



# Annual Performance report (2022/23) – Healthwatch Brighton and Hove

April 2023

Contact: Dr Lester Coleman  
Head of Research

Annual Performance report (2022/23) – Healthwatch Brighton and Hove – April 1<sup>st</sup> 2022 to March 31<sup>st</sup> 2023

Performance Indicators	Evidence
<p><b>1. Intelligence</b></p> <p>3 key issues every 6 months demonstrating issues identified for needing improvement based on our information line and other engagement intelligence.</p>	<p><b>1. Access to GP appointments across Sussex.</b> This project, published in February 2023 gathered intelligence from 851 people who were surveyed late last year. Some questions allowed us to see whether people’s views and experiences about remote GP appointments had changed two years since the pandemic began (by comparing some findings from a project undertaken in June 2020). Issues identified for needing improvement include: encouraging people to not delay making appointments when in need (56% had done so); understanding that hybrid appointments (remote and face-to-face when needed) are people’s preferred model (reported by two-thirds of people); and that 1 in 6 people prefer no form of remote appointment.</p> <p>Most people showed a strong preference to having appointments as soon as possible and having a more precise time when they will receive a phone or video call, overriding the preference to see their regular GP.</p> <p>Compared to the earlier survey in 2020, a preference to see a GP as soon as possible had increased significantly. Also, a greater proportion of people showed some criticism towards remote GP appointments – more agreeing that <i>‘only having phone or video appointments with my GP would put me off from getting support’</i> and less agreeing that <i>‘I think you can get just as much advice from a GP by phone or video compared to a face-to-face’</i>.</p> <p>This intelligence has been shared with the Chief Primary Care Officer at NHS Sussex and in the form a <a href="#">press release</a>, resulting in an interview with BBC Sussex. This intelligence ties in with the ICS priorities where <i>‘further increasing access to GP services’</i> was announced as one of four top priorities for the NHS in Sussex this year.</p>

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	<p><b>2.Reversing the closure of toilet facilities in Brighton and Hove</b></p> <p>In January 2023, we received enquiries through our helpline about public toilet facilities closing in various locations across the city. Concerns were also shared by the communities supported by the Friends, Families and Travellers (FFT) charity. An article in <a href="#">The Argus</a> reported the planned closures of 18 facilities including ten in parks, and six seafront locations. Many locations are isolated, and the alternatives of shops and restaurants are unavailable. These closures will also have an impact on the following groups, many of which have protected characteristics: families, pregnant and menstruating women, elderly people, people with long-term incontinence issues (for example, Colitis, Crohn’s disease, IBS, Parkinson’s, bowel, and bladder cancers), those that are wheelchair bound and with other mobility issues, as well as carers, school groups, and people from the travelling community. The city is likely to suffer as a tourist and holiday destination, as visitors could be reluctant to spend time in locations where there are no public facilities.</p> <p>In response, Healthwatch Brighton and Hove and FFT wrote to the Policy and Resources Committee expressing these concerns in liaison with and on behalf of members of the public who contacted us about the proposal. On February 14th, 2023, we received a reply from Councillor Phélim Mac Cafferty committing more funding to keep as many public toilets available as possible, laying out how they intend to continue to <a href="#">fund public services</a>, including public toilets. The reply also details that there will be investment in public toilets with a business plan to safeguard their future. The budget proposes adding an additional £400k funding for next year which is what is needed to reopen as many public toilets as possible per normal in the spring and that they will be continuing to review sites where there are issues and looking to open those that are currently closed at the earliest possible opportunity. Setting aside £65k for a Project Manager, they will work through these complexities and oversee the development of toilets in the city for the long-term. They will develop a public toilet plan for the medium to long term plan for public toilet provision. Through the intelligence gathered by Healthwatch Brighton</p>

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	<p>and Hove, we have effectively contributed to the <a href="#">reversal</a> of the intentions to close public toilet facilities in the city.</p> <p><b>3. Availability of NHS dentists.</b> Access to NHS dentists continues to be the second most commonly raised concern through our information line and this has continued throughout this year. Between April 1st and March 31<sup>st</sup>, 64 people have raised concerns about dentistry with us. The most common concern is being unable to access a dentist for NHS treatment. We have also heard of people only being offered private dental treatment. Healthwatch Brighton and Hove has continued to share people’s experiences with NHS England, the Local Dental Committee (which represents dental practices in the South-East), city leaders for health and social care and by September 2022 we had asked 16 questions in Parliament to the Minister for Health with the help of Caroline Lucas MP’s office - <a href="#">read our report</a>.</p> <p>We published a <a href="#">bulletin</a> focussed exclusively on the dental crisis including a background, compilation of people’s concerns and action taken by Healthwatch Brighton and Hove, including our dentistry guide explaining people’s rights to accessing treatment. Healthwatch Brighton and Hove are continuing to push for reform and better access to NHS dentistry and produced a <a href="#">press release</a> noting the recent (July 2022) reforms to the contract which governs the provision of NHS dentistry.</p> <p>We also led the development of a Healthwatch in Sussex patient <a href="#">leaflet</a> (‘What you need to know’) working with local dentists to produce this. This is available on the Healthwatch website and was shared with every dentist across Brighton and Hove, as well as Councillors and MPs.</p> <p>Healthwatch teams in West and East Sussex and Brighton and Hove teams submitted a <a href="#">joint response</a> to the Parliamentary Inquiry on dentistry, which was published on March 7<sup>th</sup> 2023. Healthwatch Brighton and Hove led this work.</p>

