

Celebrating



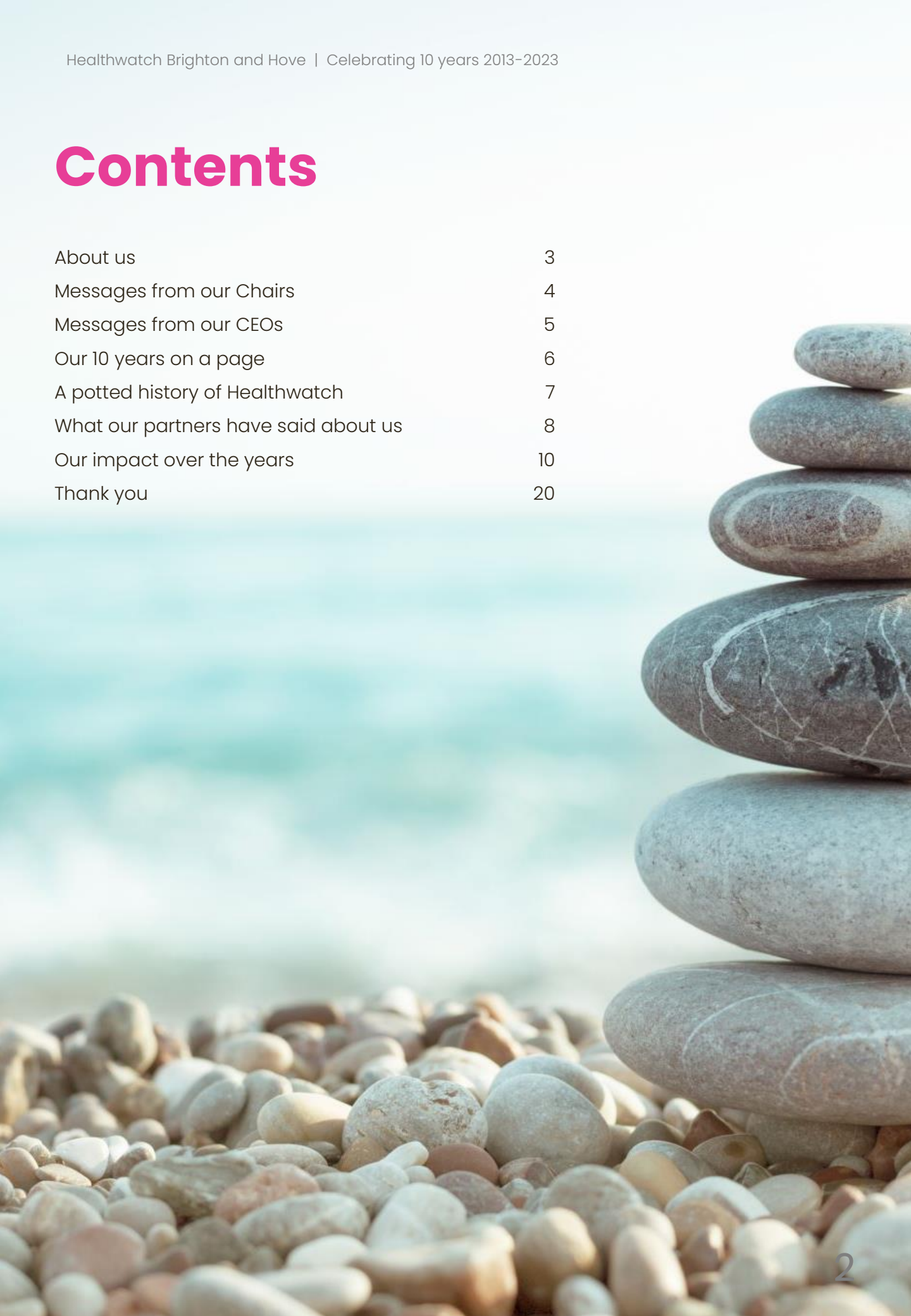
Healthwatch Brighton
and Hove, 2013–2023

Helping to make
care better



Contents

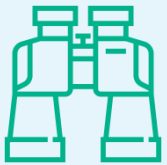
About us	3
Messages from our Chairs	4
Messages from our CEOs	5
Our 10 years on a page	6
A potted history of Healthwatch	7
What our partners have said about us	8
Our impact over the years	10
Thank you	20



