

Impact & Performance Report



We believe that everyone in society needs to be included in the conversation. Especially those whose voices aren't heard so loudly.

At the heart of our values - is **inclusivity**
Listening to the first-hand experiences of diverse groups improves care for everyone



July - October 2021 (Q2)

At a Glance

Making a difference to care

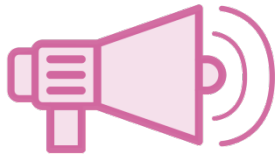


We are listening

We recognise the value of listening to people and making sure their voices are heard and understood.

This is why we have shared an impact case study alongside raising concerns over the current financial assessment for adult social care processes and have put this forward for scrutiny as an urgent matter.

Reaching out

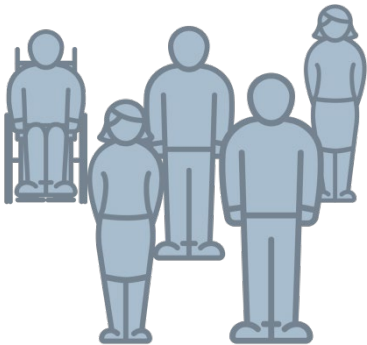


1,250+ stories and survey responses

We value the insight gained from analysing many different peoples' experiences to learn how to improve care.

This quarter we have focused on getting a deeper understanding of peoples' experiences.

Providing support



Providing valuable information

We've included a snapshot of how our information and advice goes beyond simply responding to individual enquiries. We are championing the need for appropriate and easy to understand information, so people can be independent and enact their own care where possible.

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.

Addressing Your Concerns About Financial Assessment and Council Care Charging

We continue to escalate the concerns of people struggling with the West Sussex County Council (WSCC) financial reassessments which began in January 202. We are sharing the insight we collect to support the council with their current improvement plan work. We are now confident that residents' voices will be heard and understood and can assure the public that we are fully committed to working on this recognised issue over the coming months to influence improvements and outcomes for people.

As part of this we are bringing a number of expert speakers together in a webinar on 11 November (*see over the page for more details*). We aim to help residents by sharing information about the financial assessment (its purpose and processes), as well as **what to do if you have concerns over what you have been asked to pay**. We will explore:

- How to gain the confidence to discuss the process and disability costs you have
- What resources and communication are needed to make sure your individual circumstances are understood.

A massive thank you to everyone who has been speaking to us about this and through the openness of some we are working on some training videos with the council to support the improvement of this service.

All the experiences shared will be part of our scrutiny evidence that will be presented to the West Sussex Health and Social Care Scrutiny Committee discussion rescheduled to take place in January 2022.

A special thanks goes to one carer who has recorded their experiences as vlogs. This is helping us to develop training videos to help others supporting people in receipt of Adult Social Care.

“ Healthwatch has made it all so much better - being listened to and understood. Just knowing you're on this journey with us has made me feel so much better. They [the Council] need to see it from our perspective. (West Sussex Carer)



Public Webinar - 11 November 2021 16.30-18.00

Charging for Adult Social Care in West Sussex

Looking at the process, support and information

Please join us at this webinar which will be recorded for later viewing.

We **aim** to help residents by sharing information about the financial assessment (its purpose and processes), as well as **what to do if you have concerns over what you have been asked to pay.**

We will explore:

- How to gain the confidence to discuss the process and disability costs you have
- What resources and communication are needed to make sure your individual circumstances are understood

Zoom Familiarisation Session - 16.20 -16.30

For any attendees who would like a short introduction to the Zoom functions.

Part 1 - Speakers and Question Time 16:30-17:30

Martin Philips, Independent Chair, will open the event and invite speakers to share information before putting questions to the panel.

You are invited to submit questions in advance or use the *chat* facility during the event to ask the panel questions. Please email any questions to: helpdesk@healthwatchwestsussex.co.uk

Speaker Panel

Alistair Rush, Deputy Director of Finance at WSCC

Mark Wright, Equalities & Human Rights Commission (for information on the national inquiry into this area of adult social care)

Citizens Advice, Benefits and Finance Advisor

Part 2 - Safe space for sharing experiences 17:30 - 18:00

This section of the meeting is for people who have experienced an assessment to share any further concerns or issues. Professional attendees will be asked to leave and the recording will be stopped.

