

Impact & Performance Report

Living with Back Pain

Understanding Shared Decision-Making

Summary

March 2022

Report written by Cheryl Berry,
Community Partnership Lead



We believe health and social care providers can best improve services by listening to people's experiences.

Pages 3 and 4 look at how NHS Sussex is planning a new Muscular-Skeletal Service (MSK) based on what people who provide and use services say is needed.



April – June 2022 (Q1)

At a Glance

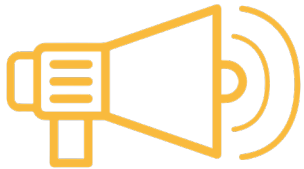
Making a difference to care



Supporting people living with pain

Learn how people's experiences are shaping a new Sussex Muscular-Skeletal Service (MSK) from next year (see pages 3 and 4.)

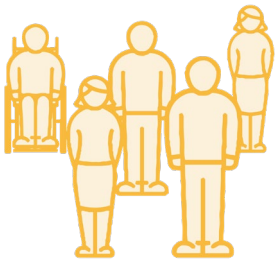
Reaching out



Working with people and communities

We're working with many communities: hosting networking events, providing opportunities to share stories and views, having one to one conversations and more. To see the breadth of our engagement see page 11.

Providing support



Providing valuable information

Supporting people and their families to navigate health and care is challenging and requires time to enable them to access the support they need. Support calls with our Helpdesk take an average of 32 minutes and you can see some examples on page 6.

Impact: Making a Difference

At the start of this report, we highlight some of the areas/topics where we've had the most impact in the last quarter. Healthwatch work has:

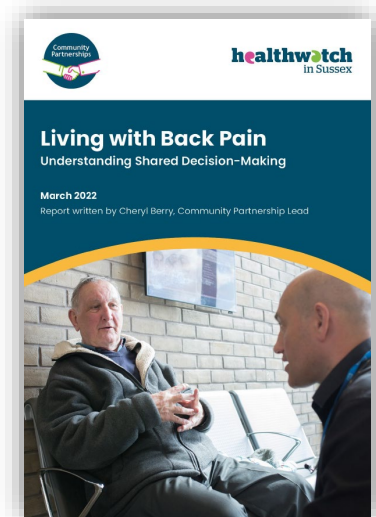
- Been reflected in the new specification for a Sussex-wide Muscular-Skeletal Service (MSK)
- Supported improvements in General Practice communications, through website developments
- Informed national understanding of the power to support residents that exist in communities
- Supported individuals through information and signposting
- Increased the reporting by black and ethnic minority communities of safeguarding concerns.

Supporting our NHS in designing new personalised care for people living with persistent pain

On the 11 May the BBC reported [Chronic pain treatments are failing millions, say experts](#). An **exclusive survey of over 4,000 adults aged 16-75 for BBC News**, carried out by research company Ipsos, suggests that a quarter of people in the UK are living with chronic pain – an often hidden and misunderstood condition

This research will resonate with Sussex residents, as it mirrors much of what people shared with us earlier this year. People's experiences of living with persistent pain are highlighted in our [report](#). In this, we compare our findings with well documented research, to support our local NHS in designing new personalised care, particularly the re-commissioning of Sussex Muscular-Skeletal Services (MSK)

Our recommendations champion the need for better and more holistic information and timely communication so people can live more effectively with their pain and conditions, as well as being more informed and able to share in decision making about their healthcare.



“ Thank you so much for sharing (the report) and the time and energy you put into the entire commission. These insights are both hugely valuable and timely and as (the MSK commissioner) has said, they can be used to inform the MSK redesign programme.

Dr Chloe Stewart, the Clinical Head of Sussex's Personalised Care Programme, May 2022

We've since had the opportunity to look at the MSK service specification, which is a detailed and considered document that reflects the various conversations had during the workshops last year. We can see how NHS Sussex has understood the voice of patients and embedded the actions from the Healthwatch recommendations within the specification.

We've submitted this work to Healthwatch England as a national case study.