About us

Your health and social care champion

Healthwatch Brighton and Hove is your local health and social care champion. From Whitehawk to Portslade and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Messages from our Chairs

Fran McCabe, Chair 2013–2022

One of the reasons I wanted to become Chair was I could see the strength of having a network of Healthwatches and a national body to harness intelligence and evidence. In the first year or so, we created a strong board, had staff settling into their roles, and brought in strong CEOs. Healthwatch has always punched above its weight with a small group of staff and a loyal cadre of volunteers who are its eyes and ears. Making relationships with health and care personnel has been a key activity to gaining trust and credibility. Healthwatch has developed a reputation for strong evidenced reports based on the experience of people who use health and care services as patients, service users and carers.

Healthwatch is the 'go to' organisation both nationally and locally to get patient and user views about health and social care: and the vision that I and others had – that there was strength in collaboration and validating individual experiences at a national level to influence and change policy and practice – is now central to the Healthwatch endeavour. I am very proud of what we have become.



Fran McCabe.

Geoffrey Bowden, Chair 2022 onwards

Under the leadership of my predecessor, Fran McCabe and the outgoing CEO David Liley, Healthwatch Brighton and Hove established an enviable reputation as a trusted and reliable organisation.

With the active input of those using health and social care services, our evidence-based reviews command the respect from those charged with delivering and improving them for the benefit of the public.

Our reputation as a source of trusted and independent health and social care information was certainly vital during the pandemic. COVID placed exceptional stresses on services and the public craved timely and dependable updates that it could trust. Positive feedback on those bulletins emphasised just how trusted Healthwatch Brighton and Hove had become.

Since the pandemic, there has been a changing of the guard at Healthwatch. Both Fran McCabe and David Liley have retired and Alan Boyd has been appointed as the new CEO.

The stresses on the NHS and social services have not been helped by the legacy of the pandemic. An exhausted workforce feeling undervalued has led to unprecedented industrial action. Waiting lists have lengthened and the patience of the public has sometimes been stretched to its limits. Against such a backdrop our role as a critical friend is, nevertheless, as vital as ever, but needs to be played with sensitivity.



Geoffrey Bowden.

Messages from our Chief Executives

Nicky Cambridge, 2013–2015

I joined Healthwatch Brighton and Hove Healthwatch in April 2015 as the organisations' first Chief Executive Officer. It was an exciting time to join with a Board that was ambitious, staff that were committed and volunteers bursting with energy and ideas. It was incredibly powerful to hear patient's stories. It was particularly rewarding to launch the organisation's first community spokes programme which funded third sector and community partners with reach into seldom heard communities. The richness of their insight provided unique unheard perspectives with real power. Now that I work in the NHS myself, I continue to see the importance of this work undertaken by Healthwatch Brighton and Hove. I wish the organisation every success with the next 10 years to come.



David Liley, 2016–2022

When local Healthwatch was first established it did not know what it was and we had to build on previous attempts to establish a unified voice for the patient and public opinion. We have now built a reputation for powerful evidence-based reporting, bringing the patient voice to the centre of topical issues, and being a fearless but balanced critical friend to health and social care. Our various reports over the years have strengthened our role as the authoritative voice for independent and accurate information and assurance. Our reputation has increased and strengthened, reflected by our award-winning projects. It has been a privilege to have led the organisation for over six years and worked alongside so many talented and dedicated staff members, Board and volunteers. I look forward to watching how the organisation continues to grow and adapt.



Alan Boyd, 2023 onwards

It is impossible to describe everything that Healthwatch Brighton and Hove has done and achieved over the last 10 years but in this report, I have highlighted a sample of the projects, reports, events and advice that we have produced and been involved with. At the heart of everything we've done have been our city's residents and none of this could have been possible without the hard work of all the people who have worked for us, our various Board members and our outstanding volunteers who have given so much of their time and ideas. We could also not have succeeded without the support of our various partners working across the voluntary and community sector, NHS services, the Council, our other Healthwatch colleagues, and those who commission and deliver services. To everyone who has been involved in our success – thank you.



Over the last 10 years...

