

Healthwatch West Sussex

Stakeholder Survey



June 2024

Context

As part of our commitment to continued improvement, each year we review our performance and ask stakeholders to feed back to us on what we are doing well and areas for improvement.

We celebrate success and share good practice and also use the constructive feedback received to create an action plan for the coming year, which will be reviewed quarterly at Board meetings.

Introduction

The survey was published on the 1st April 2024 and promoted across West Sussex on social media and in e-bulletins. The survey closed on the 26th April 2024 with 51 responses received.



We would like to **'thank'** everyone who completed the survey.

Summary

80% (n41) of responders made contact with Healthwatch West Sussex (HWS) at some point during the past 12 months. 59% (n24) of responders have contacted in their professional capacity, with 5% (n2) in both a professional and individual capacity. 37% (n15) of responders have contacted as an individual.

Responders who have made contact represent the Voluntary and Community Sector, West Sussex County Council, NHS Sussex, University Hospital Sussex, Chichester University, lived experience voice, appointed representative, Healthwatch volunteer and member of public retired.

The top 4 features and functions of the Healthwatch service responders are aware of include: speaking to people about their views of the healthcare and social care system, making reports and recommendations, independence, and signposting (including advocacy support).

Stakeholders felt that awareness about the service could be improved. The themes fell into general comments, information prominence, virtual prominence, collaboration, events, volunteers, suggestions, and insight.

“ *Most Local Healthwatches, can all get better at promoting their impact and the difference they make. HWWS do some excellent work which deserves recognition. Greater promotion of their impact is likely to lead to greater awareness of who they are and what they do.*

“ *Listening to range of people and partners about the big issues across health and social care.*

76% (n38) responders strongly agreed and agreed that the views of local people are used to develop the priorities.

68% (n34) of responders strongly agreed and agreed that HWWS provides accurate, reliable, and relevant information.

70% (n34) of respondents stated that HWWS is respected, trusted and a credible champion for local people.

70% (n35) of respondents strongly agreed and agreed that HWWS develop trusting, collaborative relationships with key decision makers.

68% (n34) of responders stated they strongly agree and agreed that HWWS adds value and brings a distinct contribution and perspective to health and social care decision making.

74% (n37) of responders stated they strongly agree, agree and neither agree nor disagreed that HWWS is effective in encouraging commissioners and providers to value the involvement of local people in the scrutiny and development of services.

A Focus Area for 2024/5

Just over half of responders (54%, n27) strongly agree and agreed, with 22% (n11) neither agree nor disagreed and a similar number did not know, that *HWWS makes recommendations for change that are heard and responded to by local decision makers.*

60% (n29) of respondents strongly agreed that HWSX works co-operatively with other local Healthwatches.

Suggestions as to how the service could be improved fell into the themes of improving communication with the wider system, always presenting a balanced view, clarity of independence, and recruitment to extend the Team's reach and resource pool.

Next steps

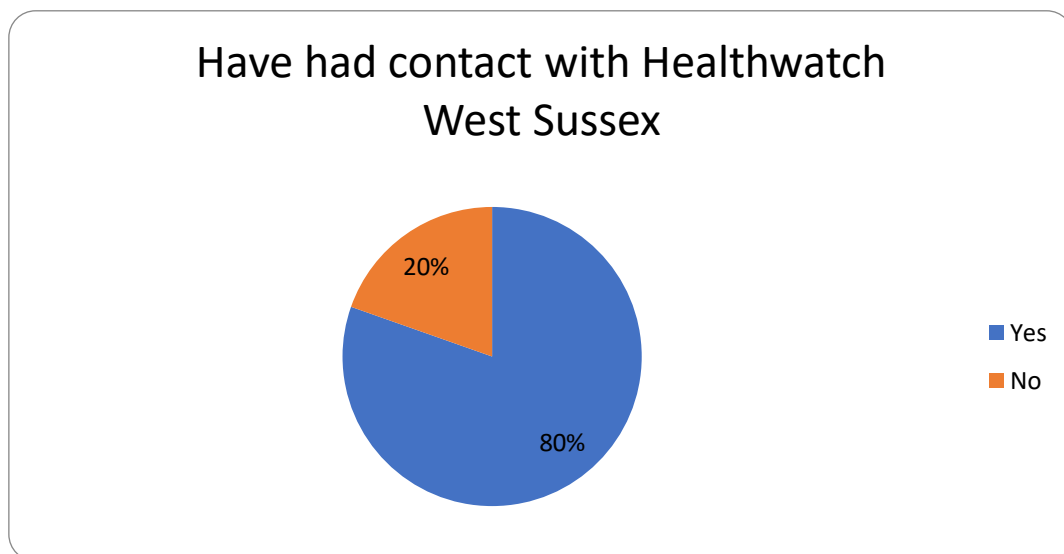
To share this update with partners.

