

Impact & Performance Report

July - September 2024 (Q2)

We are pleased to share details of our work from July to September 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 Young People's Sexual Health

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.



Reaching out

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 support

Providing valuable information

Supporting people and their families to navigate health and care. This is challenging and requires time to enable them to access the support they need. Our Helpdesk Team deliver a high volume of support and offer information, advice and guidance through our telephone helpline and 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:

- A project focused on the low uptake of chlamydia screening statistics amongst young people.
- Engaging with Young People at Fresher Fairs.

Further details and reports to follow in Quarter 3.

Examples of how we follow up insight:

You informed us that:	It is important to local people because:	What we have done
Admiral Nurse Service Decommissioned at Sussex Partnership NHS Foundation Trust (SPFT).	"They provide a hugely valuable service to patients in this area and there will be many that will be directly impacted by such a decision, making supporting patients and their families at such a difficult time increasingly harder."	Having heard from a number of residents, the West Sussex Healthwatch Manager escalated the concerns with SPFT. SPFT provided a formal response and clarified that this was a planned change, and support is still available to local people. To raise awareness, Healthwatch West Sussex has set up a web page to promote the support available and this will be circulated via social media in November.
Carers no longer offered Covid vaccines as a priority.	<ul style="list-style-type: none"> - Aging plus disease raises the risks and affects of Covid 19. - Carers in West Sussex have told us recently that they struggle to attend routine healthcare screening appointments. - Carers are statistically known to struggle more with physical health. 	<p>The Healthwatch Manager escalated this to NHS Sussex and has been informed that the decision was made nationally and not just locally. We have circulated information and advice via social media to clarify the priority groups:</p> <ul style="list-style-type: none"> • aged 65 or over, • are pregnant, • are aged 6 months to 64 years and have an increased risk of getting seriously ill from COVID-19 because of a health condition or treatment, • live in a care home for older adults.
NHS Waiting list delays and prolonged treatment can lead to patients developing long term conditions, such as steroid-induced diabetes and osteoporosis.	The health of local people is being affected by NHS waiting times.	The Healthwatch Manager contacted NHS Sussex to query and has requested further information to find out how many people are developing health conditions due to delays on waiting lists.

