



Six month performance report (April 1<sup>st</sup> 2022 to  
September 30<sup>th</sup> 2022) – Healthwatch Brighton and  
Hove

October 2022

## Six-month Performance report (April 1<sup>st</sup> - September 30<sup>th</sup> 2022) - Healthwatch Brighton and Hove

Performance Indicators	Evidence
<p><b>1. Intelligence</b></p>	
<p>3 key issues every 6 months demonstrating issues identified for needing improvement based on our information line and other engagement intelligence.</p>	<p><b>1. Dentistry:</b></p> <p>Access to NHS dentists continues to be the second most concern raised through our information line. Queries from members of the public to us about dentistry increased 270% between 2020/21 to 2021/22 and between April 1<sup>st</sup> and September 30<sup>th</sup>, 40 people have raised concerns about dentistry. The most common concern is being unable to access a dentist for NHS treatment. Healthwatch Brighton and Hove has shared people’s experiences with NHS England, the Local Dental Committee (which represents dental practices in the South-East), city leaders for health and social care and we have asked 16 questions in Parliament to the Minister for Health with the help of Caroline Lucas MP’s office - <a href="#">read our report</a>. We were quoted in a recent article in the <a href="#">Argus</a>. We published a <a href="#">bulletin</a> focussed exclusively on the dental crisis including a background, compilation of people’s concerns and action taken by Healthwatch, including our dentistry <a href="#">guide</a> explaining people’s rights to accessing treatment. Healthwatch Brighton and Hove are continuing to push for reform and better access to NHS dentistry and produced a <a href="#">press release</a> noting the recent (July 2022) reforms to the contract which governs the provision of NHS dentistry. We also circulate the latest availability to dentists provided by NHS England (South-East).</p> <p><b>2. GP website reviews:</b></p> <p>The NHS Brighton and Hove Clinical Commissioning Group (CCG) has ring-fenced funding to support GP websites needing improvement, for use in 2022-2023. Healthwatch were asked to provide an independent review of the websites for all 34 GP practices in Brighton and Hove, to help inform the CCG’s decision around award funding.</p> <p>Healthwatch used a high-level review for each website, focusing on the ease of finding out information such as booking appointments, becoming a new patient, emergency appointments, getting involved and physical access to the surgery, as well as ease of website navigation. Using a</p>

Performance Indicators	Evidence
	<p>questionnaire allowed for specific responses as to whether information was available (or not) - and one open-ended response to provide any other comments in relation to the content and effectiveness of the website.</p> <p>We found there was a vast difference in the quality of, and ease of access to, information between the 34 GP practice websites in Brighton and Hove. We identified eight websites that we felt needed support, recommending six of these for funding and two of these to receive feedback about how to improve their website. We are waiting for the CCG to advise on the following:</p> <ul style="list-style-type: none"> <li>a) which surgeries applied for funding</li> <li>b) which surgeries will be awarded funding</li> <li>c) how the funding will be used i.e., allocation per surgery, with anticipated outcomes.</li> </ul> <p><b>3. Enter and View at the Royal Sussex County Hospital:</b></p> <p>Our first Enter and View visits since the pandemic have been performed at the Royal Sussex County Hospital. Two Healthwatch volunteers visited Solomon Ward (supports stroke patients), undertook food tasting on the Renal Unit and spoke with three patients across both units and asked for their views of the ward environments, food service and discharge arrangements. Volunteer and patient feedback was positive overall but highlighted areas to improve on. For example, in the Solomon Ward improvements included tending to basic repairs such as holes in walls, painting the unit a lighter colour, adding pictures and improving patient information. Requests are being made to decorate areas of the Solomon Ward. Also it was observed that doors marked 'Keep closed' were left open.</p> <p>Our Volunteers raised concerns about a lack of engagement between clinical staff and patients on the Renal Unit at mealtimes - this is in stark contrast to other wards where medical staff are fully involved in mealtimes. Our feedback was described as "very powerful" and the Trust will use this to raise at the next Senior Nurses meeting attended by 70-80 ward leads and will also be made the Trust's "Theme of the Week" so that all staff are reminded of their role. UHS also agreed to film the meal service at PRH and use this to train staff at UHS. One patient raised concerns about the ward being "very busy and quite noisy at night which makes it difficult to</p>