Survey Findings

This update is based on the 51 responses received.

Area where responders live			
Adur	5	Arun	2
Chichester	5	Crawley	4
Horsham	14	Mid Sussex	6
Worthing	6		
Other areas	East Sussex, Southampton, Surrey and Sussex wide		

80% (n41) of respondents have had contact with Healthwatch West Sussex in the past year.



What capacity have you contacted Healthwatch			
Answer Choice		Response Percent	Response Total
1	As an individual (patient, service user, carer, or member of the public)	37%	15
2	As a professional	59%	24
3	Or both	5%	2

24 Respondents who stated they have made contact represented the voluntary and community sector, West Sussex County Council, NHS Sussex, University Hospital Sussex, Chichester University, lived experience voice, appointed representative, Healthwatch volunteer, and a member of the public.



49 respondents stated which features and functions of the Healthwatch service they are aware of: speaking to people about their view of the healthcare system, making reports and recommendations, independent, and signposting to services and ICAS were the top five.

Features and functions of Healthwatch West Sussex are you aware of?			
		Response Percent	Response Total
1	Speaks to patient and service users about their views of the healthcare system	82%	40
2	Makes reports and recommendations about how services could or should be improved	80%	39
3	Is independent	78%	38

4	Provides signposting to help people navigate across health, care, and wellbeing services	73%	36
5	Provides signposting for patient/service users who wish to complain about health and social care	71%	35
6	Represents patient/service user' experiences in relevant arenas	69%	34
7	Promotes and supports the involvement of people in the monitoring, commissioning and provision of local health and social care services	65%	32
8	Makes recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern	51%	25
9	Provides signposting for patient/service user to a free NHS advocacy service	45%	22
10	Not aware of any of the above	12%	6

How Healthwatch West Sussex could improve its level of awareness was answered by 34 people. The themes fell into [general comments](#), [information prominence](#), [virtual prominence](#), [collaboration](#), [events](#), [volunteers](#), [suggestions](#), and [insight](#).

General comments

- Nationally there needs to be more awareness of the things Healthwatch can do.
- Just keep up with the good work.
- Keep up its engagement with a wide range of people.
- Most Local Healthwatches, can all get better at promoting their impact and the difference they make. HWWS do some excellent work which deserves recognition. Greater promotion of their impact is likely to lead to greater awareness of who they are and what they do.
- Listening to range of people and partners about the big issues across health and social care.

- Make sure any issues raised by individuals are corroborated and checked out with others to ensure it is a general issue and not just one for an individual.
- Attendance and contribution into key partnership meetings across West Sussex. (n2)
- Talk to people about what worked, share experiences of what went well.
- More publicity, I am not clear what Healthwatch is and was only able to tick responses on previous page due to contextualising survey questions.

Information prominence

- Be more prominent in GP waiting rooms and hospital entrances. (n3)
- ALL GP surgeries should prominently carry your logo on their website. (n2)
- Articles in partners newsletters to wider professionals
- By integrating its publicity into every NHS and, where possible, private health care outlets e.g., GP, dental, optician, podiatry, etc, surgeries and other public locations e.g., post offices, leisure centres, village halls and libraries.
- More leaflets in public spaces.
- Locally it is trickier, as paid advertising would be good, but I guess that may be financially prohibitive.