To register please follow the link below:

www.eventbrite.co.uk/e/charging-for-adult-social-care-in-west-sussex-tickets-194435380457

At the heart of our values - is inclusivity

Listening to the first-hand experiences of diverse groups improves care for everyone

It's refreshing to see young people being recruited as co-chairs at strategic meetings and we are seeing this now happening at many of the health and care meetings we attend. This demonstrates a positive shift in attitude. Before the pandemic when we'd challenge on where was the young peoples' voice being represented strategically, we'd hear the response of *it's too hard* and *the professionals can give us that insight*.

No one says *it's too difficult* in the meetings now.

With increasing demand health and care services need innovation - fresh ideas and solutions, so services work well together and with people. Innovation will come from recognising the way people live and experience their lives and what is realistic when money and the transitional health and care workforce has limitations. **Inclusivity must be at the heart and start of service design.**

West Sussex Young Peoples' voices and experiences are directly informing discussions on transition into adult services, using our previous work on the Healthwatch/NHS Integration Index, as well as the work we have been doing with Chichester College. This work is included as possible solutions in the Children and Young Peoples' Mental Health Digital Report currently being distributed and presented to partners across Sussex including the Foundations for our Future board and the Children First Board by YMCA Downlink.

Testing out new and sensitive ways of working

In partnership with Gulu Sibanda, Local Authority Partnerships and Communities Locality Lead, we've explored a new approach to engaging on more sensitive health topics. Our work has been shared with the Council to create a better understanding of how we can better understand different attitudes and experiences of health. Gulu has shared how this has helped him progress in his engagement and community connections.



Giving people confidence and strength through information and advice

As well as listening to peoples' stories we provide people with information and advice so they can get the help and support they need in a timely way.

It's great when we hear back from those we have spoken to and even better when we hear it's not only got them a good outcome but has inspired them to want to volunteer to help others.

There are many ways you can help us to improve services - why not give us a call on 0300 012 0122 to find out more?



“

Thank you and Healthwatch for all you have done as I am not sure the outcome would have been the same without your involvement?

(West Sussex Carer)

Thank you again for all your help, it's nice to know there are people out there that care as it can feel pretty lonely at times.

(West Sussex Autistic Adult)

Acting on what you have told us need to change

“ It's an excellent report, and I'm so pleased to see the essential and practical recommendations. I wish you well in its positive impact and contribution to many urgent and crucial improvements, and wish you and your colleagues well in whatever follow-up actions you may be taking.

(West Sussex Autistic Adult)

After publishing a report with evidence of impact on adults waiting an autism assessment, we have met with the service again and talked to commissioners about next steps. We've mapped our report recommendations against requirements set out in the new national Autism [strategy](#). We'll be following up with commissioner on their workshops (taking place in October) to understand the planned improvements to the support for people and the timing for change. We have pushed for there to be support so people can wait well whilst the plans to reduce the waiting time happen. We've also made sure that the national Autism strategy is understood in the development of the County's transport plans [review](#).



Pitting patients and GPs against each other is unhelpful and dangerous

Sir Robert Francis, chair of Healthwatch England wrote in The Independent (September 2021) This tension between the two groups is creating devastating consequences. We need to shift from damaging rhetoric, learn what patients need and what primary care can safely deliver.... Winter is coming and with that, demand for healthcare is expected to rocket even more. We need honesty about what the NHS can do and how, and for plans to be developed with full patient and frontline involvement.

Access to GP Care

(Working with many other Healthwatch)

In the South-East we've been working with the NHS (GPs, Practice Managers, Local Medical Council, Commissioners, etc.) looking at how we can find local solutions to some of the access issues people experience when contacting GP surgeries. We're kick starting the engagement for this work with a staff survey to find out what has changed for them, and what they think would be helpful for people to know before contacting a surgery.

If you work in a GP Surgery, click on our [survey](#) link to share your views - they matter.

The staff information will help us to develop questions to ask the public. The insight we gain from this we hope will look beyond the current focus on number of face-to-face appointments - so together we can really understand what works for people so we can spread this learning far and wide.

