

Annex A

A summary of Healthwatch reports and publications

Between July 2020 and February 2021 Healthwatch Brighton and Hove published a number of reports, and undertook a range of activities, all of which can be found on our [website](#). We have provided a summary of these below.

February 2021

Bulletins

- We published **four** Health and social care and COVID-19 bulletins, **five** COVID vaccination updates, and **one** other COVID-19 update.

Reports and press releases

- Dentistry. We issued a [press release](#) to highlight the crisis affecting dental services/. We also published an updated [public guide to seeing a dentist](#) at the current time.
- Interviews about remote appointments. In 2020, we undertook 106 phone interviews to explore people's opinions of accessing health and social care services during the pandemic. In December 2020 we interviewed some of these people - [Hear what they had to say about remote appointments](#).
- During the second lockdown in November- December 2020, Healthwatch in Sussex launched a 'Tell Us - Ask Us' campaign to encourage and support members of the public to Tell us about their experience of accessing health and care services and to ask us what they needed during this time. You can read our report by [clicking here](#).

Media

- We sought your [questions and concerns about the COVID vaccination program](#) and shared these with a panel of experts from The British Society for Immunology.
- Our February care home webinar was picked up by Meridian news and we were able to facilitate an interview with a member of the public who had been affected by restrictions. This featured on the [news on 18th February](#).

Survey

- We launched our survey to hear your thoughts and experiences about the [vaccination programme in Brighton and Hove](#).

Advice and information

- We [published advice about registering with a GP](#), stressing that there was no need to prove ID or immigration status, or provide an address.
- We published [COVID-19 Fact Check webpage](#) to help dispel vaccine myths and provide you with accurate information.

Our Board

- We published the [Healthwatch Brighton and Hove - Board Papers for 8th February 2021](#).

January 2021

Bulletins

- We published **three** Health and social care and COVID-19 bulletins, **three** COVID vaccination updates, and **two** other COVID-19 updates.

Reports

- Digital Exclusion - Briefing report. This report looked at the different definitions of digital exclusion, why people are digitally excluded, why is it important, and its extent nationally and locally. It also looks at local efforts to increase digital inclusion. [Click here](#) to read our full report.
- Dental Services during COVID-19. We asked people if they had used or tried to use a dental service after 25th March 2020 and what their experience had been like. Also, what suggestions they had for how dental practices could operate in the future. [Click here](#) to read more.
- We published our [Healthwatch in Sussex reports on Patient Transport Services \(2020\)](#). Healthwatch in Sussex published a series of reports which indicate high levels of satisfaction amongst people who have used Non-Emergency Transport Services, but which sets out how they could and should be improved. We also made a [press statement](#) to support the launch.

Advice and information

- We publicised our Healthwatch in Sussex [webinars on Care Homes](#).
- We [launched our COVID and Cancer - support and advice](#) - resources for patients, their family and friends who are affected by cancer. And information about [Cervical Cancer Week 2021](#).
- We updated our [patient guide to seeing a GP during the pandemic](#) and our [essential updates on local health and social care services in Brighton and Hove](#) and updated our [Frequently Asked Questions](#) document which we hope answers some of your questions about Covid-19 such as symptoms, treatment, self-isolating and links to additional guidance.

December 2020

Bulletins

- We published **two** Health and social care and COVID-19 bulletins, and **four** COVID vaccination bulletins. We also produced **two special guides** on meeting up over the Christmas period and accessing healthcare services during this time.

Reports

- Read our [report from the webinar we held with friends and family of care home](#) residents in November.

- We shared [Healthwatch England's Dentistry report which examined the impact of COVID](#). Their findings about dentistry which followed widespread issues with access to NHS dental care as a result of COVID-19.

Advice and information

- In December, we created a [dedicated webpage](#) to capture information about the COVID-19 vaccination roll-out programme.
- We created a [dedicated webpage about services over Christmas and New Year](#), and tips for staying over the winter.
- We published [advice to the public about NHS 111](#) to help alleviate pressures on emergency services.
- We promoted the [campaign to encourage people to get their flu jab](#) which was more important than ever.

Our Board

- We published the [Healthwatch Brighton and Hove - Board Papers for 7th December 2020](#).

November 2020

Bulletins

- We published **one** Health and social care and COVID-19 bulletins, and **three** other COVID-19 updates.