Improving NHS communication

Healthwatch West Sussex and St Lawrences worked together at the end of 2021 and early 2022 to create GP Practice web-content and information that is patient-focused and informative, for the practice's new website. This has been an open and productive experience for Healthwatch, and we would now signpost people to this website and use it as an example of good practice.

From this work, both organisations have been influential in championing the need to improve GP websites and are working with Sussex NHS Commissioners to realise improvements.

Healthwatch is also using the St Lawrence website as a benchmark for where we would hope other practices get to with their own patient focussed information.

As part of looking for best practice, Healthwatch follow St Lawrences Facebook page and are regularly liking their posts which give empathic and appropriate information to their patient population, their families and carers.

“ Thanks ... and I'm up for more joint working when something comes along! Practices tell me they are really excited and registering their interest [for the new website development].

St Lawrences Practice Manager and Chair of the Practice Managers Association for West Sussex, May 2022

Your voices inform the need for community power

In response to a call for evidence from [New Local](#) (An independent think tank with a mission to unlock community power, strengthen public services and help renew local government), Healthwatch West Sussex submitted several reports published during 2020/2021 and a link to our webpage of a self-care week project with Parkinson's UK as examples.

<https://www.healthwatchwestsussex.co.uk/blog/2021-11-22/raising-awareness-parkinsons-webinar-resources>

As part of our submission, we wrote: Without a doubt the current pandemic has highlighted many health inequalities in society. West Sussex County looks on the surface affluent, yet we have a 50% increase in demand for food bank support. Covid experiences have also reinforced the need for all parts of our communities to work together. Despite the difficulties that individuals, carers and families and all parts of our societies face, we are seeing an uplifting drive to extend community collaboration and working together to find solutions. Schools, businesses, authorities, voluntary and community groups are innovating at every opportunity.

By listening to people and looking at their lives in a wider sense – “the wider determinants of health” – we will be able to move closer towards the vision of a truly Integrated Care System. We recommend that the opportunities to work with the health system be extended to smaller voluntary and community groups – those who currently support Social Prescribing for example. The Local Community Networks are one way to enable this. Everyone would also benefit from a simplified application process to support opportunities for smaller voluntary and community groups to gain general funding not just project work funding.

New Local has now published its [report](#) (with the Healthwatch inclusion referenced on page 120.)

“ Thank you again for submitting evidence to the report – it has proved informative and useful to shape ideas. We’d like to list your organisation in the report as having submitted evidence.

Senior Policy Researcher, New Local



The focus in the report is on the need to build on existing best practice to create a culture of community power within NHS bodies and across Integrated Care Systems. It is hoped that the report provokes thinking about the limits of traditional service approaches and can begin to change the conversation across health policy. We’d love to answer any questions that you have or talk more about how we can work together to maintain momentum on this agenda.

Providing the right information to people

Our helpdesk and local team support people to navigate their way through the health and care system. Here are a few examples of how Healthwatch support people by:

- providing detailed information to support a young autistic man around getting vaccinated,
- helping a family to get urgent access to clinical advice when there were unable to get the urgency of their child's situation heard by their GP surgery receptionist (despite there being very clear NICE guidance about the urgency of the symptoms),
- encouraging a family to explore advocacy support, for an adult who was discharged home without the necessary support,
- supporting grassroots groups to explore and think about the impact achieved via community funding from Crawley Borough Council,

Raising awareness of adult safeguarding

Our Non-executive Board member Martin Phillips has given his time to support the Safeguarding Adults Board communication role which was acknowledged at a recent meeting.



Martin is one of two volunteers who have been raising awareness of safeguarding to hard-to-reach communities on behalf of the Board. This has resulted in an increase in safeguarding reports from black and minority ethnic people over the last six months.

Martin also continues to advocate for evaluating whether our health and care system is making safeguarding personal (a requirement of the Care Act) by speaking to the people at the centre of a concern.

If you are concerned for an adult, you can find out how to raise a concern [here](#).



Progressing our Priorities

You can find details of our 2022–2023 priorities [here](#).



