

Impact & Performance Report

October – December 2025 (Q3)

This quarter at a glance



Making an impact for local people

We promoted and contributed to an independent review of the [Cardiac Cath Lab Service at St Richard's Hospital](#) in Chichester. This expert review is being led by a Professor of Cardiology recommended by NHS England.



Supporting the needs of people in collaboration with partners

Our collaboration with UK Harvest meant that we could support their service delivery, promote our work and hear local voices in six neighbourhoods across Chichester and Bognor Regis.

Local people in these communities can often feel isolated and disconnected from services which the UK Harvest initiative aims to address and improve.



Reaching out

Our engagement team and volunteers co-hosted and attended 3 Winter Warmer events this quarter, engaging with hundreds of people in the north of the county.

These events provide free information and advice from a marketplace of local groups and services, as well as offering taster sessions in a variety of health and wellbeing sports and activities.



Providing valuable support

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

Supporting local people and their families to understand their rights, navigate health and care services and to find the help they need, when they need it.

What we are hearing



We are hearing from people about treatment/care, support available and waiting for appointments or treatment

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 temporary accommodation, mental health, transport, and loneliness.

Reports and Publications



Published 9 Reports.
You can read all the reports [here](#).

Independent Health Complaints



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.

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.

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

Looking forward



Our next [Board meeting](#) is 10:30am on Wednesday 25th February, 2026 at Billingshurst Community & Conference Centre and online 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.tiktok.com/@healthwatchws)



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