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

175 Interactions logged by the Helpdesk for all Healthwatch services for West Sussex in this quarter.

160 voicemails

Time spent on calls

18 minutes – average time

5 minutes – Shortest time

70 minutes – longest time

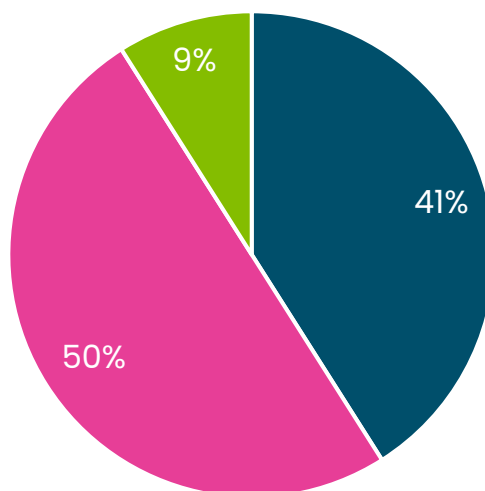
Interaction Types

72 were via telephone

87 were via email

16 website contact form

Interaction types



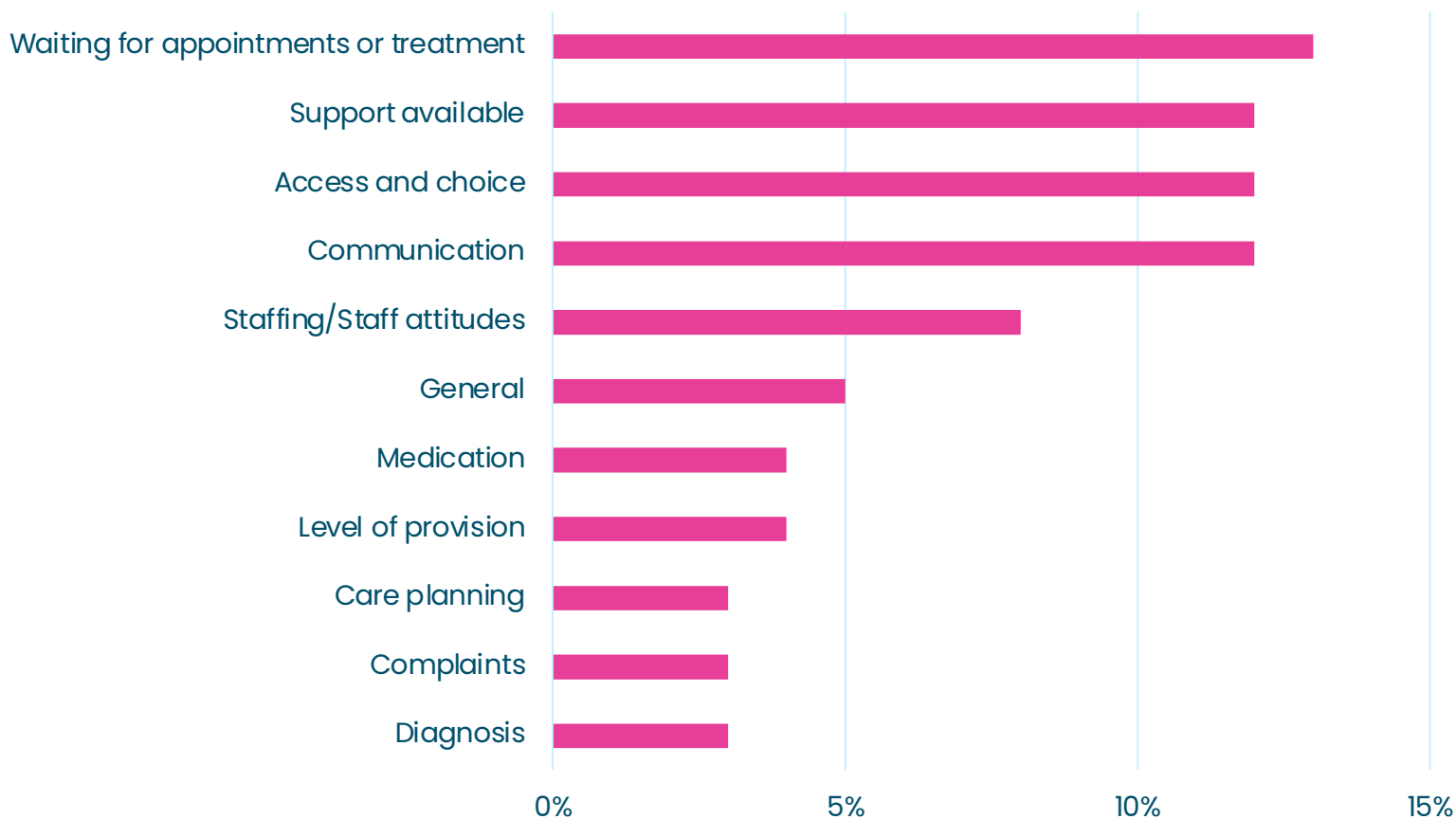
■ Telephone ■ Email ■ Web contact form

Interactions Sentiment

■ Negative (78%) ■ Positive (6%) ■ Neutral (9.5%) ■ Mixed/Unclear (6.5%)



Helpdesk Enquiry Top Themes



The top themes graph shows the top themes from the direct enquiries, with the highest number of enquiries coming in about **waiting for appointments or treatment, support available** and **access and choice**.