151 Volunteers Contributed over



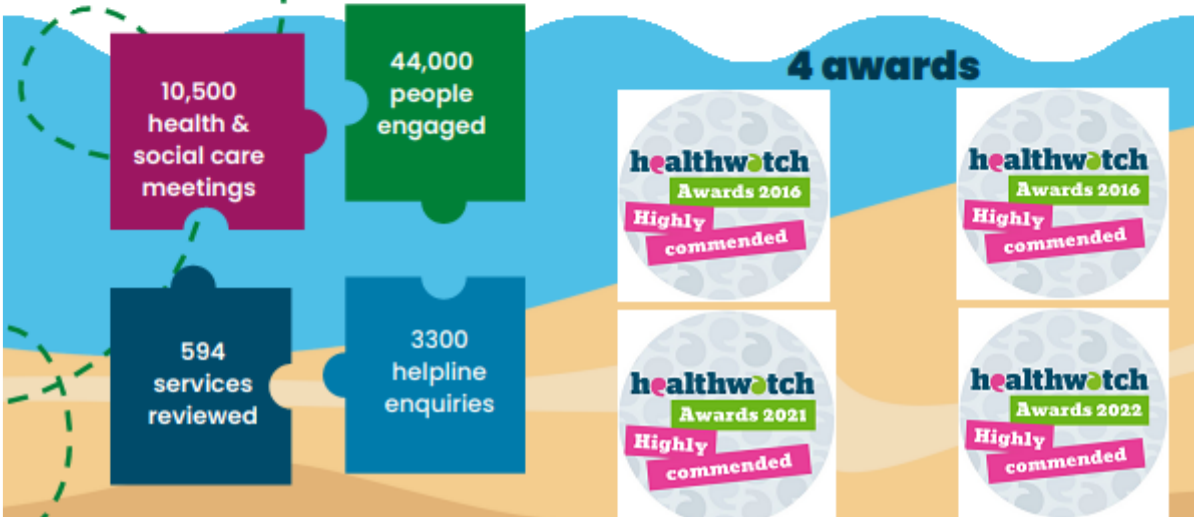
to help our community



390 press releases and media interviews



We've made 1761 Recommendations



A potted history of key dates

Year	What happened
2012	Healthwatch is set up under the Health and Social Care Act 2012.
2013	Healthwatch Brighton and Hove is formally inaugurated in April 2013. We are hosted by Community Works and our first staff team join us. We also publish our first report.
2014	The Mayor of Brighton & Hove formally launches Healthwatch Brighton and Hove on 5th March. We are formally registered as a Community Interest Company on 14th October. Our first volunteers join us this year.
2014/15	Our Board of Directors is formed. We begin our Enter and View Visits to local health and social care services, launch our newsletter and start our public helpline. More than 1000 people sign up to receive our newsletter.
2015	We become an independent Community Interest Company in April.
2016	We win two Highly Commended awards from Healthwatch England for our partnership working.
2017	We set up our monthly volunteer led visits to our local hospitals.
2017	We establish our Young Healthwatch.
2017/18	Young Healthwatch publishes their first report looking at A&E and experiences of mental health services.
2019	We launch our Homecare check service, still operating today.
2020	We start to issue our COVID bulletins and start our award-winning Hospital Discharge project. More than 70 volunteers support our work throughout the pandemic
2021	We win our third Highly Commended award from Healthwatch England for our Hospital Discharge project. Our End of Life project is also shortlisted. Our volunteers speak to over 1700 recently discharged from hospital.
2022	We win our fourth Highly Commended award for our work in helping patients to overturn a decision to reduce opening hours at a local GP practice. We are also awarded a 3 year direct contract renewal to continue running Healthwatch for the city.

What our partners have said about us over the years

"It's vital we pay attention to the voice of our local communities and the people who use health and care services. Healthwatch plays a vital role in bringing this voice to the fore. Thank you for being a champion, a critical friend and an influential agent for change in shaping the way health and care services are provided for residents of this city."

**Dr Jane Padmore, Chief Executive Officer
Sussex Partnership NHS Foundation Trust**

"Healthwatch has played an important role in being a critical friend to the Clinical Commissioning Group and has helped us embed the voice of patients in the work we do."

