

Impact & Performance Report

October – December 2023 (Q3)

We are pleased to share details of our work from **October to December 2023** in this report which reflects the breadth of insight and influencing the team have been able to deliver, working collaboratively with local people, 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

Healthwatch West Sussex researched the reason(s) for the low uptake of routine breast screening appointments in West Sussex and shared the insight with partners to help increase the uptake of appointments in the future.



Reaching out

We reached out and learnt from local people about what support and/or services would help to support them and their families' emotional, mental, and physical health.



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.



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

- The Breast Screen Survey, in partnership with West Sussex County Council Health Protection and Screening Manager, NHS England, NHS Southeast Cancer Screening and West Sussex Breast Cancer Screening. The aim of this project is to understand what the possible barriers are to take up the offer of the Breast Screening invitation. This will enable appropriate changes to be considered or made to improve the experience and increase acceptance of the invitation. We have received 531 responses. The report is being reviewed and will be published very soon.
- The Adur and Worthing LCN Mental Health survey was a collaboration with Pathfinder and West Sussex MIND to learn from local people what support and services would help to support local people and their families emotional, mental, and physical health. We received 31 responses. The report is being reviewed by partners and will be published soon.

New Surveys

We would like to take this opportunity to thank everyone who has completed our surveys, to help us capture a wide range of views and share with the wider system.



Macmillan Cancer Support survey

We are working in partnership with NHS Sussex and Macmillan to learn about people's experiences with GP practices post-cancer diagnosis and if a Cancer Care Review is being completed. The survey is open until the end January 2024. [Survey link.](#)



Is society becoming noisier and is this affecting our health and wellbeing?

Have you ever gone to a café with a friend only to find that you cannot talk to each other as the background music is too loud to hear each other. This is open until the end January 2024. [Survey link.](#)

This quarter Healthwatch West Sussex has shared your insight via reports with:

- WSCC Public Health as part of the Mental Health Needs Assessment review.
- NHS Weight Management Service as part of their review.
- Shared information with Imperial College London.
- Response to the WSCC Dementia Strategy Update.
- As well as through our conversations with LCN's and other meetings.

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

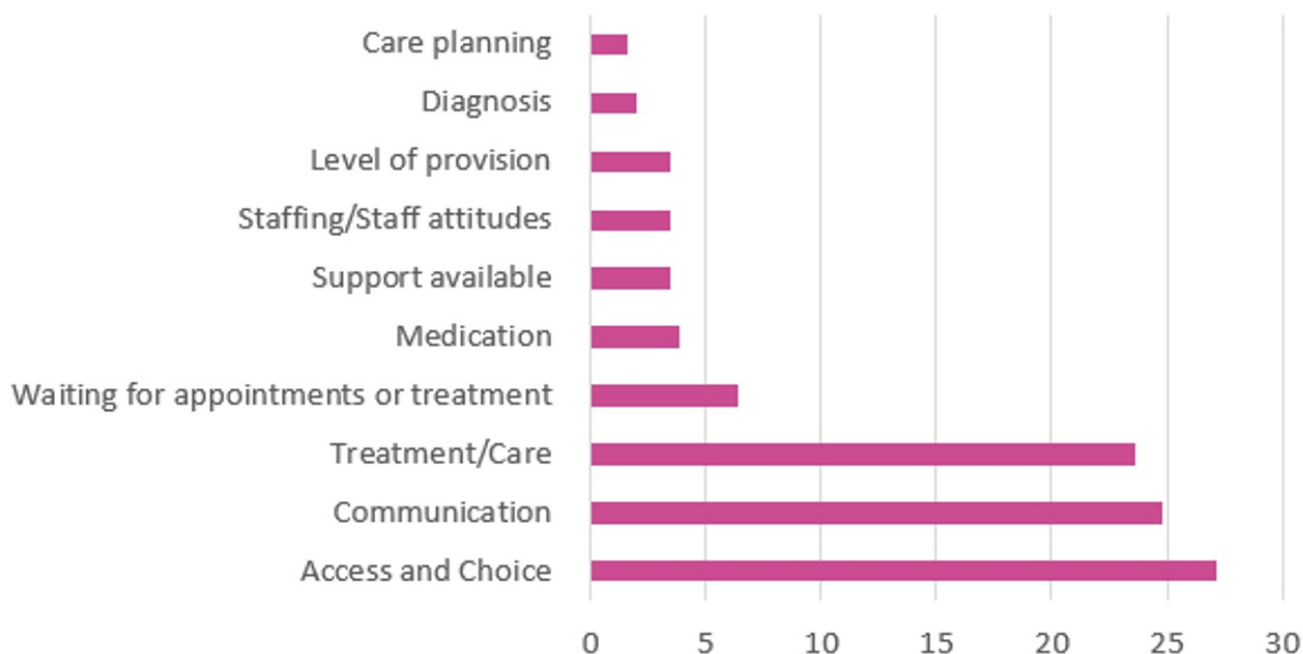
The total number of interactions logged by the Helpdesk for all Healthwatch services for West Sussex in this quarter was **280**.

