

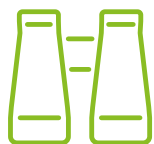
Impact & Performance Report

April – June 2024 (Q1)

We are pleased to share details of our work from **April–June 2024** this report which reflects the breadth of insight and influencing the team have delivered, working collaboratively with local people, wider 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.





This quarter at a glance



Making a difference to care

by helping to secure a Health and Wellbeing Travel Grant to help connect communities and improve local people's health and wellbeing.



Reaching out

Healthwatch West Sussex conducted an Annual Stakeholder Survey to collect feedback on how we are performing and learn how we can develop further as a service for local people.



Supporting Local People to Navigate Health and Care

Our Helpdesk Team deliver a high volume of support and offer information, advice and guidance through our telephone helpline and via email enquiries.

Also, we provide the West Sussex Independent Health Complaints Advocacy Service (IHCAS) supporting local people of all ages with self-help information, supported help or full advocacy.

See our separate IHCAS report for further information.



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 included:

Making a significant difference to care by helping to secure a [Health and Wellbeing Travel Grant](#) for local people.

In collaboration with South Downs National Park (SDNP) and Community Transport Sussex, Healthwatch West Sussex supported the establishment of the grant through a small pilot in 2023. The key focus of the research was to explore the barriers of accessing the park, which was later identified as being mainly due to transportation issues.



We invited a number of community groups to RSPB Pulborough Brooks for a gentle walk with other people, and afterwards, enjoyed tea and cake. We then took some time out to ask some questions about their relationship with SDNPA. Listening to local voices, Healthwatch wrote the final report and listed some recommendations.

At the top of the list was transport. Following the publication of the report, we have now seen the introduction of the Health and Wellbeing Travel Grant. We hope as many groups as possible take advantage of the grant to support their health and wellbeing through accessing nature.

Kate Drake, Health and Well Being Officer, South Downs National Park Authority

The South Downs National Park launched the grant in June 2024, with key aims of:

- *Connecting communities* via outdoor pursuits, activities and experiences.
- *Supporting the health and wellbeing* outcomes of local people.



Click [here](#) to read the full West Sussex Healthwatch report.

Click [here](#) to find out more about the Health and Wellbeing Grant.

Supporting Local People to Navigate Health and Care

Our Helpdesk has supported **161** local people with information, advice and guidance.

Healthwatch operates a confidential service that is independent of the NHS and West Sussex County Council.

Our advisors provide information and support to enable access to health and care services, including:

- Navigating health and social care services and support groups.
- Explaining what you can do when you have concerns or a complaint.
- Sharing details about support and signposting advocacy services, safeguarding and patient rights.
- How to share feedback about services with Healthwatch or services themselves.



Thank you for that very full reply. It's most helpful.

Face to face feedback: A person wanted to share that she spoke with the helpdesk at the end of 2023 for advice about making a complaint. She spoke with a member of the Team who provided detailed advice and support about making a complaint about the death of her husband. She expressed her gratitude.

Supporting Local People with Health Care Advocacy

Our West Sussex Independent Health Complaints Advocacy Service (IHCAS) received **35** new referrals for advocacy support. Please see our separate IHCAS report for further information.

Anyone unhappy with the service they, or someone else, has received from the NHS (or an NHS-funded service), has the right to raise concerns about it and are entitled to free support from an independent advocate as a statutory right.

People can have help from an advocate at any point, including:

- Help people understand the complaints process
- Support the person to make a complaint in writing
- Attend complaints meetings with the person
- Helping escalate complaints to the Ombudsman



Reports

Please note: This quarter, the election was announced, and reports were put on hold due to purdah.

Exploring Low Uptake for Breast Screening in West Sussex Report

Last quarter, Healthwatch West Sussex published a report surrounding the low uptake for Breast Screening in West Sussex.

West Sussex Breast Screening thanks Healthwatch who in collaboration with partners, completed a survey in West Sussex to explore the barriers to attend breast screening.



Firstly, we would like to thank Healthwatch and the public for taking the time to create and complete this survey. The survey had a wide variety of responses which will support the unit with improvements and work towards reducing health inequalities in West Sussex.

We would like to share some of the work that is being undertaken.”

Enter & View Programme Southlands Hospital report

A Team of authorised representatives visited Southlands Hospital on Wednesday 7 February 2024 and observed how people experience the service in Outpatients, Dermatology, Eye Clinic and Community Diagnostic Centre. The Team spoke to people and accompanying friends and family to understand more about their experiences and views, and also observed the environment, quality of service and spoke to staff members.



On accessing the ‘main entrance’ we noted the welcoming and busy café area.

We collated the findings into two reports: [Enter & View Programme Southlands Hospital report](#) and [Community Diagnostics Centre Survey 2024](#).

Opportunities for improvement and recommendations included:

- Signage
- General decoration and maintenance
- Seating
- Hearing loop
- Toilets
- Privacy and dignity
- Fire door signs

Freshers' Fair engagement report

We published last year's Freshers' Fair report this quarter.

The top 4 themes were [in ranked order]:

- 1. Mental Health (Most important)**
2. Urgent/Emergency Care
3. Sexual Health
4. GP Services

Emerging themes and new issues:

Vaccinations

Across the 5 sessions, around **100** young people talked to us about their hesitance, anxiety, and mistrust of vaccines.

Friends and Family Experiences

For the first time, we heard from a number of young people that they were concerned, upset, or frustrated by the care or treatment experienced by friends or family.

