

Healthwatch Brighton and Hove Workplan of Projects, March 2023 – March 2024

This document describes the health and social care projects that Healthwatch Brighton and Hove (HWBH) has worked on during the past year and those we determined that we were unable to take forward for various reasons. It also describes the work we are currently working on or are actively considering and which we will take forward into the next year (April 2024 – April 2025). Furthermore, it also describes a number of essential internal projects that support the successful operation of our organisation, many of which are ongoing. This document provides a summary of each project's status.

External projects are identified by Healthwatch using a range of sources including patient feedback; from the many meetings that we attend; from intelligence shared with us by partner organisations and in line with our **Decision Making & Prioritisation Policy**.

The document is divided into the following sections:

1. Recently completed projects where we are monitoring our impact (blue)
2. Active projects that the team is working on (green)
3. Potential future projects under consideration (amber)
4. Projects considered but not being taken forward (red)
5. Internal projects (yellow)



In addition to the named projects in Section 1-3 below (which are often limited, or one-off projects), Healthwatch Brighton and Hove's workplan included our ongoing work and routine monitoring of health and care services. Our work include those areas which we knew, either through our patient information line or other engagement activities, were of particular concern to patients across Brighton and Hove.

We also delivered work which had a Sussex-wide focus in partnership with our colleagues in Healthwatch [West](#) and [East Sussex](#) and with the assistance of a dedicated [Liaison role](#) lead (who operated across all three Healthwatch teams and [Sussex Health and Care](#), which is the name for our [Integrated Care System](#)). Our work involved collating feedback, investigating and escalating issues as appropriate.

Our escalation routes were varied and included to: the four Sussex Hospital Trust's Senior Leadership Teams, the [Care Quality Commission](#), [Healthwatch England](#), our [Integrated Care System](#)'s [Assembly](#), [Patient Experience Committee](#), Quality Governance Improvement Group and Primary Care Commissioning Group and the city's [Health and Wellbeing Board](#) and [Health Overview and Scrutiny Committee](#).

Areas of focus throughout 2023-24 included

1. Patient concerns about safety at [University Hospitals Sussex Trust](#) following poor CQC outcomes and a live police investigation into patient deaths. We were also focussed on maternity and the Emergency Department.
2. Access to primary care services, i.e. GP's, NHS dentistry and high street pharmacy services.
3. Service changes, notably to GP practices.
4. Access to Mental Health services, especially CAMHS (Children and Adolescent Mental Health Services).
5. Access to hospital services, including waiting times.
6. Ambulance services.
7. The quality of home care.
8. Non-emergency Patient Transport Services.
9. Conducting our series of routine Enter and Views to health care services.

We delivered projects in partnership and with the help and support of local voluntary and community groups and other organisations. We would like to express our sincere thanks to them. **You can see which organisations we have worked with at the end of this document.** You can read more about our work and the impacts this has in our latest [six-monthly Performance](#) (April-September 2023) and our [Annual Report, April 2023-March 2024](#).

1. Completed projects where we are monitoring impact.

Name	Source of project	Project lead	Details	Status and impact
1. Healthwatch Brighton and Hove (HWBH) Enter and View visit to maternity services	HWBH and University Sussex Hospitals Trust (UHSx)	Clary Collicutt (Project Coordinator)	In April, Healthwatch Brighton and Hove (HWBH) staff and volunteers undertook an Enter and View visit to the maternity ward at the Royal Sussex County Hospital. The team talked with six patients across the three wards and asked for their views on their experiences of maternity services. This was an important follow-up visit, conducted with Maternity Voices Partnership and which followed a poor Care Quality Commission report into maternity services. We reported positive findings overall but highlighted a need to focus on good communications between staff and parents.	Work completed in April 2023. Report published in May. Impact. Our report was discussed by the UHSx's Patient Experience and Engagement Group which is attended by senior staff including Maternity Matrons. Our recommendations are being tracked by UHSx for implementation. The report was also shared with the Integrated Care System's Quality Governance Improvement Group and Patient Experience Committee, which explore all aspects of patient safety and patient involvement. We also shared our report with the CQC.
2. Supporting the development of our new local Emergency Department	HWBH and UHSx	Clary Collicutt	In May, HWBH invited other organisations, such as Possibility People, to attend an Emergency Department (ED) redevelopment stakeholder and engagement session held at the Royal Sussex County Hospital. A £48 million investment has been agreed to expand and improve	Work completed in May 2023. Report published in July. Impact. The Trust want to use these events to ensure that the ED redevelopment reflects patient opinions and needs. HWBH will continue to engage with the Trust to ensure that we are

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			<p>the existing ED Department over the next four years. HWBH has previously reported that the current ED is not fit for purpose, due to its size and layout. This means patients are having to wait longer, and this can negatively impact the care they receive or their overall experience.</p> <p>In September 2023, Healthwatch attended the second workshop in the series, and we were able to find out the progress UHSx has been making to date.</p>	<p>involved in the ongoing plans to redevelop the ED. We have already been asked to attend future engagement events.</p> <p>Second report published in April 2024.</p> <p>Here's a summary of what we found out from the session:</p> <ul style="list-style-type: none"> • The finalised floorplan of the Acute floor has been agreed upon. • The new footprint will be 66% bigger than the current acute floor, allowing more space for resuscitation, ambulance, triage areas, and walk-in waiting areas. • Staff observation of patients has been considered throughout the design process. For example, cubicles have been designed around a central staff space so staff can see the patients.

