

Impact & Performance Report

April – June 2024 (Q1)

This quarter at a glance



Impact

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.

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..

What are people telling us



Local people are particularly concerned about:

- 1. Treatment/Care**
2. Access and Choice
3. Waiting for appointments or treatment

Progressing our priorities



You can find details of our 2023–2025 priorities [here](#).

Current priorities include Mental Health, Social Health, access to Dentists/GP's and Women's Health.

Community collaborations

Over 20 collaborations throughout quarter 4, including: Mid Sussex Local Community Network, Olive Tree, Rethink, Sussex Community NHS FT, Sussex Lung Disease Support Group, West Sussex County Council Library Service, Yada. Further information please click [here](#).

Reports and Publications



- [Southlands Hospital Enter and View](#)
- [Freshers Fair engagement](#)
- [Your experience of the Memory Assessment Service \(MAS\)](#)
- [Your experience of Hospital Patient Advice and Liaison Services \(PALS\)](#)
- [7 Spotlight reports](#)
- [Healthwatch West Sussex Annual Stakeholder Report](#)
- [Healthwatch West Sussex Annual Report, 2023-2024](#)

You can read all the reports [here](#).

Enter and Views



4 visits completed

St Richards Hospital in Chichester, Worthing Hospital. Princess Royal Hospital in Haywards Heath and Bognor War Memorial Hospital.

Independent Health Complaints



Advocates have continued to support West Sussex residents to make complaints and have received an increase in new cases this quarter, with a higher number of people contacting the Hub for one off information and advice.

The most prevalent theme for complaints is 'Treatment and Care' received by local healthcare providers.

[Read](#) the full IHCAS report.

Looking forward



Our children and young people project has now launched!

We are conducting a comprehensive engagement exercise to explore reasons behind the low uptake of chlamydia self-testing among young people in West Sussex.

Healthwatch West Sussex will continue to update the Work Plan to ensure that our work continues to be driven by local people's needs and priorities.

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](#).



Full Quarter 1 Report

This is just a small snippet of all the work we have completed this quarter, if you would like to read the full report, it can be found [here](#).

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