

## Performance reporting and Functions – 6 monthly report

This reporting format outlines the requirements for the 6-monthly performance report. The performance requests are the same as those used in previous 6 monthly performance reports (as that submitted November 2019). This reporting table aims to allow easier interpretation and aligns the activities more specifically to the Functions.

There is a supporting document outlining the origins of some of the total activities (e.g. number of meetings) that is available on request.

Appendix 1 (p.10) shows the workplan, including current projects and those proposed in the future.

Appendix 2 (p.16) shows the complete reporting format, showing what is required for the annual and 6 monthly reports and **it proposed to use this reporting format in future performance reports**. All activities published in previous annual performance reports (as published May 2020) and the previous 6 monthly reports are included (November 2019).

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**6 monthly performance report:**

Function	Function details	6-monthly performance
<p><b>1. Project engagement and impact</b></p> <p>Function 1: gathering views and understanding the experiences of people who use services, carers and the wider community.</p>	<p><b>Function 1</b> - Undertake on-going formal and informal engagement with all sections of the local population (including those who are not usually heard) to capture public opinion, experience and aspirations for health and social care. Engage with the public in a range of creative, interesting and inclusive ways.</p>	
<p>Number of service areas reviewed.</p>		<p>Zero face-to-face due to Covid -19.</p> <p>Online:</p> <ul style="list-style-type: none"> <li>• Contacted 34 GP surgeries in Brighton and Hove to check their answerphone messages about service availability.</li> <li>• 25 service areas for Patient Transport Service survey.</li> <li>• A number of public facing online surveys (see next).</li> </ul>
<p>Number of people engaged per review.</p>		<p>People engaged per review since April 1<sup>st</sup> 2020: 1106 (excludes people engaged in reports published after September 30<sup>th</sup>).</p>
<p>Number and date of reports published.</p>		<p>16 reports published April 1<sup>st</sup> to September 30<sup>th</sup> 2020:</p> <ol style="list-style-type: none"> <li>1. “A good send-off?” Patients’ and families’ experiences of End of Life Care (September 2020).</li> <li>2. Preferences towards the future of health and social care services in Sussex: findings during the Coronavirus pandemic – Interim report (August 2020).</li> </ol>

Function	Function details	6-monthly performance
		<ol style="list-style-type: none"> <li>3. Patient Led Audits of the Care Environment: a Healthwatch report of the scores achieved by local Trusts in 2019 (July 2020).</li> <li>4. Environmental Audits of the Brighton and Sussex University Hospitals Trust: April 2019 to March 2020 (July 2020).</li> <li>5. Healthwatch Brighton and Hove activity report covering May to June 2020 (July 2020).</li> <li>6. Outpatients' booking systems: an interim Healthwatch report (July 2020).</li> <li>7. The impact of COVID-19 on Brighton and Hove: a statistical evaluation (July 2020).</li> <li>8. Healthwatch Brighton and Hove - Annual Report 2020 (June 2020).</li> <li>9. Cancer Webinar: Key Themes &amp; Q&amp;A - 11th June 2020 (June 2020).</li> <li>10. Patient Feedback Systems for Health &amp; Social Care Services: Healthwatch Briefing Paper (June 2020).</li> <li>11. Healthwatch Brighton &amp; Hove - Enter &amp; View Policy (May 2020).</li> <li>12. The role and impact of Healthwatch Brighton and Hove during the coronavirus pandemic: activity report covering January to April 2020 (May 2020).</li> <li>13. Healthwatch Brighton and Hove - Stakeholder Report 2020 (May 2020).</li> <li>14. Equality Impact Assessment 2020 (May 2020).</li> <li>15. COVID-19: Positive comments and feedback received by Healthwatch (April 2020).</li> </ol>