Learning and Opportunities:

Attending the events hosted by Chichester College Group enabled us to network and develop relationships with existing and new partners.

We have been able to collaborate with the NHS Sexual Health Teams on public engagement and involvement activities following the introductions and conversations we have had at Fresher Fairs over the years.

Your experiences of the Memory Assessment Service (MAS)

In April 2024, the three local Healthwatch in Sussex sought people's experiences of Memory Assessment Services in Sussex.

We heard:

53 people from across Sussex shared their views with us.

- Around one quarter (**26.7%**) had waited or are currently waiting over 6 months for their first appointment with the MAS.
- The majority were very satisfied or satisfied (**53.2%**) with the information they received before their first visit to the MAS.
- People had received help from a support service such as the Alzheimer's society (**38.3%**) and a named person they could phone or email (**29.8%**). However, **23.4%** received no support.
- In terms of the recent temporary reduction of services in some areas of Sussex (from January to end of March 2024), **21.7%** said it negatively affected the support that they needed and delayed their appointment at the MAS (**19.6%**). However, one-third were not aware (**32.6%**) and **21.7%** said the temporary closures had no impact.

[Click here for the full report: Your experiences of the Memory Assessment Service \(MAS\) in Sussex](#)

Your experience of Hospital Patient Advice and Liaison Services (PALS)

In March 2024, the three local Healthwatch in Sussex sought experiences of Hospital 'Patient Advice and Liaison Services'.

PALS provides a point of contact for patients, their families and their carers. They offer confidential advice, support and information on health-related matters.

We heard:

94 people from across Sussex shared their views with us.

- 36.2% told us PALS made little difference to their experiences of managing their health, 33.0% found it made it easier/better and 10.1% harder/worse.
- The feature of PALS most identified as *Excellent* (30.9%) was 'Delivering the outcome you were seeking'. However, this was also the aspect most identified as *Poor* (33.0%).
- More than a quarter of respondents rated PALS as *Poor* for ease of access, being kept informed, quality of information and delivering outcomes.
- PALS were most identified as *Not at all helpful* in: resolving problems, signposting outside the NHS, explaining complaints advocacy and listening to feedback.

Respondents told us that they would like to see:

- A continuation of the support PALS delivers to hospital users
- Improved awareness of PALS amongst patients
- Increased responsiveness from PALS to patient enquiries
- PALS to modify how and when people can contact them
- Clarity on powers and levels of independence
- A focus on using feedback and issues raised to develop and improve services



Everything was clearly explained, procedures moved along efficiently and smoothly, and everyone I encountered were helpful, kind and friendly.



Be more visible – not everyone know about PALS and what PALS is and stands for.

[Click here to view the full report: Your experiences of Hospital Patient Advice and Liaison Services \(PALS\) in Sussex](#)

Healthwatch Annual Stakeholder Feedback Survey

As part of our commitment to continued improvement, each year we review our performance and ask stakeholders to feed back to us on what we are doing well and areas for improvement.

We celebrate success and share good practice and also use the constructive feedback received to create an action plan for the coming year, which will be reviewed quarterly at Board meetings.

Stakeholders were asked about their awareness of our role and work; their relationship with Healthwatch West Sussex ; and the impact of the work we do, on their organisation, or on them individually as a service user.

51 stakeholders provided us with constructive feedback for future improvements, and complimented us on the impact we make on health and social care service provision and commission.

Our stakeholders told us:

We were doing well at and should ***continue to do*** the following:

- Speaking to people about their views of the healthcare and social care system.
- Making reports and recommendations.
- Independence.
- Signposting (including advocacy support).

We could do better at, and should therefore ***aim to do more*** of the following:

- Improving communication with the wider system.
- Always presenting a balanced view.
- Clarity of independence.
- Recruitment to extend the Team's reach and resource pool.

We have collated the feedback into an action plan for 2024/5 and shared with partners.

Click [here](#) for further details.

Spotlight reports

[Spotlight report: Community HIV Specialist Service \(CHIVSS\)](#)

[Spotlight Report: CLIO3](#)

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

[Spotlight Report: The Sickle Cell Society \(SCS\)](#)

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

[Spotlight report: The Good Neighbours Service](#)

[Spotlight Report: Sussex Lung Disease Support Group](#)



What people are telling us?

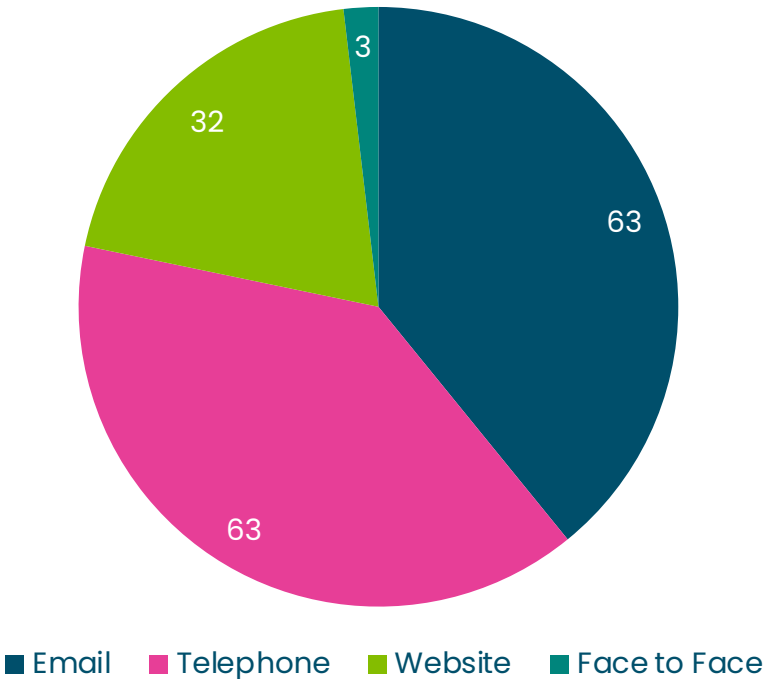
This section shares the insight from people who contact our Helpdesk for information, signposting and advice.

