

## **DRAFT Healthwatch Brighton and Hove Workplan of Projects, April 2026 – March 2027**

This document describes the projects we plan to work on over the coming year. It also describes other topics which we are keeping under consideration and our internal projects that support the successful operation of our organisation. Our Board has approved the workplan.

**Our 2026/27 workplan is subject to change in light of the June 2025 government [announcement](#) that Healthwatch is to be closed down. The exact date of closure is uncertain and is subject to the parliamentary legislative process. As we obtain more information about what these changes mean and any timescales involved, we will review our capacity to deliver the projects detailed below. We will allocate a proportion of our efforts to challenging the loss of independent services which act solely to listen to, and speak up on behalf of, patients. We will also work with partners at NHS Sussex and the Council on the government's proposals to transfer our functions to these organisations.**

Projects are identified by Healthwatch using a range of sources including patient feedback, from the numerous meetings that we attend, from intelligence shared with us by partner organisations, from issues we know to be of interest to Healthwatch England and the Care Quality Commission (national focus), and from our other engagement activities. Decisions as to which projects we will take forward are made in line with our [Decision Making & Prioritisation Policy](#) and [Engagement Plan](#).

We also deliver work which has a Sussex-wide impact, in partnership with our colleagues in Healthwatch [West](#) and [East Sussex](#). Our work involves collating feedback, investigating and escalating issues as appropriate, and issuing regular polls on a variety of topics.

Alongside detailed projects, we will escalate issues where we receive intelligence to suggest there is a significant problem, and where this can be delivered within our capacity and remit. Our escalation routes are varied and include to the four Sussex Hospital Trust's Senior Leadership Teams, the [Care Quality Commission](#), [Healthwatch England](#), our [Integrated Care System](#) and the city's [Health and Wellbeing Board](#) and [Health Overview and Scrutiny Committee](#).

We deliver projects with the help of our dedicated volunteers and in partnership with local voluntary and community groups and other organisations. You can read more about our work, volunteer roles, partnerships and the impacts we have made in our latest [Annual Report](#) covering the period April 2024 to March 2025. We publish reports detailing our work and recommendations on our website [www.healthwatchbrightonandhove.co.uk](http://www.healthwatchbrightonandhove.co.uk)

Projects led by Healthwatch Brighton and Hove		
<b>Primary Care</b>	<b>Hospital visits and reviews</b>	
<ul style="list-style-type: none"> <li><b>We will work with NHS Sussex and staff representing GP practices where there are proposals to merge surgeries.</b> At present, this relates to the planned merger between The Havens and Beaconsfield, and the planned merger between Standford Medical Centre (Islingword Road and Cockcroft) and School House Surgery and Church Surgery.</li> <li><b>We will continue working with the PPG Chairs of Links Road and Wish Park surgeries</b> to assess the impact of the merger of these two surgeries.</li> </ul>	<ul style="list-style-type: none"> <li><b>Enter &amp; Views:</b> we will carry out statutory <a href="#">visits</a> over the course of the year to various services and report our findings.               <ul style="list-style-type: none"> <li>We are in discussion with Brighton and Hove City Council and Speakout to undertake visits to social care facilities review for people with learning difficulties.</li> <li>We are in discussion with University Hospitals Sussex NHS Trust to conduct Enter and Views of ophthalmology services, covering sites in Brighton, Southlands and St Richards. This work will be delivered in collaboration with Healthwatch West Sussex.</li> </ul> </li> <li><b>We will explore supporting PLACE visits across hospital sites</b> (Patient-Led Assessments of the Care Environment).</li> </ul>	
<b>Social Care</b>	<b>Mental health</b>	
<ul style="list-style-type: none"> <li><b>Home Care checks:</b> we will interview people about the quality of the care they receive in their homes and report findings to the Council (ongoing throughout the year).</li> <li>Please see our proposed Enter and View of social care facilities (above).</li> </ul>	<ul style="list-style-type: none"> <li><b>A review of Neighbourhood Mental Health Teams.</b> We will deliver a service-user led review of this new model of mental health provision across the city, working with NHS Sussex leads and a range of partners.</li> </ul>	
<b>Men's health</b>	<b>Safeguarding</b>	<b>Stakeholder surveys</b>
<ul style="list-style-type: none"> <li><b>We will engage with people who identify as men to understand their views about health and social care services.</b> Hearing from more men is a priority for us as we do not hear their views as much as other groups.</li> </ul>	<ul style="list-style-type: none"> <li><b>A review of the council's safeguarding processes.</b> We will gather people's views and experiences of raising a safeguarding concern and how this was handled.</li> </ul>	<ul style="list-style-type: none"> <li><b>We will conduct survey to hear what our stakeholders</b> (partners) think about our work. We will reach out to professionals we work with across health and social care services. We will also gather the views of our volunteers.</li> </ul>

