

Impact & Performance Report

October – December 2025 (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.



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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 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

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

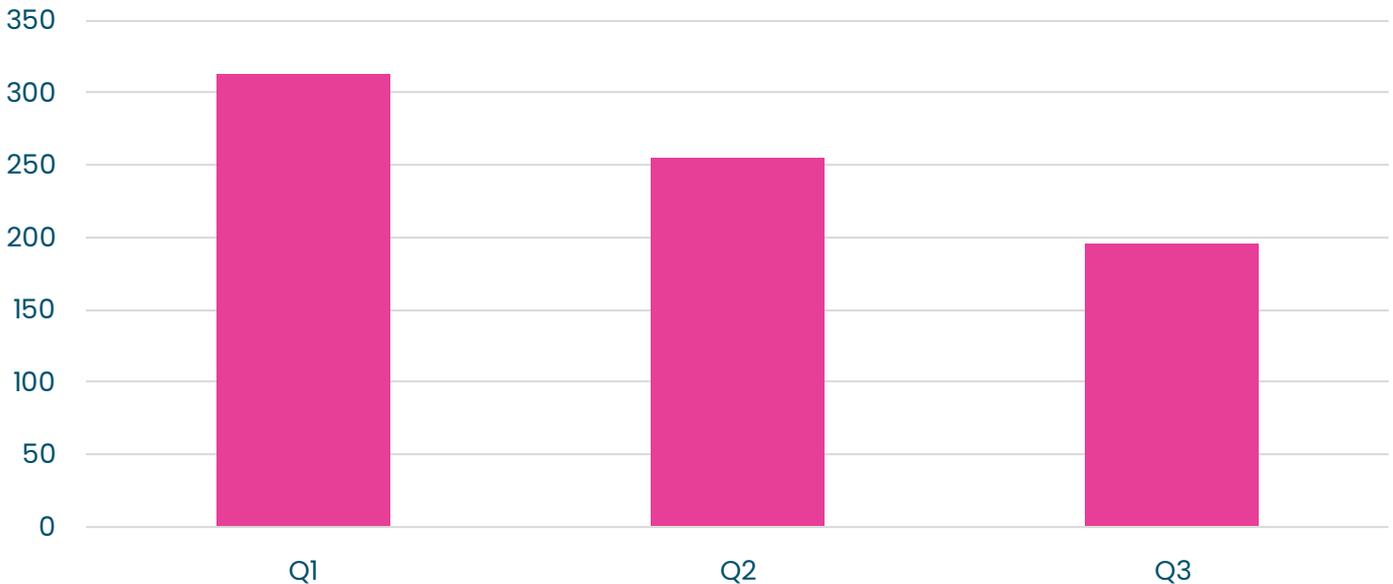
Interaction Types

- 95** Website contact form
- 52** Telephone
- 32** Email
- 16** Care Opinion

Time spent on calls

- 30** minutes - average time
- 5** minutes - Shortest time
- 70** minutes - longest time
- 136** Voicemails

