

Community Partnerships Q1 2019/20 update



During April to June our Community Partnership Lead has been reaching people across West Sussex working collaboratively with Local Authority and community groups. As we believe this will help underpin the aspiration of truly Integrated Care Systems - Health, Social Care, Community and Voluntary organisations working together in partnership to support individuals, their family, their carers and friends.

We presented a paper to share our [Community Partnerships approach at the recent health and Well Being Board](#).



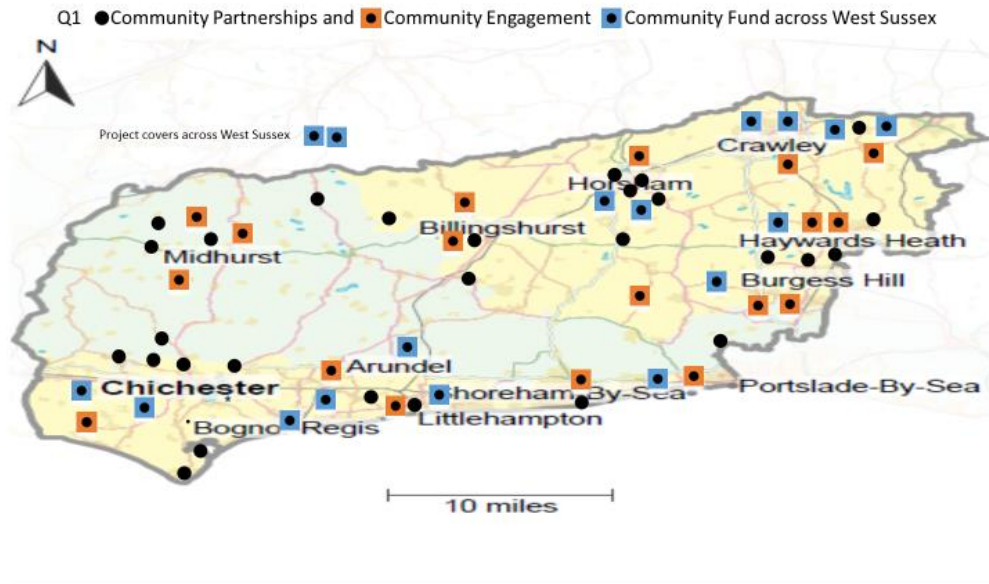
Working in partnership with West Sussex County Council Library Services we have co-ordinated the first phase (July to August) of our Library Pop-Up engagement. We will be visiting seven libraries.

Between April and June 2019 our Community Partnership Lead met with leaders from various community and voluntary sector organisations and Local Authority to raise awareness of Healthwatch West Sussex work. By working in collaboration, we ensure that the voices across West Sussex communities form part of our work and help shape and influence those who commission, deliver health and social care at this time of transformation in the NHS and our Local Government.

During this period our Community Partnership Lead increased our impact by:

- meeting with 27 community and voluntary group leaders
- engaging with 686 residents at various events
- capturing 457 pieces of insight/personal stories and experiences.
- Managing the 17 community fund grants running across the county

The range of community and voluntary sector organisations we have active collaborations with reflects our thriving and diverse communities in West Sussex, which provides a real richness to our work.



This map shows our Community Partnerships, Community Engagement and Community Fund activity in the past 3 months.

Integrated Care - Midhurst Community Health Hub Engagement

During June 2019, Healthwatch supported Dr Woodcock, and NHS colleagues, by attending four public engagement events.

Four questions were asked:

1. What is your current experience of health and social care services in Rural North Chichester?
2. Are there any significant gaps in the way the services work currently?
3. What would be the one main thing that you would improve about health and social care services in Rural North Chichester?
4. Share your views on the proposed integrated **Community Health Hub** in Midhurst.

Over these four events we engaged with 90 people and captured 147 views, experiences and stories. This information was collated into a report which was presented at the Midhurst Task and Finish meeting.

We created a [video](#) with Dr Emma Woodcock to ensure as many residents as possible are aware of this exciting development for Rural North Chichester which could lead the way for similar Integrated Care Community Health Hubs across the County.