Our regular and routine activities		
Communications	Events	Partnerships
<ul style="list-style-type: none"> <li>We will provide a Helpline for public queries or concerns.</li> <li>We will routinely share advice &amp; guidance on our website and social media platforms.</li> <li>We will issue our regular newsletter to the public.</li> <li>We will publish ad hoc bulletins with news, information, surveys, etc.</li> <li>We will publish reports detailing our work and any recommendations we have made.</li> <li>We will publish our performance report every six months.</li> <li>We will give media interviews on health and social care topics.</li> </ul>	<ul style="list-style-type: none"> <li>We will hold our public Board meetings 3-4 times a year.</li> <li>We will attend public events to speak to people about their experiences of health and social care services and raise awareness of our role.</li> <li>We will promote events via our newsletter, bulletins and website.</li> </ul>	<ul style="list-style-type: none"> <li>We will work with partners to help us hear from diverse communities.</li> <li>We will attend a range of meetings to learn about changes to services and represent the patient voice.</li> <li>We will meet routinely with staff at our local hospital Trusts, the Care Quality Commission, NHS Sussex, and the Public Health team at the Local Authority to share insight and ask questions.</li> <li>We will escalate concerns and request answers from the system.</li> <li>We will continue to be involved in the city's Safeguarding work and Chair the Safeguarding Adults Review group.</li> </ul>
Volunteers	Commitments	Performance monitoring & reporting
<ul style="list-style-type: none"> <li>We will routinely recruit new volunteers and support our existing volunteers.</li> <li>We will issue a volunteer newsletter.</li> <li>We will routinely review and update our website to ensure it is accessible.</li> </ul>	<ul style="list-style-type: none"> <li>We will continue to explore our carbon footprint and determine how we can reach net zero in line with our published plans.</li> <li>We will deliver on our published social value commitments.</li> </ul>	<ul style="list-style-type: none"> <li>We will publish our annual review of our helpline data.</li> <li>We will publish our Annual Report by 30 June 2025.</li> <li>We will publish an annual review of our equalities data.</li> </ul>

	<ul style="list-style-type: none"> <li>We will renew our Cyber Essential IT security.</li> </ul>	<ul style="list-style-type: none"> <li>We will routinely review and update our policies and publish these where relevant.</li> </ul>
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### Healthwatch in Sussex projects

- The three Healthwatch in Sussex teams will continue to deliver a series of bimonthly polls to sense check the public's opinion/ experiences on a range of topics. These short surveys will give us high-level insight which we can use to identify larger projects and also raise emerging issues with NHS Sussex.

### Topics under consideration

The following topics were also identified as part of our [Decision Making & Prioritisation Policy](#). We will determine our capacity to take forward work on these topics.

<ul style="list-style-type: none"> <li>A.I./virtual health care (wards)</li> </ul>	<ul style="list-style-type: none"> <li>Hospital discharge</li> </ul>	<ul style="list-style-type: none"> <li>Maternity services</li> </ul>
<ul style="list-style-type: none"> <li>Hospital care - MSK services</li> </ul>	<ul style="list-style-type: none"> <li>Primary Care access</li> </ul>	<ul style="list-style-type: none"> <li>Care homes / Adult Social Care</li> </ul>
<ul style="list-style-type: none"> <li>Women's health</li> </ul>	<ul style="list-style-type: none"> <li>Older people</li> </ul>	<ul style="list-style-type: none"> <li>Young carers /people's experiences</li> </ul>
<ul style="list-style-type: none"> <li>Screening services</li> </ul>		

## Get in touch – our contact information



Click [here](#) to share your experiences and feedback with us. Thank you

### For enquires or help

Email us at [office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk) or contact us through our [website](#)

Call us on 01273 234 040 – Monday to Friday from 9 am to 5 pm

### Write to us at:

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Brighton  
BN1 3XG

**Freepost** RTGY-CZLY-ATCR, Healthwatch Brighton and Hove, Brighton, BN1 3XG

**BSL:** Click this link to [Contact us using BSL](#)

**Easyread:** Click this link to access our [Easyread feedback form](#)

**Website:** [www.healthwatchbrightonandhove.co.uk](http://www.healthwatchbrightonandhove.co.uk)

**Making a formal complaint:** read our advice on [help making a complaint](#).

Sign up to our free monthly newsletter by clicking [here](#)