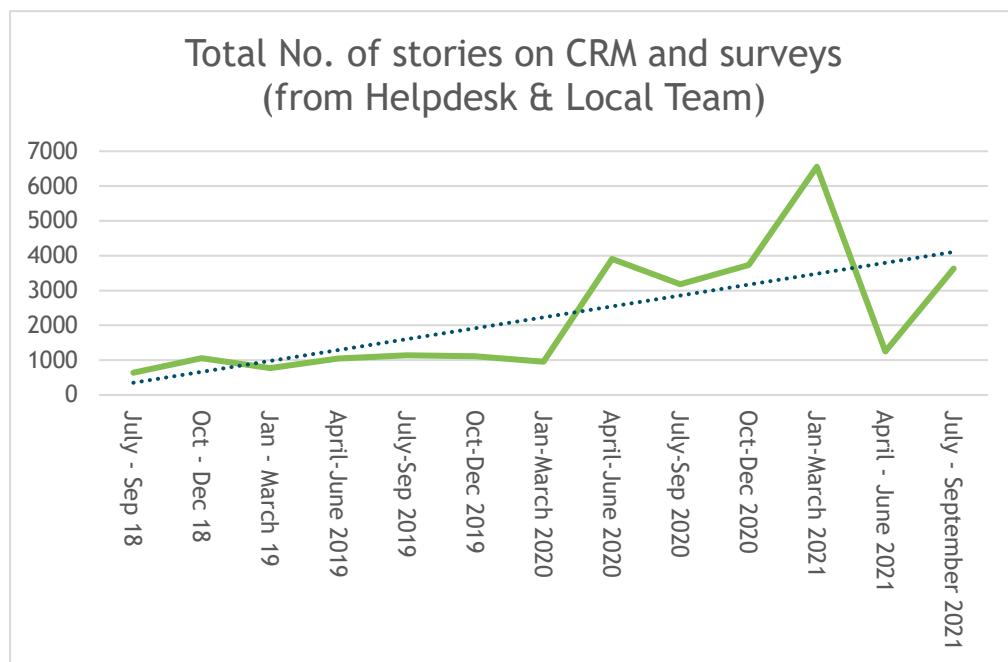
NHS Cancer and Planned Care Innovation and Improvement Forum - this new collaborative forum brings together clinicians, managerial leads, Healthwatch, VCSE and patient/carers leads and is chaired by Healthwatch West Sussex. The first meeting took place on 11th August focused on DNAs. Meetings will continue monthly to unpick local healthwatch insight to collaborate on ICS innovations and improvements.

Partnering with others

The **East Grinstead Museum 'Life in Lockdown'** report and four case studies are published. They capture diverse experiences of life during the pandemic lockdowns - what was good and not so good. These reports are now with the West Sussex County Council's Records Office as part of reports written during the pandemic for future social researchers.

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



We recorded a total of **3,634 pieces of insight**.

Our insight has trebled this quarter from the last as again we have sought to reach out into our communities to understand specific issues and more generally.

We have tentatively taken steps to engage people face-to-face, so we can test the water for future community outreach work.

In the next quarter we will roll-out our public survey that will look at peoples' experience of accessing GP practices. We are one of three local Healthwatch leading on this project, in collaboration with the NHS.

We are also hosting three webinars in November and are part of a one-year follow-up to last year's care home webinars.

Our considerable insight relating to GP access was submitted to commissioners in October, to inform the Sussex Health and Care Partnership's Access GP Plan which must be with NHS England/Improvement on 28 October 2021.

This follows the Government's announcement on 14 October and has the opportunity for our local NHS to receive much needed funding to enable commissioners to really support our GP practices with their demand and pressure, so that peoples' access to their services improves.