Update on adult social care priority

We had been progressing activities to support the co-design of a customer survey for residents affected by the financial assessment changes. Co-design helps partners (including the County Council) to understand the impact and issues, including hearing from people who have had to change or stop their adult social care as a result of charging. However, in early May, the County Council emailed to advise that in order to meet committee deadlines it would not be possible to co-design the survey with our design group. Healthwatch have responded to express our disappointment.

The Council's decision was that for co-design to be meaningful, it would require a much longer timeframe, than was available; time that was no longer available as a report is needed to be ready for September 2022.

Healthwatch have since reiterated our commitment of working with the Council to ensure the voices of service users and carers can influence the financial assessment approach. We have suggested to the Council that it considers how customers, carers and community partners can be involved in the review of the findings and we have offered our support with this.

The Council has advised that it has had a very good response so far (as of 12th July). *The findings, including the key themes from the open-text questions, will be included in an analysis report which will be submitted to the Health and Social Care Scrutiny Committee (HASC) at its meeting on 16 September. The committee will consider the findings and make recommendations to the lead Cabinet Members and senior council officers.*

In the meantime, the Council's Charging Policy has been updated to reflect changes to its approach to Disability-Related Expenses and the annual changes to fees and charges. The policy is available [here](#).



Community collaborations

New resources for general practice – Emma Woodcock, GP gave an update at a recent West Sussex Social Prescribing Network meeting and advised that our collaborative community services work in Horsham, that identified the need for [befriending support](#) in the district, helped her to gain funding for a new Mental Health Social Prescriber.

Cheryl, our strategic partnerships lead is working with all of the Local Community Networks in West Sussex and with community partners. Some of the highlights from this quarter include:

- Hosting an opportunity for 18 community organisations to network and share information with the public on 23 June in Mid Sussex.
- Attending a multi-agency event at a pop-up pantry in Midhurst that provided an opportunity to have conversations with residents.
- Contributing to numerous conversions including tackling poverty data, community engagement, accessing primary care, evaluation processes, artificial intelligence, health screening.
- Supporting the evaluation and event report for the Swanfield Community Event.
- Providing information and editorial support for the conversations with ethnically diverse communities in Arun and Chichester report.
- Working with [Community Transport Sussex](#) to independently evaluate their buddy scheme pilot in Crawley.
- Attending [Chichester University](#) Nurses Conference.
- Attending and presenting at the [MS Society](#) newly diagnosed event.
- Attending [Impact Initiatives](#) Understanding Autism Event to talk with attendees.
- Speaking with local people in Haywards Heath and Crawley Libraries.
- Attending The NHS Big Conversation event in Crawley.

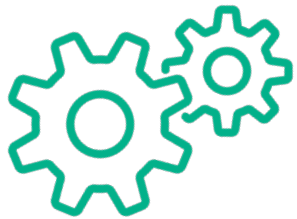


NHS dental care

NHS Sussex has taken on the responsibility for commissioning NHS dentistry from 1 July 2022 and will be seeking to understand the dental care needs of Sussex residents. We are looking at a local and regional collaboration for this priority work. Our initial ideas include:

- Literature Review – summary of what we already know about people’s experiences of NHS dentistry (mainly high street, but may also include more specialised primary care dentistry, e.g. looked after children, homeless people)
- Creating COVID timeline and context – accepting that issues predate COVID-19
- Understanding impact on other services including GP-led services, 111 Service and Urgent and Emergency Departments/Services
- Working with the steering group to understand issues as experienced by providers and commissioners
- Establishing a ‘solutions finding group’ for both short term solutions and a vision for what longer term, sustainable, effective, equitable and accessible NHS dental services could look like,
- Using the significant amount of local insight already gathered rather carrying out a large public survey.

We are now approaching people who might be interested in joining Integrated Care System steering groups to include dental providers, British Dental Association, South-East and NHS Sussex commissioners and Local Dental Committees.



Youth mental health

Strategic update – The development of the strategy for Children and Young Peoples’ Emotional and Mental Wellbeing in Sussex is reaching its conclusion. From this work, there is a recognition that to achieve the ambitions of the strategy, these must align to educational needs.