Function	Function details	6-monthly performance
		16. Exploring the views and experiences of young people from BAME backgrounds around local sexual health services (April 2020).
Recommendations produced per report.		<ol style="list-style-type: none"> <li data-bbox="1144 312 2141 379">1. “A good send-off?” Patients’ and families’ experiences of End of Life Care (September 2020) - <i>10 recommendations.</i></li> <li data-bbox="1144 419 2141 518">2. Preferences towards the future of health and social care services in Sussex: findings during the Coronavirus pandemic – Interim report (August 2020) – <i>Not applicable as interim report.</i></li> <li data-bbox="1144 558 2141 657">3. Patient Led Audits of the Care Environment: a Healthwatch report of the scores achieved by local Trusts in 2019 (July 2020) - <i>Not applicable as assessment report.</i></li> <li data-bbox="1144 697 2141 796">4. Environmental Audits of the Brighton and Sussex University Hospitals Trust: April 2019 to March 2020 (July 2020) - <i>129 recommendations.</i></li> <li data-bbox="1144 836 2141 935">5. Healthwatch Brighton and Hove activity report covering May to June 2020 (July 2020) – <i>Not applicable as activity report.</i></li> <li data-bbox="1144 975 2141 1074">6. Outpatients’ booking systems: an interim Healthwatch report (July 2020) - <i>Not applicable as interim report.</i></li> <li data-bbox="1144 1114 2141 1212">7. The impact of COVID-19 on Brighton and Hove: a statistical evaluation (July 2020) - <i>Not applicable as activity report.</i></li> <li data-bbox="1144 1252 2141 1351">8. Healthwatch Brighton and Hove - Annual Report 2020 (June 2020) - <i>Not applicable.</i></li> <li data-bbox="1144 1311 2141 1410">9. Cancer Webinar: Key Themes &amp; Q&amp;A - 11th June 2020 (June 2020) - <i>Not applicable as activity report.</i></li> </ol>

Function	Function details	6-monthly performance
		<p>10. Patient Feedback Systems for Health &amp; Social Care Services: Healthwatch Briefing Paper (June 2020) – <i>13 recommendations.</i></p> <p>11. Healthwatch Brighton &amp; Hove - Enter &amp; View Policy (May 2020) - <i>Not applicable.</i></p> <p>12. The role and impact of Healthwatch Brighton and Hove during the coronavirus pandemic: activity report covering January to April 2020 (May 2020) - <i>Not applicable as activity report.</i></p> <p>13. Healthwatch Brighton and Hove - Stakeholder Report 2020 (May 2020) - <i>Not applicable as activity report.</i></p> <p>14. Equality Impact Assessment 2020 (May 2020) – <i>6 recommendations.</i></p> <p>15. COVID-19: Positive comments and feedback received by Healthwatch (April 2020) – <i>Not applicable as activity report.</i></p> <p>16. Exploring the views and experiences of young people from BAME backgrounds around local sexual health services (April 2020) - <i>5 recommendations.</i></p>
<p>% of recommendations acted on leading to service improvement.</p>		<p>Most reports published too recently to lead to service improvement.</p> <p>Environmental Audits of the Brighton and Sussex University Hospitals Trust: April 2019 to March 2020 (July 2020) – 60/129 recommendations implemented. For this project, the recommendation actioned are likely to be more in reality (because since Covid, we have not been sent the data).</p> <p>Equality Impact Assessment 2020 (May 2020) – 5/6 recommendations implemented.</p> <p><b>=48%</b></p>

Function	Function details	6-monthly performance
Regular reports – Annual report, EIA, stakeholder.		<p>Annual report:  <a href="https://www.healthwatchbrightonandhove.co.uk/report/2020-06-30/healthwatch-brighton-and-hove-annual-report-2020">https://www.healthwatchbrightonandhove.co.uk/report/2020-06-30/healthwatch-brighton-and-hove-annual-report-2020</a></p> <p>EIA:  <a href="https://www.healthwatchbrightonandhove.co.uk/report/2020-05-01/equality-impact-assessment-2020">https://www.healthwatchbrightonandhove.co.uk/report/2020-05-01/equality-impact-assessment-2020</a></p> <p>Stakeholder survey:  <a href="https://www.healthwatchbrightonandhove.co.uk/report/2020-05-05/healthwatch-brighton-and-hove-stakeholder-report-2020">https://www.healthwatchbrightonandhove.co.uk/report/2020-05-05/healthwatch-brighton-and-hove-stakeholder-report-2020</a></p>