Virtual prominence

- Better and simpler website
- Don't rely on purely online access, as many patients do not or cannot use online services (e.g., since council cutbacks, public computers in rural village libraries are now unavailable except for short working hours typically from 9 -5pm at most).
- Another tip would be to increase the utterly uselessly small font/type size (about 7point?) on forms such as this! Many people can't read print this small!!!
- Explain who you are on the emails I get sent.
- More publicity through social media.
- Radio adverts.
- Ask Alexa.
- Flyer drop.

Collaboration

- By expanding the way, Healthwatch works collaboratively with other organisations across Sussex. Thinking more outside the box with the projects it delivers.
- Continue to attend Local Community Networks and Partnership meetings.
- Meeting partners and stakeholders across communities, advertising, presentations, links on relevant websites.
- More collaboration.

Events

- I think they're great and very much out there in so many communities in the County.
- Attend more Community events.
- Hold partnership, networking, working group events with local agencies and services. I see Cheryl at these events and Cheryl is a well-known and well-respected voice in these meetings, so I can only think of hosting and leading some events to improve its level of awareness. The same would extend to the public if looking to raise level of awareness outside of other professionals.
- More roadshows.
- Visit small groups.

Volunteers

- Attract more volunteers to enable more service visits thus raising the Healthwatch Profile.

Suggestions

- Health Watch Surrey run a Voice group – for local organisations to meet on Teams once a month. I find this really useful – it would be great if Healthwatch West Sussex could do something similar.
- I think a little more viability in places where people living with long term health conditions are likely to visit, meet or gather. For example, the MS Therapy Centre in Southwick, community centres, supermarket community spaces and cafes, supermarket car parks, schools, colleges, GP surgeries, libraries.

Insight

- Many patients asked to attend GP appointments after long waits and blood tests are often required during the appointment with the various doctors. However, instead of doing this at the same visit another appointment has to be made with pathology dept. So, a repeat visit, more time passing delaying diagnosis and treatment, more travel costs, more parking cost, more time all round. Such an inefficient policy.
- This is difficult as the general public are currently more focused on managing to cope with higher costs, energy costs, their mortgage and general cost of living than actively engaging with Healthwatch. Any health concerns are seen as secondary issues.
- To increase awareness Healthwatch needs to try and explore the impact increasing cost of living issues are having on public engagement with health services.



From my experience, Healthwatch colleagues have a high level of awareness of what is developing in the local health system and attend meetings with the Trust that are constructive in enabling insights.

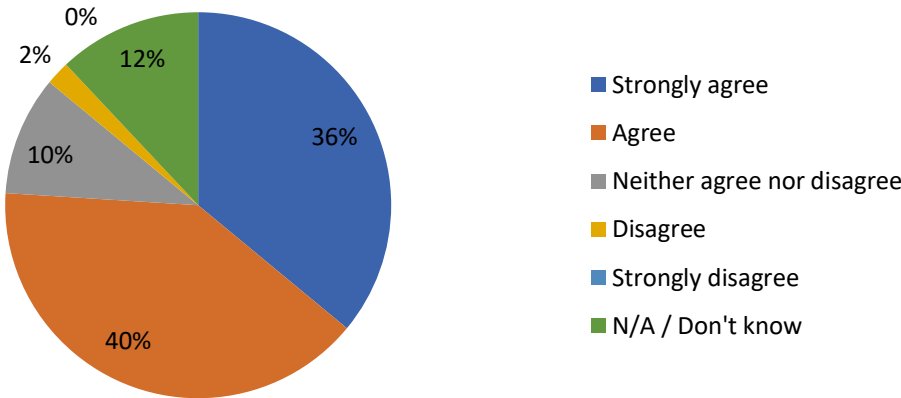
I cannot give answer as I didn't know about Healthwatch West Sussex.

Already does a fantastic job with the limited resources it has.

Increasing its resources will allow it to do more of the essential work mentioned on the previous page of this questionnaire.