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	<p>Healthwatch teams in Sussex also undertook patient engagement in December 2022 to January 2023, following an <a href="#">announcement</a> in November 2022 made by the government and NHS, of changes which are intended to support improvements in dentistry provision. We wanted to learn whether these changes had been implemented and if they led to any change in the experiences of patients and the public in their ability to access NHS dental services when they need them. We also wanted to gauge the recent experiences of people so that we could share this with NHS England and the Sussex Integrated Care System (ICS) decision-makers responsible for commissioning local NHS dental services in Sussex and help them respond accordingly. Our findings (not yet published whilst we await a formal response from NHS Sussex) include that 62.3% were <i>Not Confident</i> about their ability to access NHS dental services over the next 12 months, either for themselves or others; and 45.0% were <i>Dissatisfied/Very Dissatisfied</i> about their ability to find a dentist offering NHS treatments.</p> <p>Healthwatch teams in Sussex met with the ICS lead for POD (Pharmacy, Optometry and Dentistry) in January 2023 to discuss our concerns, what we'd been hearing from patients and what the ICS's plans were. As part of this, we learnt that the ICS is creating a working group and Healthwatch in Sussex will be involved. Healthwatch has now set up quarterly meetings with the POD lead.</p> <p>Healthwatch provided media interviews about the current dental crisis in March 2023.</p>
<p>CRM information line with trends. Monitor this data to help detect patterns or emerging issues that may require further investigation.</p>	<p>Information from our info@ email and helpline are posted in our Customer Relations Management system (CRM). In total, we received 240 enquiries between April 1<sup>st</sup> and March 31<sup>st</sup> 2023.</p> <p>The main areas of enquiry are:</p> <ul style="list-style-type: none"> <li>• Making a complaint about any health or social care service or treatment, including how to do this – 99.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Accessing dentists including NHS treatment availability – 64.</li> <li>• Complaints specifically about access to GPs or issues with GPs – 28.</li> </ul>
Workplan updated every 6 months and reviewed continually.	Appended to this document.
<b>2. Activity</b>	
<p>Number of Environmental Audits (if applicable)</p> <p>Number of PLACE visits conducted (if applicable).</p>	<p>We have started out first Environmental Audits and PLACE visits since Covid:</p> <ol style="list-style-type: none"> <li>1. One environmental audit was conducted at Royal Solomon Ward (supports stroke patients) at the Royal Sussex County Hospital in July 2022. Report <a href="#">here</a>.</li> <li>2. Seven PLACE visits or 'Patient-Led Assessments of the Care Environment' (October 2022) were conducted at the Eye Hospital, Royal Alexandra Children's Hospital, Outpatients Departments, Gynaecology ward, Stroke, Respiratory and Heart wards, Vallance ward, and Accident and Emergency departments.</li> <li>3. Two further PLACE visits were conducted in November 2022 at Mill View Hospital and Rutland Gardens (both sites run by the Sussex Partnership Foundation NHS Trust – SPFT). Report <a href="#">here</a>.</li> </ol>
Brief examples of 2 joint projects undertaken with neighbouring Healthwatch East- and West Sussex.	<p><b>1. GP website review (Healthwatch in Sussex / HWiS):</b></p> <p>In September and October last year, we were invited by the NHS Sussex ICB to complete a pan-Sussex review of GP websites. This included 34 practices in Brighton and Hove that were reviewed to assess: whether there is a patient notice about Covid, how to book an appointment, the type of remote or face-to-face appointments available, the options to book or receive a repeat prescription (e.g. online, email, post), information for new patients, advice to contact in an emergency (e.g. NHS111, accident and emergency), how to make complaints, specific services (e.g. mental health, young people, carers support), translation services, and disability access. Also assessed in terms of clarity of information, ease of navigation, quality of information and layout and presentation.</p>

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	<p>The findings of the pan-Sussex review were presented and discussed with stakeholders at the Digital First Working Group on 11th August 2022. Following further consideration by the Digital First Board in September, the approved plan was to offer reimbursement payments to those practices identified as being the most 'in need'.</p> <p><b>2. Long-Covid (Healthwatch in Sussex / HWIS):</b></p> <p>Healthwatch in Sussex / HWIS has completed a survey on Long-Covid. 94 people replied that all had experience of Long-Covid. The survey helped to understand public and patient experiences and has produced recommendations that have been shared with health and care providers and decision-makers. The survey explored people's symptoms of Long-Covid, the impact of this on people's lives, where people have sought advice including from the Post-Covid Assessment and Support Service, and people's views about the type of follow-up assistance and care that would be most helpful in meeting Long-Covid related needs. This survey was shared across all of the three local Healthwatch in Sussex. The report was published in March and is available <a href="#">here</a>.</p>
Website, Facebook page and Newsletter traffic including bulletins.	<p>Website hits – 19,200  Facebook posts – 464.  Tweets – 476.  56 newsletters (bulletins) issued.</p>
Details of issues shared with Healthwatch England such as reports and key issues.	<p>a) Informed a new e-learning course on quantitative data analysis in Smart Survey for Healthwatch England. This was a voluntary contribution that asked people to try the course and answer various feedback questions.</p> <p>b) We have shared the following 17 reports with Healthwatch England:</p>

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	<ol style="list-style-type: none"> <li>1. <a href="#">Feedback on the Accident and Emergency Department, Royal Sussex County Hospital</a>. April 2022. <b>5</b> case studies.</li> <li>2. <a href="#">Healthwatch continues to support our city's COVID-19 Vaccination Enquiry Service</a>. May 2022. Our volunteers took 2,091 calls between February 2021 and April 2022 and a further <b>42</b> calls until end of June 2022, supporting members of the public with their questions about vaccinations.</li> <li>3. <a href="#">NHS dentistry - a Healthwatch bulletin</a>. June 2022. Numbers N/A.</li> <li>4. <a href="#">Supporting LGBTQ+ people in Brighton and Hove to share their experiences of health and social care services</a>. June 2022. <b>135</b> people (120 via surveys and 15 via focus groups). 17 recommendations.</li> <li>5. <a href="#">Healthwatch Brighton and Hove - Annual Report 2022</a>. June 2022. Numbers N/A</li> <li>6. <a href="#">Typologies of digital exclusion - A Healthwatch report</a>. July 2022. <b>20</b> people.</li> <li>7. <a href="#">Mental Health Services in Brighton and Hove - experiences of service users and professionals</a>. July 2022. <b>137</b> service users and <b>96</b> mental health professionals. 12 recommendations all underpinned by increased investment.</li> <li>8. <a href="#">Healthwatch, NHS and local people in collaboration: Southeast Regional Conference, 28th June 2022</a>. July 2022. <b>65</b> attendees.</li> <li>9. <a href="#">Healthwatch Brighton and Hove helpline enquiries April to June 2022</a>. July 2022. <b>74</b> enquiries.</li> </ol>