Enquiries received by the Helpdesk Team

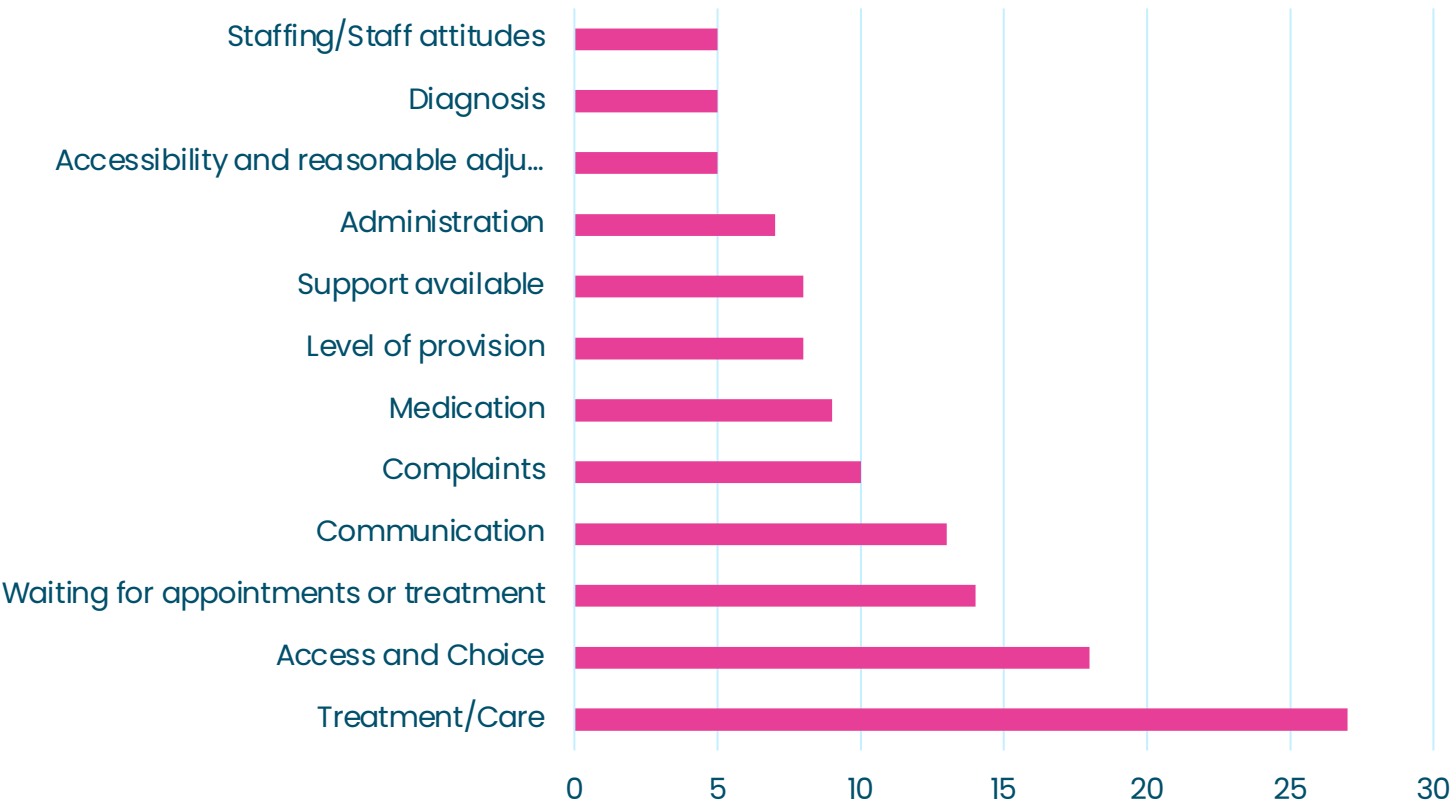
The total number of interactions logged by the Helpdesk for all services in West Sussex this quarter was **161**.

Of these interactions, **63** were via telephone, **63** via email and **32** came through our website contact form and **3** were face to face.

The team received and dealt with **152** voicemail messages.