Young people have helped us to start developing a social media strategy aimed directly at young people using the channels that they engage with, for example, Instagram. This will be branded separately from our main Healthwatch West Sussex channels to ensure that the content is relevant to them and will enable us to use interactive polls and encourage feedback and the sharing of posts.

We've also been working with young people to develop the Healthwatch West Sussex youth page on our website, including an offer for them to ask a question and we'll help them find the answer. The page includes artwork created for us, and photos of "real" young people from West Sussex.

<https://www.healthwatchwestsussex.co.uk/youth>

Research around the creation of job opportunities for young people with Healthwatch West Sussex is underway. From conversations with both young people and youth providers, the inclusion of a qualification or recognised training is an important aspect of any role we offer and we're looking at how to ensure this is included.

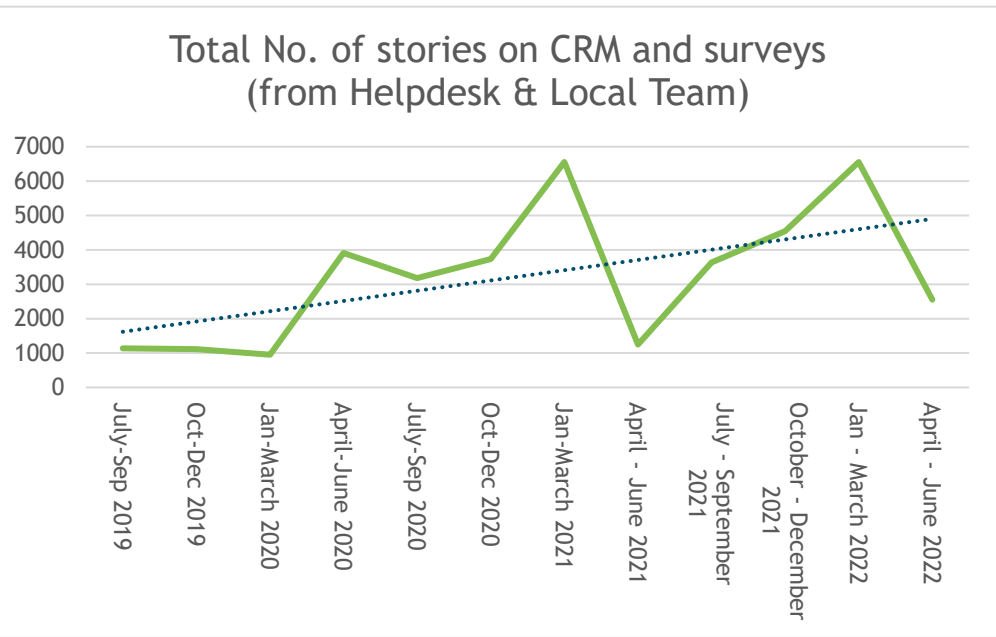
This quarter, we've also reached out to researchers at Chichester University so that Healthwatch West Sussex is in a good position for involvement in research opportunities supporting Children and Young People and their mental health in the future.

Cheryl from our team is also involved with the development of [T Levels](#) and other further education work.



We are committed to public and stakeholder engagement and transparency. You can find our reports, on our website www.healthwatchwestsussex.co.uk

Service and Activities



Our insight this quarter has increased slightly over the same time last year which is really positive given the delays in co-production (due to system pressures, staff sickness, event cancellations and a focus on analysing insight and finalising significant pieces of work).

We have also supported the development of the new ways of working ahead of the launch of NHS Sussex on 1 July.