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	<p>10. <a href="#">Enter and View report: Royal Sussex County Hospital July 2022</a>. August 2022. Observations including talking to <b>3</b> patients.</p> <p>11. <a href="#">Healthwatch Brighton and Hove six-month Performance Report</a>. October 2022.</p> <p>12. Healthwatch visits to University Hospitals Sussex NHS Trust as part of the PLACE programme. October 2022. Submitted to University Hospitals Sussex .</p> <p>13. <a href="#">Our enter and view report on Sussex Partnership Foundation Trust sites</a>. November 2022.</p> <p>14. <a href="#">Healthwatch Brighton and Hove helpline enquiries July to September 2022</a>. October 2022. <b>74</b> enquiries</p> <p>15. <a href="#">Access to GP appointments across Sussex – public opinion</a>. January 2023. <b>851</b> respondents. 5 recommendations.</p> <p>16. <a href="#">Healthwatch Helpline service – Public enquiries report during October – December 2022</a>. January 2023. <b>58</b> enquiries.</p> <p>17. <a href="#">Healthwatch – Our focussed work on GP services in Brighton and Hove</a>. March 2023.</p> <p>c) We have shared the following key issues with Healthwatch England:</p> <ol style="list-style-type: none"> <li>1. Healthwatch England has advised that Ophthalmology/Eye Health is an area of interest. Healthwatch Brighton and Hove met with CLEAR (Clinically Led Workforce and Activity Redesign) leads together with Public Involvement leads from our ICB to discuss how to involve patients more.</li> </ol>

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	<ol style="list-style-type: none"> <li data-bbox="869 284 2069 395">2. Healthwatch teams in East and West Sussex and Brighton and Hove submitted a <a href="#">joint response</a> to a Parliamentary Inquiry into dentistry. The House of Commons cross-party Health and Social Care Committee announced a new inquiry into NHS dentistry.</li> <li data-bbox="869 443 2069 595">3. The three Healthwatch teams in Sussex have reached an agreement with our local Integrated Care System (ICS) to create a new role to act as an intermediary between local Healthwatch in Sussex (Brighton and Hove, East Sussex and West Sussex) and the Sussex ICS.</li> <li data-bbox="869 643 2069 754">4. Non-Emergency Patient Transport (NEPT). Healthwatch in Sussex (Brighton, West and East) have conducted several reviews of local NEPTS services over the years and have shared concerns with Healthwatch England.</li> <li data-bbox="869 802 1957 834">5. <a href="#">Healthwatch gets questions on dentistry raised in Parliament</a> September 2022.</li> <li data-bbox="869 882 2047 954">6. <a href="#">PRESS RELEASE</a>: Royal Sussex County Hospital A&amp;E downgraded by regulators July 28<sup>th</sup> 2022.</li> <li data-bbox="869 1002 2047 1074">7. <a href="#">PRESS RELEASE</a>: Healthwatch feedback contributes to reform of NHS dentistry July 20<sup>th</sup> 2022.</li> <li data-bbox="869 1121 1839 1153">8. <a href="#">New Ear, Nose and Throat (ENT) service</a> launched in Sussex. July 2022.</li> <li data-bbox="869 1201 1951 1233">9. <a href="#">72,000 people in Sussex will be invited for an NHS lung health check</a>. July 2022.</li> <li data-bbox="869 1281 1547 1313">10. <a href="#">Getting help in a mental health crisis</a>. July 2022.</li> </ol>

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	<p>11. <a href="#">PRESS RELEASE</a>: Healthwatch Brighton Annual Report 2022 published. July 1<sup>st</sup> 2022.</p> <p>12. <a href="#">Updating you on the changes to health and care across Sussex</a> from July 2022. June 2022.</p> <p>13. Your <a href="#">questions about non-emergency patient transport</a> put to the provider. June 2022.</p> <p>14. <a href="#">PRESS RELEASE</a>: A shortage of GPs in Brighton leaving patients struggling to get an appointment. June 6<sup>th</sup> 2022.</p> <p>15. Written <a href="#">Parliamentary questions on dentistry</a>. May 2022.</p> <p>16. <a href="#">PRESS RELEASE</a>: More misery for patients and staff at our local A&amp;E department. April 28<sup>th</sup> 2022.</p>
Number of HWB and HOSC meetings attended.	3 HWB, 4 HOSC meetings attended.
Total number of Board meetings attended, including Cancer Board, AEDB, SAR, Healthwatch Board, Planned Care Board (aggregated)	120 Board meetings attended.
Number of decision-making meetings attended by Board, staff and volunteers (aggregated).	982 decision-making meetings attended (excluding Board meetings).
The number of public engagement and consultation events publicised e.g. webinars, group meetings, public panel meetings.	Healthwatch Brighton and Hove led the organisation of a 'Healthwatch, NHS and local people in collaboration: Southeast Regional <a href="#">Conference</a> ' on 28th June 2022, alongside other local Healthwatch partners in East Sussex, West Sussex, Surrey, Kent and Medway. 65 people attended (in person). The day consisted of keynote speakers with Q&A followed by further presentations