Performance Indicators	Evidence
	sleep.” Many of our findings and recommendations can be easily implemented bringing benefit to hundreds of future patients and staff.
CRM information line with trends. Monitor this data to help detect patterns or emerging issues that may require further investigation.	<p>Information from our info@ email and helpline are posted in the CRM. In total, we received 138 enquiries between April 1<sup>st</sup> and September 30<sup>th</sup> 2002.</p> <p>The main areas of enquiry are:</p> <ul style="list-style-type: none"> <li>• Making a complaint about any health or social care service or treatment - 57 enquiries.</li> <li>• Accessing dentists including NHS treatment availability - 40 enquiries.</li> <li>• Complaints specifically about access to GPs or issues with GPs - 13 enquiries.</li> </ul>
Workplan updated every 6 months and reviewed continually.	Appended.
<b>2. Activity</b>	
Number of Environmental Audits (if applicable) Number of PLACE visits conducted (if applicable).	<p>Environmental Audits (at the Royal Sussex County Hospital) have recently started since the pandemic. Reviewed Solomon Ward, food tasting at the Renal Ward, and collated patient feedback from Solomon and Renal Wards.</p> <p>PLACE visits are planned for later this year.</p>
Brief examples of 2 joint projects undertaken with neighbouring Healthwatch East- and West Sussex.	<p><b>1. GP staff and patient survey (Healthwatch in Sussex / HWiS):</b></p> <p>Published on August 2nd 2022, a Pan-Sussex regionally co-designed public survey (completed by over 1,500 people) looked at access to GP-led Services. See <a href="#">here</a> for report. The responses show a wide variety of experiences regarding access to GP-led services, with mixed views on telephone and online consultations. This Healthwatch in Sussex report also contains the findings from a survey of 267 staff from GP services. This showed the challenges faced by overstretched services that are becoming frustrated with the public’s demands and attitudes. The report illustrates the rapid changes in GP practice over the course of the pandemic.</p>

Performance Indicators	Evidence
	<p><b>2. Long-Covid (Healthwatch in Sussex / HWiS):</b></p> <p>At the time of writing, Healthwatch in Sussex / HWiS have a <u>live survey</u> on Long Covid. The survey intends to help understand public and patient experiences, which will be used to develop recommendations that will be shared with health and care providers and decision-makers. The survey explores people’s symptoms of Long-Covid, the impact of this on people’s lives, where people have sought advice including from the Post-Covid Assessment and Support Service, and people’s views about the type of follow-up assistance and care that would be most helpful in meeting Long-Covid related needs. This is being circulated and promoted by all of the three local Healthwatch in Sussex and results will be available by location including specifically for Brighton and Hove.</p>
<p>Website, Facebook page and Newsletter traffic including bulletins.</p>	<p>Website hits - 9,600.  Facebook posts - 254.  Tweets - 232.  26 newsletters (bulletins) issued.</p>
<p>Details of issues shared with Healthwatch England such as reports and key issues.</p>	<p>a) Informed a new e-learning course on data analysis in smart survey for Healthwatch England.</p> <p>b) We have shared the following reports with Healthwatch England:</p> <ol style="list-style-type: none"> <li>1. <u>Feedback on the Accident and Emergency Department, Royal Sussex County Hospital.</u> April 2022. 5 case studies.</li> <li>2. <u>NHS dentistry - a Healthwatch bulletin.</u> June 2022. Numbers N/A.</li> <li>3. <u>Supporting LGBTQ+ people in Brighton and Hove to share their experiences of health and social care services.</u> 135 people (120 via surveys and 15 via focus groups). June 2022. 17 recommendations.</li> <li>4. <u>Healthwatch Brighton and Hove - Annual Report 2022.</u> June 2022. Numbers N/A</li> <li>5. <u>Typologies of digital exclusion - A Healthwatch report.</u> July 2022. 20 people.</li> </ol>