Of these interactions, **60** were via telephone, **52** via email and **63** came through our website contact form.

The team received and dealt with **130** voicemail messages.

The average time the team spent on recorded calls, including research, was **37.5** minutes, the longest time spent dealing with a call was **110** minutes, with the shortest call being **5** minutes.

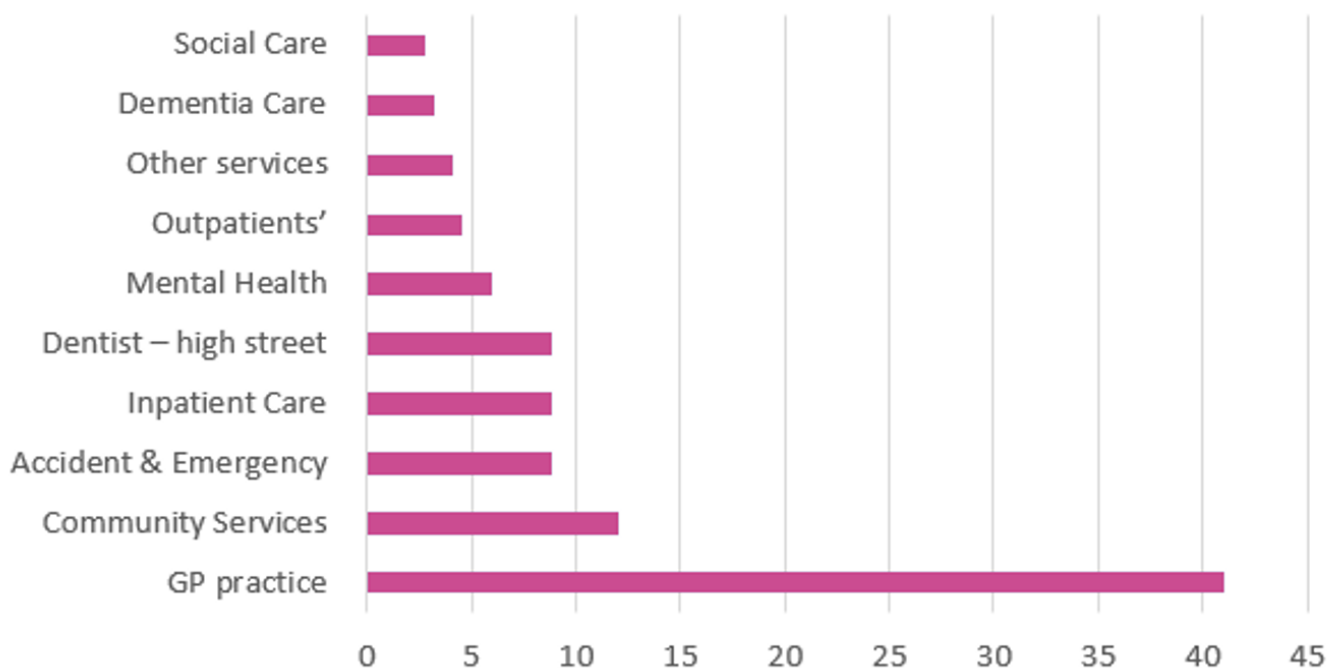
Top Ten Themes



Local People are particularly concerned about:

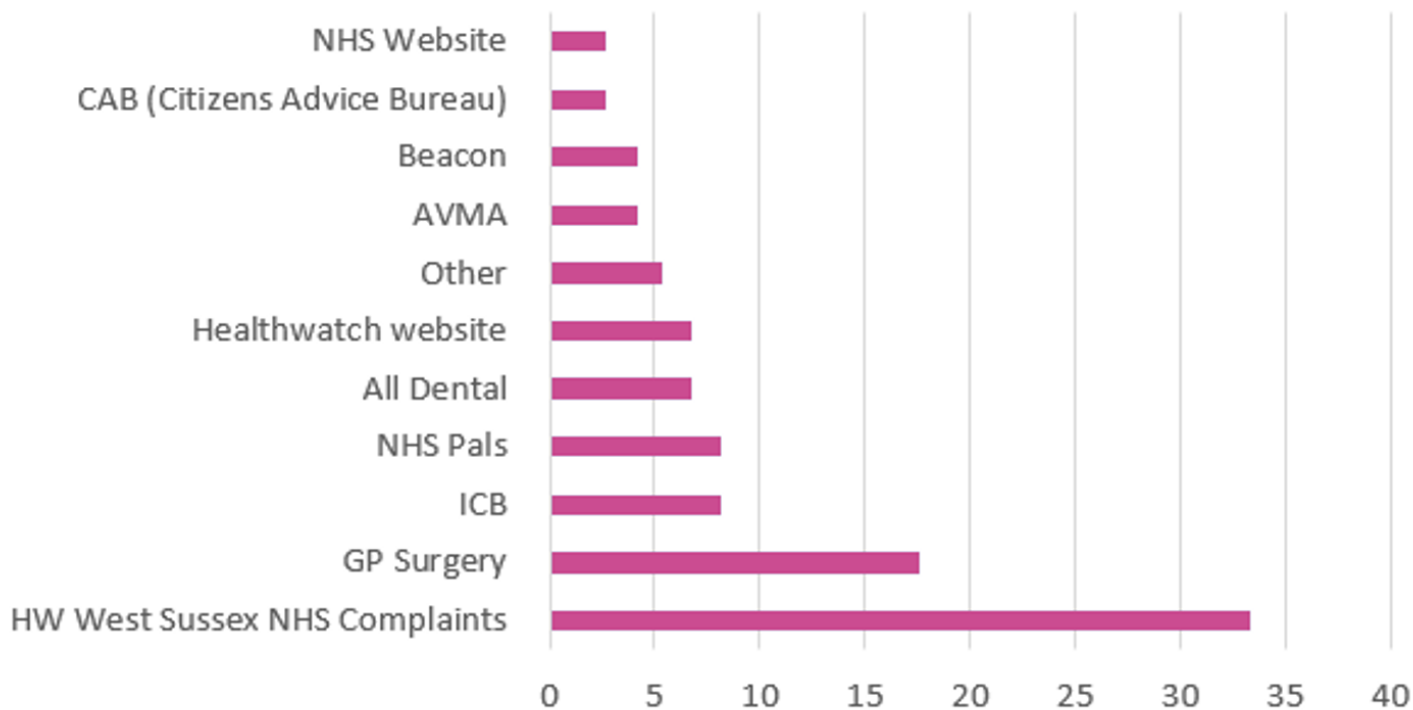
1. Access and Choice
2. Communication
3. Treatment/Care