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				<ul style="list-style-type: none"> • Ensuring that it is clear to patients where they are and where they need to go has been fundamental in the design process. The areas where patients can freely walk are straightforward to navigate, and all other areas are staff-controlled. • Due to the lack of natural light in the ED, UHSx are considering how to improve the lighting. • Demolition work has started on level five of the Millennium Building. This will create space for the construction of the new Medical Assessment Unit. • Work continues on planning how to keep the Acute floor running as normal through the construction of the new ED
3. Direct Payments project	Brighton and Hove Council (BHCC)	Dr Lester Coleman (Head of Research)	The Council wanted to hear views and experiences from people who receive Direct Payments which help people, or someone who is cared for, to receive financial support for their care needs.	<p>Work completed in June 2023 Report published in July.</p> <p>Impact. Since publication, the Commissioning Manager, Brighton and Hove City Council, Health and Adult Social</p>

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				<p>Care has acknowledged the importance of this report in influencing service change:</p> <p><i>“This Healthwatch report is an essential element of Brighton and Hove City Council’s commitment to improving access and support for using Direct Payments, as a way of enabling individuals and families to buy (with local authority funding), their own care and support. BHCC has completed a Review of the systems, policy, information, advice, and provision of DP’s, of which this survey is critical. We are now moving to an improvement plan, which will include addressing the recommendations within this report.”</i></p>
4. Dementia Pathways project	NHS Sussex	Dr Lester Coleman	HWBH conducted interviews with patients from across Sussex who are living with dementia and their carers to understand their experiences and ideas to improve the support offered to them.	<p>Work completed in June 2023. Report published in July.</p> <p>Impact. The impacts from our project are being implemented at a new working and implementation group (including representatives from the ICB, Alzheimer’s Society, MAS providers and Care Homes)</p>

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				<p>dedicated to responding to all 27 recommendations leading to service improvement. These include developing a list of Frequently Asked Questions leaflet for people diagnosed with dementia to avoid overloading with materials, a new 'My Choice' booklet to include a more succinct set of information, and materials sent to every Memory Assessment Service (MAS) across Sussex to make the environment more dementia-sensitive (such as clear signposting, recommendations about lighting, etc.).</p> <p>We have shared this intelligence widely, to the commissioners for overnight nursing and wound care provision in Sussex, the Public Health Age and Dementia Friendly Healthy Lifestyles Team (BHCC), and most recently the Chief Operating Officer at the Sussex Partnership NHS Foundation Trust and the Trust's Clinical Director for Specialist Older Adults Mental Health Services (Sussex Partnership NHS Foundation Trust). Our work has been cited at a dementia</p>

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				<p>symposium event (March 2024) and we are due to present to work to the Dementia Action Alliance (April 2024).</p>
<p>5. NHS Sussex public opinion survey (summer 2023)</p>	<p>NHS Sussex</p>	<p>Dr Lester Coleman</p>	<p>A Sussex-wide survey was conducted to gather public views on the Integrated Care System's (ICS) Shared Delivery Plan and what issues people were most concerned about. HWBH targeted specific patient groups (i.e. those routinely less heard from) to ensure a wider breadth of opinion was collated.</p>	<p>Work completed in July 2023.</p> <p>Impact. HWBH delivered a report to NHS Sussex in July 2023 reflecting the views of over 400 people. Our data was combined by NHS Sussex with wider survey responses and a final report was presented to the Integrated Care System's Patient Experience Committee in November. This Committee seeks assurance that public opinion is being actively gathered and acted upon. HWBH will continue to follow up with NHS Sussex on actions from this work.</p>
<p>6. HWBH Enter and View to the Louis Martindale Building</p>	<p>HWBH and University Sussex Hospitals Trust (UHSx)</p>	<p>Clary Collicutt</p>	<p>In August, our volunteers visited the Atrium at the new Louisa Martindale Building at the Royal Sussex County Hospital. The team talked with six outpatients and their relatives and asked for their views on their experience of the new Atrium building, about their first impressions of the new building, how it compares to when they</p>	<p>Work completed in August 2023. Report published in November.</p> <p>Impact. Our report was discussed by the UHSx's Patient Experience and Engagement Group and discussed by the Trust's Executive Team which asked for assurance that our recommendations would be acted upon. Our</p>

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			visited the old hospital, about the food and drink available and if there is anything that could have been done to improve it further. Our findings were very positive.	recommendations are being tracked by UHSX for implementation and HWBH will monitor their implementation to ensure they happen.
7. Primary Care Network/ Patient Participation Group engagement event	NHS Sussex	Michelle Kay (Project Coordinator)	In May, HWBH hosted a successful event with over 40 participants from across GPs, patients, NHS Sussex and Voluntary and Community Groups (VCSE). This examined how best to ensure that Primary Care Networks (PCNs) make better use of their Patient Participation Groups (PPGs). The goal was to deliver better public involvement. <i>Notes:</i> PCNs are groups of GP practices working together; PPGs consist of patients who wish to be involved in their local practices, taking an active role in developing local health services.	Work completed May 2023. We published a summary report in August 2023. Impact. The final Sussex wide report is awaited (expected April 2024). This will deliver a toolkit that will encourage greater involvement of patients in the services being delivered by their GP practices, building on best practice. HWBH will actively monitor how this toolkit is being used following its publication.
8. Digital and Data project	NHS Sussex/HWBH	Clary Collicutt and Dr Lester Coleman.	HWBH reviewed a range of reports/ quantitative/qualitative data on “digital and data” to deliver a thematic report for the first NHS Sussex Integrated Care Board (ICB) Digital and Data Board in November. HWBH is conducting a	Work completed in September 2023. Impact. HWBH delivered our report to NHS Sussex in September. We were asked to present our findings to the NHS Digital and Data Board in November. HWBH will