Function	Function details	6-monthly performance
<p><b>2. Meetings and impact</b></p> <p>Function 2: making people’s views known.</p> <p>Function 3: promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised.</p>	<p><b>Function 2</b> - Using evidence from engagement activity, identify specific areas for improvement, change or further investigation.</p> <p><b>Function 3</b> - Promote public and patient involvement in health and social care services to commissioners and service providers and the public.</p>	<p>A case study demonstrating impact from attendance at decision-making meetings or raising of issues about service improvement:</p> <p><b>End of Life Care</b></p> <p>i) An in-depth piece of work was undertaken on end of life care patients experience of hospital discharge before Covid. The report was delayed due to Covid-19. However, it has just been published and has got support for the findings from the CCG and has resulted in a major update at the BSUH on their End of Life Care work. It was presented by Healthwatch Brighton &amp; Hove at the Patient Experience Group at the BSUH and will go to the Quality Assurance Group. Healthwatch Brighton &amp; Hove has been invited to the End of Life Steering Group. The work has highlighted the personal experiences of people with terminal care and is likely to lead to more impact in the next report.</p> <p>ii) The report was also presented to the University of Brighton Shore-C Department, a world-renowned centre for cancer, and was discussed with their researchers. This relationship has been maintained and we hope some collaborative work will bear more fruit in the coming year.</p>
<p>Number of Board meetings attended.</p>		<p>31</p>
<p>Number of decision-making meetings attended (excluding Board).</p>		<p>202</p>
<p><b>3. Volunteer involvement</b></p>		
<p>Number of active volunteers - HW and YHW.</p>		<p>19</p>

Function	Function details	6-monthly performance
4. Media engagement		Annual performance report published May 2020.
<p data-bbox="192 274 591 341">5. Information line and signposting</p> <p data-bbox="192 384 591 520">Function 4: Recommending investigation or special review of services via Healthwatch England or directly to the CQC.</p> <p data-bbox="192 563 591 730">Function 5: providing information and signposting about access to services and support for making informed choices.</p>	<p data-bbox="591 274 1133 410"><b>Function 4</b> - Ensure that urgent concerns relating to safeguarding or individuals are escalated appropriately in accordance with local policy.</p> <p data-bbox="591 453 1133 627"><b>Function 5</b> - Identify local people who contact HW who may benefit from information and/or advice about health and social care services, and either signpost or refer them.</p>	
Number of information line enquiries (email and phone).		93
Number of people signposted		46
Number of safeguarding concerns and action taken.		32 referred to Access point, Social Services or already linked to Safeguarding Team
Escalations to CQC, HWE, NHS England/NHSi		1 signposted to CQC; 3 NHS England.



Function	Function details	6-monthly performance
<p><b>6. Joint projects</b></p> <p>Function 6: Making the views and experiences of people known to Healthwatch England (and to other local HW organisations), and provide a steer to help it carry out its role as national champion.</p>	<p><b>Function 6</b> - All HW activities entered on CRM are automatically shared with HWE. All HW reports are also shared with HWE.</p>	
<p>Joint projects undertaken with HWES and HWWS.</p>		<ol style="list-style-type: none"> <li>1. Restoration and Recovery (Roar) programme: Future preferences of health and social care services in Sussex; Home care support linked to hospital discharge from BSUH; and Care homes) – ongoing.</li> <li>2. Follow-up Roar telephone interviews (total 104).</li> <li>3. Mental health sector connector project - ongoing.</li> <li>4. Cancer webinar – completed, but new webinar planned for November 10<sup>th</sup> on care homes.</li> <li>5. Patient Transport Service review – ongoing.</li> <li>6. BAME Covid-19 impact: Healthwatch Sussex-wide have offered to help at no additional cost and be present on the Sussex-wide advisory group - ongoing.</li> <li>7. Dentistry project in Sussex – just started in September 2020.</li> </ol>
<p>Impact from joint projects with HWES and HWWS.</p>		<p>Roar project impact plan developed for a ‘What it means for decision-makers’ paper. Approved by Sussex Health &amp; Care Partnership STP Digital Programme Board.</p>

