

Our Equalities and Inclusion Approach and Partnerships throughout	Priority Areas	Scope of what we plan to do with “Core Healthwatch” funded resources available (2023–2025)
	Mental Health	<p><u>Children and Young People:</u></p> <ul style="list-style-type: none"> • Help generate greater awareness of local support via attending and signposting at young people’s events, working with VCSE partners, schools, colleges and youth organisations. • Recruit a Children and Young People’s Engagement Lead in West Sussex to provide a platform for Children and Young people’s voices to be heard and understood. <p><u>Adults:</u></p> <ul style="list-style-type: none"> • Work with community partners and service users to ‘Enter & View’ emergency support services (A&E) to collect further insight on increased mental health admissions and help to provide a greater picture of what is currently happening in A&E departments. • Attend the new Patient Experience Committee for Sussex Partnership NHS Trust to influence and ensure patient and public voices are being heard. • Actively engage in work surrounding isolation and loneliness to make sure communication and engagement with communities and individuals are at the heart of their priorities.
	Dentistry / General Practices	<ul style="list-style-type: none"> • Attend local authority/healthcare meetings and events to keep up-to-date and use our presence in meetings to share insight to help escalate positive decision making. • Engage in work to proactively communicate local people’s needs and issues. • Collaborate with Healthwatch England or Help and Care on activities to engage people.
	Adult Social Care	<ul style="list-style-type: none"> • Collaborate with WSCC on the Adult Social Care improvement plan to understand the scope and impact of workforce challenges (recruitment and retention) and difficulties experienced with patient discharge. • Explore how we can collaborate more meaningfully with care providers to gain a greater insight into customer and carer experiences of domiciliary care. For example, through attending user group meetings, creating and circulating surveys via care provider newsletters/social media. • Create an open channel of communication with local people who have experienced/ experiencing adult social care and gain feedback regarding what is functioning well and what could be improved.

	<ul style="list-style-type: none"> • Continue to attend monthly WSCC Care Provider Briefings and maintain strong local sector relationships.
<p>Women’s Health</p>	<ul style="list-style-type: none"> • Gather insight in the local community to understand how much women’s health affects people in West Sussex and to identify missing support links. • Signpost and provide information to women at engagements activities. • Have oversight of local maternity needs and issues that may need escalating/supporting. • Explore with the ICB and partners how we can work collaboratively to collect insight and feed local voices into system workstreams. • Run regular Microsoft Teams drop-in sessions to allow local people to join to provide feedback and discuss issues prevalent to them. • Collaborate with Healthwatch England or Help and Care on activities to engage people.
<p>Information, Advice and Signposting</p>	<ul style="list-style-type: none"> • The Healthwatch Hub Team will continue to support residents with information and advice needs. • Continue to provide useful information via our website and social media. • Sign-post people to appropriate support services. • Support local people with health care complaints and refer cases across to the West Sussex Healthwatch Advocacy Team.
<p>Independent Health Complaints Advocacy funding</p>	<ul style="list-style-type: none"> • Continue to provide advocacy support and fulfil the IHCAS service contract. • Carry out regular meetings and on-going reviews to ensure that we maintain a culture of learning and positive growth within all areas of our work. • Continue to produce case studies to demonstrate the impact of our involvement and offer our local system learning opportunities.

In addition, we will use our Board and CIC resources to ...

- **Mental Health** – West Sussex Community Engagement Lead attends VCSE Mental Health Transformation meetings and provides feedback and is actively engaging with WSCC Children First and supporting with the West Sussex MIND have a young person’s programme in pilot.
- **Cancer & Planned Care** – Healthwatch Manager to follow-up with Liaison Lead and ensure a Healthwatch representative is joining future meetings.
- **Crawley Programme** – West Sussex Community Engagement Lead will continue to attend meetings to ensure that our Integrated Care System’s listening positively affect outcomes and influence important decisions about people’s care in Crawley and at the local hospital.
- **Pharmacy** – A Non-Executive Director will continue to attend the working group meetings to ensure that listening positively affect outcomes and influence important decisions about people’s care through pharmacies in West Sussex.
- **Sensory** – West Sussex Community Engagement Lead attends and inputs into the Sussex Ophthalmology Programme to ensure we act on feedback (from our Strategic Needs Assessment work in 2021) and drive change.
- **Stroke** – A Non-Executive Director will continue to attend the working group meetings to ensure that listening positively affect outcomes and influence important decisions about people’s stroke care in hospital and afterwards.
- **Safeguarding Adults Board** – A Non-Executive Director will continue to represent Healthwatch sharing two way insight to the wider Healthwatch work and stakeholders.

All other work that we are approached to support will fall outside of the funding available from the Local Authority. We are confident that we could add value to many areas of health and social care project work and support health and care landscape stakeholders to achieve objectives. As a Community Interest Company, we can offer to support under our non-for-profit arrangements. We welcome and seek all such opportunities which will further improve health outcomes for people in West Sussex and in particular address existing health inequalities and avoid future inequalities.

Priorities approved at the 15th November 2023 West Sussex Board Meeting.