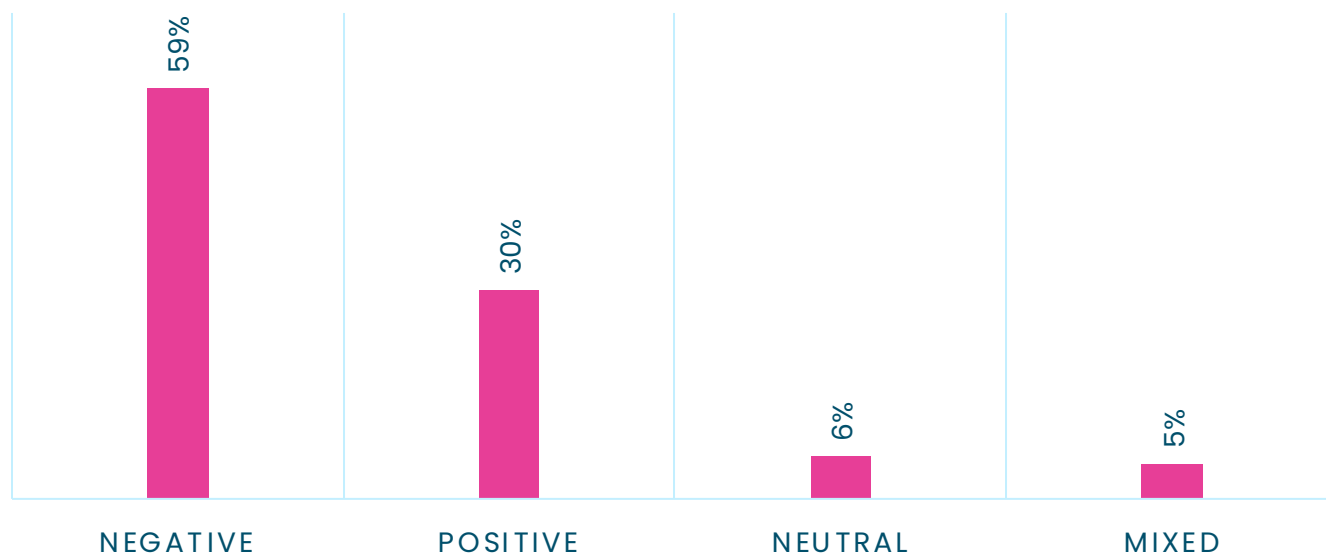
Time spent on calls

- 26** minutes - average time
- 5** minutes - Shortest time
- 70** minutes - longest time
- 115** Voicemails

2024 Interactions



Sentiment



Signposting

Most signposting by the HUB:

GP Practices, NHS ICB, Independent Health Complaints Advocacy Service

Other signposting included:

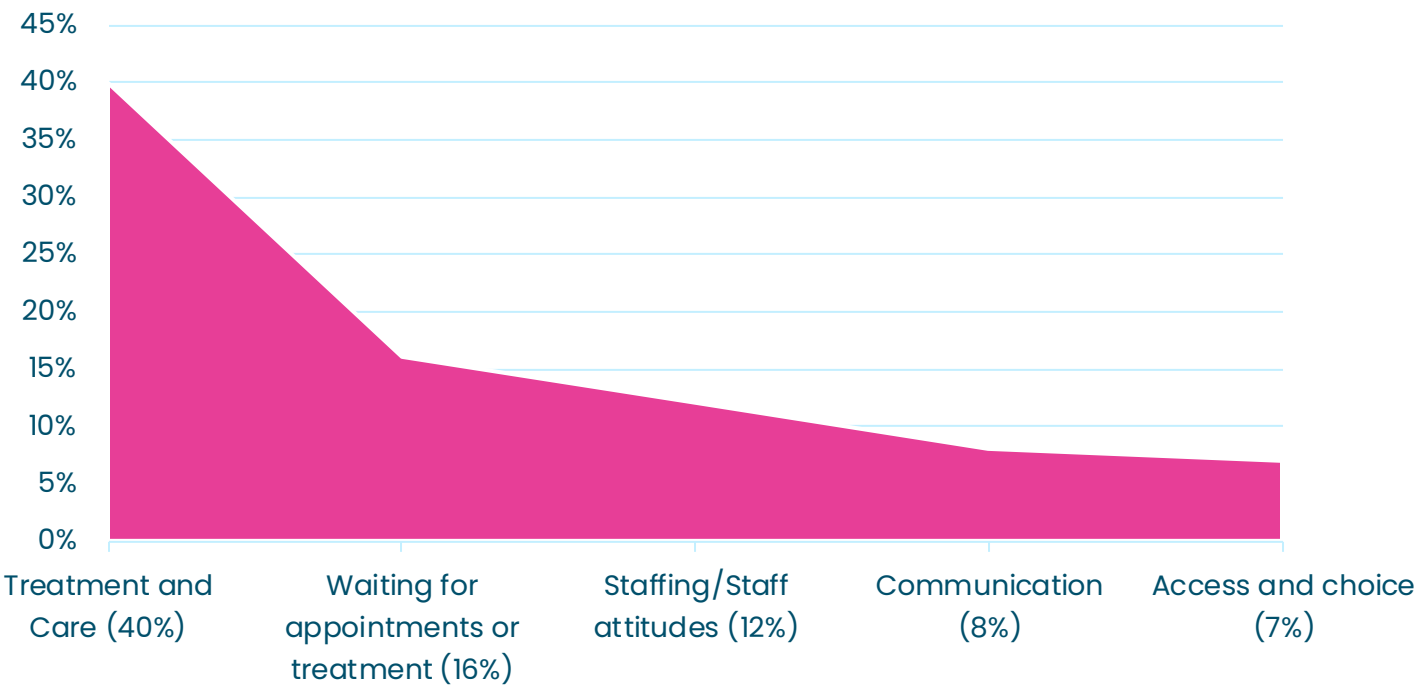


General
Pharmaceutical
Council



Helpdesk Enquiry Top Themes

Top 5 themes



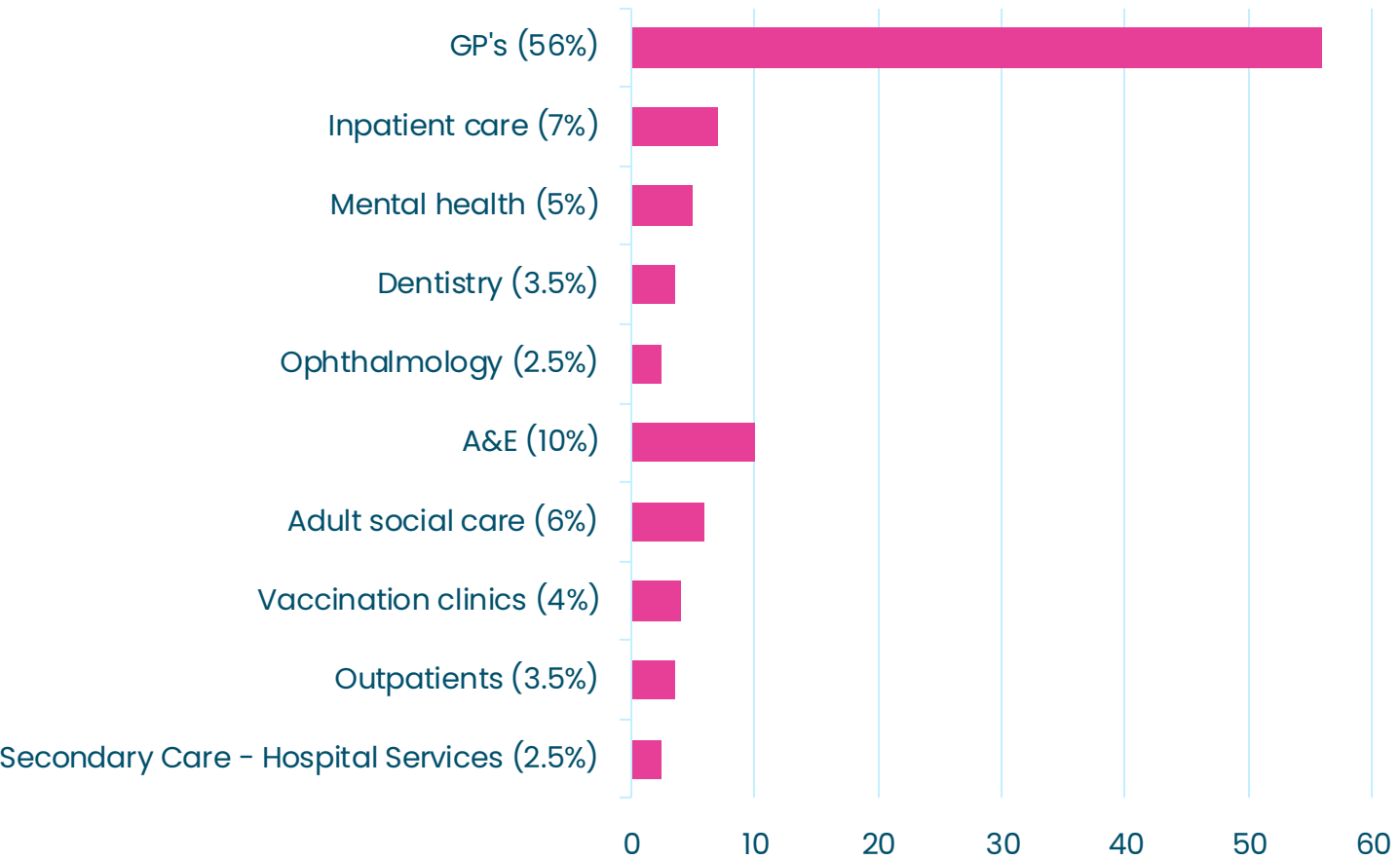
We are receiving the highest number of enquiries about:

- 1. Treatment/Care
- 2. Waiting for appointments/treatment
- 3. Staffing/Staff attitudes.

Other themes included communication (8%), access and choice (7%), Administration (5%), level of provision (4%), medication (4%) and support available (4%).

Quarter 3 Services (topics)

Services receiving the most feedback



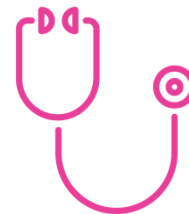
Local People are particularly concerned about:

- 1. GP's
- 2. A&E
- 3. Inpatient Care

GP's continue to be the most talked about service this quarter.

Due to the large difference in statistics, with GP Services being over 50% of the insight we receive as a whole, we decided to do a deep dive into the service to understand why this might be the case.

GP Service Deep Dive



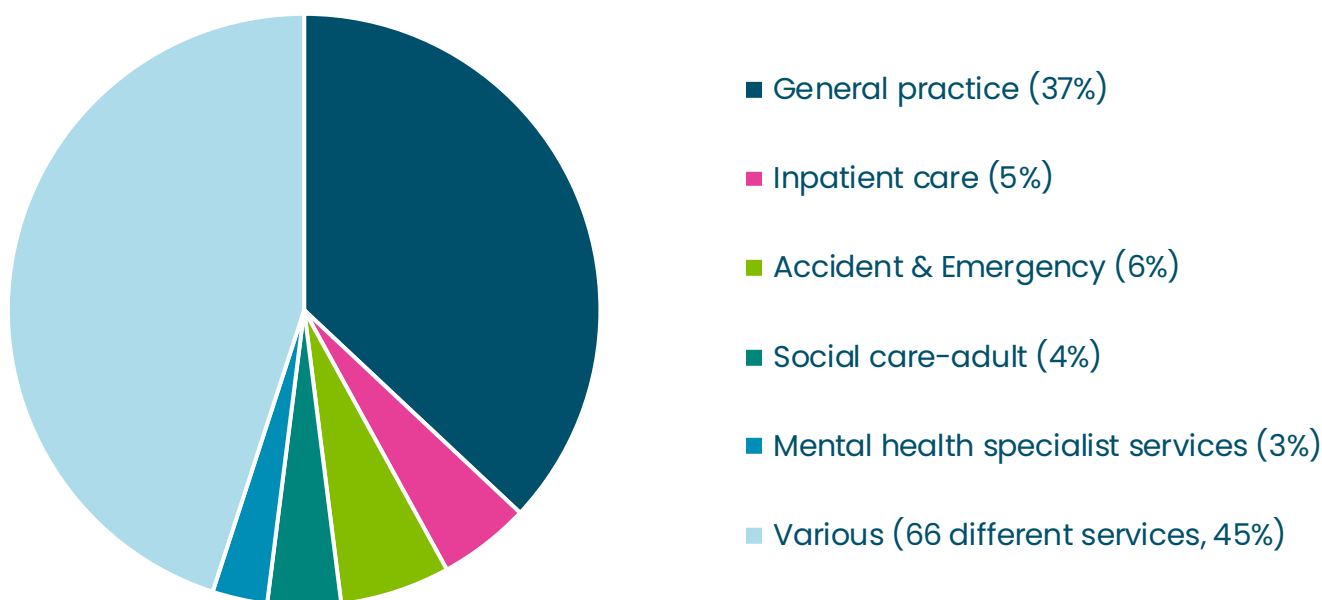
Healthwatch West Sussex consistently receives feedback from local residents regarding their healthcare experiences, with the majority of these concerns centred around General Practices (GPs). In response to this recurring theme, we decided to take a closer look into the factors driving these conversations and explore whether any patterns or inequalities emerge from the data.