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	<p>and discussion groups in the afternoon. Keynote speakers included Louise Ansari (Director of Healthwatch England), Stephen Lightfoot (Chair NHS Sussex), and Becky Shaw (CEO, East and West Sussex County Councils).</p> <p>We also held 3 Public Panel meetings to feedback on our work and hear people’s priorities to inform our workplan.</p> <p>We attended 3 dementia groups / cafés to support the recruitment of service-users and carers in an ongoing ‘dementia pathways’ study and also using this opportunity to further promote the work of Healthwatch Brighton and Hove.</p>
<b>3. Outputs</b>	
<p>Number of reports (including service areas reviewed) and total number of people engaged in each review.</p>	<p>17 reports published. Different service areas and numbers engaged (if applicable) are shown below. The number of recommendations per report is added where applicable.</p> <ol style="list-style-type: none"> <li>1. <a href="#">Feedback on the Accident and Emergency Department, Royal Sussex County Hospital</a>. April 2022. <b>5</b> case studies.</li> <li>2. <a href="#">Healthwatch continues to support our city's COVID-19 Vaccination Enquiry Service</a>. May 2022. Our volunteers took 2,091 calls between February 2021 and April 2022 and a further <b>42</b> calls until end of June 2022, supporting members of the public with their questions about vaccinations.</li> <li>3. <a href="#">NHS dentistry - a Healthwatch bulletin</a>. June 2022. Numbers N/A.</li> <li>4. <a href="#">Supporting LGBTQ+ people in Brighton and Hove to share their experiences of health and social care services</a>. June 2022. <b>135</b> people (120 via surveys and 15 via focus groups). <b>17</b> recommendations.</li> </ol>

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<p><b>4. Influence</b></p>	
<p>Two examples demonstrating impact from attending decision-making meetings – defined as ‘meetings with external people across the system where Healthwatch influences or leads decisions made – includes Board meetings’.</p> <p>Could be decisions initiated by Healthwatch, commitments made in meeting minutes, contributions/presentations by Healthwatch.</p>	<p><b>Example 1 – Healthwatch Brighton and Hove assistance in developing engagement methods:</b></p> <p>This involves adding or changing questions to reflect our local intelligence. This has included changes to surveys for the Patient Initiated Follow-up (PIFU) group, the Digital First stakeholder Group, Digital Ambassador role patient survey, and NHS commissioners planning a children and young people’s survey.</p> <p>We have also informed questionnaires on shaping the future of the Joint Strategic Needs Assessment priorities through a stakeholder survey and a further survey specifically for the public.</p> <p>We also helped design two data collection tools for projects we were commissioned for – one was a questionnaire to review people’s views and experiences of Direct Payments and the other was a conversation guide for carers and service users affected by dementia (ongoing project).</p>

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	<p><b>Example 2 – Health Overview and Scrutiny Meeting (HOSC):</b></p> <p>At the HOSC meeting in July 2022, minutes from April 13th 2022 noted positive outputs from Healthwatch Brighton and Hove. For example:</p> <p>9.3: “Various committee members congratulated Healthwatch on the work undertaken in the past year.”</p> <p>9.8: “Cllr Peltzer-Dunn proposed that the report recommendation should be amended to “note and acclaim the work of Healthwatch to reflect the value that the HOSC attaches to the work that has been undertaken over the past year. This was unanimously agreed by members.”</p> <p>9.9: “RESOLVED – that the report be noted and that the HOSC acclaims the work of Healthwatch Brighton and Hove over the past year.”</p> <p>In addition to the above, our Chair noted the following contributions during the <b>March 2023 Health Overview and Scrutiny Meeting:</b></p> <p>We were praised by ICS leads for our help in collecting patient views about the emerging ICS strategy and priorities. For background, we were asked to do a targeted piece of work gathering views among the ‘less heard from groups’ due to a low overall response rate in B&amp;H to the wider ICS survey. The ICS set us a target of 17 people, but we secured 22 responses, largely in just over a week.</p> <p>We also shared the outcomes from our <a href="#">“Report: Patient Opinion in East and Central Brighton Primary Care Network”</a> (November 2021) as part of a presentation and debate on screening services. ICS colleagues are keen to receive this report to add to their intelligence on the different take up rates of screening services per PCN.</p>