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			variety of projects on digital and data which is a priority for our health care system and critical for patients who use technology to support their health and wellbeing.	continue to follow up with NHS Sussex on how they are acting on our findings.
9. Research project on pharmacies	Healthwatch England	Michelle Kay	We supported Healthwatch England (HWE) by interviewing pharmacy users and pharmacy staff to learn more about their views and experiences. The project started in September 2023	<p>Work completed in October 2024.</p> <p>We submitted three transcripts and summaries from our interview to Healthwatch England. We interviewed two patients and one pharmacist. Healthwatch England are finalising their report using input obtained from across the Healthwatch watch network. We will publish this once it is made available.</p> <p>Impact: We are waiting for Healthwatch England to publish their national report.</p>
10. PLACE visits	HWBH / University Hospitals Sussex NHS Trust	Clary Collicutt	<p>In October/November, we supported University Hospitals Sussex and Sussex Partnership Foundation Trust to complete their annual PLACEs visits.</p> <p>Patient Led Assessments of the Care Environment involve local people (“patient assessors”) going into</p>	<p>Work completed in October 2023.</p> <p>We published our two reports: PLACE visits: University Hospitals Sussex Place: Sussex partnership Foundation</p> <p>Impact:</p>

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			<p>hospitals to assess how the environment supports the provision of clinical care, assessing such things as privacy and dignity, food, cleanliness and general building maintenance, the extent to which the environment is able to support the care of those with dementia or with a disability.</p>	<p><i>“The report offers fantastic, credible, balanced insights into the experience of our patients attending our sites for care in a highly readable and accessible format – thank you. The report will be taken to the Trust’s Patient Experience and Engagement Group in March to be discussed and so that actions can be tracked. The report will also be shared with service leads. The Trust is already taking action in many of the areas identified. For example we will be carrying out routine audits of corridors, the feedback about natural light in the cancer centre is reflective of that we have had from other patients, and is shaping the designs for the new cancer centre and a new nutrition and hydration policy is under development to make clear expectations of staff with regarding to feeding.”</i></p> <p>Nicole Chavaudra - Director of Patient Experience, Engagement and Involvement</p>

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11. Outpatients' Deliberative Engagement Workshops	HWBH / NHS Sussex	Michelle Kay	HWBH on behalf of Healthwatch teams in Sussex was commissioned by NHS Sussex to run a series of workshops to gather patient's views on several new initiatives being introduced to improve Outpatient services. HWBH led the project supported by our volunteers and colleagues from Healthwatch East and West Sussex and NHS Sussex. 31 participants were recruited from across Sussex. Our findings are already having an impact.	<p>Work completed in November 2023. Report published in November.</p> <p>Impact. The findings from this work are already having impact, notably supporting better patient communication. For full details of the changes which this project is helping to make, please visit our webpage.</p> <p><i>"We really wanted to understand what matters to patients and how we need to adapt our programme accordingly. These workshops were well attended with all participants making a valuable contribution. The discussions and points raised were really interesting and of huge value to our programme plan going forward. Overall, the workshops and deliberative engagement process exceeded our expectations, and we are incredibly grateful to everyone involved."</i> Outpatient Transformation Team.</p>

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12. Deliberative Engagement training	Healthwatch England	Michelle Kay	On the back of our successful Outpatient Deliberative Engagement project, we were funded by Healthwatch England to deliver a training session to the rest of the Local Healthwatch network across England to expand this productive method of patient engagement.	Work completed in November 2023. Impact. Our training means that this method of engaging patients will be used across the country by other Healthwatch teams. Deliberative engagement focuses on increasing participants' knowledge of a subject and encourages viewing the subject objectively, and from many viewpoints, enabling them to make more informed judgements.
13. Emotional support during the perinatal experience	Healthwatch England	Michelle Kay	We contributed to a nationwide review on maternity services. We spoke to local women and their partners about emotional support during the perinatal experience (pregnancy, birth, and post-birth up to one year afterwards) and gave our findings to Healthwatch England who called for national policy change.	Work completed January 2023. Report published November 2023. (delay occurred pending publication of the final, national report by Healthwatch England). Impact. Healthwatch England received five transcripts each from local Healthwatch, including Brighton and Hove (20 interviews in total). From the collective interview findings and other evidence collected directly, they produced and published a national report and several focused reports which impacted on NHS England improvements to maternity and neo-natal services. To

Name	Source of project	Project lead	Details	Status and impact
				<p>read these reports click on the links below:</p> <p>Maternal mental health: The changes your feedback made possible</p> <p>Stories from new mothers: the importance of good communication</p> <p>Stories from new mothers: accessing maternal mental health service</p>
14. Cervical screening (women's health)	Healthwatch England	Michelle Kay	<p>HWE provided funding for HWBH to conduct semi-structured interviews with women who hadn't taken up, or were hesitant about taking up, cervical screening tests, or faced barriers in accessing cervical screening tests. HWE focussed on groups which historically have faced greater barriers to screening or have lower uptake rates. This work supports the government's Women's Health Strategy in 2022 and the development of the Sussex-wide strategy. HWBH focussed on interviews with younger women.</p>	<p>Work completed in January 2024.</p> <p>We submitted our interview transcript to Healthwatch England. Healthwatch England are finalising their report using input obtained from across the Healthwatch watch network. We will publish this once it is made available.</p> <p>Impact: We are waiting for Healthwatch England to publish their national report.</p>