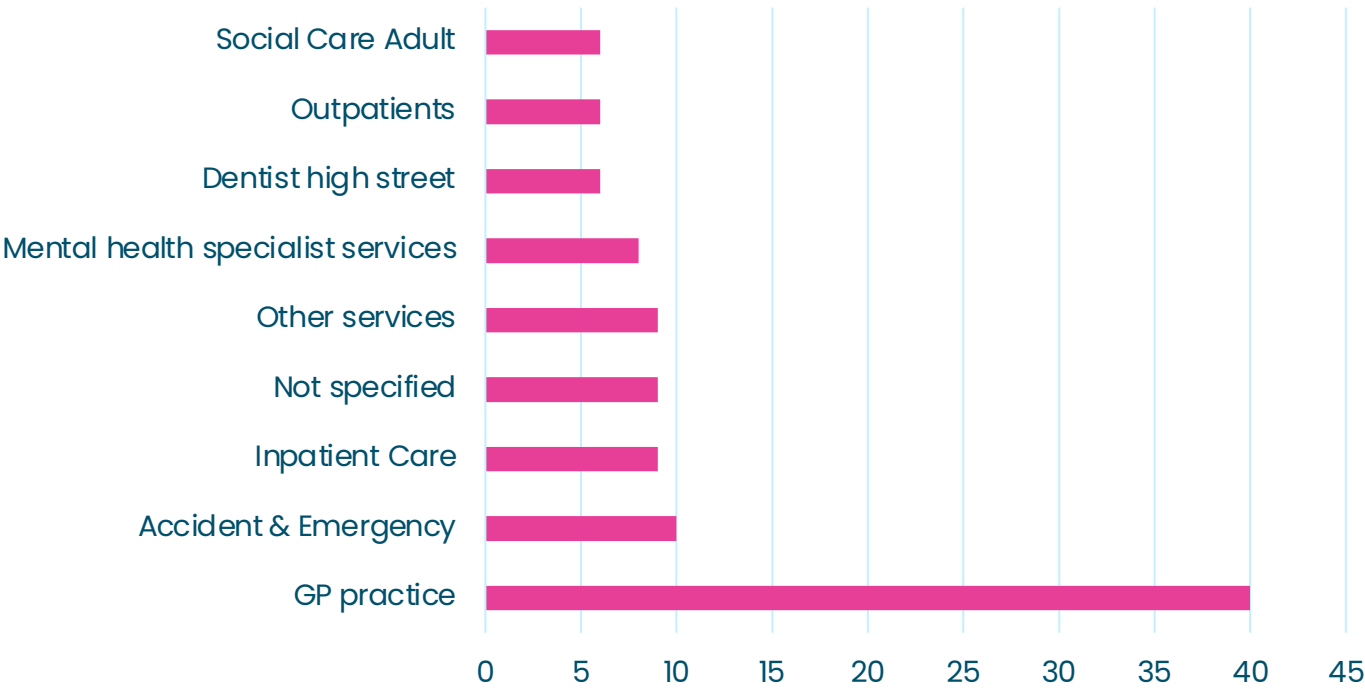


Principal themes raised in interactions



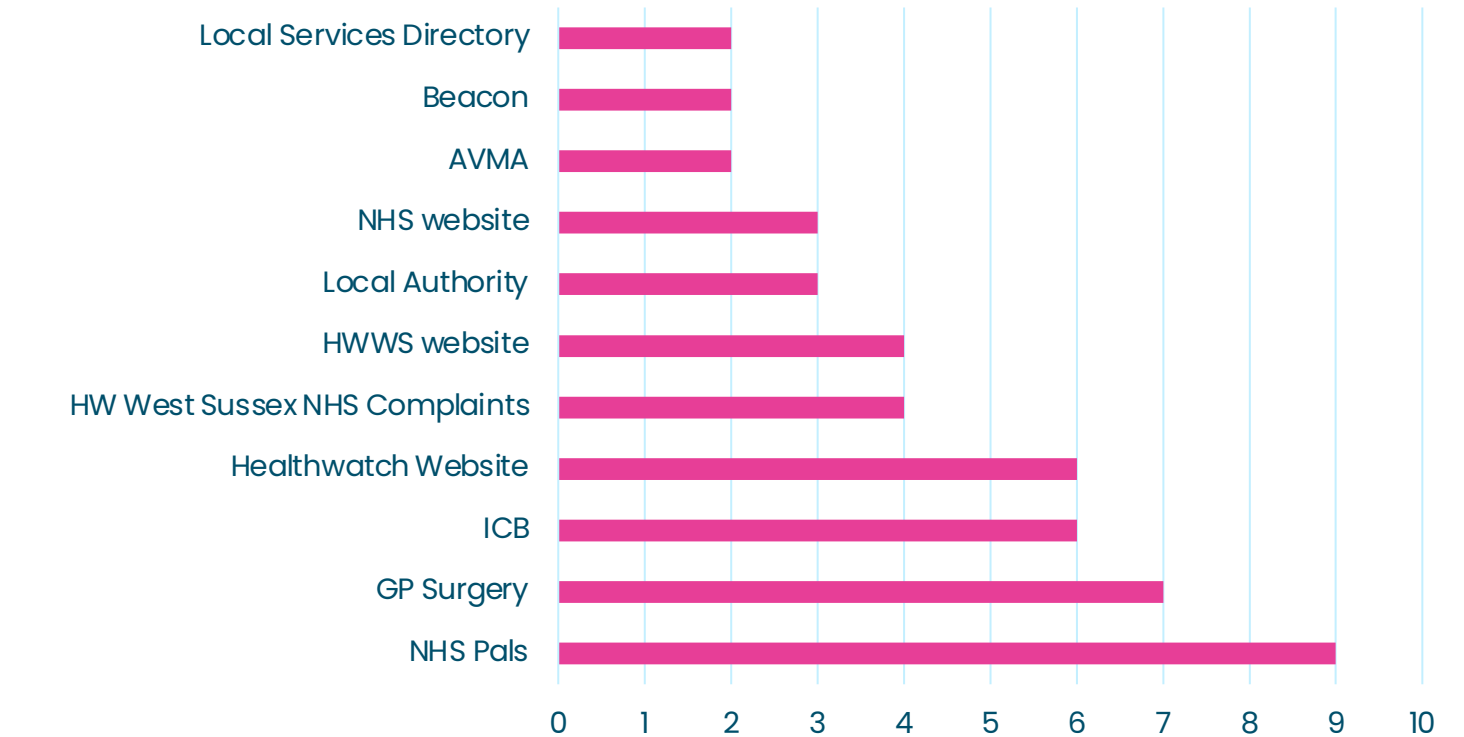
Local People are particularly concerned about:
1. Treatment/Care 2. Access and Choice. 3. Waiting for appointments or treatment