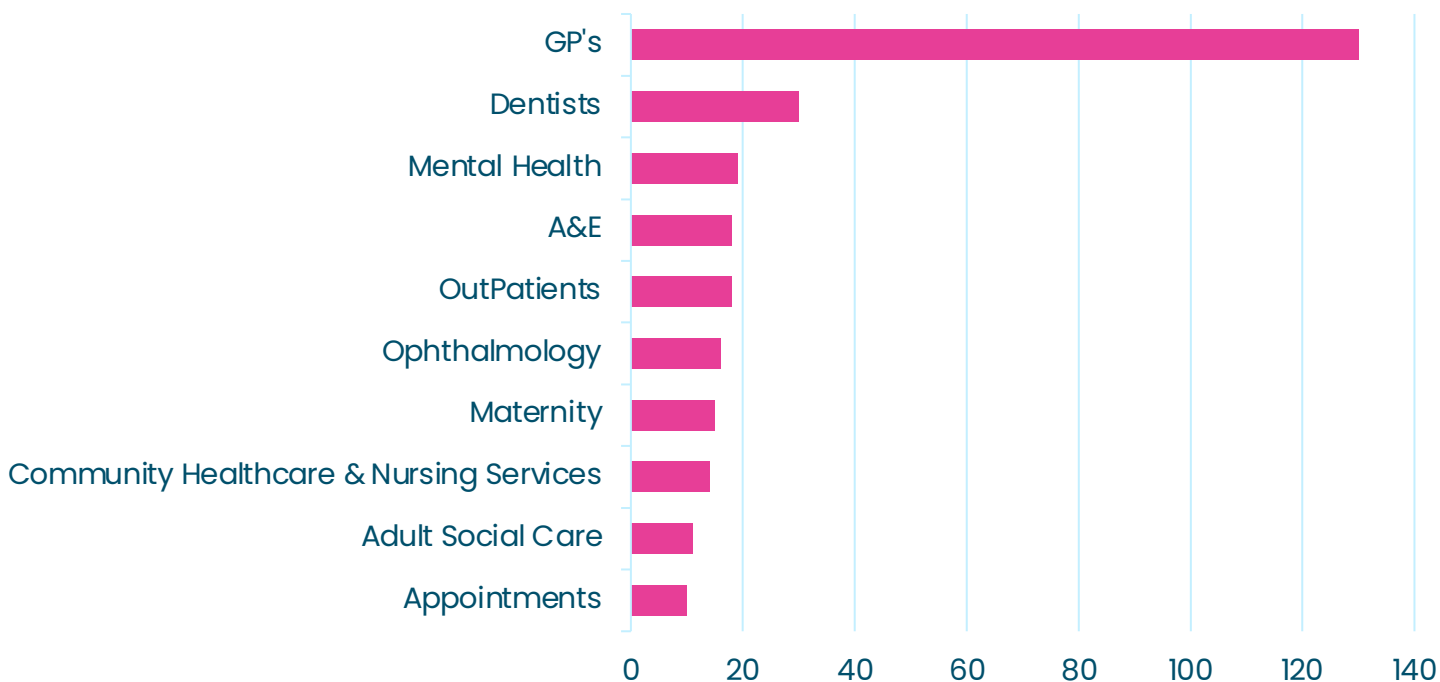
The top theme for this quarter is Waiting for appointments or treatment to Health and social care services.

Glossary of Helpdesk Enquiry Themes

Access and Choice	Access and choice of health and social care services.
Care Planning	Care provision for patients with complex needs, access to funding,, delay in end-of-life care, health plan not followed, discharge delays and expectation set not met,, dementia support
Communication	Verbal, non-verbal, written, visual. Interpersonal and listening experiences.
Complaints	Requests for information and support about making a healthcare complaint following primary or secondary care.
Diagnosis	Health care diagnosis experiences.
General	General feedback, outside of the standardised themes.
Level of Provision	Lack of provision experienced due to low funding within health, social care, and local transportation.
Medication	A patient's experience in relation to medication such as dosage, medicine management, type of prescription, access to medicine and change of medication.
Staffing/Staff Attitudes	A person's experience of interacting with health or social care staff.
Support available	Requests for support or feedback relating to health or social care support available in West Sussex.
Waiting for appointments or Treatment	A person's experiences/feedback regarding waiting lists.