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<p><b>5. Impact</b></p> <p>Example reflecting on progress made on a recommended action regarding a <b>protected characteristic</b> group i.e.: age, sex, gender reassignment, sexual orientation, disability, ethnicity or race, religion or belief, pregnancy and maternity, or marriage and civil partnership.</p>	<p>Healthwatch won a CQC commissioned bid for the delivery of a continuous programme of engagement to hear the experiences of LGBTQ+ people accessing a named health and/or social care service.</p> <p>This <a href="#">project</a> (June 2022) involved working with Brighton and Hove Switchboard to collect LGBTQ+ patients' experiences of using health and social care services since July 2020. We also asked them how existing feedback systems could be improved to encourage them to share their experiences. We conducted surveys, interviews and focus groups to gather views. A total of 120 people completed our two surveys, including 59 young people aged 16-25. A further 24 people shared their own experiences of health and social services, which we shared with the CQC. 15 people shared their views through 3 focus groups. We interviewed 4 leads of local LGBTQ+ groups and one-to-one interviews with 9 local people to gather more of their views.</p> <p>Key outcomes were:</p> <ul style="list-style-type: none"> <li>• Provide support for people when reliving traumatic experiences.</li> <li>• Offer advocacy services.</li> <li>• Create a dedicated CQC public-friendly feedback website which explains impacts and outcomes ("You Said. We Did").</li> <li>• Gather collective LGBTQ+ concerns (not just individual) via local organisations on a regular basis.</li> <li>• Offer simpler and quicker ways to feedback.</li> <li>• Offer LGBTQ+ CQC staff for patients to talk to.</li> <li>• Advise people at the point they receive care of feedback options (leaflets, QR codes, a facility on NHS App "How was your care today?").</li> <li>• CQC should become an LGBTQ+ ally. They could try to achieve a Stonewall Top 100 employers for LGBTQ+ people and accept an offer of training from local LGBTQ+ groups.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Fund local LGBTQ+ groups to deliver engagement activities on the CQC’s behalf and reward participants.</li> <li>• Enable feedback to be shared via a LGBTQ+ group.</li> <li>• Ensure language in forms is inclusive e.g. ask for preferred pronouns.</li> <li>• Ensure feedback forms open up a conversation with patients.</li> </ul> <p>The impact of this work can be viewed as an infographic <a href="#">here</a>. In response to our report, CQC:</p> <ul style="list-style-type: none"> <li>• Is now working with its LGBTQ staff network and Switchboard to share guidance on using inclusive language.</li> <li>• Has discussed with NHS.co.uk about putting a link to their feedback form on the NHS website.</li> <li>• Are reviewing the number and order of questions in their online form.</li> <li>• Are developing QR codes to make their form more accessible.</li> <li>• Will make the anonymity of feedback clearer.</li> <li>• Are exploring different options to tell the public how their feedback is processed and used in their work.</li> <li>• Are checking their feedback form to ensure it is accessible and inclusive.</li> <li>• Will use focus groups and inpatient surveys as alternative methods to obtain feedback.</li> </ul> <p>Healthwatch and Switchboard have met with CQC several times since the completion of the project to discuss progress.</p>
<p>Percentage of recommendations influencing service improvement – based on % of recommendation <i>accepted</i> by NHS/CCG and % of those resulting in <i>service change</i>.</p>	<p>All recommendations from our reports have been accepted by the commissioning or partner body, mostly NHS Sussex (or the former CCG) or Brighton and Hove City Council.</p> <p>As for many of these recommendations generated within the last year, it is too early to say how many have led to service change, although being accepted is a prerequisite for this.</p>

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	<p>Also, some of the reports have been commissioned by the (former) CCG/BHCC to ensure public and patient opinion informs the specification for when contracts for services are expiring or up for renewal. This is indicative of the first step to service change and includes the CQC review of feedback from the LGBTQ+ community project – as shown above, the CQC is implementing service change as a result of our work.</p> <p>One area showing more immediate service improvement is our <a href="#">recent environmental audit</a> (see above) conducted at Royal Solomon Ward (supports stroke patients) at the Royal Sussex County Hospital in July 2022. In response to our visit:</p> <p>The Trust will remind all staff of the need to ensure that safety doors are closed at all times. The trust used our feedback about nutrition and intend to:</p> <ul style="list-style-type: none"> <li>• Engage directly with clinicians on wards where this was an issue.</li> <li>• Liaise with dietitians and Health Care staff to hone their skills.</li> <li>• Discuss this with senior nurses who took our findings back to their wards to discuss with their teams.</li> <li>• Explore how aligning visiting times with meal times so that patients can be supported by their loved ones and utilising volunteers to help.</li> </ul> <p>The Trust is looking to decorate areas of the ward (which will move to the new 3Ts in Spring next year).</p>
3 examples of studies with long term change (beyond 6-month project lifespan).	<p><b>1. Mental Health and Housing:</b></p> <p>Healthwatch were commissioned by Brighton and Hove City Council (BHCC) and the Brighton and Hove Clinical Commissioning Group (CCG) to explore service user experience of mental health services and accommodation providing mental health support, in our city. The purpose</p>

Performance Indicators	Evidence
	<p>was to help inform the Brighton and Hove Mental Health and Housing Plan (by the BHCC and the CCG) and the Mental Health Joint Strategic Needs Assessment (JSNA) 2023 – both of which will have long-term impacts for service provision.</p> <p>We ran surveys aimed at service users and professionals and 137 service users and 96 professionals shared their views. We interviewed four service users who had expressed interest through the survey. We also ran an online poll requesting suggested improvements to mental health services in the city. The final report can be viewed <a href="#">here</a>.</p> <p>Based on the findings from the above, we provided 12 recommendations, all underpinned by the more effective use of existing resources. Our recommendations have been shared at the Mental Health Oversight Board and have been acknowledged by the Executive Managing Director at Brighton and Hove CCG as well as the Mental Health JSNA Board. BHCC and CCG also welcomed our recommendations saying they would be “used to inform” both the Housing Plan, JSNA and “other areas of mental health transformation including the transformation of community mental health services and crisis care.”</p> <p><b>2. New Larchwood surgery (Coldean) opening hours:</b></p> <p>Five years ago (2016/2017) New Larchwood Surgery was taken over by the partners of Carden Surgery and continued to provide the same service. On 1st April 2021, New Larchwood Surgery reduced the opening hours from 7 sessions to 2 mornings a week. Patients contacting the surgery were offered appointments at Carden Surgery (around 25 minutes away and requiring two buses). Healthwatch conducted a <a href="#">survey</a> of New Larchwood Surgery patients to find out the impact of the reduced opening hours, with 385 people responding. More than half (59%) of people were dissatisfied with the new opening hours and 81% said they wanted to see New Larchwood Surgery open for longer than the current hours of two mornings. 75% of people shared negative experiences resulting from the reduced hours. Based on the work of</p>