Performance Indicators	Evidence
	<p>6. <u>Mental Health Services in Brighton and Hove - experiences of service users and professionals</u>. July 2022, <b>137</b> service users and <b>96</b> mental health professionals. 12 recommendations all underpinned by increased investment.</p> <p>7. <u>Healthwatch, NHS and local people in collaboration: Southeast Regional Conference, 28th June 2022</u>. Report July 2022. <b>65</b> attendees.</p> <p>8. <u>Healthwatch Brighton and Hove helpline enquiries April to June 2022</u>. July 2022. Numbers N/A</p> <p>9. <u>Enter and View report: Royal Sussex County Hospital July 2022</u>. Report August 2022. Observations including talking to <b>3</b> patients.</p> <p>c) We have shared the following key issues with Healthwatch England:</p> <ol style="list-style-type: none"> <li>1. <u>Healthwatch gets questions on dentistry raised in Parliament September 2022</u>.</li> <li>2. <u>PRESS RELEASE: Royal Sussex County Hospital A&amp;E downgraded by regulators July 28<sup>th</sup> 2022</u>.</li> <li>3. <u>PRESS RELEASE: Healthwatch feedback contributes to reform of NHS dentistry 20<sup>th</sup> July 2022</u>.</li> <li>4. <u>New Ear, Nose and Throat (ENT) service launched in Sussex</u>. July 2022.</li> <li>5. <u>72,000 people in Sussex will be invited for an NHS lung health check</u>. July 2022.</li> <li>6. <u>Getting help in a mental health crisis</u>. July 2022.</li> <li>7. <u>PRESS RELEASE: Healthwatch Brighton Annual Report 2022 published</u>. July 1st 2022.</li> <li>8. <u>Updating you on the changes to health and care across Sussex from July 2022</u>. June 2022.</li> </ol>

Performance Indicators	Evidence
	<p>9. <u>Your questions about non-emergency patient transport put to the provider.</u> June 2022.</p> <p>10. <u>PRESS RELEASE: A shortage of GPs in Brighton leaving patients struggling to get an appointment</u> June 6<sup>th</sup> 2022.</p> <p>11. <u>Written Parliamentary questions on dentistry.</u> May 2022.</p> <p>12. <u>PRESS RELEASE: More misery for patients and staff at our local A&amp;E department</u> 28<sup>th</sup> April 2022.</p>
Number of HWB and HOSC meetings attended.	1 HWB (July 2022) and 2 HOSC (April and July 2022) meetings attended.
Total number of Board meetings attended, including Cancer Board, AEDB, SAR, Healthwatch Board, Planned Care Board (aggregated)	63 Board meetings attended.
Number of decision-making meetings attended by Board, staff and volunteers (aggregated).	480 decision-making meetings attended (excluding Board meetings).
The number of public engagement and consultation events publicised e.g. webinars, group meetings, public panel meetings.	<p>Healthwatch Brighton and Hove led the organisation of a ‘Healthwatch, NHS and local people in collaboration: Southeast Regional <u>Conference</u>’ on 28th June 2022, alongside other local Healthwatch partners in East Sussex, West Sussex, Surrey, Kent and Medway. 65 people attended (in person). The day consisted of keynote speakers with Q&amp;A followed by further presentations and discussion groups in the afternoon. Keynote speakers included Louise Ansari (Director of Healthwatch England), Stephen Lightfoot (Chair NHS Sussex), and Becky Shaw (CEO, East and West Sussex County Councils).</p> <p>We also held 3 Public Panel meetings to feedback on our work and hear people’s priorities to inform our workplan.</p>

Performance Indicators	Evidence
	4 (LGBTQ x 2, MH x2) surveys and 3 (LGBTQ) discussion groups engaging people’s opinion and experience in using various health and social care services.
<b>3. Outputs</b>	
Number of reports (including service areas reviewed) and total number of people engaged in each review.	<p>Nine reports published. Different service areas and numbers engaged (if applicable) are shown below. The number of recommendations per report is added.</p> <ol style="list-style-type: none"> <li>1. <u>Feedback on the Accident and Emergency Department, Royal Sussex County Hospital. April 2022. 5 case studies.</u></li> <li>2. <u>NHS dentistry - a Healthwatch bulletin. June 2022. Numbers N/A.</u></li> <li>3. <u>Supporting LGBTQ+ people in Brighton and Hove to share their experiences of health and social care services. 135 people (120 via surveys and 15 via focus groups). June 2022. 17 recommendations.</u></li> <li>4. <u>Healthwatch Brighton and Hove - Annual Report 2022. June 2022. Numbers N/A</u></li> <li>5. <u>Typologies of digital exclusion - A Healthwatch report. July 2022. 20 people.</u></li> <li>6. <u>Mental Health Services in Brighton and Hove - experiences of service users and professionals. July 2022, 137 service users and 96 mental health professionals. 12 recommendations all underpinned by increased investment.</u></li> <li>7. <u>Healthwatch, NHS and local people in collaboration: Southeast Regional Conference, 28th June 2022. Report July 2022. 65 attendees.</u></li> <li>8. <u>Healthwatch Brighton and Hove helpline enquiries April to June 2022. July 2022</u></li> <li>9. <u>Enter and View report: Royal Sussex County Hospital July 2022. August 2022. Observations including talking to 3 patients.</u></li> </ol>