By closely examining the nature of these reports, our aim is to provide a clearer understanding of the key issues affecting access to and the quality of GP services. This report seeks to inform decision-makers and contribute to the development of strategies that will bring about positive change for those who rely on primary healthcare services in our community.

The data has been collated and a comprehensive report will be finalised and circulated within the next quarter. In the meantime, we can share with you some of our key findings.

From quarter 3, collating the statistics from our Hub and our engagement team, GP insight is the most talked about service, vastly in front of all other services.

Top Services we heard about:



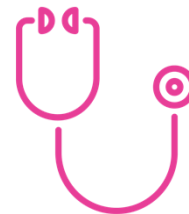
GP Insight Themes:

Treatment/Care (31%)
Various (13 other themes, 24%)
Access and choice (15%)
Waiting for appointments/treatment (12%)
Communication (9%)
Staffing/staff attitudes (9%)

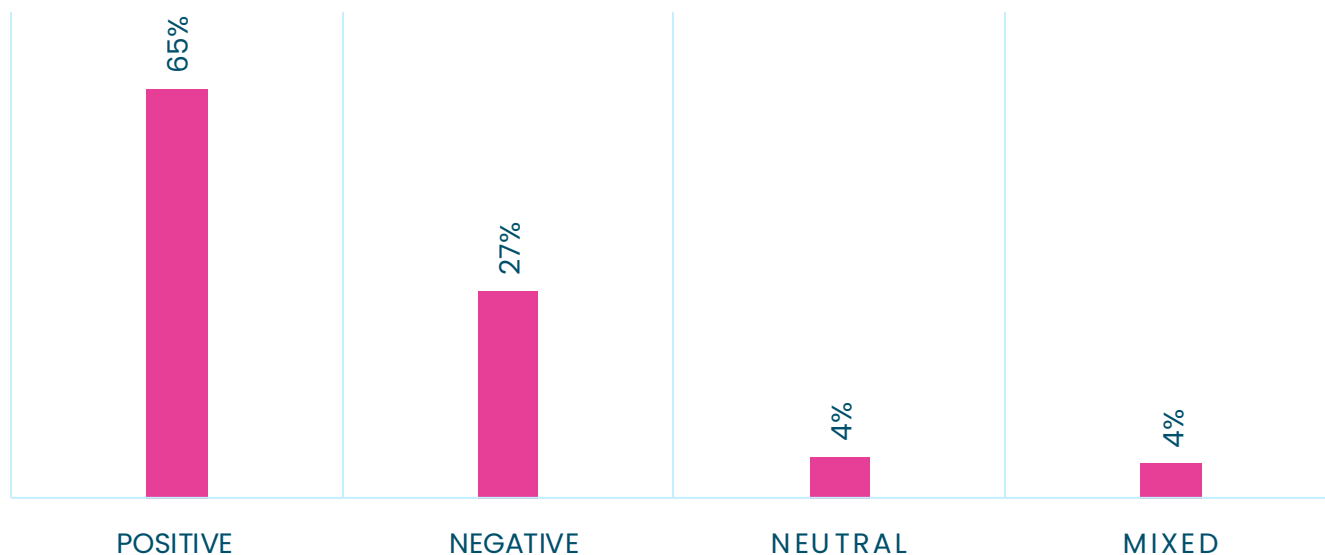
GP's is the most heard about service, with 31% of insight relating to a person's experiences/perceptions of treatment/care.

GP's and Treatment/Care

Over half of the insight received is about positive experiences or perceptions.



Insight Sentiment



“Taking the time to examine, explain, listen, reassure and follow up is like doctoring used to be.”

Negative feedback was received about:

- Delays in receiving or managing prescriptions
- Lack of mental health follow-up appointments after an overdose a year ago.
- No information support or guidance for PCOS, just medication provided.
- No mental health support from GP, just leaflets given.
- Receptionists making medical judgements/observations

The full report explores the other top 5 themes reported relating to GP services, including access and choice, waiting for appointments/treatment, communication and staffing/staff attitudes.

Follow us on social media and check our website to see the full report, looking at what is working well and areas for focus and development.

Information HUB Case Story



Delayed Referral and Missed Diagnosis of Breast Cancer

Background:

A caller reached out to Healthwatch West Sussex with concerns regarding her healthcare experience at a local GP practice. The individual, a breast cancer survivor, had discovered a new lump in her breast in January 2024. However, upon visiting the GP, she did not see her usual doctor, and the new lump was dismissed as a cyst. She was not referred for further testing or investigation at that time.