Quarter 2 topics

Top topics



Local People are particularly concerned about:

- 1. GP's
- 2. Dentists.
- 3. Mental Health

Example of negative feedback:

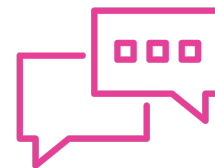
“It used to be easy to get an appointment, now there are no online ones available anymore. Usually there’s 7-10 people waiting outside in the mornings, seems ridiculous to me. You have to call or queue at 8am or there will be nothing available and if you can get one it will be ages away.

They do everything on text message as well. I had a diagnosis by text of mild renal failure, which is so unacceptable. When I eventually got to talk to someone about it I was given a leaflet which said that I should be referred to see a Consultant and I never have been!”

Example of Positive Feedback:

“I live in Southwick but my mother lives in Rustington. Her GP surgery are amazing. She is 90 with lots of health issues and they are so good with her. She mostly sees the same GP and I cannot fault their care.”

Case study



Domestic Abuse Support Story:

Service user has been a victim of domestic violence in the past and approx. 7 years ago had her front teeth knocked out.

At the time, she managed to get an NHS dentist to fix dentures for her.

Unfortunately, there are now problems with these dentures, but the dentist is now private. Service user cannot afford private treatment and is having trouble eating.

Actions & response from our Hub Team:

Our Hub searched the internet links we have for a local NHS dentist – none are taking new patients.

Hub suggested:

- asking the previous dentist for possible pro-bono work – dentist can offer a free consultation but cannot do the work.
- contacting national domestic abuse charities to see if they could advise, or even help with payment.
- contacting local women's refuge centre's and provided the telephone number of the Brighton women's support centre to see if they could help.
- contacting dentistry training colleges to see if they could advise/help with low-cost dentistry work.
- Contacting Morley Street Dentist in Brighton, which is a special care dentist (for those with special needs, or specific issues) and provide the telephone number.

Progressing our Priorities



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.

Scope of what we plan to do with “Core Healthwatch” funded resources available. You can find details of our draft 2023–2025 priorities [here](#).

Community Services

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.

Youth Mental Health

Our Team attended Fresher Fairs throughout West Sussex, doubling our engagement by attending 8 fairs which was 4 more than last September.

The fairs provide a touch point and opportunity to listen to young people’s experiences and opinions about health and social care.

It was also an opportunity to discuss our chlamydia project and ask people for their thoughts on why young people are not using online testing.

Social Care

The Healthwatch Manager attends Health and Social Care (HASC) Committee meetings quarterly and meets the West Sussex County Council Director of Adults and Health (DASS), to provide feedback and influence local decisions.

GP’s and Dentists

We continue to hear from local people about their experiences with General practices and dentists and this continues to be an area of focus. Primary care issues are escalated to NHS Sussex and the Healthwatch Manager attends meetings to keep updated about dentistry in West Sussex.

Mental Health

Meetings, Webinars and Events

- Mid Sussex newly diagnosed dementia
- Crawley LCN sub-group lived experience temporary accommodation
- Pathfinder Chanctonbury Network
- Chichester LCN sub-group lived experience temporary accommodation
- Conversation with SPFT regarding dementia toolkit
- Sussex VCSE Network Introduction Webinar
- Sussex VCSE Leaders Alliance briefing – developing Integrated Care Teams
- Meeting Guild Care Worthing
- Mental Health Community webinar

Spotlights:

- Headway West Sussex

Information:

- Memory Assessment Service West Sussex
- Discussion Toolkit – NICE have changed how resources are stored. The toolkit has been reviewed and updated in 2024.
- Healthwatch West Sussex was an active partner in the development of the new all-age Public Mental Health Needs Assessment.