Reports

- You can read our [report which outlines conversations with a sample of people who completed the 'Accessing health and care services: findings during the Coronavirus pandemic'](#) survey. The interviews provided opportunity for people to talk more about their experiences.
- Young Healthwatch worked alongside Healthwatch Brighton and Hove to explore young people's experiences of Sussex health and social care services during the coronavirus pandemic (including phone, video, and online appointments). Read their [report here](#).
- You can read about how [Healthwatch in Sussex amplified the voices of Relatives with loved ones in Care Homes across Sussex](#).

Advice and information

- We shared key messages about the [new national lockdown](#) announced in November including coronavirus outbreak Frequently asked questions on what you can and cannot do during the coronavirus outbreak.

October 2020

Bulletins

- We published **three** Health and social care and COVID-19 bulletins, and **four** other COVID-19 updates.

Reports

- Our [6-month report](#) demonstrated what we had been doing and what projects.
- We reported on our [Hospital Discharge Wellbeing Report](#) started early in April 2020 as part of the response to COVID-19. We reported on the 5 months from April to Sept 2020.
- We released a [final report from the Healthwatch in Sussex public survey on digital consultations](#), which was combined with results from the Sussex NHS Commissioners' survey on NHS communications with patients.

Surveys

- We launched a patient [survey on dental services](#).

Interviews and media

- In [an interview](#) David Liley, CEO explained the ongoing issues with track and trace, the availability of testing as well as the concerns about getting test results back.

Advice and information

- We promoted a new and free service created by [The Speak up Against Cancer Team](#) at Albion in the Community to help save lives.
- We also promoted the [Big Debate](#). In response to the disproportionate of COVID-19 on ethnic minorities, the CCG worked with Diversity Resource International to host a series of webinars.
- We promoted [resources to help people with the mental health](#) during the pandemic.
- We published a [public guide to help people understand how to collect a prescription](#) for a friend, family member or neighbour.
- We shared information about [the launch of an enhanced NHS 111 service](#) from 1st October.

Our Board

- We published the [Healthwatch Brighton and Hove - Board Papers for 12th October 2020](#).

September 2020

Bulletins

- We published **two** Health and social care and COVID-19 bulletins, and **two** other COVID-19 updates.

Reports and press releases

- Healthwatch Brighton and Hove published a [report into the experiences of people receiving end of life care](#). 15 people and their families told Healthwatch about their experiences in and out of hospital. And issued a [press release](#).

Surveys

- We launched a patient [survey about Patient Transport Services](#).

August 2020

Bulletins

- We published **two** Health and social care, and COVID-19 bulletins, and **one** other COVID-19 update.

Reports

- We released an [interim report from the Healthwatch in Sussex public survey on digital consultations](#).

Advice and information

- We [published information](#) about what NHS services had been told about returning services to near pre-COVID-19 levels, preparing for winter and locking in the benefits that the response to COVID-19 had resulted in.

Our Board

- We published the [Healthwatch Brighton and Hove - Board Papers for 10th August 2020](#).

July 2020

Bulletins

- We published **four** Health and social care and COVID-19 bulletins.

Reports

- We published a [performance report](#) describing Healthwatch Brighton and Hove activities from May to June 2020.
- We published the [outcomes from our Mental Health Sector Connector Forum](#) held on 8 July 2020. Sector Connector' is a Sussex wide collaboration between Healthwatch, the Voluntary and Community Sector and the NHS.

- [The impact of COVID-19 on Brighton and Hove: a statistical evaluation.](#) Since the coronavirus was recognised as a global pandemic, and particularly since lockdown was announced in England on 23 March, we have been presented with an ever-increasing amount of data describing the impacts of the virus (COVID-19). Our report brought together some key data and statistics for the public.
- We [published our Outpatients' booking systems: an interim Healthwatch report.](#) We launched an outpatients' booking survey in January 2020. By March, we had gathered the views of 120 patients but our plans to analyse the results, publish our report and discuss our findings with providers were halted by the COVID-19 pandemic.
- [Environmental Audits of the Brighton and Sussex University Hospitals Trust: a summary of our audit](#) work conducted between April 2019 to March 2020. We also produced our second report which examines [the outcomes from the annual Patient-Led Assessments of the Care Environment programme \(PLACE\).](#)
- We shared information about our [Healthwatch Wellbeing Discharge project](#) and our partnership working with Brighton and Hove City Council, Brighton and Sussex University Hospitals NHS Trust and the Sussex Health and Care Partnership.
- Publication of our GP Review report - On 29th July, we published our [review of all GP practices and surgeries across the City.](#) Originally ready for publication in March - just at the time when COVID-19 took hold in the UK - we took advice from Healthwatch England, the City Council and the NHS and temporarily withheld publication of this report to facilitate the virus response.