Later in the year, during a routine screening, the lump had developed into what appeared to be a bruise. At this point, a mammogram was conducted, and she was diagnosed with breast cancer. The caller is now deeply concerned that the delay in referral and diagnosis has contributed to the progression of the cancer, making it potentially more serious.

The caller submitted a formal complaint to the practice, and the practice manager acknowledged that, with hindsight, the GP should have made the referral for further tests. While the practice has recognised the mistake, the caller is left with ongoing worries about her health and the potential consequences of the delayed diagnosis and advised that she may seek financial compensation for the distress caused.

HUB Guidance Provided:

In response to the caller's inquiry about financial compensation, it was explained that pursuing compensation would likely require engaging a solicitor, as this would fall outside the scope of the NHS complaints process. It was clarified that the Integrated Care Board (ICB) complaints process and, if necessary, escalation to the Ombudsman, could help address the systemic aspects of the issue and ensure that similar situations do not occur in the future, though they would not typically lead to financial compensation.

The caller was advised to consider this option and reflect on her priorities, particularly after her upcoming appointment with her regular GP. She was encouraged to think about her desired outcome, which may include further dialogue with the practice or a focus on ensuring such errors do not happen again.

Outcome and Next Steps:

The caller was still undecided about the course of action but planned to evaluate her feelings after meeting with her usual GP. She may explore legal action for financial compensation if she feels that it is warranted, but her primary concern seems to be addressing the issue in a way that doesn't jeopardize her ongoing relationship with the practice.

Impact of Support



Our HUB service:

- Provided emotional support and reassurance.
- Helped to clarify the complaints process.
- Supported informed decision-making.
- Promoted patient autonomy.
- Encouraged a constructive approach to resolve concerns constructively.
- Discussed how the experience is an opportunity to help improve the service and bring about systemic change, rather than just a route for individual compensation.

Overall, helping this customer demonstrated the value of clear communication, empathetic support, and guidance through complex healthcare systems.

It enabled the caller to feel more confident and informed about her next steps, improving her ability to navigate the complaints process and make decisions that are in her best interest both personally and within the broader healthcare system.



Progressing our Priorities



We welcome and seek all opportunities which will further improve health outcomes for people in West Sussex and in particular address existing health inequalities.

Scope of what we plan to do with “Core Healthwatch” funded resources available. You can find details of our draft 2023–2025 priorities [here](#).

We will be sending out a survey shortly to ask for your feedback on what our priorities should be for 2025–26. A link to the survey will be on our website and circulated via social media.

Community Services

Our Community Partnership Lead continues to join meetings 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, women's health, and loneliness.

Our recent focus has been on the importance of local centres for people; see our report about [Broadfield Community Centre](#). Our aim for 2025/26 is for our community partnership and engagement work to continue to be dedicated, focused, cohesive and topical, whilst also increasing our reach. Thus, helping to strengthen our neighbourhoods and communities of West Sussex through lived experience.

Women's Health



We found out that West Sussex has one of the lowest number of young people testing for chlamydia online. With a focus on women's health and learning about the long-term effects of chlamydia on females, we recognised this area as a priority.

Following an online survey, we recruited a number of young volunteers to explore the reasons for the low uptake of chlamydia online testing, and conducted telephone/video, one to one's and a series of workshops.

As we move into the third and final phase of the project, we have already received some valuable feedback and are working with volunteers to create a social media campaign to raise awareness, to help change young people's perceptions of testing, and with the aim of encouraging more people to test.

Our Community and Engagement throughout quarter 3 has supported with:

- Horsham District Women's Health Hub Survey. This has been widely promoted through our network.
- A Pop-up at Horsham Library – to promote the Women's Hub survey.

GP's and Dentists

We continue to hear from local people about their experiences with General practices and dentists and this continues to be an area of focus. Primary care issues are escalated to NHS Sussex and the Healthwatch Manager attends meetings to keep updated about dentistry in West Sussex. A deep dive has been completed to look into the feedback we are receiving about GP's. Further information can be found on page 9.

This quarter, our Community Partnerships Lead attended the Mid Sussex GP Practice newly diagnosed evening session and worked on the Horsham District women's health survey in partnership with Orchard and Park General Practices.