Function	Function details	6-monthly performance
		<p>New projects planned for the Mental Health Sector Connector with links to the Sussex Mental Health Collaborative.</p> <p>Patient Transport Service review will inform recommissioning process for Spring 2020.</p>
Annual 360 review providing performance feedback from neighbouring HW and HWE on impact.		Not performed within the last 6 months, although HWES and HWWS meet weekly and the South East HW meet quarterly.
Workplan derived from ongoing intelligence about local population health and social care needs and pan-Sussex where appropriate (i.e. ICS). <b>Workplan added as an Appendix - ongoing and potential new projects.</b>		<b>See Appendix 1 with current and future planned work activities.</b>
<p><b>7. NHS complaints advocacy</b></p> <p>Function 7: NHS Complaints Advocacy.</p>	<p><b>Function 7</b> - Identify local people who contact HW who may benefit from NHS Complaints Advocacy and either signpost or refer them to the locally commissioned service in a prompt and timely manner taking account of the person's individual access requirements</p>	
Number of referrals to ICHAS, PALS, NHS complaints.		16 Powher NHS Complaints Advocacy; 13 to PALS; 3 NHS complaints (can be referred to more than one complaints route).

Appendix 1 - Workplan including current and possible future activity – October 2020

Project	Start date	Current activity	Future activity
Home care support linked to hospital discharge.	April 2020	Supported (spoken to) a total of 813 people between April 1 <sup>st</sup> and September 30 <sup>th</sup> . Monthly and April-September 2020 activity report produced.  19 people supported on homecare.  Case study report of 19 people produced.  Majority of engagement work undertaken by Healthwatch Brighton and Hove volunteers.	Expansion of project to East and West Sussex (with local Healthwatch).
Webinars.	Cancer webinar on June 20 <sup>th</sup> 2020.	Follow-up and learning for cancer work and also effective running of webinars.	Future webinars to select from: changing services, Primary Care, Hospital Care, and Emotional and Mental Health Support.
Covid-19 updates.	April 2020.	Weekly reports modified to fortnightly. Includes advice, updates, and local issues.	To be monthly reports from October 2020.
Mental Health Sector Connector.	First meeting July 20 <sup>th</sup> 2020.	Project involves bringing together the views of non-NHS mental health care providers (voluntary, community, private) to benefit the developing Sussex ICS Mental Health Programme. Healthwatch Brighton and Hove acts as an administrative resource to facilitate forums and other activities to share expertise.  Follow-up actions from July 2020, including link to Sussex MH Collaborative, governance, funding and future agendas; publishing bulletins; establish a Sussex wide oversight group; and plan required for involvement of experts with lived experience.	Next forums – October 20, January 2021, April 2021, July 2021.  Lottery fund submitted to support and extend this work and awaiting outcome.  Briefing note shared in draft across Healthwatch and awaiting comments before sending to wider group.

