

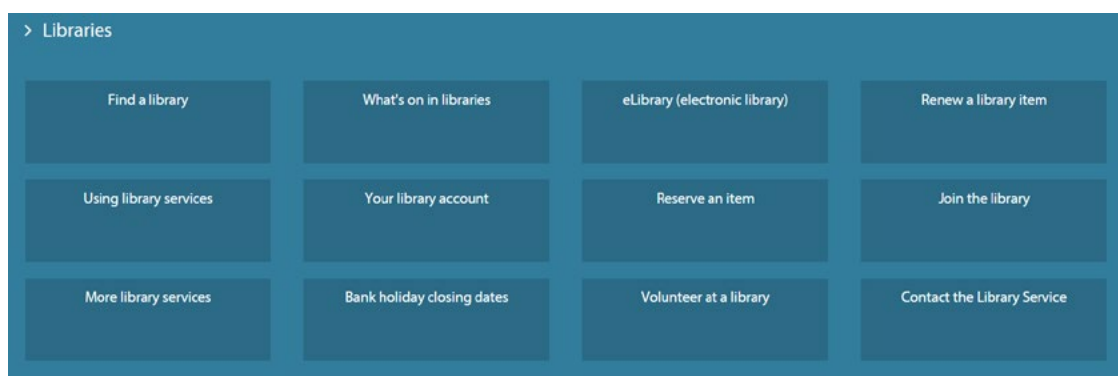


Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

Spotlight on Popping-Up to listen in libraries



West Sussex County Council Library Services provides a wide range of services from borrowing a book, free computer use, regular activities for adults and children, local reading groups, room hire, local services for children and young people, supporting people to keep healthy and well are all examples.



Throughout July and September Healthwatch West Sussex have been working in partnership with West Sussex County Council Library Services with our Pop-Up Library engagement events. We visited eight libraries (eleven visits) - Bognor, Crawley, Littlehampton, Haywards Heath, Worthing, Henfield, Storrington and Midhurst.

We would like to thank the Library staff for all their support with our project. These Pop-up engagement events have enabled us to speak with and listen to over 500 local residents and to capture a wide range of inter-generational and individual stories and experiences. This insight forms part of the evidence that Healthwatch gather to identify common themes around what works and doesn't work for local people in relation to health and social care.

Some of the common themes we heard:

- Generally, the feedback about the quality of service being provided by healthcare professionals is good
- Many experience difficulties getting an appointment with a GP
- A lack of signposting information to community groups instead of using their GP
- Communication difficulties experienced by those living with autism
- Difficulties with repeat prescriptions
- Some people not being registered with a GP Surgery and using the Crawley Drop In
- Some would like more home visits especially for palliative care

The insight Healthwatch West Sussex hear from each person is collated and anonymised and forms part of the evidence that Healthwatch gather to identify common themes around what works and what could be improved for local people.

This insight is used to influence services development and can feed into:

- West Sussex Health and Wellbeing Board
- HASC - Health and Adult Social Care Select Committee
- WSCC Joint Strategic Needs Assessment
- Safeguarding Adult Board
- Sussex Health and Care Partnership workstreams (the NHS Integrated Care System for Sussex).

Healthwatch West Sussex also share reports with the Care Quality Commission (who are responsible for the registration and inspection of services which deliver regulated activities) and to Healthwatch England to form part of the national picture used to influence national developments, such as the NHS70 10 year forward plan.

To learn more about the work of West Sussex County Council Libraries contact:

Webpage: www.westsussex.gov.uk/libraries

Telephone: 01243 642 111

Email: county.libraries@westsussex.gov.uk

Not only do we collect the experiences of local people, but we can also provide free information and guidance just call: **0300 012 0122**.

Email helpdesk@healthwatchwestsussex.co.uk,

Website www.healthwatchwestsussex.co.uk.

healthwatch
West Sussex

You can also follow our social media channels:

Facebook [@healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex)

Twitter [@healthwatchws](https://twitter.com/healthwatchws)

If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Community Partnership Co-ordinator, email: cheryl.berry@healthwatchwestsussex.co.uk