Adult Social Care

In November 2024, Healthwatch sought **experiences of Adult Social Care** in relation to access to support and information. 63 people across Sussex shared their views with us. 74% of respondents receive support from a friend or family member as an unpaid carer. 48.6% are aware of where to find information about self-funding options, 31.7% currently receive social care support and 14.3% are waiting for a care assessment. 42.1% of respondents advised that they found it too difficult to get the help they needed from the NHS or council. Local people would like to see easier access, reduced waiting times and more affordable costs.

The Healthwatch Manager attends Health and Social Care (HASC) Committee meetings quarterly and meets the West Sussex County Council Director of Adults and Health (DASS), to provide feedback and influence local decisions.

West Sussex County Council's Adult Social Care is currently undergoing a CQC inspection and the Healthwatch West Sussex Manager and Deputy Manager met with CQC in January 2025 to provide feedback.

Throughout quarter 3, we have attended:

- Crawley Disability Forum.
- Joined Older Persons networks.
- Carers group in Crawley.
- MS Society newly diagnosed event in Crawley.
- Crawley K2 Winter Warmer event with two of our volunteers. We supported with evaluation.
- The Positive Ageing event at Crawley Library.
- Joined the High Sheriff West Sussex evening community meeting in Bognor Regis.
- Horsham District Voluntary Sector Support Community Partners event.
- Joined two events - Worthing and Horsham - Carers Support West Sussex as part of Carers Rights Week.

Mental Health

Throughout quarter 3, our Community and Engagement:

In partnership with Community Transport Sussex, we are collaboratively working on a project: Journeys to better health (phase 2), which involves working with families in the north Chichester area to gain insight working with people and families living in rural communities where pockets of deprivation is often masked by the wider population. We are supported by vital wrap around community led services who champion the cycle of social determinants to health, with an aim to capture and raise lived experience of accessing services.

- Attended Midhurst Harvest UK/Mind West Sussex multi-agency drop in.
- Joined Broadfield Neighbourhood Action to share information about the Broadfield Community Centre report.
- Joined the Capital Project group in Crawley.
- Joined Adur and Worthing Children's and Young Adults Network.
- Provided feedback to Community Mental Health for Adults and Older Adults (Sussex) Sussex partnership NHS Foundation Trust campaign.

Further Partnership Work

Webinars attended

- Sussex VCSE Mental Health Network.
- Health Foundation Webinar – What can local government in England do to tackle the leading risk factors for ill health?
- IVAR –Cost of living conversations.
- Patient Information Forum – knowledge is power.
- Adult Mental Health –Supporting young adults in transition.

Spotlights published:

- Sussex Community NHS Trust – Living Well.
- Tapestry Day Club.
- Crawley Borough Council –Lifeline.
- Surrey and Sussex Cancer Alliance videos.

Update reports developed but not yet published

- Temporary Accommodation Lived Experience (Partner Crawley LCN).
- Journeys to Better Health project final report. (CTS/NHS north Chichester).

Reports published

- Future of Low Vision and technology (Partner 4Sight Vision Support).
- Barriers to accessing healthcare support when homeless (Partner Stonepillow).
- Accessing healthcare in rural areas of West Sussex (Partners: NHS, and Community Transport Sussex).

Projects in progress

- Low vision and isolation (Partner 4Sight Vision Support).
- End of life and IT (Partner Macmillan NHS/ICB Lead).
- Journeys to better health, phase 2 (Partner Community Transport Sussex /NHS).
- Horsham District Women's Health Hub survey and final report (Partner Orchard and Park GP Surgery).
- Early start –survey and engagement (Partner West Sussex County Council, Children First).
- Chlamydia conversations and survey summary.
- Barriers to access to healthcare for rural Farmers.
- Temporary accommodation final report (Partner Crawley LCN).

Community Collaborations



The benefit for Healthwatch West Sussex of developing partnerships is **Common Purpose** – the shared vision on what is needed and how to achieve this.

Partnership and NHS system

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.

Voluntary, Community and Social Enterprise

Healthwatch West Sussex is represented in 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.

Engagement – going to where you are

We hosted 4 'Pop-up' events at Crawley Library, Worthing Library, Littlehampton Library and Southwater Library. This provided an opportunity to discuss your health and social care experiences and to signpost you to local services and support.

Local Community Networks (LCN's)

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.

Healthwatch in Sussex

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 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 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:

[Your experiences of cancer screening – December](#)

[Adult Social Care Services – November](#)

[Hospital Outpatient Appointment Letters – October](#)



Community Engagement and Development

Community Support: Involvement in local initiatives, partnerships with non-profits

Environmental Sustainability

- The Healthwatch West Sussex team choose to use public transport (when possible), to reduce greenhouse gas emissions and energy consumption.
- Re-using volunteer branded clothing when allocating to new volunteers.