Principal services referenced in interactions



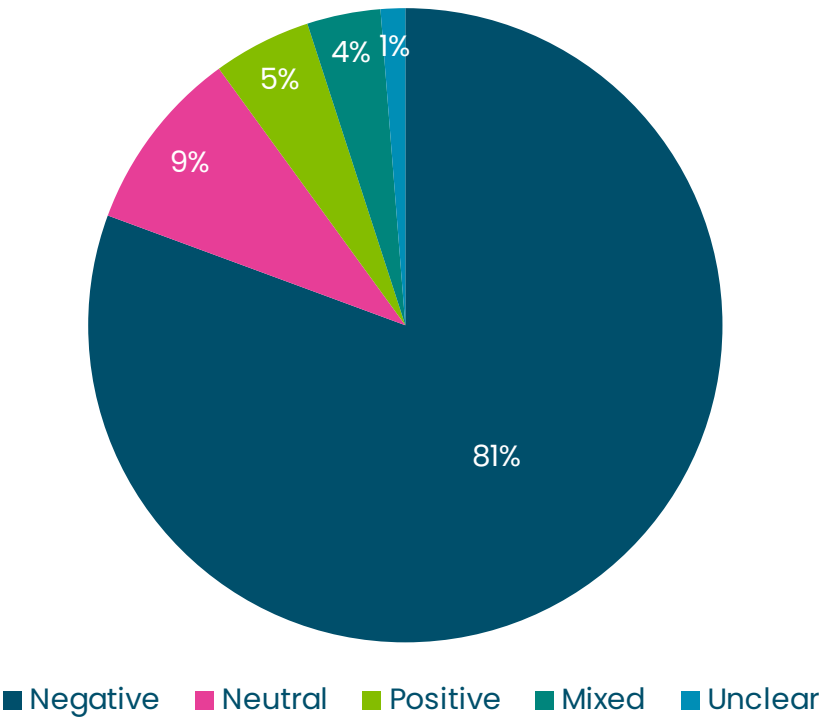
GP Practice is the most discussed topic

Top 10 Signposting Destinations



Most signposts were made to **NHS Pals**

Sentiment expressed



In Summary

Local people continue to share difficulties with **treatment/care**, access and choice, and waiting for appointments/treatment.

General practices are the most talked about service.

Our Helpdesk has helped to provide information, advice and signposting. Most signposting to **NHS Pals**.

Although the majority of feedback received is negative, Healthwatch West Sussex do hear about positive experiences and encourage people to also share with us good news stories.

Healthwatch West Sussex is passionate about learning about both good and bad experiences.

Celebrating Positive Experiences

Visited GP with what I thought was a chest infection and she advised me after an ECG to go to (Worthing) hospital which I did, and after various tests, was transferred to Brighton Hospital to have an Aorta Valve Replacement. Had amazing wonderful care throughout.

My GP practice (Broadwater Medical Centre) is amazing, but I have heard so many horror stories from friends and family about not getting GP appointments.

In my GP, I fill in an online form at 8 am then they reply within 48 hours. Usually only wait a couple of hours for a text, call or offer of appointment depending on the problem triaged.

The dementia diagnosis was carried out at home with someone from Swandean. It made it much easier to have it at home and much less stressful for my husband.

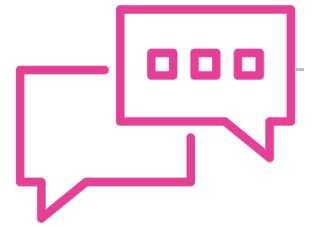
Lloyds Direct provide a free on-line service and this is working very well. They have a link to your GP for medications.

My son is a Type 1 diabetic. The adult clinic for diabetes at PRH (Princess Royal Hospital) have been amazing. My son travels a lot for work and comes back for his appointments on a regular basis. She (the Nurse) is based in Brighton and she has previously travelled to us in Hurstpierpoint to deliver supplies if needed. She completely connected with him as a young person and gets the difficulties that they face when dealing with this disease.

I was sent to the Horsham Health and Wellbeing service and the dietician was very helpful.

Cornerways surgery are great. (I am) Registered as a Carer and seem to be able to get access when needed. Staff are very supportive.

Responding to Local People



Story 1:

I attended A and E last year and a gentleman died in pain in the department.

His wife and children had no room to hold his hand as there wasn't room for them. The whole ward had to watch the poor fellow die; the priest hardly had room to administer the last rights. The nurses were at the bottom of his bed talking about their private life not attending to the chap at all.

I reported to the CEO who wrote to say the matter would be addressed. The whole Trust is overwhelmed there aren't enough beds. Just in Burgess Hill alone we are having 5000 new houses. It's about time somebody took a really serious look at what the Trust needs to deal with increasing numbers of people.