Performance Indicators	Evidence
	<p>Healthwatch Brighton and Hove, the surgery has had funding approved by the CCG to re-introduce further sessions at New Larchwood surgery, opening four days a week, including one afternoon and a dedicated nurse-led session. Reinstating the nurse was long-overdue with the surgery having been without a nurse for over two years. Findings from this project were also shared via the following:</p> <p><a href="#">Link</a> to Healthwatch press release.</p> <p><a href="#">Link</a> to newspaper interview with Coldean Residents' Association.</p> <p><a href="#">Link</a> to latest Healthwatch interview in Brighton and Hove News regarding GP shortage and surgery closures.</p> <p>Our work with the patients of New Larchwood Surgery, resulting in the practice reversing its decision to reduce hours and services, has received a Highly Commended award from Healthwatch England (November 2022). Sir Robert Francis KC (Chair of Healthwatch England) wrote: <i>"Many congratulations - your local Healthwatch has been shortlisted for one of these awards because your efforts and dedication have resulted in real impact, achieving tangible improvements for local health and social care users. With services seemingly more pressurised than ever, the role of Healthwatch as health and social care champion is particularly vital and we must ensure that people's voices are heard and service leaders act on feedback. Our impact awards demonstrate the many different ways Local Healthwatch represent their communities and act as a force for positive change both locally and nationally."</i></p> <p><b>3. Digital Inclusion – City-wide strategy:</b></p> <p>Our work in digital exclusion is contributing to long-term change. Aside to contributing to regular meetings (Digital First Working Group, Digital First Stakeholder Group, the Digital Inclusion</p>

Performance Indicators	Evidence
	<p>Community of Practice), our work contributed to the Brighton and Hove Digital Inclusion Strategy 2023-2027. For this strategy several of our reports were used including our 2021 <a href="#">Briefing Report</a> (Digital Exclusion in Brighton and Hove) and our 2022 report (<a href="#">Typologies of Digital Exclusion</a>).</p> <p>The strategy is composed of three parts - Creating the environment where digital inclusion happens; Building digital skills, motivation, confidence and trust; and Connectivity and access to devices – all comprising 12 strategic aims to increase digital inclusion in the City. The final strategy includes all 11 recommendations made from the Healthwatch Brighton and Hove <a href="#">Briefing Report</a>.</p> <p>Citizens Online have presented the Strategy to the Brighton and Hove Executive Leadership Team on 25th January 2023. The Strategy was well received by the Executive Leadership Team and they agreed to support the Strategy's vision and content. The business case and budget request for the work received in principal support from the Executive Leadership Team, to be incorporated into the wider Digital Transformation proposals that will be considered by the Council's Modernisation Board in the new financial year. The Executive Leadership Team supported the Strategy's assertion that digital inclusion is an essential part of any wider digital transformation programme.</p>
<p>Annual performance as regards the Economic, Environmental and Social Value of the work undertaken – delivered within 30 days after the end of the relevant year end.</p>	<p><b>Economic:</b></p> <ul style="list-style-type: none"> <li>• By closing our offices and working remotely we have reduced our overheads and are subsequently able to apply this resource to conduct more engagement work with the public.</li> <li>• By working remotely, we have become more agile and flexible in engaging with people and patients outside of traditional office hours.</li> <li>• Over the last year, our team of volunteers have contributed 3000 hours of work supporting the role of Healthwatch Brighton and Hove. At the time of writing we have 42 active volunteers. We also have a team of student placements.</li> </ul>

Performance Indicators	Evidence
	<ul style="list-style-type: none"> <li>• By securing funds outside of our regular income, we have been able to employ two part time staff members to extend the work of Healthwatch Brighton and Hove (a Project Support Officer and a new communications and engagement role).</li> </ul> <p><b>Environmental:</b></p> <ul style="list-style-type: none"> <li>• Having closed our offices, we now largely work remotely – this has reduced our transport by car (and carbon emissions) and public transport. Data from the European Environment Agency shows that transport creates 27% of all UK and EU greenhouse gas emissions. UK Government data shows that choosing the travel by train instead of by car saves 70% of CO<sub>2</sub>. <a href="https://www.eea.europa.eu/en/topics/in-depth/transport-and-mobility">https://www.eea.europa.eu/en/topics/in-depth/transport-and-mobility</a></li> <li>• Now working at home, plastic waste has been reduced by the purchase of less office-based lunches e.g., packaged sandwiches.</li> <li>• During the office closure, we have shredded and recycled our paper records.</li> <li>• Although we have two ‘hot desks’ for irregular use, the costs of energy to support this reduced office space are now negligible.</li> <li>• From working at home, the costs of energy can be regulated to a single room, compared to heating an entire office.</li> <li>• All communications are online, and we no longer use paper.</li> </ul> <p><b>Social value:</b></p> <ul style="list-style-type: none"> <li>• Our social value is to transfer public and patient feedback on NHS health and social care to decision-makers, to ultimately help improve services for the benefit of local communities.</li> <li>• Our work in understanding and improving digital inclusion helps people to connect socially and with health and social care services.</li> <li>• Our homecare checks, for those people receiving care at home, provide valuable feedback to the council and care providers to help improve the quality of care.</li> </ul>

Performance Indicators	Evidence
	<ul style="list-style-type: none"> <li>Our work in engaging local residents and retaining surgery hours at New Larchwood, has demonstrated to residents how Healthwatch Brighton and Hove can deliver change to local communities.</li> <li>We respond to all enquiries to our information line for those people who raise queries.</li> </ul>
<b>6. Support</b>	
Number of safeguarding referrals and case escalations undertaken	<p>There were 6 safeguarding issues raised over the last year:</p> <ol style="list-style-type: none"> <li>A patient raised a safeguarding concern for their mother, but this was being satisfactorily dealt with by the police.</li> <li>A mental health concern, which was referred to their GP.</li> <li>A patient claimed carers were not visiting daily and could not always get food supplies. This was reported to Possability People who were able to assist.</li> <li>Homecare project and level of care (inexperienced carers).</li> <li>Homecare project and level of care (poor communication).</li> <li>Homecare project and level of care (lack of weekend cover).</li> </ol>
Number of referrals to PALS and NHS complaints including POhWER.	<p>PALS – 17 POhWER – 5</p>
Annual report / stakeholder report with strategic partner satisfaction	<p>Annual report to be published in June 2022. <a href="#">Previous (20/21) report published in June 2021.</a></p>
Annual 360 review providing performance feedback from neighbouring HW and HWE on impact.	<p>As shown previously under Activity, we have worked with HWE and shared reports with them.</p> <p>Not performed although Healthwatch East Sussex and Healthwatch West Sussex meet weekly with the South-East Healthwatch network meet quarterly, and further regular meetings with the ICS.</p>