Performance Indicators	Evidence
	<p>Numbers engaged via reports = 461 (does not include our info@ emails)  Recommendations = 29</p>
<p><b>4. Influence</b></p> <p>Two examples demonstrating impact from attending decision-making meetings - defined as ‘meetings with external people across the system where Healthwatch influences or leads decisions made - includes Board meetings’.</p> <p>Could be decisions initiated by Healthwatch, commitments made in meeting minutes, contributions/presentations by Healthwatch.</p>	<p><b>Example 1 - Health Overview and Scrutiny Meeting:</b></p> <p>At the HOSC meeting in July 2022, minutes from April 13th 2022 noted positive outputs from Healthwatch Brighton and Hove. For example:</p> <p>9.3: <i>“Various committee members congratulated Healthwatch on the work undertaken in the past year.”</i></p> <p>9.8: <i>“Cllr Peltzer-Dunn proposed that the report recommendation should be amended to “note and acclaim the work of Healthwatch to reflect the value that the HOSC attaches to the work that has been undertaken over the past year. This was unanimously agreed by members.”</i></p> <p>9.9: <i>“RESOLVED - that the report be noted and that the HOSC acclaims the work of Healthwatch Brighton &amp; Hove over the past year.”</i></p> <p><b>Example 2 - Digital Exclusion:</b></p> <p>As part of our continuing work in Digital Exclusion we are involved in four meetings across the City - Digital First Working Group, Digital First Stakeholder Group, the Digital Inclusion Community of Practice, and the Brighton &amp; Hove Digital Inclusion Strategy (Citizens online). For the latter, the first meeting used several of our reports for background reading to introduce people to digital exclusion including our 2021 Briefing Report (Digital Exclusion in Brighton and Hove) and our 2022 report (Typologies of Digital Exclusion). We made a powerful contribution to the strategy.</p>

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<p><b>5. Impact</b></p> <p>Example reflecting on progress made on a recommended action regarding a <b>protected characteristic</b> group i.e.: age, sex, gender reassignment, sexual orientation, disability, ethnicity or race, religion or belief, pregnancy and maternity, or marriage and civil partnership.</p>	<p><b>LGBTQ+ people share their experiences of health and social care services:</b></p> <p>This <u>project</u>, published in June 2022 supported LGBTQ+ people in Brighton and Hove to share their experiences of health and social care services. In partnership with Brighton and Hove Switchboard we delivered this project on behalf of the Care Quality Commission (CQC) who wanted to hear more from the LGBTQ+ community. More specifically, the CQC wanted to hear how their existing feedback systems could be improved to encourage LGBTQ+ people to share their experiences.</p> <p>We used a combination of surveys completed by 120 LGBTQ+ people and focus groups (engaging 15 LGBTQ+ people). We interviewed 4 leads of local LGBTQ+ groups and conducted one-to one interviews with 9 LGBTQ+ local people to gather more of their views.</p> <p>Our engagement achieved good levels of diversity and representation amongst the local LGBTQ+ community:</p> <ul style="list-style-type: none"> <li>• 40% of LGBTQ+ described their gender identity as ‘woman, including trans woman’.</li> <li>• 33% of LGBTQ+ described themselves as being a ‘man, including trans man’.</li> <li>• Other gender identities included: 7% genderqueer, 4.5% gender fluid, 4.5% non-binary, and five other self-prescribed identities.</li> <li>• 58% were aged 40 and over, and 42% were under. 36% were aged 34 and under. 22% were aged 20 to 29 and nearly 7% were under 18.</li> <li>• 36% have a disability, health condition and/or neurodivergence;</li> <li>• 22% of respondents indicated that their ethnic origin was something other than “White: British / English / Northern Irish / Scottish / Welsh”.</li> </ul> <p>We developed 17 recommendations for the CQC, built around 4 areas of focus. They are:</p> <ol style="list-style-type: none"> <li>(1) closer partnership working with local LGBTQ+ groups</li> <li>(2) a focus on building trust with the LGBTQ+ community</li> <li>(3) a more flexible approach to collating feedback and</li> <li>(4) better publicity of feedback systems.</li> </ol>