Information, Advice, Communication & Engagement

We have supplied to residents, their family and friend carers, community partners and Integrated Care System stakeholders, through all of our communications channels:

	Key performance metrics for current and previous quarter	
	Q4 January – March 2022	Q1 April – June 2022
Enquiries to Helpdesk/frontline team through all channels	1,998	2518
People signposted to IHCAS for ongoing advocacy support	26	18
Number of people engaged with (all channels)	31,729	34,458
Number of engagement/influencing occasions	820	711
No. of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	6,554	2,553
Number of community partners engaged with	2000+	1586
Active community collaborations	48	48
Reports, Spotlights, and case studies	20	13
Website visits	8,429 – 87.7% were new users	10,008 – 86.6% were new users
Facebook: Followers	667	669
Posts	67	55
Reach	8367	7767
Twitter: Followers	1,783	1793
Posts	59	50
Reach	9,500	13,600
Heads Up briefing subscribers	1248	1260
External publications (hard copy and digital)	8	6

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	
	Q4 January – March 2022	Q1 April – June 2022
Volunteers	56	57
Roles covered by volunteers	96	97
Volunteering interactions (meetings, events)	382	398
Volunteer support hours	411	425
Healthwatch Board Independent Directors	230	240
Estimated value of volunteers **	£27,867	£28,625

**Estimate based on £25 per hour for volunteers who usually work at a high level and £75 per hour for Independent Director volunteers. More virtual meetings reduced the need for travel hours so although a slightly lower number of hours, it reflects increased direct activity.

During this quarter:

We continue to sustain a good level of engagement with volunteers taking part in:

- collecting and sharing insight from local networks and social media – identifying themes and emerging issues
- representing Healthwatch and amplifying local people's voices at committees, forums, networks, and other meetings
- reviewing and commenting on health and care communications as part of our #ConfusingComms Campaign
- 1:1 and small group volunteer meetings with Volunteer Lead (in person / virtual)
- volunteer Drop-In session with Volunteer Lead during National Volunteers Week to share gifts funded by Help & Care
- Enter & View / Hospital Visiting Programme review meeting with lead Enter & View volunteers and University Hospitals Sussex NHS Foundation Trust
- Advising on the youth page of our website and young people's social media strategy.

Reports and Publications

Please note that due to pre-election protocols we did not publish reports until after the May 2022 local elections.

The following were published this quarter:

Dental care

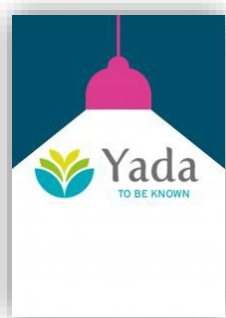


[A Lack of NHS Dental Appointments – widens Health Inequalities Warns Healthwatch](#)

April 2022

A new survey of public attitudes to NHS dentistry shows that half of the adults in England find dental charges unfair amid escalating living costs. We have warned decision-makers that NHS dentistry is in desperate need of reform.

Spotlight on other services:



[Spotlight Yada](#)

May 2022

Find out more about Yada, a charity working across coastal West Sussex with the aim to end the sexual exploitation of women.



[Spotlight Gamcare](#)

May 2022

Read our Spotlight report on GamCare, the leading UK provider of free information, advice and support for anyone harmed by gambling.



[Guest blog – Jane Green for Ehlers Danlos Awareness Month](#)

May 2022

Find out more about symptomatic Hypermobility in our guest blog, written by Jane Green, the Founder & Chair of SEDSconnective, Sussex Ehlers–Danlos and Hypermobility Support Community Group.



[Spotlight – Singing for Lung Health](#)

June 2022

Singing for Lung Health groups have been set up to help people with lung conditions such as COPD, Asthma, Bronchiectasis, Pulmonary Fibrosis, etc. Using the same techniques employed in singing, the aim is to help control and use the breath efficiently whilst having fun.



Spotlight - Better Breathing

June 2022

Better Breathing is a well-established peer support group for local people in East Grinstead living with chronic obstructive pulmonary disease (COPD).



Spotlight - Hourglass

June 2022

The Hourglass mission is simple: end the harm, abuse and exploitation of older people in the UK. Find out more about Hourglass in our Spotlight report.

Hourglass is the only charity in the UK specifically dedicated to calling time on the harm, abuse, and exploitation of older people across the United Kingdom.

Youth Mental Health



Sector Connector- a focus on Foundations For Our Future

June 2022

On the 22nd of March 2022, 4.00–5.30pm, Healthwatch in Sussex hosted a webinar to explore Children and Young Peoples Mental Health and Wellbeing.