Performance Indicators	Evidence
	<p>The new CEO for Healthwatch Brighton and Hove now meets quarterly with our Commissioner, with leads at UHSx and SPFT and Executive leads at BHCC where relevant feedback can be shared.</p>
<p>Provide advice on best practice for public and patient involvement to commissioners and service providers of health and social care services – 2 examples for annual report.</p>	<p><i>Both relate to ongoing projects with the advice on best practice performed during 2022–23.</i></p> <ol style="list-style-type: none"> <li data-bbox="817 523 2123 1082"> <p><b>Direct payments</b> – In January 2023, we undertook a review of the Direct Payments service provided by Brighton and Hove City Council (BHCC). During this process we advised BHCC on when the survey should be best issued (January rather than prior to Christmas), in the reframing and reordering of questions, and when to reissue a reminder for prospective requirements. The commissioner describes the draft report as <i>“an excellent mandate to take forward some the development work we are already committed to – most importantly PA [Personal Assistant] Market development, and increasing the number of DP [Direct Payment] Reviews. We clearly must also dedicate some work regarding raising awareness of the support available to DP [Direct Payment] users, we have a draft policy currently that identifies the information needed as part of our ‘local offer’. I will present these findings to the DP Project Board next week, and we will aim also to discuss how best to provide the findings to those who completed the survey, and contacting those who are happy to have an ongoing role. We are aiming to set up a ‘DP Advisory Group’ to enable consultation with DP users regarding the development work.”</i></p> </li> <li data-bbox="817 1129 2123 1359"> <p><b>Dementia pathways</b> – this is an ongoing project looking at people’s experiences of dementia services throughout Sussex. Based on the project specification, Healthwatch Brighton and Hove took the lead in developing the topic guide to inform conversations with participants, an information sheet detailing the project in lay terms, an informed consent form to participate, a flyer to share and distribute in person at dementia ‘cafes’, and opted to speak to several providers across Sussex to gain a deeper understanding of the services (outside of</p> </li> </ol>

Performance Indicators	Evidence
	the service specification). These initiatives were approved by the commissioners and were shared at the Dementia Steering Group meeting during March.
Update and review HW Decision making policy.	This policy is currently under review.



# Healthwatch Brighton and Hove Workplan

Projects underway with release dates,  
and  
potential future projects

Updated: April 2023

The following table describes various health and social care projects that Healthwatch Brighton and Hove are working on or actively planning. The information contained is accurate as of 31st March 2023. Should you require any further information, please contact [lester@healthwatchbrightonandhove.co.uk](mailto:lester@healthwatchbrightonandhove.co.uk)

Project	Detail	Reporting (target date)
<b>Current projects</b>		
<p>1. Sharing findings from the '<a href="#">Access to GP appointments across Sussex – public opinion</a>' project</p>	<p><b>Summary</b>            This was run as a Healthwatch in Sussex project, which is a collaboration between the three Healthwatch teams in Sussex. The project was led by Healthwatch Brighton and Hove.</p> <p>The aim of this project was to assess people's views about accessing GP appointments and, for some questions, to see whether people's views and experiences about remote GP appointments have changed two years since the pandemic began (by comparing some findings from a project undertaken in June 2020). 851 people responded to the 2023 survey.</p> <p>The results from this work will support our ICS's understanding of how people access GP services (one their four priority areas) and their preferences for doing so, which can be used to further develop the remote appointment offer and identify how best to promote the range of services and what support people require in order to do that.</p> <p>Findings are currently being shared among stakeholders and have included a press release and BBC Sussex radio interview.</p>	Ongoing
<p>2. Access to GP appointments across Sussex – public opinion</p>	<p>Building on the above survey.</p> <p>Open-ended questions from the above survey have generated over 1,000 comments. These are being thematically analysed to explain some of the quantitative findings. This work is being led by Healthwatch Brighton and Hove.</p>	August 2023

<b>Project</b>	<b>Detail</b>	<b>Reporting (target date)</b>
3. People's views of Direct Payments	<p>Direct payments are local authority funds which allow a person to employ a care worker or Personal Assistant to help with their day-to-day needs.</p> <p>This funded work is being delivered by Healthwatch Brighton and Hove for Brighton and Hove City Council.</p> <p>The aim of the survey is to assess various aspects of the Direct Payment system, including ease of applying, useful sources of advice, and experience of recruiting and being supported by Personal Assistants.</p>	April 2023
4. The dementia pathway across Sussex – patient and care experience	<p>This is funded work delivered for Sussex Health and Care.</p> <p>This is being run as a Healthwatch in Sussex project, which is a collaboration between the three Healthwatch teams in Sussex. The project is led by Healthwatch Brighton and Hove.</p> <p>The project aims to interview 45 people across Sussex, including both people with dementia and their carers.</p> <p>The project will explore the pathway from initial concerns about memory loss, seeing the Memory Assessment Service, post diagnostic support and transitions (such as in and out of hospital, and admitted into a care home).</p> <p>We will present our findings to Sussex Health and Care so that these can be used to make recommendations to improve services.</p>	May 2023
5. Outpatient Transformation:	We are delivering a deliberative engagement project that will focus on the Sussex-wide transformation of Outpatient services. This includes obtaining patient views, thoughts, ideas	September 2023