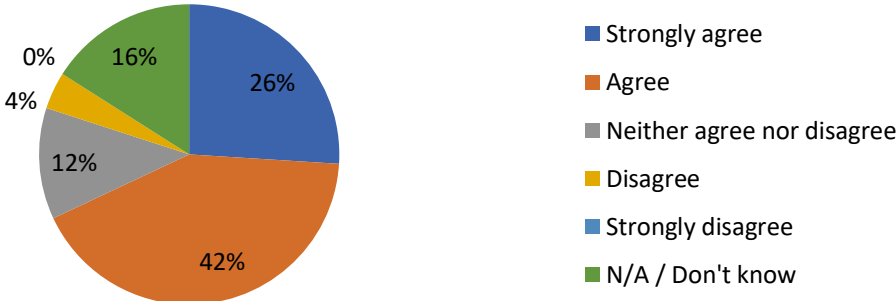
The methodology for how Healthwatch West Sussex gathers the views of the local people and uses this intelligence to develop its priorities question was answered by 50 people. With 76% (n38) strongly and agree, 10% (n5) neither agree nor disagreed, with 2% (n1) disagreed and 12% (n6) did not know.

Gathers the views of the local people and uses this intelligence to develop its priorities

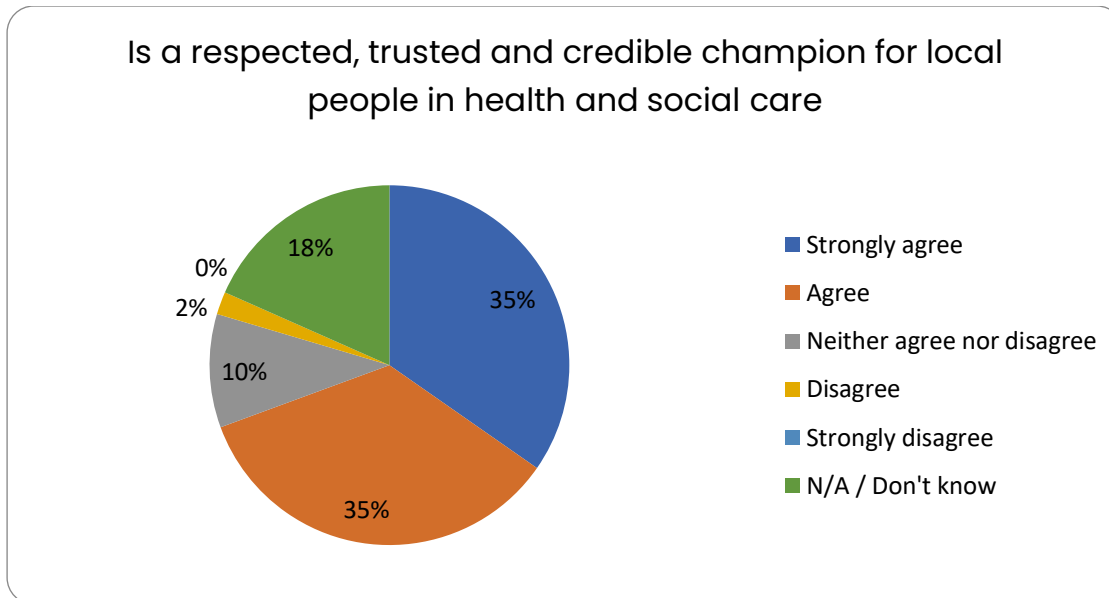


Healthwatch West Sussex provides the public with accurate, reliable, relevant, and useful information about local services when they need it question was answered by 50 people. With 68% (n34) strongly and agree, 12% (n6) neither agree nor disagreed, with 4% (n2) disagreed and 16% (n8) did not know.