Performance Indicators	Evidence
	<p>We shared our report with the CQC in May 2022. They are currently considering our findings and recommendations. We will continue to work with the CQC to explore how our work - and your participant views - can help to improve their feedback systems, and also how the CQC can use our findings to become a more inclusive organisation and build greater trust with the LGBTQ+ community. Healthwatch and Switchboard will continue to work together to take forward our findings.</p>
<p>Percentage of recommendations influencing service improvement - based on % of recommendation <i>accepted</i> by NHS/CCG and % of those resulting in <i>service change</i>.</p>	<p>All 29 recommendations from our reports over the last 6 months have been accepted by the commissioning or partner body, mostly the NHS Sussex Integrated Care Partnership or Brighton and Hove City Council.</p> <p>As many of these recommendations generated within the last 6 months, it is too early to say how many have led to service change, although being accepted is a prerequisite for this.</p> <p>From projects completed last year, two cases of service change visible this year are:</p> <ul style="list-style-type: none"> <li>• Reverting to the former opening hours of New Larchwood surgery and reinstating the dedicated session with a nurse practitioner after two years without a nurse at this local surgery.</li> <li>• During the evaluation of bids for the new contract for the equipment and adaptations review, BHCC are developing a service user led system for making appointments and the facility for people to go to the service to buy /collect/return equipment.</li> </ul> <p>Two demonstrable instances of service change over the last 6 months are:</p> <ul style="list-style-type: none"> <li>• The mental health and housing survey influencing the B&amp;H mental health and housing plan.</li> <li>• The review of GP websites in B&amp;H providing an evidence base for the award of grants to improve websites.</li> </ul>
<p>3 examples of studies with long term change (beyond 6-month project lifespan).</p>	<p><b>1. Mental Health and Housing:</b></p> <p>Healthwatch were commissioned by the Brighton &amp; Hove City Council (BHCC) and the Brighton &amp; Hove Clinical Commissioning Group (CCG) to explore service user experience of mental health</p>

Performance Indicators	Evidence
	<p>services and accommodation providing mental health support, in our city. The purpose was to help inform the Brighton and Hove Mental Health and Housing Plan (by the BHCC and the CCG) and the Mental Health Joint Strategic Needs Assessment (JSNA) 2022 - both of which will have long-term impacts for service provision.</p> <p>We ran surveys aimed at service users and professionals and 137 service users and 96 professionals shared their views. We interviewed four service users who had expressed interest through the survey. We also ran an online poll requesting suggested improvements to mental health services in the city. The final report can be viewed <a href="#">here</a>.</p> <p>Based on the findings from the above, we provided 12 recommendations, all underpinned by the more effective use of existing resources. Our recommendations have been shared at the Mental Health Oversight Board and have been acknowledged by the Executive Managing Director at Brighton and Hove CCG as well as the MH JSNA Board. BHCC &amp; CCG also welcomed our recommendations saying they would be “used to inform” both the Housing Plan, JSNA and “other areas of mental health transformation including the transformation of community mental health services and crisis care.”</p> <p><b>2. Digital Inclusion - City-wide strategy:</b></p> <p>Our work in digital inclusion is contributing to long-term change. Aside to contributing to regular meetings (Digital First Working Group, Digital First Stakeholder Group, the Digital Inclusion Community of Practice), our work contributed to the Brighton &amp; Hove Digital Inclusion Strategy. For this strategy several of our reports were used including our 2021 Briefing Report (Digital Exclusion in Brighton and Hove) and our 2022 report (Typologies of Digital Exclusion). The strategy is composed of three parts - Creating the environment where digital inclusion happens; Building digital skills, motivation, confidence &amp; trust; and Connectivity and access to devices - all comprising 12 strategic aims to increase digital inclusion in the City. The final strategy includes all 11 recommendations made from the Healthwatch Brighton and Hove Briefing Review.</p> <p><b>3. New Larchwood surgery (Coldean) opening hours:</b></p> <p>Five years ago (2016/2017) New Larchwood Surgery was taken over by the partners of Carden Surgery and continued to provide the same service. On 1st April 2021, New Larchwood Surgery</p>