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15. Health Counts survey	Brighton University / Brighton and Hove City Council	Dr Lester Coleman	HWBH supported Brighton University with the development of their Health Counts survey which is run every 10 years. The survey gathers robust information by geographical area on health and social care needs including inequalities across the population. HWBH performed user tests of the survey and promoted it through our networks. Work commenced in October.	<p>Worked completed in March 2024.</p> <p>Impact. HWBH invited other local groups and our volunteers to user test the survey. Feedback from a diverse representation of our city fed into the survey design, improving the questions and content. The survey was promoted at the March Health and Wellbeing Board where Healthwatch's involvement was acknowledged.</p> <p>We started the promotion of the survey in March 2024 across our various channels.</p>
16. Health inequalities - A data review to inform a LGBTQ commissioning toolkit	NHS Sussex	Clary Collicutt and Dr Lester Coleman. This is a partnership project with Switchboard	NHS Sussex launched a health inequalities grant scheme in 2023. We were successful in our bid to deliver a project in conjunction with Switchboard. The project will produce an LGBTQ toolkit, suite of graphics and training package including an animation, for health professionals, commissioners etc. The aim is that professionals and NHS Sussex will use this toolkit to deliver health and social	<p>The HWBH element to this work was completed in March 2024.</p> <p>Impact: We shared our report with Switchboard and NHS Sussex. The next stage is for Switchboard to use our report to support the development of their toolkit. Whilst our work has officially ended, we will continue to work with partners and support them. We received very positive feedback from NHS Sussex</p>

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			<p>care services which best meet the needs of LGBTQ+ people.</p>	<p>about our report, citing it as an example of best practice.</p> <p>We have also shared our report with Brighton and Hove City Council who are keen to use it to support the development of a city-wide Joint Strategic Needs Assessment which describes the health and social care needs to our LGBTQ population. We will continue having conversations with the Council on this.</p>
<p>17. Patient Knows Best poll</p>	<p>Healthwatch in Sussex</p>	<p>Simon Kiley, Insight and Intelligence Manager, Healthwatch East Sussex</p>	<p>In February 2024, the three local Healthwatch in Sussex teams sought people’s experiences of ‘Patients Know Best’ through a short web-based poll. Patients Know Best is designed to create a single secure Personal Health Record where health/social care providers bring together patient information in one place. Patients can then access correspondence, test results and other features.</p>	<p>Work was completed in March 2024. Report published in March.</p> <p>We heard from 159 people from across Sussex, including 82 people from Brighton and Hove</p> <p>Responses were generally favourable. We learnt that people want:</p> <ul style="list-style-type: none"> • Improved awareness amongst health professionals of Patients Knows Best • Increased connectivity between Patients Know Best and other datasets

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				<ul style="list-style-type: none"> • A clearer and simpler digital 'offer' from NHS services • Access to a greater range of test results and information • Improved information around test results • Increased communication option <p>Impact: We shared our results with NHS Sussex and learnt of plans to recommission the service. We will follow up on this and ask whether our poll findings can be developed into something wider.</p>
18. Young Healthwatch	HWBH/RuOK service	RuOk is funded by HWBH to deliver this project. HWBH Leads are Alan Boyd /Dr Lester Coleman	Collecting the voices of Children and Young People (CYP) is a critical element to the work of HWBH. We have commissioned the RuOK service (a drink/drugs service) to understand the barriers to accessing services amongst LGBTQ+ CYP. The project started in September with a series of focus groups. The project will deliver a report and series of videos as well as a guide for professionals	By March, the project was nearing conclusion. The report was being finalised along with interactive resources and series a guides for professionals working with young LGBTQ people. We will publish the final products shortly and determine how best to disseminate these.

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19. People's Profile Public Engagement: Parents/Carers of children aged 5 years and under.	Care Quality Commission	Michelle Kay	<p>In October, CQC issued a call for tenders for organisations to deliver engagement work with patients. The purpose of this work is to engage with people about health and care issues impacting them, their families, and carers. They were particularly looking at how people access and use healthcare services, barriers to their ability to do this and recommendations for how CQC could involve and co-design with them. The project started in December. A survey was issued in January and a series of 1:1 interviews were held. We worked with other local groups to deliver this project such as Mothers Uncovered. Volunteers were involved in conducting interviews, identifying key themes, and supporting the analysis of the survey.</p>	<p>Work completed in March 2024.</p> <p>HWBH spoke with a group of diverse parents of young children (0-5yrs of age) to understand how they use services to support the wellbeing of their children and any barriers to access.</p> <p>We are awaiting a response from the CQC before we publish the report.</p>
20. NHS Sussex public opinion survey (winter 2023/24)	NHS Sussex	Dr Lester Coleman	<p>NHS Sussex again asked us to support them with a Sussex-wide survey to gather public views on the Integrated Care System's (ICS) Shared Delivery Plan and what issues people were most concerned about. HWBH again</p>	<p>Work completed in March 2024.</p> <p>Impact. HWBH delivered a report to NHS Sussex in March 2024 reflecting the views of over 350 people. Our data will be combined by NHS Sussex with wider</p>