Provides the public with accurate, reliable, relevant and useful information about local services when they need it

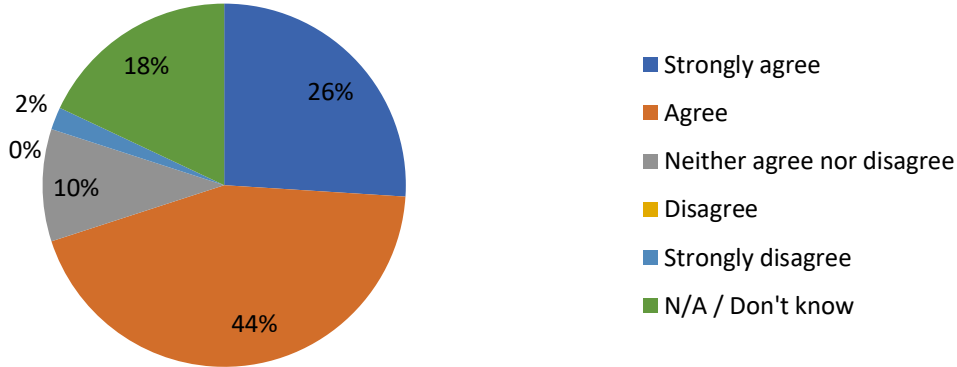


Healthwatch West Sussex is a respected, trusted, and credible champion for local people in health and social care question was answered by 49 people. With 70% (n34) strongly and agree, 10% (n5) neither agree nor disagreed, with 2% (n1) disagreed and 18% (n9) did not know.



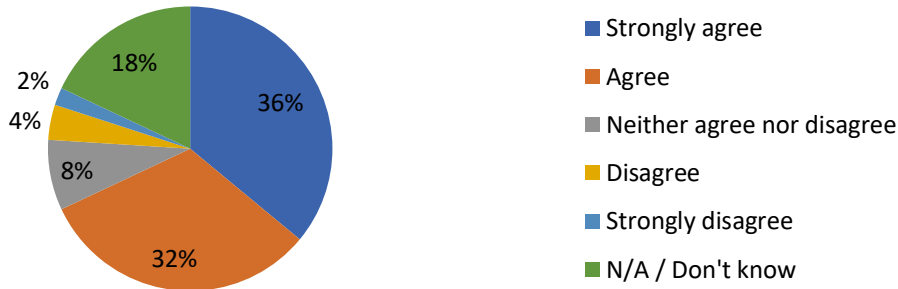
Healthwatch West Sussex has trusting, collaborative relationships with key local decision makers question were answered by 50 people. With 70% (n35) strongly and agree, 10% (n5) neither agree nor disagreed, with 2% (n1) strongly disagree and 18% (n9) did not know.