Top Ten Topics

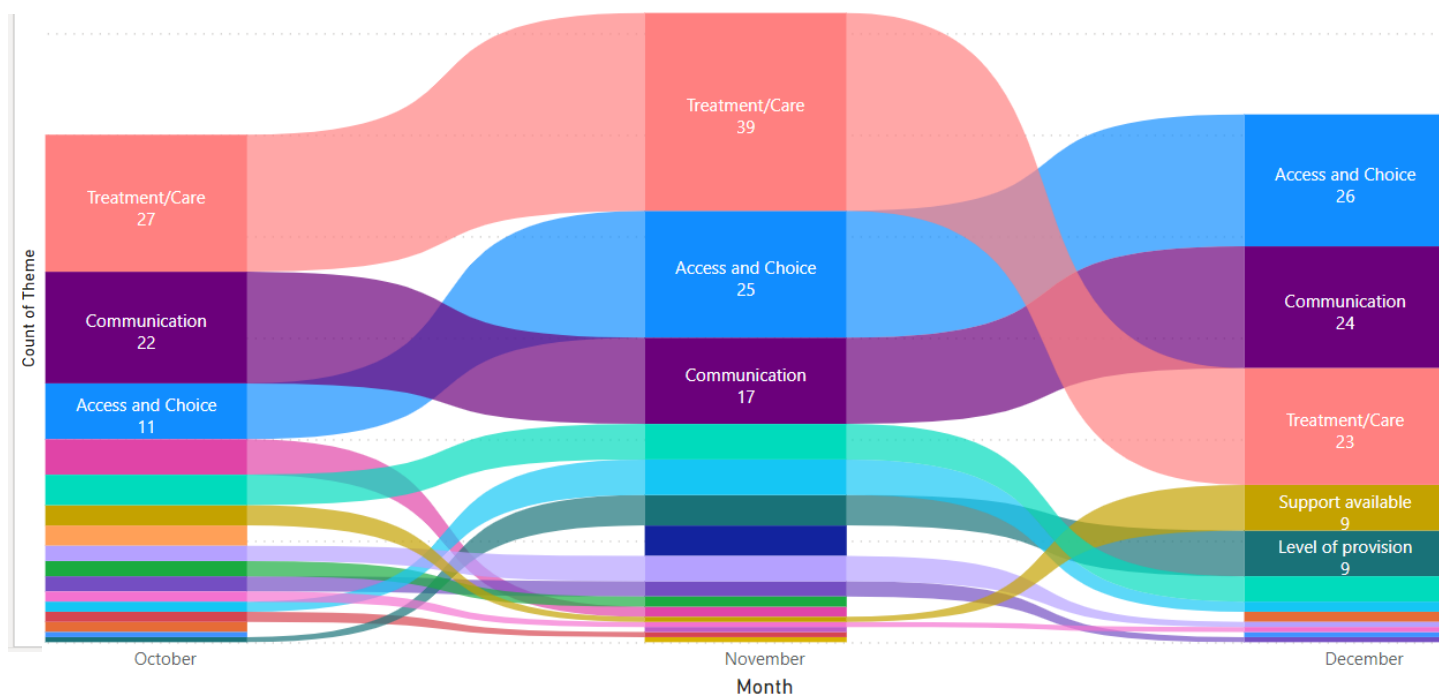


GP Practice and Community Services are the most discussed topics.

Top Ten Signposts



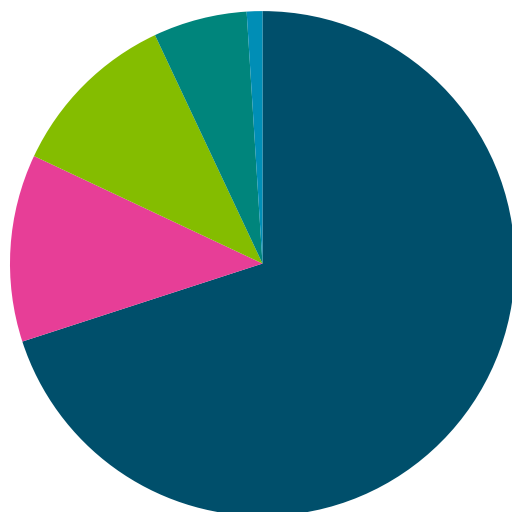
The Highest Number of Signposts were made to Healthwatch West Sussex NHS Complaints and GP Surgeries



The above ribbon chart shows trends throughout the quarter and how the theme numbers vary per month.

Treatment/Care cases were high October and November and reduced in December, Communication has been steady, with Access and Choice becoming more frequently talked about.

Sentiment Split From All Interactions



■ Negative ■ Neutral ■ Positive ■ Mixed ■ Unclear

70% of Interaction types are classified as **Negative**
12% Neutral, 11% Positive, 6% Mixed, 1% Unclear

In Summary

Local people continue to share difficulties with access and choice, treatment/care and issues with communication. GP's and Community Services are the most talked about services.

The Hub has helped to provide information, advice and signposting (including to Healthwatch West Sussex Independent Health Advocacy Service and GP Surgeries).

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 from both good and bad experiences.

Celebrating Positive Experiences

“Tried calling the surgery for something the other day and was really surprised to find they now have a call back service. I was really sceptical as to whether they would actually call me back, but about an hour later the receptionist called me and I was able to ask her what I wanted.”