Our Information, Advice and Signposting Service response:

In addition to the standard response, the Helpdesk provided a link to the website for [NHS Improvement](#). They advised that NHS Improvement is unable to look into any specific complaints, however they can collate information from feedback to improve the ways in which a Trust is run.

The person was also sent a link for further details regarding the [NHS Complaints Procedure](#) and explained that there is an option to make a direct complaint. As well as signposted to the NHS A-Z about health conditions and treatment of their health.

Story 2:

Our hub received a call from parents of an adult son with cystic fibrosis (CF) and diabetes, who was also hit by a car 14 years ago and lives in daily pain and finds travelling any distance painful when sitting for any time.

The parents called to ask for help as they are having to take their son to Southampton for appointments, which involves a four hour round trip to Southampton, as Brighton hospital will only attend to children with cystic fibrosis.

Our Information, Advice and Signposting Service response:

In addition to the standard response, the Helpdesk provided a link to the [Government website](#) and referred to a section related to reasonable adjustments (point 10).

The advisor suggested approaching their GP and discussing their son's additional health conditions/disabilities which make it impractical for him to travel, or that it would be hazardous to his health, and asking about reasonable adjustments under the NHS choices framework.

A link was provided to the [Cystic Fibrosis Service Specification \(lay summary\)](#), which mentions specifically "to have CF support in the community arranged as necessary".

It was suggested to speak to the GP and the Southampton hospital consultant about what services could be provided for him within his home community and whether this might reduce the need to travel.



Progressing our Priorities

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

The scope of our planned work delivered through “Core Healthwatch” funded resources is summarised through our 'Priorities.' You can find details of our draft 2023–2025 priorities work [here](#).



Mental Health

Meetings, Webinars and Events

- Virtual – West Sussex Public Health Mental Health Needs Assessment
- Virtual – Pathfinder Midhurst Local Planning Group
- MH Awareness week – WS VCSE MH Network (virtual)
- IFIC: Integrated mental and physical health
- Mid Sussex Health and Wellbeing Network – LD and Autistic services
- West Sussex MIND VCSE webinar
- The Care Show London
- Macmillan and Olive Tree Pamper Event

Spotlights:

- Spotlight Olive Tree
- Spotlight –The Sussex Community NHS Foundation Trust’s Living Well Programme

Information:

- April awareness – Stress at work
- Mental health Awareness Week
- Loneliness week

Work in progress:

Collaboration and work on the Adur and Worthing Mental Health report.

Further information to come.



Dental

The West Sussex Manager attends the Health and Social Care Scrutiny Committee and Routine Dentistry meetings. Insight is relayed to ensure the local voice is being heard and issues are being escalated to decision makers.



Youth Mental Health

Project Name: Young people and Chlamydia Testing

Aimed at: Young people aged 16–25 living in West Sussex

Objectives:

- Conduct a comprehensive engagement exercise to explore the reasons behind the low uptake of chlamydia self-testing accessed online among young people in West Sussex.
- Assess young people's awareness around STIs, local testing services and their experience using it, as well as possible barriers preventing access.
- Work with young people to co-design and deliver a 'solution' to increase awareness and uptake of chlamydia online self-testing in West Sussex.

Timeline:

Phase 0: Planning and background research: May/June 2024

Phase 1: Month 1–3 – Engaging young people through Survey, Focus groups, Interviews and Listening Labs: July/August/September 2024

Phase 2: Month 3–5 – Co-Planning & Delivering solutions with Young people: September/October/November 2024

Phase 3: Month 5–6: Reporting and Reaching Young people: November/December 2024



Social Care

Our team is kept up to date with Social Care developments from West Sussex Health and Social Care (HASC) meetings and continues to meet with contacts at West Sussex County Council to discuss collaboration.

We also attend the monthly Adult Social Care Provider Briefings, hosted by WSCC and support local providers with advice and information relating to engaging and involving their customers and family, friend carers.

We plan to include adult social care services in our 'Enter and View' visiting programme through 2024.



Women's Health

We promoted:

Maternal Mental Health Awareness Week in May. Click [here](#) for further details. Cervical Screening Awareness Week in June. Click [here](#) for further details.

Our Partnership Lead supported at a Violence Against Women and Girls meeting, by note taking and has agreed to do a presentation in October as part of our Women's Health priority.



Enter and View Programme

What is ‘Enter and View’?

Healthwatch has a legal power to visit health and social care services and see them in action. This power to enter and view services, offers a way for Healthwatch to meet some of its statutory functions and allows us to identify what is working well with services, and where they could be improved.

The purpose of an Enter and View visit, is to collect evidence of what works well and what could be improved, to make people’s experiences better. We use this evidence to make recommendations and inform changes both for individual services, as well as health and social care systems wide. Only trained authorised representatives can conduct a visit and only for the purpose of carrying out our activities.