Report

- Adur and Worthing LCN Mental Health Survey Report

Work in progress:

Collaboration with Stonepillow report and looking at Barriers to accessing healthcare support when homeless.

Women's Health

Pieces of work

- Horsham LCN sub-group Women's Health Hub Survey.
- Carers are finding it difficult to access planned medical appointments due to how long they have respite support for their cared for person. Poll is live until the end October.

Meetings, Webinars and Events

- Horsham LCN meeting
- Conversation with Carers Support West Sussex.

Community Collaborations



The benefit for Healthwatch West Sussex of developing partnerships is **Common Purpose** – the shared vision on what is needed and how to achieve this.

Partnership and NHS system

The West Sussex Healthwatch Manager regularly meets with NHS Sussex ICB, NHS Sussex Foundation Trust to review and discuss health care priorities.

Voluntary, Community and Social Enterprise

Healthwatch, and Broadfield Community Centre have teamed up to work collaboratively to learn from those who use and hire the Broadfield Community Centre.

[Read our Report:
Broadfield Community Centre Survey Findings](#)

Summary

In summary, the Broadfield Community Centre is well placed and plays a strong role in the delivery of a wide range of activities and services. The types of activities provided by hirers ranged from health, educational activities, exercise, and specific activities for children and young people and older people. The experience of administration at the Broadfield Community Centre ranged from good, very good to excellent.

Next Steps

- Consider how Broadfield Community Centre communicates and promotes activities to local residents and the community.
- Consider how hirers' concerns are reviewed and addressed as appropriate.
- Share this report with local people so that they know their voice has been included: Use comments in any future planning for the Broadfield Community Centre.
- Set up meeting with Crawley Borough Council Partnership Lead to discuss insight comments about antisocial behaviour in the area.
- To discuss youth gap with appropriate people.
- The Broadfield Neighbourhood Action Team to consider actions about community safety and anti-social behaviour issues raised.
- Crawley Local Community Network to inform the creation of opportunities and to build integrated partnership working to improve health inequalities as informed by respondents.



Engagement – going to where you are

- Freshers Fairs: Chi College, Crawley College, Northbrook Durrington, Haywards Heath College, Worthing College, Northbrook Broadwater and Brinsbury College
- Sussex Sight Support Day
- Crawley Library Healthwatch West Sussex Pop-up
- Bognor Library Healthwatch West Sussex Pop-up

Local Community Networks (LCN's)

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.

Healthwatch in Sussex

Healthwatch West Sussex is working closely with Healthwatch East Sussex and Healthwatch Brighton to share insight and come together to cover Health and Social Care meetings and attend events throughout Sussex.

This includes the collation of a monthly insight report which is sent to NHS Sussex for review and discussion. Queried items are entered on to a tracker spreadsheet by NHS Sussex for follow-up.

Each Healthwatch in Sussex leads monthly on the creation and circulation of a short poll focused on what we are hearing and areas of focus.

This quarter, the polls have included:

[Your experiences of using pharmacy services](#) July 2024

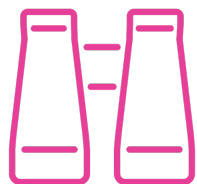
[Your experiences of eye tests](#) August 2024

[Your experience of Hospital Discharge](#) September 2024

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	
	Q1	Q2
Enquiries to Helpdesk/frontline team through all channels	5,220 (161 Hub Interactions + Engagement CRM entries 5059)	6,113 (175 Hub Interactions + Engagement CRM entries 5,938)
People signposted to IHCAS for ongoing advocacy support	13	24
Number of people engaged with (all channels)	24,342	22,465
Number of engagement/influencing occasions	102	541
Number of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	5,059	5,938
Number of community partners engaged with	353	69
Active community collaborations	89	23
Reports, Spotlights, and case studies	12	9
Website visits	14,984	8,980
Facebook: Followers Posts Reach	754 96 10,548	790 94 11,916
Instagram: Followers Posts Reach	557 70 1,613	575 80 1,385
X (Formerly known as Twitter): Followers Posts Impressions	1,824 96 5,638	1,824 80 5,044
Heads Up briefing subscribers	1,231	1,227
External publications (hard copy and digital)	0	0



Quarter 2 Statistics Summary

The number of stories/accounts/surveys recorded on CRM by the local Team and Community Partnerships Lead has increased this quarter, due to an increase of engagement/influencing occasions.