Information, Advice, Communication & Engagement

Supplied to patients, 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 | |
|--|--|-----------------------------|
| | Q1 April - June 2021 | Q2 July - October 2021 |
| Enquiries to Helpdesk and frontline team through email, website and social media | 838 | 1,308 |
| People signposted to IHCAS | 44 | 45 |
| Number of people engaged with (all channels) | 41,862 | 39,797 |
| Number of engagement/influencing occasions | 620 | 749 |
| No. of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships | 1,250 | 3,634 |
| Number of community partners engaged with | 1700+ | 1700+ |
| Active community collaborations | 21 | 24 |
| Reports, Spotlights, and case studies | 17 | 22 |
| Website visits | 12,072 - 87.4% were new users | 10,583 85.1% were new users |
| Facebook: Followers Posts Reach | 610 56 10,477 | 632 39 6,362 |
| Twitter: Followers Posts Reach | 1,753 46 21,000 | 1,744 37 16,500 |
| Heads Up briefing subscribers (#audited in Q1 to remove stakeholder changes) | 1,235 # | 1,410 |
| External publications (hard copy and digital) | 25 | 15 |

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 | |
|---|--|---------------------------|
| | Q1 April - June 2021 | Q2 July - October 2021 |
| Volunteers | 52 | 54 |
| Roles covered by volunteers | 92 | 94 |
| Volunteering interactions (meetings, events) | 426 | 429 |
| Volunteer support hours | 527 | 435 |
| Healthwatch Board Independent Directors | 248 | 235 |
| Estimated value of volunteers ** | £31,775 | £28,500 |

**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 West Sussex 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
- Volunteer team met virtually to contribute to future planned work and the return to face to face activities
- Volunteers attended a virtual regional share and learn event with other Healthwatch Teams
- Supporting the development of PPGs to support PCNs, and supporting the regional work around 'access to GP-led Services'
- The Board met virtually for a formal meeting in August 2021.

Reports and Publications

As well as our usual publication channels, we are pleased to be working with the West Sussex Records Office so that our reports relating to the pandemic are recorded. They will provide important information for the here and now and give a historical reference.

Please note that during this quarter we needed to be mindful of the pre-election restrictions and therefore the publishing of some of our reports was delayed. The following were published this quarter:

GP Care



[Healthwatch in Sussex Report - Insight Highlighting Pressures on GPs and A&E](#)

July 2021

Healthwatch in Sussex is today publishing a report that shares its insight on the pressures being faced by local health services across the county.



[Peter's Journey - Accessing GP-Led Services via eConsult](#)

July 2021

3 telephone calls from the patient, one telephone call and email from the GP surgery, two eConsult forms - just to speak with a doctor? This is Peter's story of using eConsult.

Peter spoke with us to share how frustrating it was to get support from his GP practice regarding an ongoing problem with his toe. He was told by the GP receptionist to use eConsult, but he faced problems when trying to upload images to the form.

Community Working



Horsham District Befriending Support - Surveying Need

September 2021

Healthwatch, are working collaboratively with Horsham District Council and other partners, to learn from local people in the Horsham District area the impact of loneliness and isolation on health and wellbeing, including mental health, confidence, motivation, and social participation.

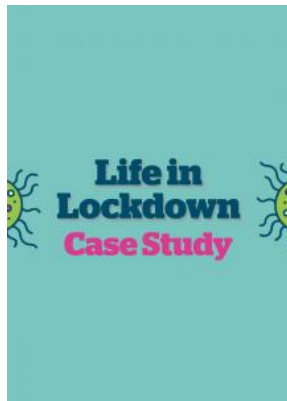


Documenting life in lockdown - East Grinstead

August 2021

East Grinstead Museum and Healthwatch West Sussex have worked together to Document Life in Lockdown, in and around East Grinstead Town and surrounding area.

East Grinstead Museum is collecting photographs and short films of daily life, both at home and in the town, along with creative works or a short diary that have been inspired by the pandemic lockdown.

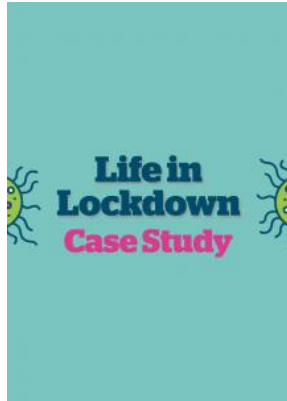


High Sheriff -life in lockdown - case-study

August 2021

The Office of High Sheriff is at least 1,000 years old having its roots in Saxon times before the Norman Conquest. The Shrievalty, as the office is known, is the oldest secular office under the Crown. Originally the office held many of the powers now vested in the Lord-Lieutenant, High Court judges, magistrates, local authorities, coroners and HM Revenue and Customs.