One of our aims in 2019, is to put the Spotlight on the amazing work that community and voluntary sector organisations provide. We have now published 20 [Community Spotlight case studies](#) as a means of sharing ideas that could be adopted or adapted in other areas in West Sussex. We recognise that the extensive local networks and collaborative relationships between communities are the ‘glue’ that hold services and communities together. To this end we have been linking community organisations for mutual benefit. This has also supported new ways of working such as Social Prescribing. This is demonstrated by the inter-connectedness of partnership working as shown below.

The inter - connectedness of partnership working

Example: links forged as part of Community Fund grant



Outcomes for members



Community in Action

The **Healthwatch West Sussex Community Fund** was launched in June 2018. To date we have been able to support 23 local community groups of which 19 are still active. Below are some of the feedback we have received.

Community Fund Project

Cognitive Stimulation Group

Seven group sessions took place in the Education Room at Crawley Museum, January and April. These sessions lasted for 1.5 hours and followed a plan as laid out in the Cognitive Stimulation Therapy manual.

Attendees reported:

'Friendly, enlightening, encouraging'

'Laughing, thought provoking, mental stimulation'

'Entertaining, useful, helpful'.



Community Fund CREATE Project

The CREATE program was based around engaging effectively with young people from the ages of 11- 25. With emotional wellbeing and physical activities, open space, open mind clear mindset.

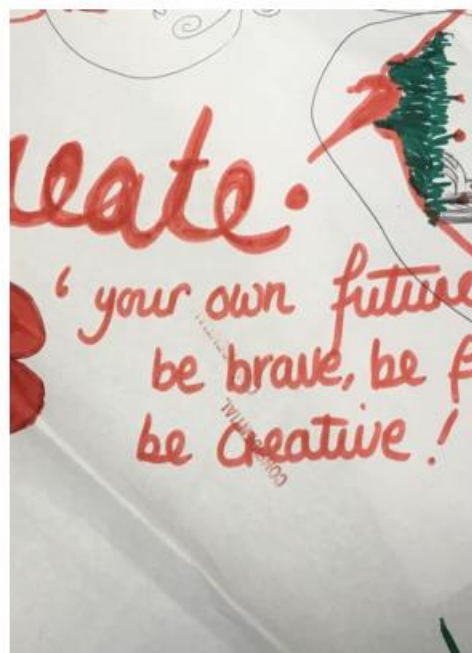
Attended reported:

"I just love it, can we use this green space more"

"learning new team building skills is always good and doing cart wheels"

"talking to the staff whilst doing daft games was epic"

"I want to learn about other stuff , I didn't know about Emotional health I only know about Physical health"



Community Partnership co-production with the Disability Trust

Healthwatch Community Partnerships worked with the Disabilities Trust to develop a [Best Interest Decision Making toolkit](#) for use by Health and Social Care professionals working with vulnerable people who lack capacity to make their own decisions about medical care or who are at risk when needing medication or surgical procedures. The toolkit has been made free to anyone to use and is now being shared as best practice by Healthwatch England.

The toolkit includes:

- Consent to treatment introduction
- Care professionals document
- Interested parties document
- Doctor document
- Parent document
- Social Worker document
- Easy read version for service user

We are now in the process of developing a training module for this work and continue to raise awareness of the toolkit.

We are delighted that we have been selected to run a session at the 2019 Healthwatch England National Conference to share an overview of this collaborative work and the toolkit.

Healthwatch Engagement Team

During quarter one we have continued to actively work with a wide range of organisations, passionate about supporting their local community. We welcome all opportunities and look forward to working with even more community and voluntary organisations on future projects. We are delighted to be able to report that we continue to see positive outcomes from these meetings for our engagement team who meet with local support groups to provide presentations, capture stories and insight and raise awareness of our **Information & Advice Helpdesk**, **Advocacy**, and **#ItStartsWithYou** engagement work. Our [Community Partnership webpages](#) have been updated to reflect this. If you aren't already working with us, why not? Please do contact us and we can explore partnership working during 2019.