Project	Detail	Reporting (target date)
Deliberative Engagement of Patient Experience.	and experiences of Patient Initiated Follow-ups (PIFU), Single Points of Access and Diagnostic Hubs, Advice and Guidance, and Reducing 'Did Not Attends'. The aim will be to obtain patient insight to improve communications on these initiatives to help people engage with them and support their success. Four workshops to engage people are planned in April and May 2023.	
6. Healthwatch Annual Report	It is a statutory requirement that Healthwatch Brighton and Hove produces an Annual Report, published by 30 June.	30 June 2023.
7. Home care checks	<p>This project is funded by the Trust for Developing Communities and delivered on behalf of Brighton and Hove City Council.</p> <p>The project was reimagined into our nationally recognised Hospitals Discharge Project during the COVID pandemic to support people who were recently discharged but has now been re-established in its original format.</p> <p>The project involves trained Healthwatch volunteers interviewing people in their home or in extra care homes to explore their views and experiences about their care (the project was formerly known as the Lay Assessors project).</p> <p>We submit anonymous data to BHCC who use this to identify where improvements, or changes are needed.</p>	Ongoing
8. Environmental Audits of University Sussex	Our visits to the University Hospitals Sussex estate using our Enter and View powers have restarted gradually since the COVID pandemic (but remain limited in order to protect patient and Healthwatch volunteers' wellbeing).	Ongoing

Project	Detail	Reporting (target date)
Hospitals and PLACE <sup>1</sup> .	<p>With the full support of the Trust, our trained volunteers conduct lay checks of the ward environment using the NHS 15-step challenge as a guide. Our findings are reported back via the Trust's Director of Patient Experience and Engagement and result in direct improvements being made.</p> <p>The pandemic had prevented our visits, but in July 2022 we conducted our first relaunched visit. We followed this work up by one visit to the Royal Sussex Hospital and visits to Mill View Hospital and Rutland Gardens (both sites run by the Sussex Partnership Foundation NHS Trust).</p> <p>The next environmental audit planned for May 2023.</p>	
9. Dentistry	Healthwatch Brighton and Hove have been heavily involved in raising issues affecting NHS dentistry since the pandemic. We have conducted surveys and dentist website reviews, produced a leaflet for patients on their rights and guidance about dental care, and highlighted local concerns in Parliament by working with a local MP.	Ongoing
<b>Potential new projects</b>		
1. Delivering a toolkit to support a wellbeing check for people recently discharged from hospital.	<p>Healthwatch Brighton and Hove delivered wellbeing checks for people recently discharged from hospital from April 2020 to June 2022. Our project was nationally recognised, receiving a Commendation from Healthwatch England and praised by our local NHS Trust.</p> <p>From the experience of speaking to over 4,000 people we wanted to deliver a toolkit to support others in setting up this offer. It will include detail on managing patient lists, dealing with data protection, reporting findings from the conversations and a guide for volunteers delivering the calls. We are applying to Halley-Stewart for funding to support us in this work.</p>	November 2023.

<sup>1</sup> Patient-Led Assessments of the Care Environment

Project	Detail	Reporting (target date)
2. Maternity and mental health support	<p>This work was funded by <a href="#">Healthwatch England</a> for whom maternity is a priority area.</p> <p>Healthwatch Brighton and Hove interviewed 5 mothers who had at least one child born after March 2020. All mothers had experienced mental health challenges during the perinatal period (pregnancy through to babies first year). Through our interviews, we have looked at the mental health support they received or were offered during the perinatal period and what they would recommend to others in a similar experience.</p> <p>What has become apparent through this project is the need to expand this engagement to other mothers and fathers across Sussex. We have developed an outline project scope and are exploring options to deliver this. Maternal health is identified as an area where health inequalities exist (CORE20PLUS5) and local maternity services at our Trust received a poor CQC inspection in the summer 2022, so our work can support wide-ranging improvements.</p>	TBC
3. Maternal mental health	As referenced above, we are aiming to build on our pilot project (above) and are seeking support from across NHS Sussex to deliver a wider project examining maternal health.	Unknown but would take 6 months.
4. Young Healthwatch	We have reviewed our approach to our Young Healthwatch work. We are focussing on smaller projects to a) help us engage with a wider range of younger people b) for us to lead projects with young people with support from other organisations or c) for other organisations to lead. Currently in discussion with local partners to identify priority areas.	Ongoing
5. Wound care	We are currently in discussions to engage patient feedback about wound care across Sussex (primarily leg).	Ongoing
6. Overnight dressing	We have a named contact to follow up who was interested in engaging patients on this topic.	Ongoing

<b>Project</b>	<b>Detail</b>	<b>Reporting (target date)</b>
7. Health inequalities small grants	<p>We are in discussions about partnering with organisations to apply for up to £15k in the form of small grants.</p> <p>This may include extending our the GP access survey (see above) by conducting follow-up calls with people from ethnic minorities who expressed an interest for a follow-up conversation.</p> <p>We are also proposing to submit an application in association with Switchboard to compile data on LGBTQ+ communities to inform practice and commissioning.</p>	Deadline May 2023.
8. JSNA needs assessments	3 priority areas over 3 years will be presented to the HWB in July. Healthwatch are on the JSNA steering group so can help influence decisions and a possible role for Healthwatch.	July 2023
9. Eye Health	Ophthalmology services across UHSx. HWE has said that eye care is likely to be one of the area they will focus on this coming year. They are keen to capture patient engagement as part of their proposals to move some eye treatment away from hospital settings to high street opticians.	Ongoing
10. Community Diagnostic Centres	We have emailed our CDC leads at NHS Sussex who we have an existing relationship with and are exploring the potential of designing some patient engagement on these Centres. They have expressed an interest in working with us.	Ongoing
11. Digital exclusion	CQC issued a request to the HW network to conduct a piece of work working with specific groups on digital exclusion, however their timeframe is prohibitive (March-May). We nevertheless submitted a proposal should they not receive any suitable bids.	TBC