Our case study highlights the challenges and changes for Dr Tim Fooks, High Sheriff of West Sussex during the COVID-19 lockdowns.

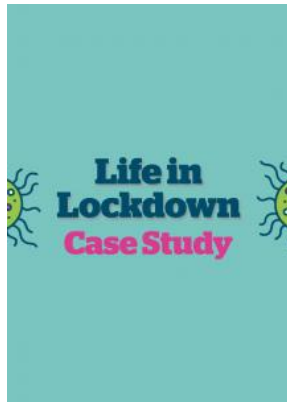


[51 Degrees Design - Life in lockdown - case study](#)

August 2021

51 Degrees Design offer affordable and bespoke, graphic design, website design and social media to support local businesses.

Our case study highlights the challenges and changes for 51 Degrees Design during the COVID-19 lockdowns.

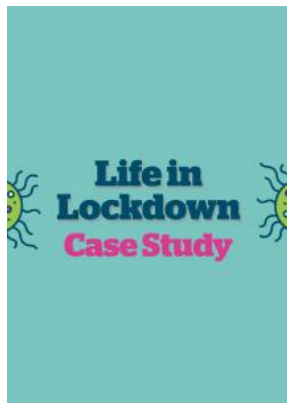


[East Grinstead Lions Club -Life in lockdown - case-study](#)

August 2021

The East Grinstead Lions Club is part of Lions Clubs International, the largest service club organisation in the world, with more than 1.3 million members, serving their communities in 205 countries.

Our case study highlights the challenges and changes for East Grinstead Lions Club during the COVID-19 lockdowns.



[Hallmark Travel - Life in lockdown - case-study](#)

August 2021

Hallmark Travel is just off the High Street in East Grinstead. They are 30 years old. Their clients are discerning travelling to destinations like Australia, New Zealand, the Far East, Indochina, and Japan.

Our case study highlights the challenges and changes for Hallmark Travel during the COVID-19 lockdowns.

Spotlight on other services:



Spotlight on Sussex Community Foundation - Living Well Programme

September 2021

Raising awareness of the Living Well Programme which is a free 6-week self-management course for adults living with any long-term physical or mental health condition.



Spotlight on the Tapestry Day Club

July 2021

Tapestry Day Club have clubs running across Horsham District and in other areas of West Sussex. The clubs are for small groups of older people who are lonely or socially isolated due to the pandemic and/or are living with early stage dementia.

Hospital and planned care



People living in poorest areas are waiting longer for hospital treatment

September 2021

The King's Fund and Healthwatch England jointly call for urgent action to address hospital waiting lists and improve patients' experience of delays to treatment.



Are you or your loved ones waiting for hospital care - share your views campaign

September 2021

Millions of people have had their treatment delayed by the pandemic - are you one of them? We want to know if you're getting the advice, information and support you need while you wait.



Understanding patient and family/friend carer experience of rapid COVID-19 Hospital

September 2021

Healthwatch in Sussex help improve the process of being discharged from hospital, and the support you receive at home.

Other



Experiences of Services and Living with Sensory Impairment

July 2021

Healthwatch West Sussex supporting engagement to inform the development of the West Sussex County Council Sensory Impairment Needs Assessment review.

West Sussex County Council (WSCC) is refreshing its Strategic Sensory Impairment Needs Assessment.



Impact on Adults Waiting for an Autism Assessment

July 2021

The current wait for an Adult Autism Assessment in West Sussex is approximately 3 years (as reported by people referred to the service and the service itself). This report looks at the impact on adults who are waiting to be assessed.



Supporting Relatives and family Carers of Residents in Care Homes

July 2021

A series of webinar events were organised between September 2020 and March 2021 on behalf of informal carers (families and friends) of care home residents. This is our overarching report from these events.

A one year on event is happening soon.

Healthwatch West Sussex



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

Heads Up - September 2021

Heads Up - August 2021

Heads Up - July 2021



Q1 Impact and Performance Report - April - June-2021

July 2021

A summary of the breadth and depth of our work from April to June 2021, issues/concerns and our forward plan for the next 3 months.