Name	Source of project	Project lead	Details	Status and impact
			targeted specific patient groups (i.e. those routinely less heard from) to ensure a wider breadth of opinion was collated.	survey responses and a final report was presented to the Integrated Care System. HWBH will continue to follow up with NHS Sussex on actions from this work.
21. Patient Advice and Liaison Service (PALS) poll	Healthwatch in Sussex	Simon Kiley, Insight and Intelligence Manager, Healthwatch East Sussex	March 2024, the three local Healthwatch in Sussex sought experiences of Hospital 'Patient Advice and Liaison Services'. PALS provides a point of contact for patients, their families and their carers. They offer confidential advice, support and information on health-related matters.	<p>Work was completed in March 2024. Report published in March.</p> <p>We heard from 94 people from across Sussex shared their views with us, including 24 from Brighton and Hove.</p> <ul style="list-style-type: none"> • 36.2% told us PALS made little difference to their experiences of managing their health, 33.0% found it made it easier/better and 10.1% harder/worse. • The feature of PALS most identified as <i>Excellent</i> (30.9%) was 'Delivering the outcome you were seeking'. However, this was also the aspect most identified as <i>Poor</i> (33.0%). • More than a quarter of respondents rated PALS as <i>Poor</i> for ease of access, being kept informed, quality of

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				<p>information and delivering outcomes.</p> <ul style="list-style-type: none"> • PALS were most identified as <i>Not at all helpful</i> in: resolving problems, signposting outside the NHS, explaining complaints advocacy and listening to feedback. <p>The feedback we received from Brighton and Hove residents that they had poorer experiences of using PALS.</p> <p>Impact: We shared our results with NHS Sussex and University Hospitals Sussex who provide the PALS service who have agreed to discuss this. They advised that the PALS team have just 7 FTE PALS officers working across our four main sites, and manage hundreds of enquiries a week meaning that demand outstrips capacity. Many of the enquiries they receive are complex and require time to investigate. We will continue to follow up with the Trust.</p>

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22. Non-Emergency Patient Transport (NEPTS)	HWBH / NHS Sussex	Alan Boyd	<p>Since 2016, the three Sussex Healthwatch teams have worked together to collate nearly 600 patient experiences from four separate reviews. Since our latest review in 2020, HWBH has worked closely with Sussex NHS Commissioners to ensure that what patients told us in 2020, regarding improvements to the current service, were reflected in the revised Service Specification for the new contract, which will go live in April 2025.</p>	<p>Commissioners for NEPTS invited Healthwatch to join the NEPTS Communications and Engagement Task and Finish Group, through which we were able to influence the final wording and requirements set out in the Service Specification. HWBH also evaluated bids to deliver the new contract, along with other patient representation. Our work was praised at the Health Overview Scrutiny Committee in February 2024</p> <p><i>“The contract currently being tendered reflects the findings of the 2021 national review, learning taken from the previous procurement, feedback from system partners and patient groups, including Healthwatch, with Healthwatch in Brighton playing a significant role in service design, development and evaluation of the bids received.</i></p> <p><i>“Commissioners for NEPTS have welcomed both Healthwatch and additional patient representation into their work when developing the new contract specification. This has taken the</i></p>

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				<p><i>form of regular attendance by Healthwatch at NEPTS Task and Finish groups, inviting comment on draft Service Specifications and involving patient representation in the assessment of bids to deliver the new service."</i></p>

2. Active projects (those we are currently working on to be carried forward into 2024/25)

Name	Source of project	Project lead	Timescale (estimated)	Details	Status
Healthwatch Brighton and Hove (HWBH) Enter and View visit of the Emergency Department	HWBH and University Sussex Hospitals Trust (UHSx)	Clary Collicutt (Project Coordinator)	March-April 2024	In March, HWBH staff and volunteers undertook an Enter and View visit to the Emergency Department. The team talked with six patients. This was a visit which followed a poor Care Quality Commission report and negative media coverage. It also supports our current involvement in the redevelopment of the Emergency Department.	Work was completed in March 2023 and our report will be published in April.
Digital use among older people from underserved communities	Kent, Surrey and Sussex Clinical Research Network via a HWBH Board member.	Dr Lester Coleman	September 2023 – March 2024	At the time of writing, we have worked with Sussex Interpreting Services and Bridging Change in holding three focus groups and a number of telephone conversations. Participants who were recruited represent a range of different ethnicities and experience with digital technology to help manage their health.	The project started in September. Interviews and focus groups are currently taking place. 3 more participants are required and a preliminary report has been drafted. A final report is expected by end of April 2024.
UHSx Mystery Shops	HWBH and UHSx	Clary Collicutt (Project Coordinator)	Ongoing	UHSx have been developing their Welcome Standards programme, which was borne out of a Communication Charter developed by Healthwatch B&H as part of our Outpatient-focused Putting good	The first Mystery Shop is being planned for June 2024.