Enter & View This Quarter

We visited the following services this quarter:

Date	Service Provider	Location
April 2024	University Hospitals Sussex NHS Foundation Trust	St Richards Hospital Chichester
May 2024	University Hospitals Sussex NHS Foundation Trust	Worthing Hospital
June 2024	University Hospitals Sussex NHS Foundation Trust	Princess Royal Hospital Haywards Heath
June 2024	Sussex Community NHS Foundation Trust	Bognor War Memorial Hospital

The key themes and highlights from the visits included:

- **Signage.** Signage is often inconsistent, for example 'Radiology' and 'Imaging and Scanning' are both used across sites. Signage can also be unclear and difficult to read if it is located too high. Use of handwritten signs and temporary notices are prolific and can make environments look untidy and uncared for, as well as adding confusion to navigation and orientation
- **Toilets and bathrooms.** These are often not meeting dementia friendly standards and the quality of cleaning was lacking in some sites
- **Call bells / emergency chords** are frequently tied up or even cut. This was raised as a serious issue to the relevant Trusts.
- **Meal Service.** Ensuring patients are ready for their meals and are in comfortable and appropriate positions, with hands cleaned and equipped with necessary cutlery and aids is very important and forms part of the National PLACE audits. Our team found that there is room for improvement in this regard, in a number of wards and departments across the trust sites we visited.
- **Staff.** We found staff in ALL areas to be attentive and demonstrating high quality care to their patients. Staff are working in challenging circumstances and often in challenging environments, but they remain committed to delivering good care and we observed a huge amount of peer support across the staff teams.



Community Collaborations

The benefit for Healthwatch West Sussex in developing partnerships is 'Common Purpose' and the difference we can make together – the shared vision on what is needed and how to achieve this.

Partnership and NHS system

NHS Integrated Care Board (ICB) has commissioned Healthwatch Sussex (West Sussex Healthwatch, East Sussex and Brighton and Hove) for 12 months from April 2024 to:

- Collate insight and flag areas of concern
- Attend regular meetings with NHS Sussex and key Board meetings to bring a patient and public voice.
- Work with the People and Communities Panel.
- Attendance at and contribution to place based involvement networks
- Support with forward planning

This quarter, we have worked closely to collect variable insight via Sussex wide polls:

Physician's Associate Poll

Poll Results: Experience of being seen by a Physician Associate report

The polls act as a temperature check of hot topics we are hearing about and provide valuable insight that helps to provide a picture of local people's experiences, needs and potential escalations. Healthwatch encourages both positive and negative stories and works to present a balanced view in all reports, as well as providing a mixture of quantitative and qualitative data.

Voluntary, Community and Social Enterprise

Our Healthwatch Engagement Team has worked collaboratively with numerous Voluntary, Community and Social Enterprise (VCSE) partners in the local area.

Some of the Meetings Attended in Q1:

- Community Transport Sussex North Chichester Project.
- Visit to Sage House Chichester
- Virtual – West Sussex Public Health Mental Health Needs Assessment
- Virtual – NHS Sussex MSK tender stage 2 evaluations.
- Meeting with Macmillan and Olive Tree re focus group/pamper session.
- Meeting with Quarry Café East Grinstead.
- Conversation with member of public re ophthalmology.
- Conversation CTS north Chichester
- Virtual – conversation with Glendale services.
- Virtual – Sussex NHS Ophthalmology Steering Group
- Meeting with Loretta Home and Company.
- Virtual – Pathfinder Midhurst Local Planning Group
- WSCC PH MHNA subgroup dementia
- Conversation with 4Sight Vision Support CEO
- Conversation with YMCA/Dialogue re venue
- Conversation Chichester University re validation
- Sussex NHS ICB MSK Tender work

Partnerships and Collaborations

Examples of Partnership work in Q1:

- Mid Sussex LCN
- NHS Sussex
- Macmillan
- QVH
- MIND
- Midhurst Together
- Crawley LCN sub-group- lived experience Task and Finish group
- Sussex Ophthalmology Steering Group
- Pathfinder Chanctonbury MIND
- Violence Against Women and Girls network Chair
- Community Transport Sussex
- 4Sight Vision
- Esteem
- MIND
- Crawley programme and ICT development
- Crawley LCN subgroup
- University Surrey Careful Steering Group
- Horsham LCN
- Hyde Housing
- Sussex lived experience group
- West Sussex Public Health Mental Health Needs Assessment steering group

Engagement – going to where you are

Throughout quarter 1, we have joined several events (without a formal agenda) to talk with local people.

The events included:

- Yeh Dosi Carers Groups, Crawley
- Rivers LPC Maternity Event, Crawley
- Crawley Community Centre Alzheimer's Society event for Black African and Caribbean – Dementia Action Week
- Presentation at Willow Green PCN
- Alzheimer's Society Garden party – Dementia Action Week
- Horsham Library pop-up
- Volunteers Week Billingshurst
- Crawley Older Peoples Network
- Mid Sussex Health and Wellbeing Network – LD and Autistic services
- Oliver Tree Pamper and Focus Group
- Community meeting (High Sherriff) Bognor
- The Care Show London
- Alzheimer's Society Event Horsham
- Virtual Adur and Worthing OPN
- Virtual Chichester OPN
- NHS Stroke webinar
- Hope Group Burgess Hill



Social Value

West Sussex Healthwatch is committed to making a difference and actively works to provide social, economic and environmental benefits in the local area.

Local skills and Employment

Current Team:

The West Sussex Healthwatch Team consists of 8 employees (2 Full time, 6 Part-time) who live in the local area.

Supporting Local Businesses and Communities

Meeting Rooms:

In-person Team meeting held locally at Highdown Hotel in Worthing. Manager negotiated a free room, papers/pens and free cake for meeting.

The June Board meeting was held at Billingshurst Community Centre.

An in-person Team meeting was held locally at The Old Barn Garden Centre and Billingshurst Community Centre.