Raising Awareness Partnerships - Working Age.



Southern Water: We are actively working with Southern Water by linking their lead to many of our community contacts. We have also published and circulated a Spotlight report.

South Downs Leisure: Our Raising Awareness Lead has been working with South Downs Leisure, the charity who run leisure centres across Worthing including Worthing Leisure Centre, Splashpoint, Field Place, Davison Leisure Centre and the Fitness Centre at Worthing College. South Downs Leisure have a strong focus on outreach and inclusion, alongside well-being for both their 450 strong staff and visitors to the site. An article about Healthwatch has been included in their staff newsletter and work is being done to maintain awareness of Healthwatch across the staff team, working with HR with their Health and Wellbeing sub-group. Healthwatch information has recently been taken to their Board as evidence of supporting staff in their *Time to Change* pledge.

South Downs Leisure will be displaying Healthwatch Posters across all sites and Healthwatch leaflets will be available in community info areas. They plan to share information across Facebook group and social media.

Future events allowing partnership work between Healthwatch West Sussex and South Downs Leisure include a Disability Day, attendance of the Phoenix Club coffee mornings and a presentation at Speakers Lunch. Healthwatch have also been given an open invite to have a physical presence at the Leisure Centre sites to promote any campaigns.

The Dome Cinema: The Dome Cinema, Worthing is a busy independent cinema on Worthing seafront. It has 3 screens of upto 500 seats and shows approximately 8 to 10 screenings a day. These screenings include regular Parent and Baby, Disability Friendly and Subtitled screenings.

Staff at The Dome Cinema are very supportive of Healthwatch West Sussex. They have supported the Premiere of our Youth Engagement Films and are showing a Healthwatch West Sussex advert during the pre-show slides of all their screenings. Healthwatch information is available in their entrance and we are welcome to use their foyer space for raising awareness promotions.

Raising Awareness Partnerships - young people.

Chichester College: Chichester College is a college of further education, age 16+ in Chichester, West Sussex, England. It has a second, campus at Brinsbury, near Pulborough. It is a member of the Collab Group which represents the largest colleges in England. The Chichester Campus has a large international student programme and the Brinsbury Campus has a significant number of students with Special Educational Need.

After meeting their CEO, Shelagh Legrave at a Chichester Chamber of Commerce meeting, Healthwatch West Sussex were invited to attend their three Fresher's Fairs. These events provided a good opportunity for raising awareness of Healthwatch with students but also proved very useful for networking with other organisations and the teaching staff as well as forging partnership links between Healthwatch West Sussex and Chichester College.

Various College Departments will use Healthwatch information as part of their displays to support students. These includes the Beauty Department, English Department, The Farm and the College Counselling Service.

Healthwatch information slides will be displayed on the College information screens and Healthwatch posters will be displayed around the College sites.

National Citizen's Service (NCS): Work is ongoing in building partnerships with the National Citizen's Service across West Sussex. The National Citizen Service (NCS) is described as an essential experience for 16-17 year olds, providing an opportunity to build skills for work and life while taking on new challenges. In West Sussex, NCS is divided into three areas, Bognor, Littlehampton and Chichester, then Crawley, Haywards Heath and East Grinstead, and Mid-Sussex.

Healthwatch West Sussex is working on developing a resource pack that can be used in NCS Social Action programmes.

Looking forward:

During July and August our Community Partnership Lead will be Popping -Up at Libraries within West Sussex - Crawley (twice in July), Littlehampton, Haywards Heath, Bognor Regis (July and August), and Midhurst.

Work has begun on the collaboration with Places Leisure for a larger community event on the 10th October at The Bridge Leisure Centre.

Work has also begun on a collaboration with Age UK East Grinstead for a Self-Care week Community Information event on the 18th November.

We welcome partnership working with any community and voluntary organisation and businesses of any size to raise awareness of the information and advice available and to hear and amplify local voices, in relation to Health and Care. Working and sharing together makes our community stronger and individual voices louder. To find out more about our Community Partnerships work please contact:



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