Following active promotion of IHCAS via social media and via word of mouth at events, the number of people signposted to IHCAS for advocacy support increased this quarter from 13 to 24, an increase of 59%

The number of people engaged with on all channels has reduced slightly this quarter, as well as the number of reports/spotlights/case studies published. This is partly due to summer holidays and Team/partner's annual leave.

The Team has attended a higher number of engagement events and meetings this quarter, with statistics rising from 102 to 541 occasions. This has impacted positively on the number of stories/accounts/surveys that have been recorded on CRM by the local Team.

Please note the following discrepancy: The statistic provided in Q1 for number of community partners engaged with and active community collaborations was incorrect and showed three times the number of community partners engaged with. Therefore, Q2 statistics, although lower, provide a more accurate numbers of engagement and collaborations.

Social media engagement remains steady and consistent.

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	
	Q1	Q2
Volunteers	62	65
Roles covered by volunteers	97	99
Volunteering interactions (meetings, events)	272	304
Volunteer support hours	404	417
Healthwatch Board Independent Directors	235	217
Estimated value of volunteers **	£27,725	£26,700

** 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.

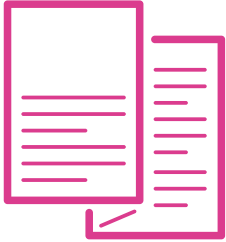
Volunteering during this quarter

We continue to sustain a good level of engagement with volunteers, and we have grown our team this quarter with 4 new starters.

This quarter our team have:

- Supported the delivery of 8 Freshers Fairs, engaging with young people across the county and making sure their voices are heard
- Contributed to the design and delivery of the first phase of our CYP Chlamydia Project
- Delivered five Enter & View visits to local hospital sites and supported the production of summary reports to the relevant NHS Trust providers
- Completed 4 'Mystery Shopping' exercises to support the validation of new Welcome Standards implemented across reception rooms at University Hospitals Sussex NHS Trust
- Worked with the Volunteering Lead to plan and coordinate the 2024 NHS PLACE Programme
- Attended a volunteer workshop and training event where established and experienced volunteers supported the delivery of induction, Enter & View and PLACE training for our new recruits

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.

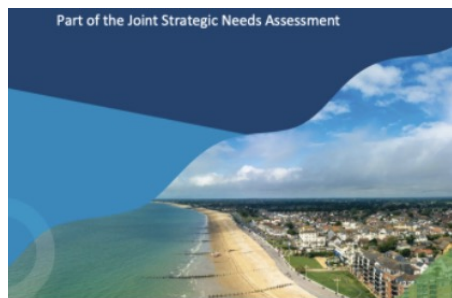
The following reports were published this quarter:



Broadfield Community Centre Survey Findings

Healthwatch, and Broadfield Community Centre have teamed up to work collaboratively to learn from those who use and hire the Broadfield Community Centre.

[> Broadfield report](#)



West Sussex Public Mental Health Needs Assessment Report

A new all-age Public Mental Health Needs Assessment about the current and future mental health and wellbeing needs of the population in West Sussex has been published.

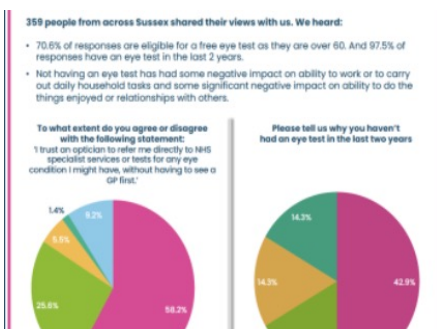
[> West Sussex MHNA report](#)



Spotlight report: Better Housing, Better Health

Better Housing Better Health (BHBH) is a charity working locally to improve domestic warmth and wellbeing.