Adam Doyle, Chief Accountable Officer of NHS Brighton and Hove CCG

"Social Care, Safeguarding and Public Health have all benefitted from Healthwatch evidence-based reports in the last year. These reports are an important source of independent evidence gathered from patients and service users and can be used to support continuous service improvement."

Rob Persey, Executive Director for Health and Social Care, Brighton and Hove City Council

"Healthwatch brought an excellent focus for patient understanding of their discharge with their questionnaires."

Clinical Commissioning Group evaluation report

"Healthwatch's input is invaluable and promotes engagement with clinical colleagues, reinforcing that things are always considered and viewed from a patient's perspective. There have been a range of projects that have had a significant impact on our environment, all of which Healthwatch has been instrumental in helping to deliver."

Former Deputy Chief Nurse, Brighton & Sussex University Hospitals Trust

"The Clinical Commissioning Group would like to extend its thanks to Healthwatch for its support to the system in responding to COVID-19. We particularly appreciated their regular feedback, which allowed us to respond quickly to any issues and strengthen our work to help ensure the public were getting the care they needed, and the regular bulletins which provided a rich and crucial source of information with inspiring patient stories."

Lola Banjoko Executive Managing Director

"We were delighted to be able to work in partnership with Healthwatch this year to highlight the challenges which LGBTQ+ communities face. Alan and the team were passionate and committed to improving the experience of LGBTQ+ across Health and Social care."

**Jane Woodhull (she/her/hers), Health and Inclusion Coordinator
LGBT+ Switchboard**

"Healthwatch is an active partner at the city's Health and Wellbeing Board. The voice of service users across our health and care services are crucial to develop and build stronger, more resilient services for the future."

Councillor for Moulsecoomb and Bevendean, former Chair, Brighton & Hove Health and Wellbeing Board

"Brighton and Hove Clinical Commissioning Group welcomed the findings from the Healthwatch GP report. It highlighted some important opportunities for service improvement and I am confident this will provide an impetus to progress and improvement"

Dr David Supple Clinical Chair, Brighton & Hove CCG

"We are very pleased to see our residents' views are being listened to in such a meaningful way and thank Healthwatch for their work in highlighting how the reduced hours in New Larchwood Surgery in Coldean is having a detrimental impact on more than 2,000 registered patients that use the service, and especially so for some of the more vulnerable groups."

Zoe John & Martin Osborne, City Councillors

"East Sussex Local Dental Committee had the pleasure of working with Healthwatch over the past few years. We are looking forward to continuing our joint working relationship with you for the benefit of your local population and the dental workforce."

Nish, Chair, East Sussex Local Dental Committee

"Healthwatch are valued partners, delivering crucial insights into the experiences of individuals using social care services across the city. Healthwatch has supported a number of projects on behalf of Brighton & Hove Adult Social Care Commissioners."

**Alex Saunders, Commissioning & Contracts Manager
Brighton & Hove City Council**

"Our local Healthwatch is an effective voice for local health and care service users, shining the light on where we could do better but always offering constructive suggestions for improvement."

Cllr Clare Moonan

Our impact over the last decade

Your stories and feedback have the ability to deliver real change to local health and social care services that can benefit everyone in the city.

Over the last 10 years, you have shared more than 44,000 stories, views and opinions with us.



Helping the public

Over the last 10 years, our dedicated Healthwatch Helpline has answered over 3,000 of your queries and questions.

We have shared your feedback with NHS services and those whom Commission services, helping thousands of others as a result.



"You have been helpful, understanding and patient ... thank you for your help today – much appreciated to be listened to and treated with respect."



"I've met a lovely lady at the local community festival who not only listened to my horrible experience, but also provided me lots of useful information. She encouraged me to not let the issue go, but to speak to her colleague [at the Healthwatch Helpline] who eventually helped me to resolve all my issues."



Your top queries to our Helpline us over the last 10 years have been about COVID vaccinations, requests for information about NHS dentists, complaints about NHS and social care services and concerns or requests for advice concerning GPs and GP practices.



"I just want to express my grateful thanks for the information on local services document you have prepared and distributed. This is very helpful and answers various questions I had. Much appreciated."

"My Mother passed away at the RSCH recently and I thought it best to let you know. I know that she spoke very highly of your team and the people that called her. I personally would like to offer my heartfelt thanks to all involved."