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				communications with patients at the heart of service change report . The Welcome Standards programme is now a significant programme of training and self-evaluation around a set of criteria. This work is funded by the UHSx charities and includes a budget for validation and they have asked HWBH to conduct mystery shops to appraise the extent to which the standards are met.	
Enter and View visits and Patient Led Assessments of the Care Environment (PLACE)	HWBH	Clary Collicutt (Project Coordinator)	Ongoing	HWBH has re-established our Enter and Views (E&Vs) visits of local hospital following COVID. To date, we have conducted visits to maternity wards and to the Louisa Martindale Building Atrium (see above). We will continue to support PLACE visits in 2024.	Enter and Views will be routinely conducted. Reports summarising our PLACE visits were published in March 2024.
Local Authority Homecare checks (ongoing project)	BHCC	Will Anjos (Project Coordinator)	Ongoing	This is an ongoing and hugely successful Council-funded project, in which HWBH volunteers interview people in their homes about their care, which is wholly or partly funded by the Council. Our reports have been used to commission new home care	A report summarising our activity is available here where you can also watch a video from our Commissioner praising the project. We are proud

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				providers and to support discussions between the council and providers to deliver continual improvement.	of the impacts that this project has delivered and submitted an entry to the 2023 Healthwatch Annual Awards.
Dementia (hospital services)	University Hospitals Sussex NHS Trust	Dr Lester Coleman	March – September 2024	In March, HWBH met with the Trust's Dementia Lead nurse. We learnt that the trust struggles to obtain feedback from patients or their families about services/ care and they want to revise and strengthen their feedback systems to improve feedback capture (redesign the feedback system used). The trust is also developing a new dementia strategy which they want to be coproduced, so they want patient feedback to support this. The new strategy needs to be written by January 2025. We have discussed how HWBH could help and we are developing proposals to interview service users to (1) ask the about their experiences of the service, (2), how to develop a useable feedback system and (3) to identify someone to join the Trust's Dementia Operational Group which currently does not have any public representation.	We are developing final proposals with the Trust and hope to commence this project in April.

Name	Source of project	Project lead	Timescale (estimated)	Details	Status
Musculoskeletal services (MSK)	NHS Sussex	Cheryl Berry Healthwatch West Sussex and Alan Boyd, HWBH	March 2024 – final date TBC	The Musculoskeletal (MSK) service is undergoing change and a new contract will start in 2024 to provide a single Sussex-wide referral system into services with the aim to improve the patient experience. NHS Sussex has advised that they wish to involve HWBH further in MSK service development.	Discussions were held in March and HW were asked to be part of the procurement team who will assess bids to deliver the new service. Both HWBH and HW West Sussex are involved in this work
Young Healthwatch	HWBH / Brighton and Hove City Council	Alan Boyd	March – September 2024	HWBH has been holding discussions with the Council. Amaze and PaCC to conduct research and patient engagement on vaping amongst children with SEND and autism. The city has a smoking cessation policy but the Schools Wellbeing survey has identified that vaping is becoming increasingly popular amongst children and young people, however the health impacts are not fully understood. Far less is known about the reasons why children SEND might choose to vape. With the support of Amaze and PaCC we will conduct a survey, carry out desk top research and focus groups to learn more.	Discussions were held from September 2023 onwards but agreement to proceed was only reached in March 2024.

Name	Source of project	Project lead	Timescale (estimated)	Details	Status
Healthwatch in Sussex polls	Healthwatch in Sussex	All three Healthwatch teams	February 2024 onwards	The three Healthwatch in Sussex teams have agreed to deliver a series of monthly market testing style polls to sense check the public's opinion/experiences on a range of topics. These short, 6 question, 2-minute surveys will give us high-level insight which we can use to identify larger projects but also to bring to the attention of NHS Sussex any emerging issues. Each Healthwatch team will lead on four polls each over the next 12 months	In February, we ran our first Sussex-wide poll on Patient Knows Best and published our report. This was led by Healthwatch East Sussex. They also led on the March poll which is on PALS services . In April, HWBH will lead a poll seeking insight on the Memory Assessment Service.
Whitehawk GP practice	NHS Sussex / HWBH	Alan Boyd	December 2023 - final date TBC	HWBH have been involved in discussions about who will provide GP services for the Whitehawk area. Our ideas have already influenced the service specification and we are attending a variety of meetings associated with this work, including communications and equalities. HWBH has been invited to join the procurement panel who will determine who the next provider will be.	Work will continue into April with HWBH joining the procurement team to select the next provider.

3. Potential future projects under consideration

Name	Source of project	Details	Likelihood of proceeding
Woodingdean GP Practice	HWBH	In February 2024, HWBH began to receive negative patient feedback about this practice. People told us they were experiencing difficulties booking a GP appointment. We were contacted by the Care Quality Commission to share any insight we had as they had also been receiving negative feedback. To date, we have shared our insight with the CQC and NHS Sussex. We are in separate discussions with NHS Sussex about how HWBH might support the practice, which may include conducting an Enter & View and patient surveys and/or chairing a meeting between the practice, NHS Sussex and Patient Participation Group/Residents' Association.	High – actively pursuing
Integrated Neighbourhood Teams	HWBH	Integrated Neighbourhood Teams are a key priority for the Sussex Integrated Care System. The purpose of ICTs will be to strengthen the way we collectively deliver an integrated offer of health, care and wellbeing in our communities and neighbourhoods, and improve outcomes across different needs in our population. They are a significant partnership development to enhance how delivery is organised and supported across key shared priority programmes, governance and potentially finance. HWBH has held discussions with the lead at the Council who is taking forward the implementation of ICTs in Brighton. At this stage, we have offered our support and desire to be involved and as a result we have been invited to join a new Task and Finish group. Future project work on ICTs uncertain at this time.	High – actively pursuing