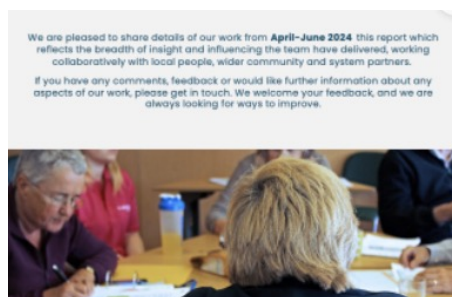
[> Better Housing report](#)



Your experiences of eye tests

In August 2024, the three Healthwatch teams in Sussex sought your experiences of having your eyes tested. Read the results.

[> Eye tests report](#)



Impact and Performance Report: April - June 2024 (Q1)

A summary of the breadth and depth of our work in the last quarter April - June 2024, issues/concerns and our forward plan for the next 3 months.

[> West Sussex MHNA report](#)



Your experiences of using pharmacy services

In July 2024, the three Healthwatch teams in Sussex sought your experiences of using pharmacy services. Read the results.

[> Pharmacy services report](#)



Cancer Care Review West Sussex Survey Report

Healthwatch West Sussex, NHS Sussex, and Macmillan worked collaboratively to gain insights from individuals with a cancer diagnosis, and those who support, carers, and family members.

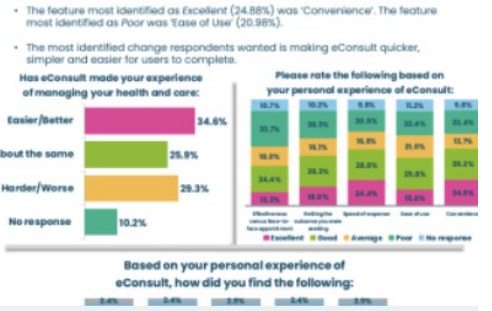
[> Cancer Care Review report](#)



Spotlight Report: Headway Sussex

Headway Sussex serves as a lifeline for individuals and families affected by acquired brain injuries (ABI), offering a holistic approach to rehabilitation, support, and community integration.

[> Headway Sussex report](#)



Your experiences of using eConsult

In June 2024, the three Healthwatch teams in Sussex sought your experiences of using eConsult. Read the results.

[> eConsult report](#)



Heads Up

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

[July](#)
[August](#)
[September](#)

Impact: Making a difference

We are pleased to share our first quarter reports for April - June 2024. During this quarter, we made 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, 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 and our Helpdesk Team delivered a high volume of support and offer information, advice and guidance through our telephone helpline and via email enquiries.

What people told us

Local people are particularly concerned about:

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

During this quarter

- We joined over 20 community collaborations
- We published 4 reports, 7 spotlight reports, Healthwatch West Sussex Annual Stakeholder Report as well as our Annual Report.
- We completed 4 Enter & View visits

[Read our Q1 reports](#)

Poll results: Your experiences of using pharmacy services

In July 2024, the three Healthwatch teams in Sussex sought your experiences of using pharmacy services. 483 people from across Sussex shared their views with us.

[Read the findings.](#)

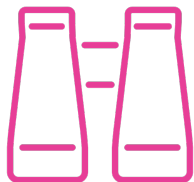


Quarter 1 Reports

Catch up on our reports of our work from April to June. 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 regularly together and with the ICB to discuss priorities and discuss opportunities for joint working and collaborative approaches to system-wide themes.

Board meetings

Board meetings are held in public the meetings are hybrid (in person and virtual).

Next meeting date is:

- 10:30am on Wednesday 13th November 2024 at [Billingshurst Community & Conference Centre](#) and online via Microsoft Teams.

healthwatch
West Sussex

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