"A wonderful report which I have been raising at a range of meetings in the city to make sure everyone has seen it. Brilliantly written and accessible."



Our GP focussed work

Over the last 10 years, we have been proactive in providing support to patients, helping them to navigate many changes affecting primary care.

In 2022, we supported patients at New Larchwood Surgery to overturn a decision to reduce opening hours at a local GP surgery.

"I would like to thank you from the bottom of my heart for the sterling work you put in on our behalf. Now we have the final findings from you and consequently, the resulting actions from the CCG and GPs at the surgery."

Anna de Wit, Chair, Coldean Residents' Association

- In 2015/16, we contributed to the national learning on how best to engage and support patients when their surgery closes.
- In 2017/18, we worked with the General Medical Council (GMC) providing feedback on the standard of services provided by individual doctors. We arranged focus groups in Brighton and Hove to help the GMC improve the 'revalidation of Doctors'.

Our GP reviews

We have conducted several reviews of GP services over the years to understand what people think about services. Over 4,000 people have shared their opinions with us.

- This has shown high levels of satisfaction.
- Revealed low awareness of some screening services which led us to support our Clinical Commissioning Group's (CCG) involvement in the Local Cancer Services Scheme to help shape the bowel screening service.
- We've highlighted concerns around the falling number of GPs in the city.
- We've flagged concerns around timely access to GP appointments.
- We've shown that people are delaying making a GP appointment and highlighted how this has led some people to seek help from other parts of the NHS sometimes creating more pressure on that part of the system.
- We've gathered your views on using alternatives to face-to-face appointments.
- Seen how people's experiences of GP access have changed between 2020 and 2022.
- We've reviewed practice websites and Out Of Hour messaging during COVID-19 to ensure patients were getting the support and advice they needed.

In 2015/15, Care Quality Commission (CQC) inspections of some GP surgeries in Brighton and Hove noted a high number of safeguarding problems. We provided an analysis of the issue and shared it with the CQC, the city's Health Overview and Scrutiny Committee and the Brighton and Hove Safeguarding Panel. We escalated the issue to Healthwatch England. The inadequacy of safeguarding processes in general practice has since been highlighted in national reports.

COVID-19 – our response

During the pandemic, our staff team were active and remained working throughout. We strengthened our role as the authoritative voice for independent and accurate information and assurance. Our reputation, already secure, was increased and strengthened.

Reports – we were one of the first community organisations to publish consolidated information and established ourselves early on as a ‘go-to’ organisation for accurate and up-to-date information, receiving praise for our role. Around 2000 people shared their experiences of the vaccination programme.

Bulletins and Advice – we published over 100 bulletins on COVID-19 and vaccinations, keeping people updated and aware of changes. We attracted praise from Councillors and local MPs, the public, press, and senior city-leaders for the quality and breadth of our updates.

Vaccine Helpline

Between April 2021 and March 2022, **12 Healthwatch** volunteers:

- answered an amazing **1,460** calls via the city’s vaccine helpline.
- contributing **536** hours!

“It’s been great to help out here, I’ve really enjoyed it.”
— Healthwatch volunteer

“The majority of callers I have spoken to are extremely grateful for the help they are getting from the team.”
— Healthwatch volunteer

“Healthwatch volunteers have been absolutely amazing. I wish to take this opportunity to thank all the volunteers for their hard work and commitment.”
— Vaccine Enquiry Helpline Line manager

Supporting carers

As a result of concerns we had heard, we held a series of events in 2020 and 2021 on behalf of informal carers of care home residents. We provided a space for them to ask questions and gain answers from health and social care representatives. These events ensured that the voice of informal carers and care home residents were heard. They also raised important issues which influenced decisions made by system leaders.

“Care Homes really matter, and families and friends of residents have a very important role to play in the shared care of residents.”

Dame Philippa Russell
on how the 2021 webinars highlighted the important relationship between the care home and their families.

Cancer patients – we responded to concerns about a lack of information about cancer services and care homes during COVID-19 lockdown by delivering a series of webinars attended by local experts who answered their questions.

Our Hospital work

Over the years, we have carried out numerous visits to our local hospitals, surveyed patients, raised your concerns and feedback and built a strong partnership with Trust staff. We’ve also provided feedback to the Care Quality Commission.