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

Providing information and signposting to improve access to essential services.

Health and Wellbeing

The Healthwatch West Sussex team coming together more regularly in-person to provide a support network for each other, to improve individual and team mental health and wellbeing.

Stakeholder Engagement

Engaging with employees, local people, commissioners, and local communities to assess social value impacts.



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	
	Q2	Q3
Enquiries to Helpdesk/frontline team through all channels	6,113 (175 Hub Interactions + Engagement CRM entries 5,938)	2,631 (282 Hub Interactions + Engagement CRM entries 2,349)
People signposted to IHCAS for ongoing advocacy support	24	12
Number of people engaged with (all channels)	22,465	20,276
Number of engagement/influencing occasions	541	207
Number of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	5,938	2,349
Number of community partners engaged with	69	68
Active community collaborations	23	23
Reports, Spotlights, and case studies published Unpublished reports shared for information	9 Not recorded	6 2
Website visits	8,980	11,618
Facebook: Followers Posts Reach	790 94 11,916	804 110 13,004
Instagram: Followers Posts Reach	575 80 1,385	594 99 2,054
X (Formerly known as Twitter) Stats cover 2 months following a decision to move away from the X platform. Followers Posts Impressions	1,824 80 5,044	1,784 81 3,358
LinkedIn. Stats cover 2 months following the decision to more actively use the platform in the future, taking over from X. Followers Visitors Impressions	N/a	66 25 660
Heads Up briefing subscribers	1,227	1,225
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	
	Q2	Q3
Volunteers	65	66
Roles covered by volunteers	99	101
Volunteering interactions (meetings, events)	304	362
Volunteer support hours	417	481
Healthwatch Board Independent Directors	217	51.5
Estimated value of volunteers **	£26,422	£15,887.50

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

Quarter 3 Statistics Summary



The number of stories/accounts/surveys recorded on CRM by the local Team and Community Partnerships Lead has decreased this quarter as anticipated, due to the festive period and staff annual leave. This has also impacted on the number of people engaged with on all channels, as well as the number of reports / spotlights / case studies published.

However, following active promotion of the HUB information support service via social media and through our events, we saw enquiries rise by an additional 107 new contacts this quarter.

IHCAS signposting through the Hub is lower this quarter. This is common in the lead up to the Christmas period.

In comparison to quarter 2, an additional 2,638 people visited our website.

Following a review of our social media reach, we decided this quarter to stop using 'X' (formerly known as Twitter) and to instead focus our efforts and reach on our LinkedIn account. The decision was made throughout the quarter and therefore part statistics are provided for both X and LinkedIn.

Volunteer numbers remain steady, with an increase of volunteering interactions and support hours.

There is a lower number of director hours which is due to a redefined calculation which is a closer estimate of hours than previously reported. Previous reports added time to review our newsletter/reports/spotlights and this was added per director, See page 21 for current calculations.

Volunteering during this quarter

- Volunteer activity in quarter 3 is slightly higher than quarter 2 which reflects the team's involvement in the NHSE National PLACE Programme (Patient Led Assessment of the Care Environment). In September, October and November each year, we provide significant support to our local hospital trusts to deliver this mandatory programme of environmental audits across all inpatient sites in our county. Our team supported the delivery of 26 PLACE audits across 3 months.
- Volunteers delivered 3 Enter & View visits, including a visit to Red Oaks Residential Care Home in Henfield, which is a service which has been rated as 'Outstanding' in all domains by the CQC. We also visited St Catherine's Hospice in Crawley which was planned and delivered in partnership with Healthwatch Surrey.
- Our Liaison Representative volunteers continue to engage with and sustain our connections to a number of groups, forums and committees, attending regular meetings and ensuring two-way communication and information sharing.

Meetings included:

- Queen Victoria Hospital Trust Patient Experience Committee
- SECAMB Patient Experience Committee
- West Sussex Maternity & Perinatal Group
- Sussex Community NHS Foundation Trust Patient Experience Group
- University Hospitals Sussex NHS Foundation Trust Patient Experience Group
- Volunteer Support hours are also increased this quarter as our Volunteer Lead has been working with colleagues across Help & Care to introduce and implement a new volunteer management system called 'Volunteero'. www.volunteero.org The implementation and roll out of this system will continue into quarter 4 and quarter 2025.



