

Highlights from our work (July 2020 to February 2021)



Patient feedback

220 people contacted us with their questions and feedback on services, particularly in relation to dental care, COVID-19, and the vaccine roll out.



Volunteers

We attracted 23 new volunteers, 86 applications of interest, and offered 6 student placements. We welcomed 2 new Board members.



Projects

We worked with partners to deliver our hospital discharge project, help answer vaccine queries, and run webinars on care homes and mental health.



Mailshots & bulletins

We attracted 62 new subscribers, issued 93 updates to our 1,543 strong community which includes the public, Councillors, community groups and NHS



Patient webinars

We held Sussex-wide webinars for relatives of those with loved ones in care homes, and on mental health.



Young Healthwatch published a report exploring young people's experiences of health and social care services during the coronavirus pandemic.



Reports and publications

We issued 24 Healthwatch reports, 21 bulletins, and 27 guidance documents and specialist updates.



Media

We issued 8 press statements, and took part in over 30 TV and radio interviews.



Patient surveys

We launched surveys on dental care, Patient Transport, accessing health and social care during the pandemic and on the COVID vaccination roll out.



Praise

Healthwatch received praise from the public, city leaders, Healthwatch England, and other organisations for our work, guidance, and info sharing.



Social media

We made 324 Facebook posts achieving a reach of over 23,900 with 1,700 engagements. We posted 53 Tweets and 55 Instagram posts.



Hospital discharge wellbeing project

We received national recognition for our project which is being replicated in other areas.