The focus of this event was the Sussex children and young peoples' emotional and mental wellbeing strategy. The event was a chance to improve mental health and wellbeing services for children and young people in Sussex.



Championing What Matters to You – Our Annual Report-2021-22

June 2022

Our Annual Report, 'Championing what matters to you' highlights our work and what we've achieved in 2021-22, and our future priorities.



Heads Up – Keeping people up to date on health and social care.

April 2022 Heads Up

May 2022 Heads Up

June 2022 Heads Up



Impact and Performance Report Q4 – January to March 2022

April 2022

A summary of the breadth and depth of our work from January to March 2022, issues/concerns, and our forward plan for the next 3 months.

Independent Health Complaints

Our advocates have supported patients, their family, carer and friends and community partners. Also, offered learning to our Integrated Care System stakeholders from experience of supporting people to raise concerns

	Key performance metrics for current and previous quarter	
	Q4 January – March 2022	Q1 April – June 2022
One off information, advice, and support	86	34
New referrals for support	26	54
People on waiting list	3	0
Advocacy support concluded	34	50
Ongoing advocacy support cases	105	105

Impact on the NHS because of high COVID infection-rates has continued to have a direct impact on our advocacy service, e.g., slow referrals, and difficulties in concluding advocacy, particularly when trying to arrange local resolution meetings. This continued to add to the workload of our advocates, as it is often necessary to make multiple attempts to find out where a complaint is within a Trust's process and to rearrange cancelled meetings.

The advocates are also seeing a rise in the wait time for complaints to be allocated to case workers at the Parliamentary Health Service Ombudsman (PHSO), recently Katie sent in a new application and the wait time is 9 to 11 months. At this stage, the family who are asking about the death of their daughter, do not even know if the PHSO will investigate. They will have to wait possibly a year before they find out if an investigation by the PHSO will happen.

Between April and June, our advocates have supported West Sussex residents, including: -

- Attending a pre-inquest hearing in Chichester to provide advocate support to a family going through the NHS complaints process alongside a full inquest into the death of their son.
- Advocates have been unable to meet partners face-to-face and relationships have been built up just over phone calls, and a family that have been making a complaint to Sussex Partnership NHS Foundation Trust, about the lack of support for their son, have been supported to attend an online Local Resolution Meeting. This took place and the family showed great resolve in engaging with the process enough, under challenging circumstances. The Trust has undertaken to support this family in the future and an appointment has already taken place at the family's home.

“ I can't thank you enough for attending. I think that it made a huge difference. I am delighted that I have finally been heard.’

West Sussex Resident supported by IHCAS, May 2022

Making complaints to the NHS can give vital lesson and learning to improve the service for others.

Katie has been supporting Jane (name changed) with her NHS complaint about her daughter and the Child Development Centre (CDC) which is run by Sussex Community NHS Foundation Trust (SCFT).

Jane submitted her own complaint to SCFT, however, due to a lack of communication she contacted the Healthwatch Independent Health Complaints Advocacy Service (IHCAS). Katie contacted the Trust to find that Jane's complaint had in fact been logged with PALS's¹ and was being treated as informal. An offer was made for Jane's daughter to attend an assessment with occupational therapy, and this was accepted on the understanding that if this was not satisfactory, a formal complaint would be submitted. The appointment took place, and the outcome did not meet the needs of the family and a formal complaint was then submitted to the then Clinical Commissioning Group about the Trust and also another stakeholder, as the family were informed they needed a CAMHS assessment which had been rejected.

Even though Katie is still supporting the family through the complaints process and Jane is awaiting a date for a Local Resolution Manager, SCFT has identified learning from the complaint.

Jane received a letter from SCFT about the assessment process and was shocked to read the word "domestic violence" and felt that SCFT were accusing her of abusing her daughter. The complaint response letter from SCFT confirmed the following learning which Jane is happy to share: –

Dr X stated from their experience of developmental trauma, was that this was unlikely and is usually caused by issues such as domestic violence or an unsettled home life with social environmental factors in the early years. This information was given as a general example of the causes of developmental trauma and in retrospect was not appropriate to be included in the response letter to Jane. An apology was offered by SCFT for the distressed caused by this reference and all staff at the CDC

¹ The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.

have since been reminded not to use examples and possibilities that have no clinical evidence or basis in any communications they make.