Hospital Discharge projects

In 2018/19, we visited 80 patients in hospital aged 65+ years and then re-visited them at home following their discharge. In direct response to ten recommendations we made from this work, the CCG and Hospital Trust jointly wrote an action plan to improve hospital discharge.

As part of our COVID-19 response, our award-winning discharge project – jointly funded by the local council and NHS Clinical Commissioning Group – started in April 2020. Our volunteers called people recently discharged from hospital to check on their wellbeing:

- 6530 people were referred to the project
- 2404 people were supported by our volunteers
- 23% were referred for some additional community support
- 23% of people told us that they had some issue or concern related to their hospital discharge.



- In 2015/16, proposals made by Healthwatch Brighton and Hove to improve the Urgent Care Centre in the A&E Department at the Royal Sussex County Hospital were incorporated into their modernization plans.
- In the same year, our A&E reports resulted in 28 recommendations being acted upon by the Royal Sussex County Hospital.
- In 2016/17, an investment of £2 million in a project to improve the Eye Hospital at the Royal Sussex County Hospital was partly prompted by a report from Healthwatch Brighton and Hove.

Hospital Enter & Views

Since 2017, using our Enter and View powers, our volunteers have conducted regular visits to our local hospitals looking at the physical environment and how this could be improved. They have made 27 visits to over 50 wards and departments making over 450 recommendations.

The Trust has acted on many of our recommendations and reported back to us through regular meetings about what they proposed to do about the issues and concerns we had raised. We estimate that thousands of patients will have benefited from improvements made to our hospitals – as identified by our volunteers – over the years.

Our work on dentistry

Requests for help to find an 'NHS dentist' is the second main reason why people contact our public helpline.

Between 2020 to 2021 we saw a 271% increase in dental queries.

In response to your dental enquiries, we worked with Healthwatch teams across Sussex, dental practices and Local Dental Committees (who represent dentists in the South East) to create a guide to your rights and to support you to access the treatment you needed.

We have shared your experiences and stories with Healthwatch England to support them deliver national campaigns to improve access.

We have also worked with local MPs to raise your concerns in Parliament and fed them into a national Parliamentary inquiry.

Supporting good oral care in care home

In early 2019, in response to UK-wide concerns about oral care in care homes, we spoke to 111 care home residents and 75 care staff across 20 homes in the city. Healthwatch was invited to share our findings at the Care Home Forum and Local Dental Committee.

We were also invited to present at the Healthwatch Annual Conference.



"I have worked closely with Healthwatch over the past year, particularly on dental issues. Their expertise, experience and professionalism have been invaluable to me in my work scrutinising Ministers. I look forward to continuing to cooperate in the coming year and doing what I can to ensure their voice as an independent champion for those needing health and social care services in Brighton and Hove is properly heard. Thank you to all the brilliant Healthwatch team!"

Caroline Lucas, MP for Brighton Pavilion



We have also reviewed dental websites and out-of-hours telephone messages to ensure they were providing patients with up-to-date and relevant information.

On work on Mental Health

In 2015/16, in partnership with Sussex Partnership NHS Foundation Trust (SPFT) and Speak Your Mind Young People’s Advocacy Project, we held two workshops for young people aged 16–25 with mental health needs. Insights from the sessions were shared with national partners, which led to the improvement of resources and the development of an interactive website.

In 2016, Healthwatch worked with MindOut, a local mental health charity for LGBTQ people, to develop a successful proposal for a specialist Trans advocate. We understood this to be the first post of its kind in the country and we were delighted that it was Highly Commended at the 2016 Healthwatch England awards.



Mental Health and accommodation

In 2022, Healthwatch explored service user experiences of mental health services and accommodation providing mental health support in our city. We gathered the experiences of 137 service users and 96 mental health professionals. We made recommendations to the Brighton & Hove City Council (BHCC) and the Brighton & Hove Clinical Commissioning Group (CCG) and our findings were incorporated into the City’s Mental Health Joint Strategic Needs Assessment.

Some of our other work

We have shared advice to the LGBTQ+ community on how to access mental health support.

We shared advice on staying active indoors & looking after your mental health during COVID-19

We promoted the launch of the Sussex Mental Healthline.

Sector Connector
In 2021, working with Healthwatch colleagues, we launched Sector Connector – a way for non-NHS organisations (the Sector) to engage and influence the Sussex Health and Care Partnership Mental Health Programme.