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:



Report – Barriers to accessing healthcare support when homeless

People who are homeless have poorer health outcomes as 73% live with a physical health problem and 80% live with a mental health problem.

Report – Barriers to accessing healthcare support when homeless

30 October 2024
Report



Spotlight Report: Surrey and Sussex Cancer Alliance

The Surrey and Sussex Cancer Alliance work to improve the outcomes and experience for cancer patients in Surrey and Sussex.

Spotlight Report: Surrey and Sussex Cancer Alliance

30 October 2024
Report



Your experiences of Hospital Discharge

In September 2024, Healthwatch sought experiences of hospital discharge, the process of supporting people to leave hospital effectively after treatment. You can read about what people told us below.

Your experiences of Hospital Discharge

16 October 2024
Report

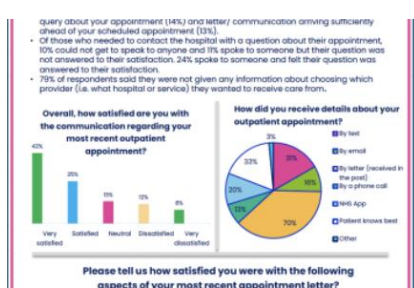


Spotlight Report: The Sussex Community NHS Foundation Trust's Living Well Programme

You can either access the course face-to-face in a local community venue or online via MS Teams.

Spotlight Report: The Sussex Community NHS Foundation Trust's Living Well Programme

16 October 2024
Report



Your experiences of Hospital Outpatient Appointment letters

In October 2024, Healthwatch in Sussex sought experiences of hospital outpatient appointment letters, which are intended to give you clear information about your appointment and what to expect when you attend.

Your experiences of Hospital Outpatient Appointment letters

7 November 2024
Report



The sad story of a young person's death after surgery

For confidentiality reasons, the name of the client has been replaced in this account with the agreed name 'Sammy' – his beloved rescue dog, who now lives with his parents.

IHCAS Case Study: Listen to a patient

Listen to patient is the sad story of a young person's death following surgery.

IHCAS Case Study: Listen to a patient

7 November 2024
Report

Lifeline

Spotlight Report: Lifeline

Lifeline is a personal alarm to use at home in an emergency, 24 hours a day, seven days a week.

Spotlight Report: Lifeline

4 December 2024
Report

How technology is changing day to day life for many with low vision

Case study: How technology is changing day to day life for many with low vision.

Over the past 15 years or so, significant steps have been taken to make everyday technology more accessible, especially for people living with low vision.

Case study: How technology is changing day to day life for many with low vision.

21 November 2024
Report

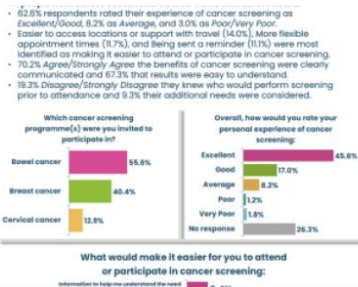


Spotlight report: Tapestry Day Club

Tapestry Day Club have clubs running across Horsham District and in other areas of West Sussex.

Spotlight report: Tapestry Day Club

21 November 2024
Report

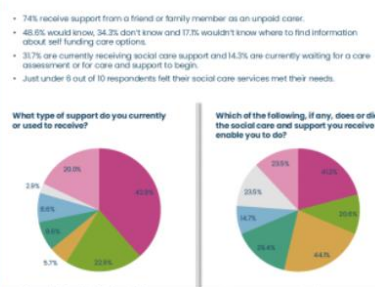


Your experiences of cancer screening

In December 2024, Healthwatch in Sussex sought experiences of bowel, breast and cervical cancer screening from people across Sussex.

Your experiences of cancer screening

15 January 2025
Report



Poll Results: Adult Social Care Services

In November 2024, Healthwatch in Sussex sought your experiences of adult social care services in the last 12 months, or from relatives, carers or friends.

Poll Results: Adult Social Care Services

18 December 2024
Report

Barrier's experienced in accessing healthcare and wellbeing services.

When living in rural areas

Barrier's experienced in accessing healthcare and wellbeing services in rural West Sussex.

Part of the Journeys to better health project, was a West Sussex wide survey, to learn about the barriers people experience accessing healthcare and wellbeing services when living in rural areas of West Sussex.

Barrier's experienced in accessing healthcare and wellbeing services in rural West Sussex.

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 26th February** 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 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.



w: healthwatchwestsussex.co.uk

t: 0300 012 0122

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

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t: [healthwatchws](https://www.tiktok.com/@healthwatchws)



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