GP Patient,
Witterings Medical Centre

“Great service today at Pearl Dental. I have used them for years as have my 3 children. Laura the hygienist and Stan the senior dentist we all use are helpful, cheerful and always happy to help. Plus, they are one of the few remaining NHS dentists in Worthing.”

Dentist Patient,
Pearl Dental

“I have tinnitus in my ears and this got really bad about two years ago. The GP sent me to St Richards hospital audiology service, and they provided hearing aids to help cancel the noise. Really great service.”

Hospital Patient,
St Richard’s Hospital

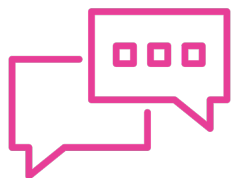
“94-year-old neighbour had cause to call an ambulance. It arrived within 15 minutes and care at PRH was exemplary. Had a call back 3 days after discharge asking them to return for a check up.”

Hospital Patient’s Neighbour,
South East Coast Ambulance Service

“Conversation with a parent carer of a child who has a social worker and they have had a great experience with the service.”

Carer,
West Sussex County Council





Responding to Local People

Story 1

A concerned son called on behalf of his 83-year-old mother, who suffers from leg necrosis and acute liver failure. He mentioned that she was recently discharged from the hospital but experienced a fall and loss of consciousness shortly after her discharge. She was admitted to East Surrey Hospital, and he feels her needs are not being met or adequately addressed.

The son requested his mother's medical records and is awaiting a response. He expressed that if he receives no response, he intends to follow up on his request. He also mentioned that the discharge coordinator had arranged care for his mother prior to discharge, so she has the care she needs when she leaves the hospital.

He is hesitant about filing a formal complaint, he views it as a last resort if his mother's situation does not improve.

Actions & response from Hub Team:

Suggested that he might consider providing feedback to CQC regarding the care and treatment his mother has received. He requested for Hub to email him the relevant information and indicated that he might call us for updates. He was grateful for the help.

Story 2

The caller's daughter spent a couple of years at Oaklands Acute MH unit before being moved to Becton. SPFT have decided to now move her to an acute MH unit at Worthing hospital despite her daughter being happy and making progress at Becton. She also has autism, and a medical professional has advised that an acute ward is not the best place for her to be from her perspective and that of the other patients. The caller reported that she had heard the move is due to funding. She has made a complaint and would like to know how her daughter stands.

Actions & response from Hub Team:

Discussed options, including consent and signposted to MIND for IMHA.

Story 3

The caller's mother is currently in Lewes Intermediate Care Unit and staff are eager to discharge her back home with care. Her mother is unable to get out of bed to use the toilet, so the Social Worker has advised that she will need to wear pads, even though she is not incontinent.

Her mother does not want to return home and her wish is to be discharged into a care home near her daughter in Kent. As she has a property, she will be self funding. However, she will need a 12-week disregard from WSCC to enable her time to sell it. This has been declined as her mother's needs assessment has concluded that she doesn't need to be in a care home and that her care needs can be met at home with care. The caller has appealed this decision but was recently told that the assessment is not fully complete.

Actions & response from Hub Team:

Hub suggested she asks for this to be completed as soon as possible and to ask where it can be shown that her mother's wishes have been taken into account. Also suggested speaking to Care Wise (on the West Sussex County Council website) which she has done, and they feel she should be entitled to the 12 weeks disregard. The caller has not advised her mother of the decision as yet, as she will be very distressed at the thought of returning home and her lack of dignity.

Hub emailed relevant information and suggested looking at Age UK website as they have very useful information regarding care homes. This was escalated to the West Sussex Healthwatch Manager and the caller is happy to speak to anyone further about this.

The caller has also contacted the MP.

Story 4

The caller was signposted to Healthwatch West Sussex by the Citizens Advice Bureau regarding an incident as an inpatient in May 2023. He was transferred to the Royal Sussex County hospital from the Princess Royal hospital. Whilst there, he fell over in the shower, breaking his kneecap. This has since been repaired but he still experiences pain. He received a letter from the hospital admitting liability for this, advising that this had occurred due to his medication not being communicated when he was transferred. The medication that he was taking meant that he should not have gone to the bathroom on his own. The caller wasn't sure what he wanted to do.

Actions & response from Hub Team:

Discussed options and signposted to AvMA and provided Healthwatch West Sussex complaint information. Advised to come back to us if he needs further support once he has made a decision about whether to take any action.