Name	Source of project	Details	Likelihood of proceeding
Ethnically diverse communities	Bridging Change / HWBH	HWBH has held discussions with leads from Bridging Change whose work is create a more equal and diverse society with positive outcomes for Black Asian and minoritised ethnic people. We met to discuss how HWBH and BC might work together to enhance the voices of the communities they represent. At this time, no project has been identified but we will remain in contact.	Medium – actively pursuing
Supported Housing	YMCA Brighton	<p>HWBH met with the CEO of YMCA Brighton. We discussed a number of potential areas for engagement and scrutiny of services:</p> <ol style="list-style-type: none"> 1. Staying Well space – this is delivered by Southdowns and is available outside of normal hours. It’s intended to provide emergency support and reduce A&E and GP attendance, but the service is underused. Why? 2. Arch Healthcare are a GP practice providing a dedicated service to those who are homeless. But what is provision like for those who are homeless or in supported accommodation across the city? Are all GP’s trained to deliver equal levels of support? 3. Services going into supported housing to deliver care to residents works best for them but the only service which doesn’t provide ‘in reach’ is Mental Health support. Why? 4. User groups exist for each of the supported housing sites so there is an existing structure to engage with this cohort. 5. A focus group to discuss general health and social care needs with men might identify a bigger project 6. Common Ambition https://www.bhcommonambition.org/ have brought together people with lived experience of homelessness, frontline providers, and commissioners through co-production within 	Medium – actively pursuing

Name	Source of project	Details	Likelihood of proceeding
		<p>homeless health services. Their aim has been to improve health services and outcomes for people experiencing homelessness in Brighton & Hove. Their funding ends in March and they are keen on legacy, so HWBH could usefully meet with them to see if they have work which we might continue.</p> <p>7. Changing Futures https://www.changingfuturesussex.org/ have been working with individuals experiencing multiple disadvantage, including those who are homeless so we might partner up with them.</p>	
Health Care Support Workers roles	University Hospitals Sussex NHS Trust	<p>HWBH met with colleagues at the Trust. We learnt that Health Care Support Workers roles are new. These are Mental Health trained roles which have been piloted in A&E to provide enhanced support to people who are waiting for admission. They have replaced Registered MH Nurses who are often temporary and very expensive. They want to conduct a review with people who have been discharged to gather their views about how useful these roles are. The feedback could help expand the pilot and identify areas of improvement. We will follow up on this with the lead nurse and identify whether we could interview service users who have been discharged.</p>	Medium – actively pursuing
Inequalities work with East Brighton Food Partnership (EBFC)	NHS Sussex Coproduction	<p>HWBH has been speaking with East Brighton Food Cooperative to develop project work that will support our engagement with communities they serve. We would like to understand more about their views and experiences about health and social care services. Geographically speaking, these communities are reported to have higher levels of deprivation and worse health outcomes.</p>	Medium – actively pursuing

Name	Source of project	Details	Likelihood of proceeding
Women's Health	NHS Sussex	NHS Sussex are developing a women's Health Strategy and wish to engage with service users on aspects of the Strategy. There is a National Women's Health Strategy and this is also a priority area for HWE. HWBH will be seeking further discussions with NHS Sussex about their plans to engage with people on this important topic.	Medium – actively pursuing
Oral Health Needs Assessment	Mentioned at NHS Sussex Board meetings	HWBH is aware that there is a need to refresh the oral health needs assessment and we are keen to be involved given our interest and work on dental health	Medium – being monitored. A priority area but we await developments
Lifelines (Volunteering Matters)	Lifelines and Healthwatch	HWBH were approached by a staff member at Volunteering Matters about an opportunity to apply for joint funding from the BHCC Communities Fund to team up with Lifelines to explore people who have Multiple Compound Needs (MCN) and their experiences of health and care. We are proposing using any funding to deliver 12 (one a month) detailed interviews with people who have MCN. This cohort of people have been identified by BHCC as part of their CORE20PLUS groups who suffer health inequalities locally.	Medium – actively pursuing
Research Engagement Network	Response to a bid from Sussex Partnership Foundation Trust (SPFT)	HWBH were altered to a bid being submitted by SPFT for funding from the NHS to promoting Diverse Participation in Research. HWBH have discussed how we might be involved in this work but agreed that for the current funding round (in 23/24) we do not have capacity to be involved.,	Low – we will explore whether to pick this work up again in 24/25