Has trusting, collaborative relationships with key local decision makers

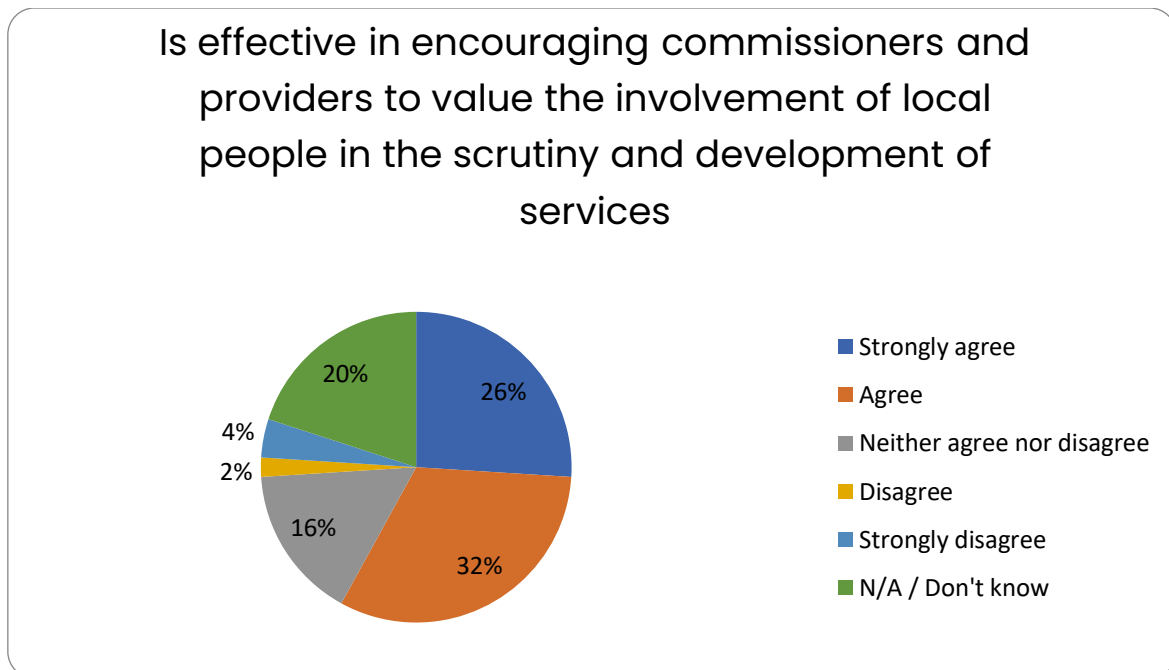


Healthwatch West Sussex adds value and brings a distinct contribution and perspective to health and social care decision making question was answered by 50 people. With 68% (n34) strongly and agree, 8% (n4) neither agree nor disagree, with 4% (n2) disagree, 2% (n1) strongly disagree and 18% (n9) did not know.

Adds value and brings a distinct contribution and perspective to health and social care decision making

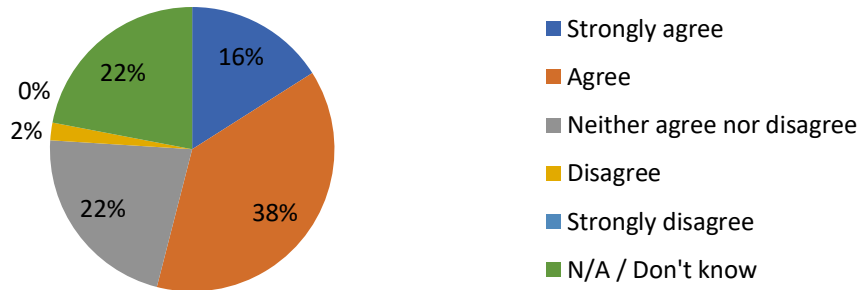


Healthwatch West Sussex is effective in encouraging commissioners and providers to value the involvement of local people in the scrutiny and development of services question was answered by 50 people. With 58% (n29) strongly and agree, 16% (n8) neither agree nor disagree, with 2% (n1) disagree, 4% (n2) strongly disagree and 20% (n10) did not know.



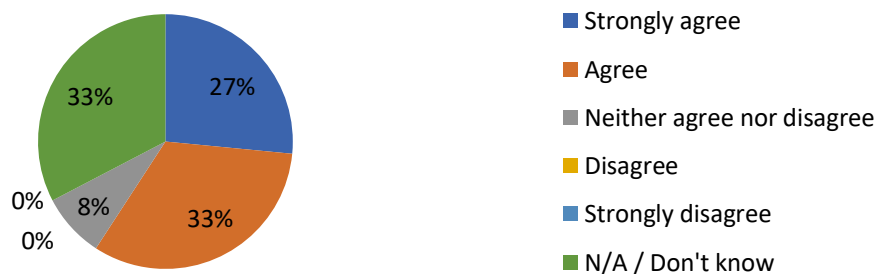
Healthwatch West Sussex Makes recommendations for change that are heard and responded to by local decision makers question was answered by 50 people. With 54% (n27) strongly and agree, 22% (n11) neither agree nor disagree, with 2% (n1) disagree, and 22% (n11) did not know.

Makes recommendations for change that are heard and responded to by local decision makers



Healthwatch West Sussex works co-operatively with other local Healthwatch, sharing learning and priorities and developing projects of relevance to the local population question was answered by 49 people. With 60% (n29) strongly and agree, 8% (n4) neither agree nor disagree, and 33% (n16) did not know.

Works co-operatively with other local Healthwatch, sharing learning and priorities and developing projects of relevance to the local population



Healthwatch West Sussex how can we improve our service question was answered by 27 people. The themes fell into the categories of being heard – impact and balance view. Image – state being independent but are not. Promotion of the service, where to be seen, ICAS Advocacy, size of team and Insight.

