

# Impact & Performance Report

July – September 2024 (Q2)

## This quarter at a glance

### Collaboratively working with young people and partners



Responding to West Sussex's low chlamydia screening statistics amongst young people, Healthwatch collaboratively designed a survey with partners and recruited a group of young people to take part in interviews and workshops. Co-producing recommendations, the group is now moving on to the next phase: the creation of a social media campaign.

### Working with people and communities



We attended 8 Fresher Fairs and spoke to approximately 100 Young People about their experiences and priorities when it comes to health and social care.

We continue to attend networking events and actively work with different communities to encourage people to share their experiences and discuss what is needed to improve our local health and social care services.



### Providing valuable information

Continue to support people and their families to navigate health and care services.

## Impact: Making a difference

We received 6,113 Enquiries to Helpdesk/frontline team through all channels (175 Hub Interactions + Engagement CRM entries 5,938).

We engaged with 22,465 local people and heard from you about what matters most, your experiences, priorities and what works well and health and social care services that are not meeting your needs.

Our Healthwatch Manager escalated issues to colleagues, NHS Sussex, West Sussex County Council and partners and attends meetings with decision makers to help influence decisions and bring about positive change.

## What are people telling us



The total number of interactions logged by the Helpdesk for all Healthwatch services for West Sussex were **175**, of which **71** were via telephone and **16** via email and **16** from the contact form on our website. The average time spent on recorded calls, including research was **18** minutes, the longest time spent dealing with a call was **70** minutes.

## Progressing our priorities



You can find details of our 2022–2023 priorities [here](#).

Current priorities include Adult Social Care Strategy, HNS Dental Care, Community Services and Youth Mental Health.

2023–2025 priorities are now in review and will be published following approval by the Board.

## Community collaborations



Our Community Partnership Lead has 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.

## Reports and Publications



Published 9 Reports.

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

## 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'.

[Read](#) the full IHCAS report.

## Looking forward



Our next [Board meeting](#) is Wednesday 13<sup>th</sup> November 2024



## Full Quarter 2 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](#).