Project	Start date	Current activity	Future activity
<p>Restoration and Recovery (Roar) programme.</p>	<p>June 2020</p>	<p>3 projects within this programme:</p> <ol style="list-style-type: none"> <li>1. Future preferences toward health and social care services in Sussex – interim and final report completed’ support work of others engaging preferences (Southdown Housing, Sussex Partnership Foundation Trust, and supporting Young Healthwatch).</li> </ol> <p>This reported is supplemented by a separate activity of follow-up calls with 104 across Sussex (34 within Brighton and Hove)</p> <ol style="list-style-type: none"> <li>2. Care Homes (led by Healthwatch East Sussex)</li> <li>3. Home care support linked to hospital discharge – ongoing.</li> </ol>	<p>Learning for commissioners document from ‘Future preferences toward health and social care services in Sussex’ and other activity reviewed nationally (including Young Healthwatch – see next).</p> <p>Follow-up interview report due to be published October 2020.</p> <p>Home care support linked to hospital discharge expansion to East and West Sussex.</p>
<p>Young Healthwatch survey: Future preferences toward health and social care services in Sussex among 13-25 year olds.</p>	<p>July 2020</p>	<p>146 responses currently being analysed and report compiled.</p>	<p>Report to be published October 2020.</p>
<p>Patient Transport Services, re-commissioning engagement.</p>	<p>September 2020.</p>	<p>In view of the re-commissioning the Patient Transport Service across Sussex, Healthwatch Brighton and Hove is compiling evidence to inform this process.</p> <p>Literature review drawn from national and local evidence completed.</p> <p>Online survey currently live to capture people’s experiences of the Patient Transport Service across Sussex.</p>	<p>Headline survey findings completed by October 19<sup>th</sup> for a market engagement event.</p> <p>Survey analysis and write-up, alongside a brief review of literature by October 30<sup>th</sup>.</p>

Project	Start date	Current activity	Future activity
Care home family and friends support forums.	July 2020	<p>First forum had lower than expected engagement.</p> <p>Meetings with decision-makers followed (e.g. CQC, Adult Social Care).</p> <p>Planned online interviews with Speak Out clients around their experiences of care homes – to provide CCQ with the ability to listen to people in a residential care home, with learning difficulties and autism. In order to better understand how they can hear from them pre-inspection/ during inspection/ after inspection.</p>	<p>Healthwatch East Sussex are taking the lead for Healthwatch in Sussex.</p> <p>Speak Out interviews date to be confirmed (originally planned for March 2020 and delayed by Covid-19).</p>
“A good send-off?” Patients’ and families’ experiences of End of Life Care.	March 2020	Publication has been produced September 2020, with 10 recommendations.	<p>Sharing the report with decision-makers (see case study) - mainly the CCG updating their End of Life Care work.</p> <p>Media plan to be implemented (report published September 28<sup>th</sup> 2020).</p>
Patient Feedback Systems for Health & Social Care Services.	July 2019	Report published July 2020.	Following up on the 13 recommendations.
Dental services.	July 2020	Online survey is live about people’s experiences of dental care during the pandemic, including during lockdown and the time since dentists have re-opened.	Close survey and analyse findings, produce report and develop impact plan. Link with HWES engagement.
Review of the Brighton Station Walk-in-Centre.	July 2020	Online survey drafted in collaboration with the Walk-in Centre. On pause at present.	Waiting on lead at Walk-in-Centre for correct time to implement survey.
BAME Covid-19 impact.	June 2020	<ul style="list-style-type: none"> <li>ICS &amp; CCG’s are Commissioning work on this topic.</li> <li>Healthwatch Sussex-wide have offered to help at no additional cost.</li> <li>Presence on Sussex-wide advisory group.</li> </ul>	Ongoing meetings scheduled.
Healthwatch England engagement.	Continuous.	<ul style="list-style-type: none"> <li>Hospital Discharge workstream presentation.</li> <li>NHS Confederation blog – completed.</li> </ul>	Ongoing.