Being heard

- There needs to be a great expectation that Healthwatch reports are heard and acted upon.
- HWWS provide a robust service which champions residents' voices and seeks to deliver improvements using their feedback.
- There is a lot of information about reports etc. But little or no information on if or how Healthwatch West Sussex has changed things for the better.
- I know there is lots of work going on but I'm unclear of impacts.
- I'm sure Healthwatch West Sussex does a lot of work that I am yet to learn of!
- Continue to make recommendations on behalf of the local population on how services should be commissioned.
- Ensure that investigations, reviews, and collaborations focus on those issues that are key to improving patient and public engagement.

“ *I would like to see more success stories championed (where Healthwatch has made a recommendation - follow up with an impact story if a service has taken on the advice and turned it into 'best practice' (share good news).*

“ *Whilst need to highlight what isn't working in order to improve the service, also need to give praise where it is due. It can be very demoralising to work in a service that is constantly in the wrong when you know you are doing your best!*

Image

- Stop pretending you are independent and be more open, honest, and transparent.
- The Department of Health and Social Care (DHSC) fund your work. DHSC gives money to local councils so they can commission an effective local Healthwatch service.

“ *You should be clearer that you are entirely council funded, and will not stand against West Sussex County Council, even when they act unlawfully. You have even denied to a member of the public*

that you get involved in 'social care work' when it meant that you would have to question your paymasters.

Promotion

- More articles in the broadcast, printed (e.g. local press) and online media would help, as would publicity networked through parish councils.
- More awareness (n4)
- Raise profile within the NHS.

“ *I think be a bit more explicit about what it is you do and offer; many people in West Sussex are still unaware of Healthwatch and what they do - this is not just in West Sussex but across the UK.*

- National Healthwatch need to promote local Healthwatches frequently and for themselves. For example, *OFSTED is well known because they are mentioned and appear to be used by government as a talking head the same needs to be the case with Healthwatch.*

“ *Becoming better known and much more widely advertised. We hardly ever hear, read, or see anything of Healthwatch!*

Where to be seen

- Attend meetings of local charity trustee boards.
- By having a stronger presence and reaching more people.

ICAS - Advocacy

- Ensuring advocates supporting patients with complaints provide constructive advice, in line with the national NHS complaints standard, may also be helpful in enabling patients to receive a positive resolution.

Size of team

- Just keep up the good work.
- Capacity of Healthwatch is limited, but increasing size and capacity would be great.
- More staff - bigger team??
- Have more people working in the team.
- More volunteers
- Recruit more volunteers to cover more sites for inspections. This is a priority.

Insight

“ I do not know. The response from local medical services is just not relevant. The matron just sent a cascade to a department the I sent in a complaint. No plans to improve the situation Can HealthWatch have more power to enforce change?

“ I was not aware of Healthwatch West Sussex. Nor have I had a post cancer review from my GP after I been discharge from hospital consultants, until I attended Olive Tree in Horsham, so would be good if patients like me had been told about Healthwatch.

Characteristics of Responders

Responders Gender			
		Response Percent	Response Total
1	Woman	62%	31
2	Man	34%	17
3	Prefer not to say	4%	2

Ethnic group for responders			
		Response Percent	Response Total
1	Asian / Asian British: Chinese	2%	1
2	Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background (Mixed British and Polish)	2%	1
3	White: British / English / Northern Irish / Scottish / Welsh	78%	39
4	White: Irish	6%	3
5	White: Any other White background (White British Jewish)	2%	1
6	Prefer not to say	10%	5

Responders who are a carer			
		Response Percent	Response Total
1	Yes	24%	12
2	No	68%	34
3	Prefer not to say	8%	4

Responders with a disability			
		Response Percent	Response Total
1	Yes	20%	10
2	No	74%	37

3	Prefer not to say	6%	3
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Responders with a long-term health condition

		Response Percent	Response Total
1	Yes	48%	24
2	No	46%	23
3	Prefer not to say	6%	3