It is noted that both the Hub and IHCAS Team are receiving more Complex Cases. This is being monitored and the Teams are being supported.

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

The Healthwatch Community Partnership Lead joined numerous webinars with the Local Community Networks (LCN). These are multi agency partnerships covering district and borough areas across West Sussex. Healthwatch are actively supporting several of the sub-groups to support the work of the LCN's such as safeguarding, mental health, transport, isolation, and loneliness.

This quarter, Healthwatch West Sussex has also attended several community events.

Living Well with Dementia

Come to our **free Community Event** during this year's **Self-Care Week**.

Find out what is happening and meet some of your local community organisations and groups to learn how they can inform and support you.

- Places Leisure
- Healthwatch West Sussex
- Alzheimer's Society
- Age UK Horsham
- Horsham Health & Wellbeing Team
- Southern Water
- WSCC Waste Prevention Team
- Carers Support West Sussex
- Health and Independent Living Support (HILS)
- SP NHS FT Dementia Assessment Services
- Prevention and Assessment Team
- Tapestry Club
- Marie Curie
- My Care Matters
- NHS Sussex Engagement
- Care UK
- Know Dementia

FREE PARKING

Monday 13 November
10:30am-1pm

The Bridge Leisure Centre
Wickhurst Lane
Broadbridge Heath
Horsham
RH12 3YS

Places Leisure
Alzheimer's Society

healthwatch
West Sussex

healthwatchwestsussex.co.uk
0300 012 0122
f healthwatchwestsussex
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In November, Healthwatch West Sussex held a partnership event with Places Leisure and Alzheimer's Society at The Bridge in Horsham as part of Self-Care week. 19 organizations provided information and advice to enable people to Live Well with Dementia.

The event was kindly promoted by 'All About Sussex' November magazine, and Healthwatch West Sussex thanked the editor for his support.

In all, between 25 to 30 members of the public attended the event. This gave an opportunity to ask questions and gain information on a range of topics. The topics included:

- dementia diagnosis
- the dementia pathway
- signposting to other services
- cost of living advice and support
- emotional support
- Learn more about waste prevention and receive some useful tools to support.

The event also provided useful networking opportunities for organisation's which attended.



Youth Mental Health

- The Engagement team attended the WSCC Early Help Mid Sussex Family Hub, Children's Services information events in Littlehampton and Mid Sussex. In November
- The Community Partnership lead attended the Adur and Worthing Children and Young People's network.
- West Sussex Healthwatch is recruiting for a new Children and Young People's Engagement Lead to join the team. Interviews to be scheduled January/February 2024. This locally focused role will work closely with Heather Brightwell, Children & Young People's Strategic Involvement Lead for the Sussex Integrated Care Board.



Dental

The Healthwatch West Sussex Manager attended the Health and Social Care Scrutiny Committee (HASC) on 10th January and provided feedback on local people's dentistry experiences during December 2023.

There continues to be an issue with finding an NHS dentist and getting the support and treatment needed.

Click [here](#) to watch the meeting and to view the agenda and papers, including a focus and update on dentistry. The Healthwatch Manager contributed to the discussion at 1hr 2min and 30secs into the meeting.



Social Care

The Healthwatch West Sussex Manager is kept up to date with Social Care developments from HASC meetings and continues to meet with contacts at West Sussex County Council to discuss collaboration.

The Healthwatch Deputy and Volunteer Lead is arranging 'Enter and View' visits. This is an opportunity for volunteers to assess Health and Social Care Providers in West Sussex.



Women's Health

Healthwatch West Sussex will be shortly publishing the results from last year's Breast Screening Survey to investigate the low uptake of routine breast screening appointments. The project is a partnership between West Sussex County Council Health Protection and Screening Manager, NHS England, NHS Southeast Cancer Screening and West Sussex Breast Cancer Screening.

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

The Engagement team has attended the Urgent Treatment Centre (UTC) in Crawley to talk with people waiting to be seen. Many stated they have been told to go to the UTC by their GP surgery, Ill, East Sussex hospital or just decided this was the best place for them.

Voluntary, Community and Social Enterprise

Healthwatch West Sussex's Community Partnership Lead attended the Midhurst Community Forum, Mid Sussex Professional Event.