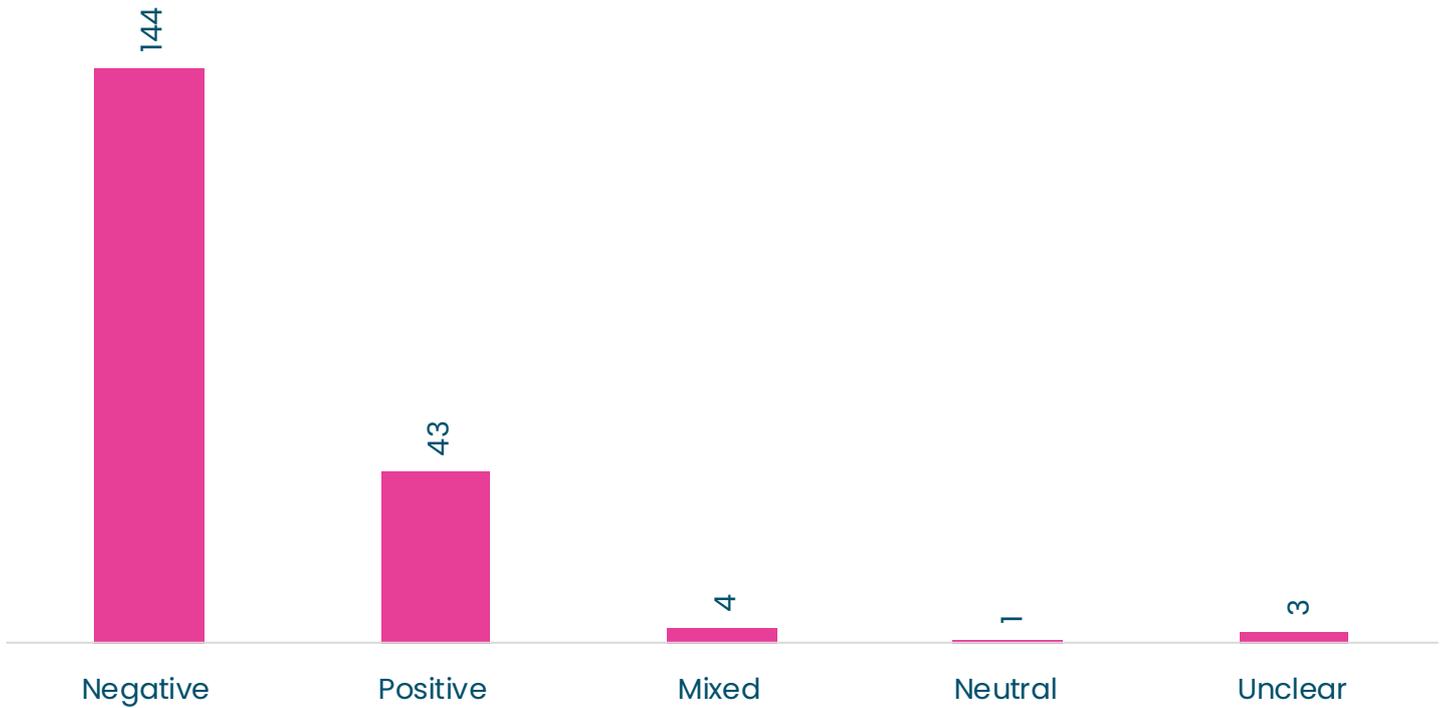
2025 Hub Interactions



A decrease of 87 interactions from Q3 in 2024.

A reduction of interactions from Q3 2024 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



Signposting



Top Themes

We received the highest number of enquiries about:

1. Treatment/Care
2. Support available
3. Waiting for appointments or treatment

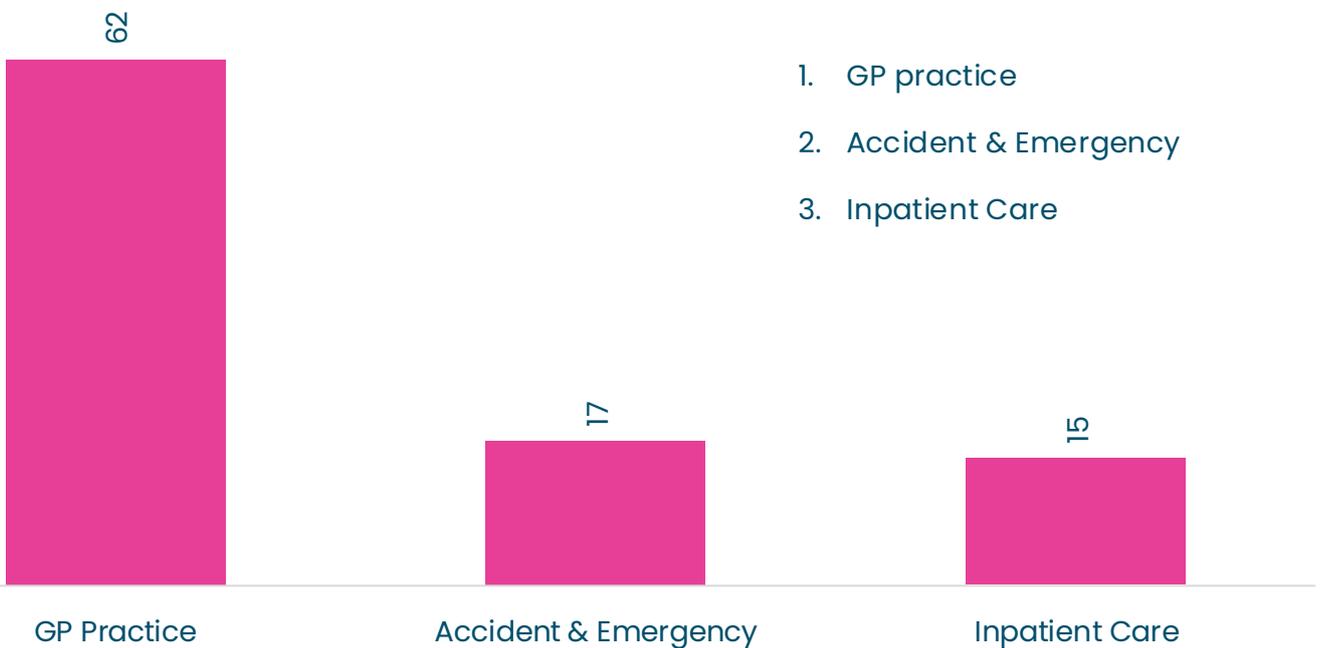


Top Services (topics)