August 2021 Board Meeting Papers

August 2021

Various board papers and details of the meeting.



Learning from complaints -IHCAS Reflections-2020-21

August 2021

Our report shares the themes and reflections of the Independent Health Complaints Advocacy Service team in 2020-21.



Independent Health Complaints Advocacy

| Supplied to patients, their family and friend carers, community partners and Integrated Care System stakeholders through offering support in learning from complaints and patient concerns: | Key performance metrics for current and previous quarter | |
|---|--|---------------------------|
| | Q1 April - June 2021 | Q2 July - October 2021 |
| One off information, advice and support | 29 | 19 |
| New referrals for support | 78 | 70 |
| Advocacy support concluded | 83 | 60 |
| Ongoing advocacy support cases | 72 | 82 |



Just wanted to put in writing how much I appreciated your support over the past few weeks. From the prompt response to my original email, to you taking the time to join and listen to my meeting with the CCG, keeping me informed and sharing my frustration with how the [name given] review has been conducted. Thanks again and keep up the good work.

The service has seen a rise in complaints that reflect the increased challenges the NHS face in the continued pandemic and demand for healthcare, delivered by an exhausted workforce. We are anticipating that as we get closer to winter (with weather changes and more viral circulation), our NHS will have less clinical resources to deploy in investigating complaints.

Our advocates are in regular contact with the complaint teams at the various Trust's around West Sussex and they report a rise in volume of complaints and in the complexity of cases.

As a proactive step, our service has written out to clients to manage their expectations over the length of time the complaints handling process may take and to reassure people we are continuing to follow-up to get updates on complaints.

We believe it is important to ensure the NHS has the opportunity to learn from current complaints and we will continue to highlight issues at senior level as people contact us with their concerns.

Advocacy support in more detail

Along with complexity, there is often a need for a sensitive approach from our advocates, to build a working trusting relationship to provide the support and guidance that is required. For example, where there has been a loss of a loved one or as we have had this quarter issues around a medically-induced termination.

Our clients have experienced long waits for local resolution meetings, many not feeling their concerns can be discussed virtually. This quarter we have attended a number of resolution meetings to support clients and have more scheduled.

Various cases have been closed over the past few months and feedback has been received: -

“Thank you very much for all your help and support over such a difficult time as a family. It has been invaluable. You were always a listening ear, even when we had nowhere to turn, and felt like we had hit a brick wall in terms of getting progress! So, we can’t thank-you enough”

“Thank you so much for all your support. You have been such a great help in getting through this difficult time. You have worked tirelessly and made sure I got face to face contact with some high up managers. Regardless of what was written in various reports, I am quite sure they heard us, and hopefully something will come of that”.

Case studies

Advocate has supported a mother and daughter, following the death of their husband/father. Joe had been to his GP numerous times with a pain in his shoulder and eventually he was diagnosed with lung cancer. Sadly, Joe passed away shortly after getting this diagnosis.

This was a complex complaint that was submitted to the Clinical Commissioning Group, as it involved four NHS organisations.

It took over a year to obtain the response letters. Involved a significant event meeting with Joe’s GP practice, where it their findings were share with the family. It was agreed to close the case to enable the family to come to terms with their loss.

“ I would like to take this opportunity to thank you for your kindness and compassion during this process, you have been not only totally approachable but efficient, knowledgeable and most importantly an advocate for both my mum and I. The service that you offer is invaluable and I hope it can continue in these difficult times. It has been a pleasure to work with you and although the outcome wasn’t quite as we wanted, it has gone some way to allowing my mum to move on.

The System Learning from this case study included:

- Community Nursing Team reminded of the need to review the effectiveness of the pain relief medication
- The investigation found the Pressure Relieving Intervention Check List was not completed, the practice would have been enhanced if the list had been completed as the patient would signed the form highlighting the risk of not having/using the equipment



recommended. This document ensures that all the risks associated with not accepting or using pressure relieving equipment have been discussed with the patient. To support this happening in the future, this will be discussed with the Community Nursing Team.