Finance

Finance and Performance Board Sub Committee and Actions

Wherever possible we continue to pursue additional commissioned work and social enterprise opportunities to support us to deliver our work, tackle inequalities and influence to improve health and social care outcomes for people.

The finance subcommittee meets on 3 August 2022 to scrutinise:

- Contract performance (as detailed on pages 58–59 of Contract). Performance shown here.
- Finance report (internal document)
- Risk Register (internal document).

This sub-committee provides a summary of the discussion to the Board at the public meeting.

Contract annual target for 2022–23 Q1		Actual for 2022–23	Access %
Enquiries to helpdesk	331	397	20%
Insight stories	662	2553	286%
People engaged with	22050	34,458	56%
IHCAS new case	55		-2%
IHCAS cases closed	55		-9%

Looking Forward

New legislative to integrate health and care launched 1 July

From the start of July, the way health and care works in Sussex is changing to help give local people what they need to live longer healthier lives. The 'Sussex Health and Care System' brings together the many different partners responsible for improving the health care, social care, and public health for all our communities.

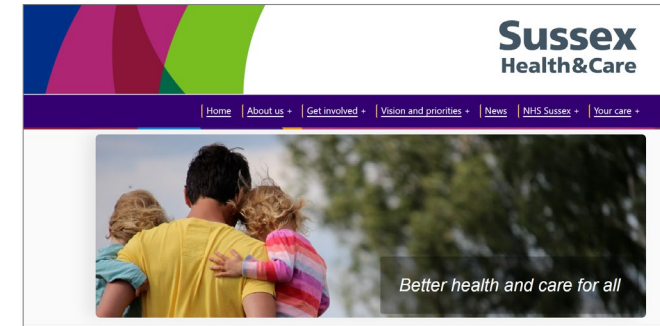
You can learn about how Sussex is establishing this new way of working following the change in legislation from 1 July [here](#).

Healthwatch in Sussex is a key partner of this new system both at a Sussex level and at a place level – covering the three areas of Sussex (Brighton & Hove, East Sussex and West Sussex).

Over the summer, we'll be working with partners on a new West Sussex Partnership Forum that will join-up, co-ordinate and improve the health and care services for all our communities and support the implementation of an agreed 'Sussex Integrated Care Strategy' in West Sussex. We've asked NHS Sussex to communicate how the place-based integration and governance structures will work, as we believe this is what people will be most interested in (compared to a Sussex level).

Place-based working is key to the future delivery of NHS and care, and for this reason there is no legislative plans to merge local Healthwatch to form a Sussex Healthwatch. Instead, the three local Healthwatch in Sussex will continue to work collaboratively on activities that are Sussex-wide. Our focus continues to be on the priorities of West Sussex residents and how we seek to understand the experiences of people and communities within our County.

Find out more about our role in the Sussex Health and Care System here: <https://www.healthwatchwestsussex.co.uk/news/2022-07-05/new-integrated-health-and-care-system-launched-1-july>



<https://www.sussex.ics.nhs.uk/>

Priority 1: Adult Social Care

We will be taking part in the Health and Adult Social Care Scrutiny Committee discussion in September 2022 and look forward to seeing the co-produced booklet.

Priority 2: Community Services

We are working with the six West Sussex Local Community Networks on specific community engagement relevant to specific communities.

Priority 3: Dentistry

As NHS Sussex has taken over the NHS dental commissioning from 1 July 2022, we are seeking to understand how this will work and to work collaboratively together with other local Healthwatch on our dental priority. Our aim is to meet with appropriate stakeholders over the Summer, to be able to have a plan for how we will be working in quarter 3 and 4.

We are seeking to understand the timeframe and changes announced in July to reform NHS Dental Care and how we can gather the impact and experiences arising from these changes.