Healthier, Safer and More Resilient Communities

The Engagement Team continue to signpost and share information and advice to the public at engagement events, adding social value to the people they interact with and our local health and care system. The more people who know where to go for support and how to access it, will hopefully reduce the pressure on GP's and other services, and people will go to the right place for help rather than just their GP/A&E.

Decarbonising and Safeguarding our World

Reducing Carbon Emissions

Travel:

The Healthwatch Team car share, when possible, to reduce car journeys.

Remote Office and Meetings:

The Team work remotely and meet regularly via Microsoft Teams, with in-person meetings scheduled monthly.



Information, Advice, Communication and 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	
	Q4	Q1
Enquiries to Helpdesk/frontline team through all channels	2,702	5220
People signposted to IHCAS for ongoing advocacy support	23	13
Number of people engaged with (all channels)	16,540	24,342
Number of engagement/influencing occasions	62	102
Number of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	2,513	5,059
Number of community partners engaged with	615	353
Active community collaborations	45	89
Reports, Spotlights, and case studies	18	12
Website visits	9463	14,984
Facebook: Followers Posts Reach	750 96 10,270	754 96 10,548
Instagram: Followers Posts Reach	547 90 1,528	557 70 1,613
X (Twitter): Followers Posts Impressions	1,823 96 4,827	1,824 96 5,638
Heads Up briefing subscribers	1232	1231
External publications (hard copy and digital)	1	0



Impact: Making a difference

We created awareness in our community during the last quarter by sharing insights and information.

Shared insight and information to support the 'Let's Talk Crawley' programme. Working with Kent, Surrey and Sussex Academic Health Science Network. 'Transforming lives through innovation' and the Surrey and Sussex NHS Healthcare Chief of Innovation on the role of jobs and meaning of life and how this can impact health. For example, this study looks at how people feel about retiring, becoming parents or a carer.

Shared insight to support the West Sussex Stroke Programme to ensure that more rural needs are heard, such as highlighting issues such as poor transport links and parking at St Richards hospital.

Shared a Healthwatch West Sussex report about access to GP appointments to Andrew Griffith MP.

Heads Up

Monthly newsletter keeping people up to date on health and social care.

[April](#)
[May](#)
[June](#)



Quarter 4 Reports

Catch up on our reports of our work from January to March 2023, which reflects the breadth of insight and influencing the team have been able to deliver, working collaboratively with local people, community and system partners.

[Read them here](#)

Summary of Performance

Q1 shows an increase in enquiries to Helpdesk/frontline team through all channels, number of people engaged with, and the number of stories/insight recorded on CRM . This includes the feedback received from the Macmillan survey (2730) and Broadfield user survey (1350).

The number of engagement/influencing occasions and active community collaborations increased in quarter 1. The whole Team (including our new Children and Young Person Engagement Lead) increased the level of engagement throughout the quarter.

The number of people signposted by the Hub to IHCAS for ongoing advocacy support reduced in Q1, with most new enquiries received directly through the advocacy email inbox. However, the number of new cases for Q1 is 33, which is the same as Q4.

Due to the election in July, West Sussex Healthwatch followed Healthwatch England's guidance and held the publication of reports in June. This is reflected in the lower statistic of reports, spotlights and case studies..

Website visits increased by 45% in quarter 1 and a healthy increase was also seen in social media reach.

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	Q1
Volunteers	60	62
Roles covered by volunteers	95	97
Volunteering interactions (meetings, events)	375	272
Volunteer support hours	479	404
Healthwatch Board Independent Directors	235	235
Estimated value of volunteers**	£29,600	£25,225

** 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.

Volunteering during this quarter

Highlights:

- Dedicated Enter & View page on website set up.
- Monthly volunteer news bulletin established to keep our team up to date with events and opportunities to support our work.
- New volunteer management platform piloted.
- Enter & View visits increased with immediate impacts achieved.
- Defined and implemented commissioned piece of work with University Hospitals Sussex NHS Foundation Trust to 'Mystery Shop' their reception teams to validate recent training for new 'Welcome Standards' across the Trust.
- National Volunteers Week event in June included thank you gifts for our team, updates with staff and volunteers and we were joined by Andre Benham the Healthwatch England Volunteer and London Regional Network Manager.

Volunteer Team in Numbers:

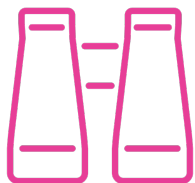
- x4 new volunteer enquiries received
- x2 interviews
- x2 new sign ups

Outcomes and Impact:

Our Enter & View visits have prompted immediate actions to be taken to improve patient experience, safety and quality including:

- Dangerous sharps boxes left open and unattended were removed from some areas
- Equipment stored in corridors, causing obstructions and fire hazards, were removed and relocated

Looking Forward



Emerging Themes and Strengthening Relationships.

Our relationship with the Sussex Integrated Care System, Integrated Care Board and system partners continues to strengthen, with the three Healthwatch Sussex Leads meeting regularly with the ICB to discuss priorities and discuss opportunities for joint working and collaborative approaches to system-wide themes. A new action log has been set-up to record and track actions through to an outcome.

West Sussex Healthwatch published the core priorities for 2023–2025 in November 2023. Click [here](#) to view.

Board meetings

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

Next meeting date is:

Our **next Board Meeting** will be on **Wednesday 14th August 2024 – 10:30am–12:30pm** at [Billingshurst Community & Conference Centre](#) and online via [Microsoft Teams](#).



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