- Community Nursing Team will be reminded not to recommend the use of any product that is not available on the CCG's approved list of wound care products.
- The case will be discussed at the practice's monthly clinical meeting for the purpose of sharing learning between their clinicians.
- NHS England have advised the practice to undertake a significant event meeting to analyse what could have been done differently and what learning can be identified.
- Practice staff will try to better explain the role and scope of services provided by the Sussex MSK Partnership.
- The outcome of the significant event meeting - unexplained persisting shoulder pain possibly may have been a 2ww criteria for lung cancer in the past but not currently - If the patient self-referred to MSK earlier, whether it would have changed the outcome? Unlikely as the patient presented at an advanced stage with pain already from metastatic spread - We know that not all lung cancers are picked up on chest x-ray, so unclear if chest x-ray earlier on we would have seen it - Having a lower threshold for chest x-ray in unexplained shoulder pain

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, given that we are one of the lowest local Healthwatch (per population head).

The finance subcommittee met on 1 November 2021 to scrutinise:

- Impact and Performance report (published document)
- Finance report (internal document)
- Risk Register (internal document).

As we reported in our June Annual Report and in the Q1 performance report discussed publicly in September, the sub-committee agreed the need to alert WSCC of the ongoing financial pressures we face as a result of additional meetings and insight support commitments required resulting from the pandemic. In particular, the funding of the IHCAS service is of concern. In May our contract for 2021/2 was given an inflation uplift of 1.75% only. Regrettably the October date to discuss this with our commissioner was cancelled. We have been told that internal WSCC discussions about reviewing the funding of the Healthwatch Statutory services are being held and we will be contacted when this is concluded. We have asked for a collaborative meeting.

The key risk continues to be concern over WSCC stakeholder relationships and lack of opportunity to undertake our statutory responsibility to influence commissioners, DAS and DPH. We are pleased that monthly meetings with a Senior Public Health lead have been taking place since August and we have found these to be a positive connection to build enabling the exchange of information and insight and we feel that these are already helping with this risk.

NHS England recently interviewed our Chief Officer alongside other local healthwatch and senior ICS colleagues as part of a case study around ICS development. The case study will be published in November and includes the need for strong collaboration with social care and community and voluntary sector.

Looking Forward

Our team of staff and volunteers is being guided by Healthwatch England who have guidance around engagement activities.