Priority 4: Youth Mental Health

We continue to support the Foundation for Our Future Programme, that involves us inputting your insight into decision making. As an example, we are working with the system to consider how to create amongst young people a greater sense of trust in the system by exploring a Sussex Confidentiality Policy.

Social enterprise opportunities

We continue our strong and collaborative working with colleagues in Healthwatch Brighton & Hove and East Sussex, where issues are Sussex-wide, including additionally commissioned work. Healthwatch West Sussex currently leads on behalf of Healthwatch in Sussex on: Autism and Learning Disabilities, Cancer, Children and Young Peoples future engagement with the implementation of the Foundations for Our Future recommendation implementation, Dentistry and Ophthalmology.

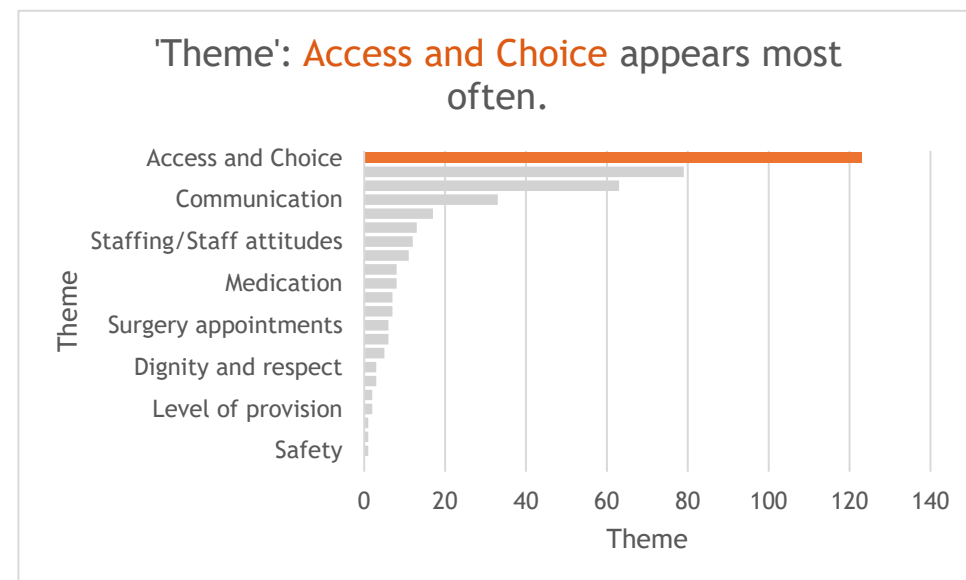
We are working on understanding experiences and views around bowel cancer testing, home blood pressure monitoring, and equality.

Issues and Concerns

Access to GP-led Services and dentistry make up the volume of enquiries and insight from people. It is clear there is very much a mixed experience across the County, but our insight is suggesting there is a common understanding that access is a big issue with **some expressing safety concerns.**

We've shared an early draft of our Access to GP-led Services report in early May but have struggled to get information around what NHS Sussex has been doing to improve the issues people have raised.

We've delayed publishing our report as we want to make sure the public has information about primary care investment and changes to improve access. We will publish the report at the end of July, as too much time has elapsed since the close of the survey (31 December 2021.)



We'd raised concern over the way clinicians and frontline staff express a need to wear **a face mask** in a health setting, and that there needs to be an easy way for people who cannot wear one to make staff aware, so appropriate risk mitigation can be put in place ahead of an in-person visit. We were pleased to see new information has come out about return of facemasks in health settings.

What else are people telling us about?

We have a small amount of insight around issues with people living with mental ill health being discharged without the right support being available at home, which has created distress and issues for wider-family members.

Young people's access to CAMHS remains an issue that people are telling us about and we plan to create detailed case studies to support the system to understand the impact and experiences.

Board meetings

Board meetings are held in public (Virtually at the current time). Future meeting dates are:

- Wednesday, 17 August 10am – 12 noon (Q1)
- Wednesday, 9 November 10am – 12 noon (Q2)