Performance Indicators	Evidence
	<p>reduced the opening hours from 7 sessions to 2 mornings a week. Patients contacting the surgery were offered appointments at Carden Surgery (around 25 minutes away and requiring two buses). Healthwatch conducted a survey of New Larchwood Surgery patients to find out the impact of the reduced opening hours, with 385 people responding. More than half (59%) of people were dissatisfied with the new opening hours and 81% said they wanted to see New Larchwood Surgery open for longer than the current hours of two mornings. 75% of people shared negative experiences resulting from the reduced hours. Healthwatch also facilitated and chaired a public meeting between patients, surgery partners and the CCG to ensure patients had the opportunity to direct questions to, and receive feedback from, the surgery and the CCG.</p> <p>Based on the work of Healthwatch Brighton and Hove, the surgery has had funding approved by the CCG to re-introduce further sessions at New Larchwood surgery, opening four days a week, including one afternoon and a dedicated nurse-led session. Reinstating the nurse was long-overdue with the surgery having been without a nurse for over two years. To demonstrate the long-term change further, there has been press interest as follows:</p> <p>Link to newspaper interview with Coldean Residents' Association: <a href="#">Brighton patients succeed in reversing cuts to GP practice   The Argus</a></p> <p>Link to Healthwatch press release: <a href="https://www.healthwatchbrightonandhove.co.uk/news/2022-09-13/press-release-victory-brighton-gp-surgery-patients-17222">https://www.healthwatchbrightonandhove.co.uk/news/2022-09-13/press-release-victory-brighton-gp-surgery-patients-17222</a></p> <p>Link to latest Healthwatch interview in Brighton and Hove News regarding GP shortage and surgery closures: <a href="https://www.brightonandhovenews.org/2022/06/08/health-watchdog-warns-gp-shortage-is-leaving-patients-high-and-dry/">https://www.brightonandhovenews.org/2022/06/08/health-watchdog-warns-gp-shortage-is-leaving-patients-high-and-dry/</a></p>
<p><u>Annual</u> performance as regards the Economic, Environmental and Social Value of the work undertaken - delivered within 30 days after the end of the relevant year end. <u>See annual performance report.</u></p>	<p>See annual performance report.</p>

Performance Indicators	Evidence
<b>6. Support</b>	
Number of safeguarding referrals and case escalations undertaken	There were 3 safeguarding issues raised over the last 6 months: <ol style="list-style-type: none"> <li>1. A patient raised a safeguarding concern for their mother, but this was being satisfactorily dealt with by the police.</li> <li>2. A mental health concern, which was referred to their GP.</li> <li>3. A patient claimed carers were not visiting daily, and could not always get food supplies. This was reported to Possability People who were able to assist.</li> </ol>
Number of referrals to PALS and NHS complaints including POhWER.	PALS - 9 POhWER - 1
Annual report / stakeholder report with strategic partner satisfaction.	<u>Annual report</u> published in June 2022. Planning to contacted stakeholders later in 2022 to identify issues that Healthwatch could assist with.
<u>Annual 360</u> review providing performance feedback from neighbouring HW and HWE on impact. <u>See annual performance report.</u>	Annual performance report.
Provide advice on best practice for public and patient involvement to commissioners and service providers of health and social care services - 2 examples for annual report. <u>See annual performance report.</u>	Annual performance report.
Update and review HW Decision making policy.	Updated and attached <u>here</u> .



## Healthwatch Brighton and Hove Workplan

Projects started and future opportunities

Updated: October 2022

## Healthwatch Brighton and Hove Workplan development - October 2022

A meeting on 18<sup>th</sup> July 2022 looked at 18 possible projects against the project prioritisation criteria (including evidence of need, link to Healthwatch England priorities, possible landing point/influence, etc.). Some projects were rejected at this stage. The lay assessors (people being visited at home who receive home care) is already agreed (13k) and a meeting with Young Healthwatch is due to review their workplan.

Since that meeting in July, there are now 19 projects under review. Seven of these, **in green**, have either started or are imminent.