Services receiving the most feedback

Local People are most concerned about:

1. GP practice
2. Accident & Emergency
3. Inpatient Care



Information HUB Case Stories



Supporting a caller with lower back and leg pain

Situation:

Caller has chronic pain in lower back and legs, can't get out of bed since Spring 2025, but feels their GP surgery not helping, GP surgery just says it may be sciatica, advised to take pain meds and heat pads, to not lay in bed and try and move where possible. Caller would like a home visit, but no doctor has been to see her. Caller has been ringing GP surgery for 5 weeks now saying pain getting worse. Caller says they are now getting depressed due to constant pain. Nurse said wait for pain management clinic - has been referred about 2 weeks ago. Caller asked hub for advice.

Actions Taken:

Hub suggested to phone GP surgery again and ask which pain clinic referred to and what is the wait time - they should be able to give this information, which may help the caller manage their expectations. Hub also suggested to ask GP for physio appointments whilst waiting and attend them - even if in pain. The more medical professionals involved in their care and see the issues, the more comprehensive the medical notes will be. Hub has given telephone number for wheelchair service in West Sussex which could help them be mobile/out of bed in the meantime.

Impact:

Caller telephoned hub to say they had an appointment at end of Jan at pain management clinic (not sure which one). Caller also has had a physio referral and is on the waiting list for that.

Supporting a husband and wife with care needs

Situation:

Caller's wife is disabled, bed-or-wheelchair bound, has autoimmune diseases, lupus, Ehler-Danlos Syndrome, Gastroparesis, adrenal issues, liver and cardiac issues, peg tube fed, seizures and loses consciousness at times. Had CHC funding for at least 1 year of 30 hours per day (2 carers for key times). Wife has just had a needs reassessment and care has been reduced to 11 hours (but these are doubled up hours, so in reality only 5.5 hours covered by carers). Social care expecting family to cover the other hours, but family also have health issues (husband has leukemia and also still works). The family feels the patient's need are increasing not decreasing. Family asked hub what they can do.

Actions Taken:

Hub liaised with IHCAS for advice. Hub suggested speaking with BEACON to ask if they can appeal the decision. If this is unsuccessful could try and complain, but it was important to lodge the complaint first.

Impact:

Caller will do this and come back to us for help if appeal is lost and they feel they would like to make a complaint.

Progressing our Priorities

Improving Patient and User Experience

- Working with local organisations on projects, including highlighting the lived experience of people with sight loss working in partnership with a local charity [4Sight Vision Support](#).
- Supporting 5 local NHS Hospital Trusts with their annual mandatory PLACE assessments.
- Escalating concerns with decision makers through our regular insight sharing meetings.
- 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 9).
- Listening to local people and collecting insight via our information, advice and signposting hub and publishing case studies to highlight patient experiences.
- Attending events, workshops and meetings to collect and provide insight from local people, highlighting areas for improvement and influencing positive change.

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

- Co-hosting and attending 3 Winter Warmer community events with partners to promote winter wellbeing for local people in the north of the county.
- Circulating our reports, newsletters and key insight themes with system meetings administrators to share with members.
- Attending Local Community Network (LCN) meetings in all 6 of our district and borough areas. These are multi agency partnerships which often include the local council health and wellbeing teams, housing, public safety, VCSE and community led organisations, GP's and other neighbourhood health providers. 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.
- Attending NHS Trust patient experience groups (x5).
- Fortnightly meetings with NHS Sussex ICB.
- Regular meetings with NHS Sussex Partnership Foundation Trust and NHS University Hospitals Trust.
- Regular VCSE meetings such as the West Sussex VCSE CEO's Network, the Sussex VCSE Mental Health Network and appropriate networking meetings in each CVS area.