The project was been developed by voluntary and community sector organisations across Sussex.

Some of our other activities

Sexual Health

In 2016/2017, Healthwatch raised concerns about privacy and the physical environment at a sexual health clinic in the city. A team of managers and nurses were there the next morning to start an improvement programme.

Personal Benefits

In 2017/18, our report on the experiences of people accessing Personal Independence Payments and Disability Living Allowance assessments was shared with a Parliamentary Select Committee. We also sent a joint letter to the Chair of the Safeguarding Adults Board, and to the Secretary of State at the Department of Work and Pensions (DWP). We used our influence to set up, for the first time, meetings between DWP officials, representatives from PIP assessment providers and local charities and groups advocating on behalf of vulnerable adults. This created direct routes of contact, provided 'top tips' for caseworkers, and helped to better explain certain aspects of the application processes.

Pharmacies

In 2018/19, when asked about online pharmacy services, 60 out of 91 people told us they had received marketing about them by post or leaflet. Many people found the marketing information confusing including the use of the NHS logo in what was private business advertising. When we passed on these concerns nationally, the ensuing social media discussions received 25,000 hits, more than any issue we'd previously raised.

Homecare services

Our Homecare project has evolved over the years to meet the needs of our city. But it was originally started to learn more about the care people received in their own homes.

Starting in April 2018 (and paused for two years during COVID-19), over 20 volunteers have spent almost 1,000 hours interviewing more than 540 residents about their home care, from 15 different providers. As a result of these interviews, we have signposted over 160 people for additional support or advice, raised 66 concerns which included requests for reviews and 15 safeguarding reports to the Council's Access Point. We have also shared many examples of excellent care.

End Of Life care

In 2022/21, we conducted a review of how good End of Life care was at our local hospital (2021).

Our work was nominated for a Healthwatch England award for the contribution our volunteers had made. Our earlier report (September 2020), found that End of Life care was not a dignified and well-arranged experience for many.

Our recommendations were accepted in full by the NHS and since then, processes have taken place to embed our report findings into strategy and policy.

Our city's Health and Wellbeing Board Committee (HWB) received the report and proposed that it form part of their 'Dying Well' programme. They requested that the report was brought back to the Committee for monitoring in March 2021.



Non-Emergency Patient Transport Services

Working with colleagues across Healthwatch teams in Sussex, we have delivered reviews of the service in 2016, 2017 and 2020.

We have fed patients' experiences into a national NHS review of the service.

We have presented our concerns – based on patients' views – to our city's Health and Scrutiny Overview Committee, flagging major concerns over the failure of the service in 2016 and demanding immediate improvements.

We are now working closely with those responsible for commissioning a new service from 2025 and they have taken on board patients' views from our last review of the service in 2020 and fed these into a revised service specification – this means that your views lie at the heart of service redesign.

Reviewing NHS Services

Equipment and Adaptations Service

We have conducted two reviews of this service (2016 and 2022) which is for people who need extra help to live at home and can access equipment such as grab rails, stair rails or ramps, and appropriate aftercare. Our reports have included views from over 900 service users and professionals. Our recommendations have fed into the future service specification including improving the recycling of equipment and being able to order and review deliveries and installations (including reporting faults) online.

Young Healthwatch

In 2017, we commissioned YMCA DownsLink Group to find out what young people think about health and social care.

Over the years we have used these findings and communicated them to the people who run services, so they know how to best support young people and help make their services as accessible as possible.



- Young Healthwatch held listening labs' seeking out the views of hundreds of young people about the health and care issues that matter to them.
- They explored young people's views on mental health services during the COVID-19 pandemic.
- They gathered the views of young people from ethnic backgrounds on local sexual health services and barriers to access. Their report was shared with the Lead and Deputy Commissioner for these services.
- They asked young people about their experiences of A&E.
- They spoke to young people across local schools asking for their suggestions to improve the school environment, create better relationships with teachers, and suggested that information on improving emotional and mental health be embedded in the curriculum and learning. The Young Healthwatch Report fed into a Sussex-wide NHS review of Children and Young People's access to psychological therapies.