Projects started and future opportunities	Brief description of project	Next stages
<p><b>1. Environmental Audits of University Sussex Hospitals and PLACE<sup>1</sup>.</b></p>	<p>Just started. Need volunteer support, possible 2 people per month. Revisit scope of what we can ask patients.</p>	<p><b>Alan.</b> First audit in July went well and after PLACE in Sept/Oct we intend to continue with these. The Trust has agreed to provide a report with actions and follow ups discussed at PEEG, and HWBH will produce a short Enter &amp; View report after each visit – these will be either monthly or bimonthly, resource dependent. Still need to recruit a few new volunteers. (26.8)</p>
<p><b>2. Maternity department experiences</b></p>	<p>Impacts from the CQC report (mentioned above). Ideas around talking to all birthing and non birthing parents about maternity service, links to postnatal depression (mothers and fathers) and service options. Include the views of LGBTQ+ and new arrivals to UK.</p> <p>Consider diversity perspective?  <a href="https://www.birthrights.org.uk/2021/11/11/new-mbrrace-report-shows-black-women-still-four-times-more-likely-to-die-in-pregnancy-and-childbirth/">https://www.birthrights.org.uk/2021/11/11/new-mbrrace-report-shows-black-women-still-four-times-more-likely-to-die-in-pregnancy-and-childbirth/</a></p>	<p>Impacts from the CQC report.            Explore recommendations from Telford.            Intention could be to undertake a maternity environmental audit working with other HW so that we cover RSCH and PRH at same time            Brief completed.            New opportunity to bid to HWE re maternity and mental health care – <b>received grant of £4000 and HWE with start October (completed by</b></p>

<sup>1</sup> Patient-Led Assessments of the Care Environment

Projects started and future opportunities	Brief description of project	Next stages
		<b>December</b> ). Meetings planned to pursue larger pan-Sussex project. <b>Michelle.</b>
<b>3. Remote appointments with GPs</b>	Re-run a short (3-4 questions) survey of attitudes to GP virtual appointments to see how things may have changed from the survey carried out in June 2020. Do not repeat questions from recent GP patient national survey that are available at local level.	<b>Lester</b> to draft idea. Questionnaire designed and ready for launch.
<b>4. Interests among VCSE partners to reach out to less heard groups.</b>	Discussion led to an idea of contacting all organisations in Community Base and Brighthelm to make new or renew contact and see what their burning issues are that we may work in partnership with.	Create list of organisations and assign contact to HW team/volunteers. Asked <b>Clary (20.7.22)</b> in the first instance to list all organisations with a very brief description of each. This will then be circulated to team to show any contacts we have to start the approach. This project could be volunteer led? List completed and approach later in 2022 – <b>Lester</b> to draft proforma email for adapting.
<b>5. Direct payments</b>	Brighton and Hove City Council, Health and Adult Social Care. Service review, possibly survey.	David/Lester meeting in September. Confirmed with 5.5k <b>Lester</b> leading
<b>6. Halley-Stewart</b>	Up to 5k opportunity to create a toolkit to help develop a HOPs project.	Need a charity partner. <b>Clary</b> started on this.
<b>7. Outpatients</b>	Following work previously there is some interest for a new project.	<b>Alan</b> leading discussions and on the steering group. Latest meeting held 6.9 with OP leads. <b>UPDATE</b> – Took to OP Steering Group on 6.9

Projects started and future opportunities	Brief description of project	Next stages
		which garnered support so looks likely to happen. Project proposal drafted by Alan being revised by OP leads (final version awaited as at 22/9). OP leads have said they can't find funding so raised with Jane who is supportive in principle but requires a further conversation with all involved. Alan taking forward (22.9). Looks like Oct-Jan
8. Virtual wards ('hospital at home') – user experience.	The experience and views of patients receiving care in virtual wards has yet to be fully understood. Propose to gather the patient experience across Sussex. Possibly supported by ROAR funding (NHS commissioner £10,000 budget for the year).	<b>Lester</b> has followed up (20.7.22) the virtual ward meeting group, as we need the meeting group as gatekeepers. On agenda for next meeting. Brief shared with commissioners. Chased up 24/8 and meeting planned to follow-up. <b>Michelle</b> possibly involved. Less than 12 cared for in B&H so any engagement may be delayed.
9. A & E face to face.	Recognised priority. We are waiting on a number of developments to decide when to implement – mainly the CQC report (possibly due August) with a possible timetable being visits 3 months later. Could be problematic due to winter season visits. Some indication of A&E as well as maternity experience (a further priority) could be added through the environmental audits which begin shortly – these have the scope to ask patients a few questions as well as assess the environment and food.	Impacts from the CQC report.  Need to see how first environmental audit works and what is the scope for adding questions for patients.  <b>Will</b> to help with Healthwatch publicity posters and <b>team</b> need to provide content.
10. Community Diagnostic Centres –	As developed November 2021 and currently being rolled out, it is now timely to gather patient opinion of these centres that administered	<b>Alan</b> to pursue through his contacts in this area. Chased contacts again (19.7.22)