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 our colleagues in neighbouring local authority areas, which are all served by the local NHS Integrated Care System – Sussex ICB.
- We therefore meet regularly with the Healthwatch East Sussex and Healthwatch Brighton and Hove teams, to share insight and work on projects which have a pan-Sussex reach.
- We collaborate with our Sussex Healthwatch partners to ensure there is Healthwatch representation at Sussex-wide meetings and for a, enabling the sharing of insight and information from Healthwatch to the system and from the system to the Sussex Healthwatch teams.
- 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 poll included:

[Poll Results: NHS Support for Children's Learning Needs in Sussex](#)

Initiating greater patient and public involvement in health and social care

- Providing recommendations to providers, commissioners and decision makers based on project outcomes.
- Ensuring insight is shared widely and with key NHS and Social Care contacts – locally, regionally and nationally.
- Following up after projects and revisiting pieces of work where we feel we can add value.
- Partnering with other stakeholders and feeding the local voice into partner's work.
- Providing independent advice and support.

Promoting public awareness of Healthwatch

- Increasing our reach via social media platforms – Facebook, Instagram, YouTube.
- Visiting community groups as guest speakers or to give presentations about our work.
- Attending community led meetings where we can support community led projects and initiatives whilst also promoting and raising awareness of our work.
- Delivering our Community Engagement Programme – events and activities we host, co-host or attend as invited partners.

Q3 Projects and Work Activities – HIGHLIGHTS

- Partnership with UK Harvest, attending 6 events in semi-rural areas of Chichester and Bognor to collect insight and promote our work.
- Engagement focus on Crawley – Crawley Older People's Forum, Crawley Disability Forum, Winter Warmer Event at the K2 Centre, Crawley Fibro Friends Group.
- Hearing Carer voices – Carers Support Memory and Brain Event, Lancing Carers Support Group, Littlehampton Carers Support Group.
- Engaging with MP's – Quarterly insight sharing meetings, hosted by Healthwatch West Sussex, with good attendance from representatives from the parliamentary offices of all the West Sussex MP's.

Connecting with Young People

Young People’s Experiences of NHS Communication and Appointments Project

The aim of this work was to better understand the communication and access challenges, and how these can be improved by the NHS staff who engage with young people with additional needs.

The project aimed to:

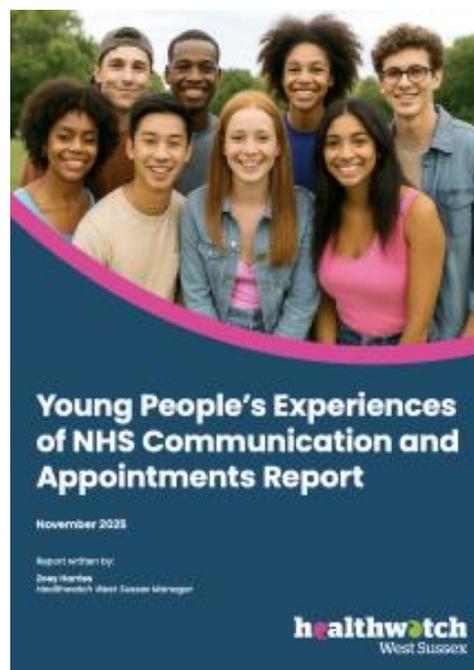
- Understand communication and access barriers faced by young people with additional needs
- Explore how these challenges are amplified for young people from Black and global majority communities
- Develop practical, evidence-based recommendations to improve NHS communication, inclusion, and care experiences

Methodology

- A co-designed survey open from June – October 2025
- Targeted engagement with young people from under-represented groups
- Feedback was gathered through a range of accessible methods: emails, online Teams calls, in-person interviews, and workshops-based on individual preferences and needs
- Follow-up interviews with 12 young people to deepen insight

Key Findings

- Communication and Understanding
- Feeling Heard and Treated Fairly
- Access to Care
- Environment and Consistency
- Positive Practice



The findings highlights both the **struggles** and the **potential** for improved, more personalised communication within NHS services.

Small changes in tone, time, and tools can significantly impact how safe, respected, and empowered young people feel when accessing care.

By **adopting inclusive communication practices**, training staff in neurodiverse and culturally sensitive approaches, and creating more accessible environments, healthcare settings can become more welcoming and responsive to individual needs.

Empowering young people to take an **active role in conversations** about their care helps build trust, confidence, and independence, while greater awareness of rights and available support ensures that no one is left disadvantaged.