Healthwatch West Sussex Community Involvement Worker attended A View on Women's Health: A Sussex Perspective.

Healthwatch in Sussex

Local people are at the heart of our work, both in terms of listening to and sharing their experiences in our reporting and work with stakeholders.

The Community Partnership Lead joined several webinars, such as the VCSE Mental Health Network, and Sussex Mental Health Insight Forum and has provided separate information to support the development of a Post Graduate course for nurses, various transformation activities to support future NHS Sussex service provision.

Engagement – going to where you are

Throughout, Quarter 3, the Community Partnership Lead and Community Involvement Worker have joined several events (without a formal agenda) to talk with local people.

Some of the topics shared included problems with:

- NHS appointment app
- Not being able to get a GP appointment
- That the NHS need to offer more flexible appointment for carers
- GP websites and accuracy of information
- Problems getting an NHS dental appointment
- Transport issues – rural areas, train strikes, cost of parking.

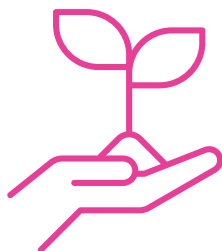
The events included:

- Crawley K2 Winter Warmer Event
- Carers Support West Sussex support group
- Pop-up at Haywards Heath Library
- Chichester, Swanfield Community Centre Finance and Wellbeing event
- Worthing Dementia Hub
- Wellbeing at The Grange Midhurst
- Petworth Garden Community
- Chichester University Wellbeing Event
- Bognor University Wellbeing Event
- At Worthing Dementia Hub people spoke about how difficult it is to know who provides which services and how to claim benefits.



Mel from WSCC joined us at the Chichester, Swanfield Community Centre Finance and Wellbeing event

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 6 employees (2 Full time, 4 Part-time) who live in the local area.

New Job Opportunity: ‘Children and Young Person Engagement Lead’ position advertised locally. Seeking candidates from the local area, who can work and travel within West Sussex.

Volunteers: 3 new recruits have started with Healthwatch in Q3 and will be supporting all aspects of workplan delivery in 2024. A recruitment drive is planned for Q1/Q2 2024, to increase the pool of local volunteers; encouraging engagement with young people, improving diversity within the team, offering training and personal development, supporting employability.



Supporting Local Businesses and Communities

Information Technology Support: Locally sourced PAT testing for Healthwatch Team’s technical equipment and laptop battery replacements.

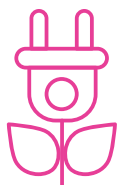
Meeting Rooms: Booked meeting rooms at Billingshurst Community Centre for quarterly Board meetings and volunteer training. Met at Ferring Village Hall for a team building away day.



Healthier, Safer and More Resilient Communities

Supporting local charities: Healthwatch Manager joined West Sussex Mind on 26 November 2023 to run the local Mental Elf 5K Run. Proceeds donated locally to Mind to support ongoing work with mental health.

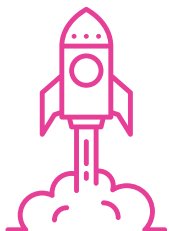
West Sussex Volunteers, led by Alan Packham helped to raise £390 in ticket sales for Kent, Surrey and Sussex Air Ambulance.



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.



Innovation

From the new financial year 2024, Healthwatch West Sussex will run 'Local Voice' events to feature and discuss priorities. These will include subjects such as mental health and include a key speaker and provide an opportunity for local people to share experiences and provide feedback.

To reach out further into the community, the Team will be running drop-in evening sessions which will be open to everyone who resides in West Sussex. Our aim is to open these important topics up for discussion and specifically target the harder to reach groups of people, including full-time workers, carers, residents with mobility needs or who live in the more remote areas of the county.

The 'Local Voice' sessions will be advertised on Eventbrite and shared with local partners and providers.