Projects started and future opportunities	Brief description of project	Next stages
feedback from service users.	diagnostic tests away from the acute setting. Issues such as transport to centres and waiting environment discussed.	Several attempts to solicit a response have been made with zero success. Assume for now that this is a non-starter. If the outpatients project fails to launch, we can revisit this as both projects would probably need to run over the same time period (26.8)
11. HOPs / Age UK relationship.	Invitation open for us to follow up with Age UK. Will/David following up.	<b>Lester</b> to follow up with the Sir Halley Trust as a possible support to develop a toolkit to enable other organisations to initiate and run a project supporting people discharged from hospital – <b>David</b> to find Rebecca’s draft application. (See later) <i>Possible financial support</i>
12. Brighton station walk in centre	Some provisional work started by Jane Lodge’s (NHS Associate Director of Public Involvement and Community Partnerships) team, no response from our contact.	<b>Lester</b> has followed-up (20.7.22), cc Jane Lodge in email. To check results from their survey.
13. Dental	A lot of work done by HW to date. Possibly re-run of website reviews (18 months since last one), temperature check some issues from the LDC. Also idea of reviewing emergency dental care at hospital.	Discussions between <b>David</b> and Antonia Bennet may reveal some project needs. HW meeting with ICS Primary Care lead, Amy Galea, early Sept. <b>Kat from West Sx</b> has proposed work which would involve several HW across the SE and South coast – requires further thought.
14. Equipment and adaptations at home –	Commissioners were interested in this at the time but eventually we could not help due to capacity. May be of interest now to “test public opinion”.	<b>Lester</b> has contacted commissioner (20.7.22). Chased up 24/8.

Projects started and future opportunities	Brief description of project	Next stages
follow-up interviews with service users?		Some response (24/8) and interest to get people's opinion about new services in the contract - "the service user led system for making appointments and the facility for people to go to the service to buy /collect/return equipment." – will meet.
15. Something on transitioning from young people to adult services (e.g. mental health) - priority in JSNA 2022	JSNA priority area. Could ask people approaching transition, those retrospectively having transitioned and possibly university students about waiting lists and managing services from home and at university.	<p>A draft idea could be shared with Rob Persey (Head of Adult Social Care) via David.</p> <p><b>Michelle</b> - I would see it as working in collaboration with YHW (YHW with pre-transition/HW post-transition) Lester (comment) – possibly but if we ask people retrospectively it may be YHW and us combined.</p> <p>Brief drafted.</p>
16. Enhanced GP access.	Waiting for a response after submitting brief paper to NHS person who contacted us earlier this year	<b>David</b> to follow-up again. Consider role of e-hub GPs too.
17. PPGs	Potential greater involvement for HW in being represented in PPGs.	<p>Meetings to clarify potential role.</p> <p><b>Michelle</b> attended meetings but happy for another team member to do this – suggested work is F2F forums September onwards.</p>

Projects started and future opportunities	Brief description of project	Next stages
18. Sussex Learning disability and autism	Interest from NHS Sussex about a desktop review or wider engagement about learning disability services.	Limited offer but awaiting reply.
19. Dementia pathways across Sussex.	<p>Approached by BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST ICB (<a href="mailto:Sonja.janeva@nhs.net">Sonja.janeva@nhs.net</a>) to help to explore person with dementia/carers experience with diagnostic and post diagnostic support services across Sussex. It is the intention that the information gathered will inform commissioning going forwards.</p> <p>“We are in the process of testing the market, so before we go any further would you be able to confirm if Healthwatch might be interested in bidding to complete this review? We have managed to secure 30k for this work.”</p>	Views from HWiS to consider. John Routledge is setting up a meeting with HW Berkshire for the 3 HWiSx to scope what exactly they want, when and how much funding is available. <b>Lester</b> to attend.