Project	Start date	Current activity	Future activity
		<ul style="list-style-type: none"> <li>Arranging a national HWE interest group – local HW in high performing ICS areas.</li> </ul>	
Annual report.	June 2020.	Published June 2020.	Task complete – issues. actions going forward: <ul style="list-style-type: none"> <li>Integrate with performance reporting.</li> <li>Align with HWE annual survey questions.</li> <li>Prepare for a more social media/easy to read/access report next year.</li> <li>Case studies needed for HWE annual conference October/Nov 2020 – virtual conference.</li> </ul>
Relationship with NHS – System wide and locally.			Learning shared from Volunteers survey, Stakeholder Survey and EIA.
Press and PR.			Possible regular interview/broadcast slot with Latest TV.
VCS Engagement and mutual support – SPOKES replacement – HWE self-assessment tool.	July 2020	Ongoing.	Ongoing.
Programme and Project management.	May 2020	Ongoing supervision on new temporary staff member to provide project office support. With Prince 2 training.	Ongoing.
Finance and Contract Review.		Budget revisions and ongoing monitoring.	
Refreshed Healthwatch Brighton and Hove website.		Launched September 2020.	Completed but constantly updated.
<b>New projects</b>	October 2020	Engage our voluntary and Community Sector partners and see how we can best work with each other.	Voluntary and Community Sector partners to be assigned to staff, Board and other volunteers to make and strengthen links.
<b>Potential new project</b> - Digital exclusion and use of remote appointments during Covid.	tbc	Excellent link with a GP practice in Whitehawk that is interested in digital exclusion.	

Project	Start date	Current activity	Future activity
<b>Potential new projects -</b> Creating a media library bank.	tbc	In addition to the Young Healthwatch personal stories media (above), Healthwatch will create a conversation with a doctor to answer some of the most common questions; interviews with leaders within the health and social care system, and look at all the material we currently have and how we can use that better on social media. The idea is to create more content that will engage our audience and get a younger demographic more engaged in Healthwatch.	
<b>Potential new projects -</b> Young Healthwatch project.	tbc	Planning a schedule of 3 additional projects with Young Healthwatch over the next 12 months	
<b>Potential new project –</b> mystery shopping.	tbc	To check availability of flu jabs	
	October 2020	For Young Healthwatch volunteers to create a short film and social media content for Young Healthwatch, and for a Young Healthwatch webpage on the Healthwatch Brighton and Hove website.	
<b>Potential new project with</b> <b>Young Healthwatch –</b> accessing services with hearing impairments	January 2021	Consultation of young people with hearing impairments on their views and experiences of accessing health services in Brighton and Hove. Proposal/Aims to be set as we are waiting to find out more on the needs of commissioners around these topics.	
<b>Potential new project with</b> <b>Young Healthwatch –</b> Best practice guide for supporting other Young Healthwatch services	April 2021	‘How 2 guide’ or a best practice guide for other Young Healthwatch services around the country, possibly in collaboration with another Young Healthwatch.	
<b>Potential new project with</b> <b>Young Healthwatch –</b> ‘No	April 2021	Possibly to replace the immediately above project. Create a new ‘No worries’ sexual health film for young people (linking in with Sexual Health and Contraception Services) to promote	

Project	Start date	Current activity	Future activity
worries' sexual health film for young people		sexual health testing (using a diverse cast that represents black and minority and ethnic groups) - this is a recommendation from the BAME sexual health report (Exploring the views and experiences of young people from BAME backgrounds around local sexual health services, April 2020).	
<b>Potential new project with Young Healthwatch</b> – neuro diverse services for young people.	July 2021	Young Healthwatch consultation of service options for neuro diverse young people.	
<b>Potential new project with Young Healthwatch</b> – follow up the recommendations of the Foundations For Our Future report	tbc	The project involves YHW and YMCA Right Here taking on a project which aims to use youth voice to follow up the recommendations of the Foundations For Our Future report, which would be pan Sussex and we would have a working group of young people for this.	