Information, Advice, Communication & 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	
	Q2	Q3
Enquiries to Helpdesk/frontline team through all channels	2,794 (196 Hub + 2598 Engagement)	2,633 (280 Hub + 2353 Engagement)
People signposted to IHCAS for ongoing advocacy support	27	31
Number of people engaged with (all channels)	15,610	15,010
Number of engagement/influencing occasions	145	79
Number of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	2598	2353
Number of community partners engaged with	1557	605
Active community collaborations	30	42
Reports, Spotlights, and case studies	6	7
Website visits	6846	8183
Facebook: Followers Posts Reach	724 105 7409	734 67 4575
Instagram: Followers Posts Reach	494 86 1198	519 72 1176
Twitter: Followers Posts Impressions	1813 105 9400	1828 81 4301
Heads Up briefing subscribers	1237	1233
External publications (hard copy and digital)	0	0

During October, many of the scheduled social media posts was cancelled by the Meta Business Suite, to make sure this doesn't happen again we have changed to use Hootsuite to schedule social media posts but with this in mind, it's very positive to see that we continue to gain followers.

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	
	Q2	Q3
Volunteers	57	59
Roles covered by volunteers	95	96
Volunteering interactions (meetings, events)	382	423
Volunteer support hours	494	501
Healthwatch Board Independent Directors	224	210
Estimated value of volunteers **	£26,350	£28,100

** 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

Healthwatch West Sussex continue to sustain a good level of engagement with volunteers, who have:

- Attended PLACE assessments and provided observational appraisals of care environments to influence improvements in hospital inpatient services across West Sussex.
- Supported the planning and hosting of the Sussex Children and Young Person's Event on 26/10/2023, including presenting to the attendees and facilitating workshop discussions.
- Collated data from 6 local Healthwatch teams across the region and drafted a comprehensive report highlighting patient experiences and emerging themes, which was shared with South East Coast Ambulance NHS Trust and discussed at their Patient Experience Committee and the Regional Healthwatch Managers Meeting.
- Attended a Volunteer Workshop and Shared Learning Session in December where three volunteers shared personal accounts describing their role and their recent work - Sue Morton, Authorised Representative (Enter & View / PLACE), Jane Collins, Liaison Representative (local maternity forums and strategic oversight group), Hannah Rickwood, Youth Volunteer (freshers fairs engagement and system led youth engagement event)

There have been 3 new volunteers that have joined us in quarter 3.

Reports and Publications



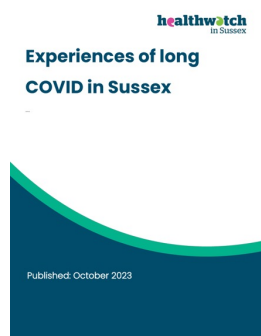
Please note that draft reports are shared with our Integrated Care System partners for comment and consideration before publication, this allows us to build on the information and give services the right to reply and respond to any draft recommendations.

The following reports were published this quarter:



Spotlight Report: The Sussex Community NHS Foundation Trust's Living Well Programme

The Living Well Programme is now taking bookings for online courses via Microsoft Teams. The Sussex Community NHS Foundation Trust's Living Well Programme is a free 6-week self-management course for adults living with any long-term physical or mental health condition. [Read the report.](#)



Experiences of long COVID in Sussex Report

Our research was focused on better understanding the scale and nature of long COVID locally so we could inform the provision of appropriate and effective support for those with the condition. [Read the report.](#)



Hello and welcome to our October issue of Head's Up.

Welcome to our packed October newsletter with insider insights, exciting updates, and so much more!

This month's highlights:

- ▶ What help can you get to pay for your prescriptions?
- ▶ Help Queen Victoria Hospital develop a vision for the future
- ▶ Mini-inquiry focused on young people and suicide
- ▶ Labour sets out 'rescue plan' for NHS dentistry
- ▶ Public health agency to re-start community surveillance of Covid



Impact and Performance Reports April - June 2023 (Q1)

We are pleased to share details of our work from April to June in our reports which reflect the breadth of insight and influencing the team have been able to deliver, working collaboratively with local people, community and system partners.

[Read our reports](#)

Heads Up

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

[October](#)

[November](#)

[December](#)

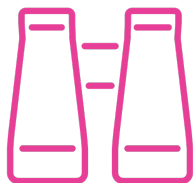


Quarter 2 Reports

Catch up on our reports of our work from July to September 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](#)

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 weekly with the ICB to discuss priorities and discuss opportunities for joint working and collaborative approaches to system-wide themes.

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:

10:30am–12:30pm on Wednesday 21st February 2024 at [Billingshurst Community & Conference Centre](#) and online via Microsoft Teams.

healthwatch
West Sussex

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t: 0300 012 0122

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

x: [healthwatchws](https://twitter.com/healthwatchws)

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