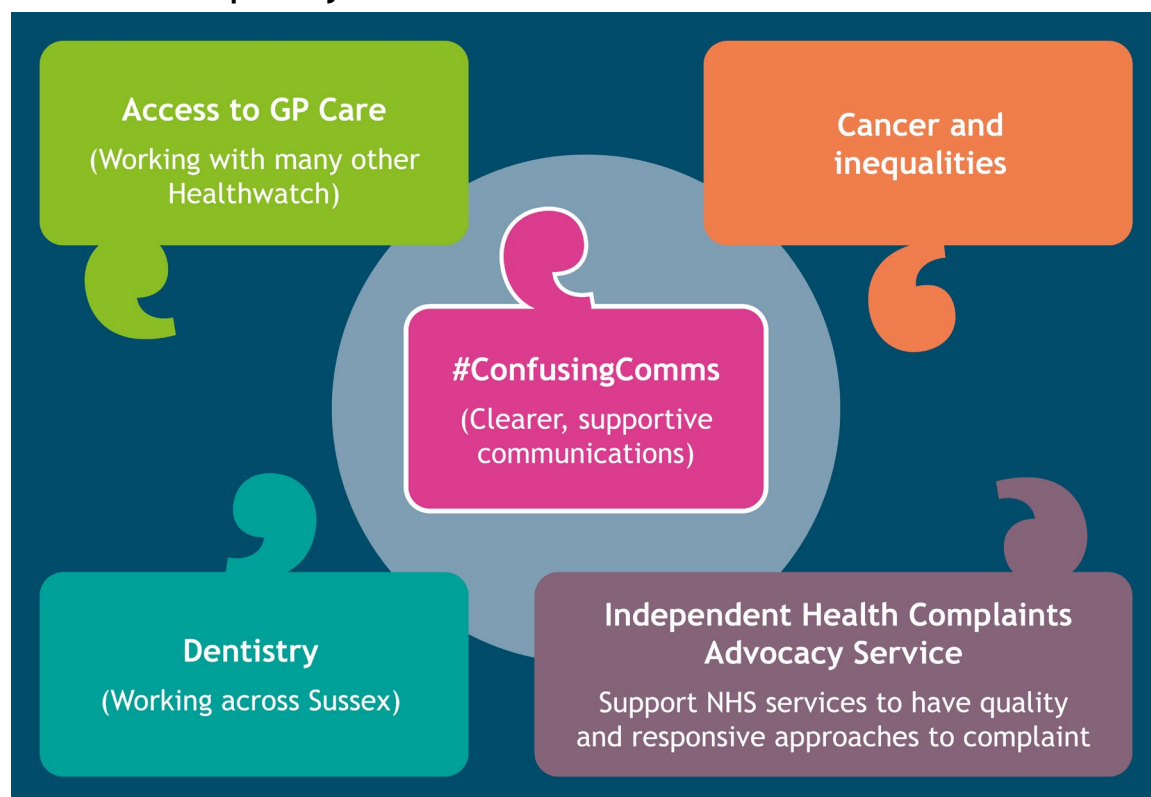
Future opportunities



We continue to enjoy strong and collaboratively working with colleagues in Healthwatch Brighton & Hove and East Sussex, where issues are Sussex-wide, including additionally commissioned work.

Healthwatch West Sussex currently lead on behalf of local Healthwatch 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 also coordinating involvement with GP Access planning. Co-production with Sussex Health and Care Partnership is at the heart of our project work.

These are our priority areas for our core activities.



We will also be following up on a range of activities and issues we have worked on in 2020/21 and continue to contribute to the vaccination programme roll-out. These include:

- Adult autism diagnosis
- Sensory Needs Assessment
- Financial assessment for social care support
- Care Homes - involving families (one year on webinar happening on 9 November.)
- Discharge from hospital
- Working alongside Local Community Networks.

Issues and Concerns - “Hot Topics”

Access to GPs/Primary Care - As reported last quarter and within this report there is a national narrative that potentially add to the negativity towards general practice. We have learnt that it has become necessary for some practices in Sussex now have a security presence at surgeries and that frontline workers are leaving the profession because of the demand and abuse they have faced.

We support Sussex NHS Commissioners zero tolerance approach and are working hard to alert to the issues and experiences of patients which could cause frustration that could brew over to confrontation.

Dentistry - We continue to receive **high-levels rates of access to dental-related enquiries**. Healthwatch in Sussex have been working on some new public information about accessing dental care and these will be published in October 2021.

Healthwatch has joined the British Dental Association in calling for a recovery plan for NHS dentistry.

In [an open letter](#) to the Chancellor of the Exchequer, Healthwatch has called for investment to underpin the recovery and the promised reform of NHS dentistry, highlighting the impact on patient care of a decade of cuts and over 30 million lost appointments since the first lockdown.

Demand- We want to recognise the battle NHS staff face in to keep people alive, healthy and well. Staff are needed to deliver the annual flu vaccines and COVID vaccines to our residents, support people infected with the virus and those now living with post-viral symptoms, as well as backlog of operations and late presentation of illness and disease. Sitting behind this pressure is the need to innovate and transform services so they are effective but efficient, enable us to access support when needed and to have the knowledge and resilience to manage our own health on a daily basis.

Our concern for Sussex Health and Care Partnership is not only for its workforce (without people, services can't deliver the support to those that need it), but also the speed at which plans and new operating standards need to be actioned. There is little time to embed robust co-production and the intellectual space need to enable cultural/behavioural changes. The consequence may be ineffective spending and overlooking key barriers to health equality and inclusion?

Independent Health Complaint Advocacy - we continue to experience higher referrals for advocacy than we have funding to be able to provide. There is a risk of important learning being delayed or concerns lost with greater impact and anxiety for individuals and families concerned.



Board meetings

[Board meetings are held in public](#) (virtually at the current time). Future meeting dates are:

- Wed 10 November 2021 10 am - 12 noon (Q2)
- Wed 9 Feb 2022 10am - 12 noon (Q3)
- Wed 11 May 10am - 12 noon (Q4)