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	
	Q2	Q3
Enquiries to Helpdesk/frontline team through all channels (Engagement CRM and surveys total + Total number of HUB interactions)	4,424 (CRM/survey 4,169 + 255 Hub)	9,627 (CRM/survey 9,432 + 195 hub)
People signposted to IHCAS for ongoing advocacy support (Known signposting from HUB or external provider)	14	10
Number of people engaged with (all channels) (Engagement Team, Surveys, Website Visits, Social media followers, heads-up subscribers)	22,465	17,500
Number of engagement/influencing occasions (Individual events/meetings attended by Engagement team)	112	73
Number of stories/accounts recorded on CRM and surveys responses by Local Team & through Community Partnerships	4,169	8,212
Number of community partners engaged with	171	195
Active community collaborations	25	114
Reports, Spotlights, and case studies published Unpublished reports shared for information	8 8	9 1
Website visits	13,433	6,301
Facebook: Followers Posts Reach	866 110 30,166	885 98 12,556
Instagram: Followers Posts Reach	651 108 2,663	663 94 2,397
LinkedIn Followers Visitors Impressions	89 19 1341	98 16 1,357
Heads Up briefing subscribers	1,241	1,237
External publications (hard copy and digital)	0	5

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	66	66
Roles covered by volunteers	102	102
Volunteering interactions (meetings, events)	384	310
Volunteer support hours	512	498
Healthwatch Board Independent Directors	40	32
Estimated value of volunteers **	£15,800	£12,300

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

Volunteering during this quarter

NHS Annual PLACE Assessments

Our volunteers have been busy this quarter supporting local hospital trusts with their mandatory annual PLACE assessments.

This work enables us to maintain string relationships with our local hospital trusts, while providing us with valuable additional intelligence about the care environment for hospital patients.

Although we do not lead this work or report on it, it is hugely valued by our local partners, and our volunteers find it immensely insightful.

Some of the observations and intelligence our team collect through this work will inform our Enter & View programme in Quarter 3 and throughout 2026.

Liaison Representatives

(Healthwatch volunteers attending regular meetings)

We currently have Liaison Representative volunteers attending more than 6 regular system meetings including –

- Queen Victoria Hospitals Trust Patient Experience Committee
- Sussex Community Foundation Trust Patient Experience Committee
- South East Coast Ambulance Trust Patient Experience Committee

This role is invaluable for our team as it enables us to feed into strategic conversations with partners and to hear the latest news and future plans, from providers.

Recognising Volunteers

In December we came together for our last volunteer workshop of the year and welcomed Mel Nicholson from the WSCC Commissioning Team to join us.

If you want to know more about volunteering, contact us for a free no-obligation chat via email Jo.tuck@healthwatchwestsussex.co.uk or telephone 07970424750.

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.

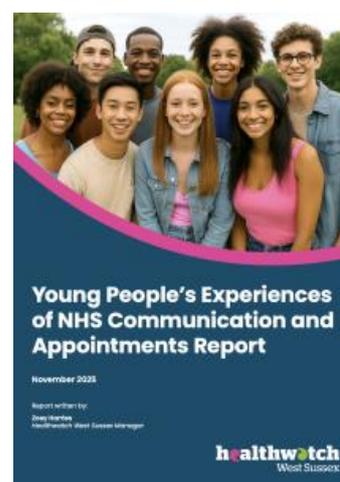
The following reports were published this quarter:



[Cancer United Impact Assessment 2025 Summary Report](#)



[NHS Sussex Sensory Impairment Health Inequalities Summary](#)



[Young People's Experiences of NHS Communication and Appointments Report](#)

Spotlight reports:

[Spotlight Report: The Sussex Community NHS Foundation Trust's Living Well Programme](#)

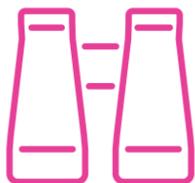
[Spotlight on: Air Ambulance Charity Kent Surrey Sussex](#)

[Spotlight Report: Mary How Trust](#)

[Spotlight Report: Community Link](#)

[Spotlight Report: Right at Home](#)

Looking Forward



Emerging Themes and Strengthening Relationships.

As our Sussex ICB moves forward with their transformation plan and formally merges with Surrey ICB, we continue to meet regularly with executives and team leaders across the system to understand how the changes may impact our work and the provision of services for local people.

As we move to a Sussex and Surrey ICB, we have established links with our colleagues in Surrey Healthwatch and the Sussex and Surrey local Healthwatch teams are currently meeting monthly to share and collaborate on our current and future work.

Board meetings

Board meetings are held in public the meetings are hybrid (in person and virtual).

Next meeting date is:

10:30am on Wednesday 25th February, 2026 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.

healthwatch
West Sussex

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li: [healthwatchwestsussex](https://www.linkedin.com/company/healthwatchwestsussex)

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



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