Appendix 2 - Origin of reporting format: Functions with annual and 6-monthly reporting requirements

Function	Function details	Case studies	Annual	6-monthly
<p><b>1. Project engagement and impact</b></p> <p>Function 1: gathering views and understanding the experiences of people who use services, carers and the wider community.</p>	<p>Function 1 - Undertake on-going formal and informal engagement with all sections of the local population (including those who are not usually heard) to capture public opinion, experience and aspirations for health and social care. Engage with the public in a range of creative, interesting and inclusive ways.</p>			
		3 case studies of changes achieved beyond 6-month project lifespan.	Yes	No (1 case study – see later)
Number of service areas reviewed.			Yes	Yes
Number of people engaged per review.			Yes	Yes
Number and date of reports published.			Yes	Yes
Recommendations produced per report.			Yes	Yes
% of recommendations acted on leading to service improvement.			Yes	Yes
Regular reports – Annual report, EIA, stakeholder.			Yes	Yes
<p><b>2. Meetings and impact</b></p> <p>Function 2: making people’s views known.</p>	<p>Function 2 - Using evidence from engagement activity, identify specific areas for improvement, change or further investigation.</p>			

Function	Function details	Case studies	Annual	6-monthly
Function 3: promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised.	Function 3 - Promote public and patient involvement in health and social care services to commissioners and service providers and the public.			
		3 Case studies demonstrating impact from attendance at decision-making meetings (e.g. commitments made in decision-making meetings), including protected characteristic group.  3 Case studies of issues raised/service improvement by HW that have had impact at HWB, HOSC.	Yes	1 Case study
Number of Board meetings attended.			Yes	Yes
Number of decision-making meetings attended (excluding Board).			Yes	Yes
<b>3. Volunteer involvement</b>				
		Case studies from annual report on advice and guidance of best practice for public and patient engagement x 2	Yes	No
Number of active volunteers - HW and YHW.			Yes	Yes
Number of meetings/events/engagements held by HW volunteers.			Yes	No
<b>4. Media engagement</b>				
Number of newsletters produced.			Yes	No
Number of newsletter subscribers.			Yes	No
CRM mailshots.			Yes	No

Function	Function details	Case studies	Annual	6-monthly
Media events – press releases, media interviews.			Yes	No
Website page views.			Yes	No
Facebook followers and likes.			Yes	No
Twitter followers.			Yes	No
<b>5. Information line and signposting</b>  Function 4: Recommending investigation or special review of services via Healthwatch England or directly to the CQC.  Function 5: providing information and signposting about access to services and support for making informed choices.	Function 4 - Ensure that urgent concerns relating to safeguarding or individuals are escalated appropriately in accordance with local policy.  Function 5 - Identify local people who contact HW who may benefit from information and/or advice about health and social care services, and either signpost or refer them.			
Number of information line enquiries (email and phone).			Yes	Yes
Number of people signposted			Yes	Yes
Main issues arising from information line.			Yes	No
Number of safeguarding concerns and action taken.			Yes	Yes
Escalations to CQC, HWE, NHS England/NHSi			Yes	Yes
<b>6. Joint projects</b>  Function 6: Making the views and experiences of people known to Healthwatch England (and to other local	Function 6 - All HW activities entered on CRM are automatically shared with HWE. All HW reports are also shared with HWE.			

Function	Function details	Case studies	Annual	6-monthly
HW organisations), and provide a steer to help it carry out its role as national champion.				
Joint projects undertaken with HWES and HWWS.			Yes	Yes
Impact from joint projects with HWES and HWWS.			Yes	No
Annual 360 review providing performance feedback from neighbouring HW and HWE on impact.			Yes	Yes
<b>Workplan added as an Appendix - ongoing and potential new projects</b> - derived from ongoing intelligence about local population health and social care needs and pan-Sussex where appropriate (i.e. ICS).			Yes	Yes – in detail with evidence and possible future activities
<b>7. NHS complaints advocacy</b> Function 7: NHS Complaints Advocacy.	Function 7 - Identify local people who contact HW who may benefit from NHS Complaints Advocacy and either signpost or refer them to the locally commissioned service in a prompt and timely manner taking account of the person's individual access requirements			
Number of referrals to ICHAS, PALS, NHS complaints.			Yes	Yes