4. Projects considered but not being taken forward.

Name	Details
Community Diagnostic Centres (CDCs)	Healthwatch England advised that CDCs were one of the services they would focus on this year. We subsequently learnt that the CDC located in Brighton was not one which Healthwatch England wished to focus on. Healthwatch colleagues in West and East Sussex did undertake some work at local CDCs
Overnight dressing	We followed up a discussion with NHS Sussex who had approached us about supporting them on this topic. We were advised that there were no plans to directly engage with people, only to keep us informed about this work.
Wound Care	As above, HWBH followed up on this after being directly contacted by NHS Sussex Leads but learnt that there was no work to be done at this time. HWBH were advised about a new Wound Care Steering Group.
Electronic Patient Records (EPR)	HWBH was approached by leads at UHSx on proposals to improve the digital offer to patients to help them manage their health care records online. We discussed with them how patients might be involved and whether more patient engagement needs to happen but were later advised that this work was not proceeding
Digital engagement (UHSx)	UHSx have piloted digital software to enable patients to undertake their pre-op assessments for surgery away from the hospital. The Trust wishes to expand the technology (nationally) and involve more patients to understand how the technology can be further improved. HWBH was asked to deliver focus groups with patients over a 12-month period. In October, we were advised that UHSx had withdrawn its application for funding to deliver this project.
Eye Health	HWBH met with leads of a recent review of Ophthalmology services across UHSx. HWBH and NHS Sussex held several meetings with those leading this ('CLEAR') about including patient engagement. The timescales prevented any work from progressing.
Ear, Nose, Throat (ENT)	Following on from the above, CLEAR reverted to HWBH with their plans for a similar ENT study and how best to involve patients in this. HWBH and NHS Sussex met / exchanged emails (June/July) but again the proposed timelines were determined to be prohibitive.
Direct payments (extension)	HWBH explored the potential to expand the direct payments work that we had completed in June 2023 so that it covered parents of children who receive this award. This was regarded as a non-starter, as the initial project led by HWBH, captured views of parents.
Sleep Studies	HWBH identified this as an area of interest from meeting papers / other intelligence but no further work on this topic has been identified.

Name	Details
Dementia pathways (extension)	HWBH suggested expanding the dementia pathways project, which we completed in June, to include a patient survey. Whilst this has been raised with commissioning leads, it has not progressed. HWBH's earlier report is already delivering impacts, so we have abandoned this work at present.
Diabetes	NHS Sussex made HWBH aware of a project focussing on diabetes and sought expressions of interest to deliver this. HWBH consulted with the Trust for Developing Communities (TCC) about potential partnership working and their reply was positive, however they advised that they were submitting a joint bid with the Hangleton and Knoll Project (HKN) - both groups have strong background in diabetes and were subsequently successful with their bid. No further action for HWBH at present.
Digitally excluded	CQC issued a request to the HW network to conduct a piece of work working with specific groups on digital exclusion, however their timeframe was prohibitive (March-May). We nevertheless submitted a proposal should they not receive any bids. We were not successful.

5. Internal projects – Will Anjos (Project Coordinator) and Katy Francis (Project Support Officer) led on these.

Name	Details	Likelihood of proceeding
Review of All HWBH policies	HWBH is reviewing all its internal policies. A HR specialist volunteer is supporting us.	Ongoing
Healthwatch activity	HWBH records all activity including meetings, reports, media work, social media etc. This data set feeds into 6-month and annual reports to the HWBH Commissioner.	Ongoing
6/12-month performance reporting	HWBH is contractually required to submit a summary report outlining our performance on a 6 month and annual basis. These reports are published .	Ongoing
Data Storage & Archive System	HWBH will complete the process of organising data storage and usage across the system.	Ongoing
Cyber Essentials Certification	HWBH has an ongoing requirement to get 'NCSC Cyber Essentials' certification to remove obstacles to data sharing with other organisations, including BHCC and trusts, as well as to improve our retender offer.	Ongoing
Data Sharing / DPIA	HWBH has put in place a data sharing agreement with other organisation for collaborations.	Completed but subject to review as required
Data security	HWBH monitors system and devices using Microsoft InTune to ensure continued integrity and security. We also monitor any breaches and apply learning from these.	Ongoing
Website development	HWBH aims to improve the Feedback capture pages on our website to include an Easy Read document and enhanced demographic data capture. We will also update our website.	Ongoing
Staff recruitment	Staff recruitment campaigns are undertaken as required.	As required
Volunteer recruitment	HWBH will put in place an agreed process to recruit, induct, train and support volunteers.	Ongoing
Volunteer engagement	HWBH will keep in regular contact with our volunteers, offering social events and opportunities to be involved in our work.	Ongoing
HWBH public-facing events	HWBH will organise attendance at a variety of public facing events to raise awareness of HW and capture more insight.	Ongoing

Name	Details	Likelihood of proceeding
Communications & Engagement Strategy	HWBH will review our Communications and Engagement Strategy to support our work.	Ongoing
Stakeholder survey	HWBH will be conducting a stakeholder survey in early 2024.	January – March 2024
Prioritisation and planning	HWBH will review its current project prioritisation and planning policy to ensure it best supports our work.	Ongoing
Impact tracker	HWBH will develop an Impact Tracker to support our work and allow us to monitor our impact.	Ongoing
Equalities Impact Assessment	HWBH will complete an updated Equalities Impact Assessment to demonstrate our reach and engagement with different communities and groups with protected characteristics.	Ongoing

Local voluntary and community groups we have worked, or joined up with, to deliver our projects and work:



Trust for Developing Communities



Brunswick Festival



Other partners we have worked, or partnered with, to deliver our projects and work:



Sussex Partnership
NHS Foundation Trust

Sussex
Health&Care



Sussex Community
NHS Foundation Trust



**South East Coast
Ambulance Service**
NHS Foundation Trust



University Hospitals Sussex
NHS Foundation Trust



**Brighton & Hove
City Council**

Contact information

Healthwatch Brighton and Hove
Community Base
113 Queens Road,
Brighton BN1 3XG



Share your experiences of health and social care services with us:

- office@healthwatchbrightonandhove.co.uk
- 01273 234040
- [@healthwatchbrightonandhove](https://www.facebook.com/healthwatchbrightonandhove)
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Website: www.healthwatchbrightonandhove.co.uk