In 2015, Young Healthwatch visited GP surgeries for observational visits and interviewed young people. They recommended changes including better information about emotional support and access to psychological services; respect for the privacy for young people when they need to discuss confidential personal issues.

The YMCA 'Right Here' project worked with one GP surgery to make it a beacon practice for young people.

In 2020/21, Young Healthwatch produced videos and apps for children and young people who had greatly struggled during the COVID-19 pandemic.

Thank you Volunteers

Healthwatch Brighton and Hove has been supported by a team of amazing volunteers who have been at the heart of our organisation since 2014. Their efforts have been recognised by two national nominations in the Healthwatch England awards – a brilliant outcome and truly deserved. Thanks to their efforts in the community, we have been able to understand what is working and what needs improving in the NHS and social care. Over the last 10 years, over 150 people have chosen to volunteer for us, including 25 Board and Governing members.

They have

- spoken to thousands of patients
- provided answers to over 3,000 people who contacted our helpline
- answered 1,460 of your COVID-related queries via a specialist helpline
- helped hundreds of people have their say.

"Healthwatch volunteers are constantly challenging us to improve our services and physical environment, to improve the patient experience. They bring clear evidence and a reasoned argument."

Former Deputy Chief Nurse, Patient Experience, Brighton & Sussex University Hospitals Trust



"Healthwatch volunteers have been absolutely amazing – many thanks for your efforts and contribution to the work on the Vaccination Enquiry Helpline."

Vaccine Enquiry Manager Feedback B&H Clinical Commissioning Group

Thank you

Chair & Directors

Our board of directors are all volunteers

Fran McCabe and Geoffrey Bowden
Chairs

- | | |
|---------------------|--------------------------|
| 1. Neil McIntosh | 14. Dr Frances Forrester |
| 2. Karen Barford | 15. Catherine Swann |
| 3. Dr Khalid Ali | 16. Clare Tikly |
| 4. Sophie Aunounou | 17. Bob Deschene |
| 5. Howard Lewis | 18. John Davies |
| 6. Angelika Wydra | 19. Doris Ndebele |
| 7. Alastair Hignell | 20. Mick Lister |
| 8. Christine D’Cruz | 21. Rachel Travers |
| 9. Chris Morey | 22. Karin Janzon |
| 10. Gillian Connor | 23. Sophie Reilly |
| 11. Carol King | |
| 12. Tony Benton | |

Directors, Governing Body
members and Advisors
supporting Healthwatch over
the last 10 years

Learn more about our current directors at
healthwatchbrightonandhove.co.uk/our-board

Thank you

Staff Team

Our employees over the years

**Nicky Cambridge,
David Liley & Alan Boyd**
Chief Executives

**Michelle Kay, Will Anjos,
Clary Collicutt & Alan Boyd**
Project Coordinators

**Rebecca West, Hadi Kebbeh
& Clary Collicutt**
Project Support
Officers/Assistants

Dr Lester Coleman
Head of Research

Steve Turner
Volunteer Coordinator

Dr Roland Marden
Evidence and Insight Manager

Magda Pasiut
Engagement and
Communications Coordinator

Siobhan Williams
Personal Assistant

Kitty Wallace & Clare Funnell
Communications Officers

Elaine Elliott
Helpline and Information
Coordinator

Claire Jones & Jane Viner
Healthwatch Managers

Kerry Dowding
Intelligence and
Projects Co-ordinator

Heather Pringle
Operations Coordinator

Learn more about our current staff at
healthwatchbrightonandhove.co.uk/our-staff

Thank you

To all of our partners and those
who have supported us

Thank you:

- To members of the public who shared their views and experience with us.
- To all of our amazing staff and volunteers.
- To the voluntary organisations that have contributed to our work.
- To all NHS staff working across our local trusts, and to all care staff and staff working in allied services.
- To all those working in emergency and support services.
- To all those working at our local city council and Integrated Care System (and its predecessor the Clinical Commissioning Groups) who have delivered vital services, and listened and responded to our feedback.
- To all our local and national partners, providers and commissioners working across health and social care.

So thank you to all – in front and behind the scenes – who have supported us and helped to ensure that the patient voice has been listened to and acted on to improve health and social care services for everyone in Brighton and Hove.

Learn more about our current staff at
healthwatchbrightonandhove.co.uk/our-staff



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