

healthwatch
Brighton and Hove

**Young
healthwatch**
Brighton and Hove

Healthwatch projects

A forward look at current and future projects

your
voice
matters

Published: March 2020

CONFIRMED PROJECTS

Project title	Supporting information	Likely release date
GP patient survey	<p>Survey of 1000 patients across all practices within B&H.</p> <p>Findings included: patient perceptions of care quality; satisfaction with the GP service including booking appointment process; awareness of preventative services; and experience of mental health support needs. The report is framed in the context of increased patient caseloads and strategic developments such as the new Primary Care Networks.</p> <p>For further information, please contact michelle@healthwatchbrightonandhove.co.uk</p>	Media event 12 th March, 2020
Young Healthwatch - sexual health services	<p>Exploring the views and opinions of Black, Asian, and Minority Ethnic (BAME) young people around local Sexual Health services in Brighton and Hove.</p> <p>For further information, please contact gemma.doughty@ymcadlg.org Elena.Gelibter@ymcadlg.org</p>	March 2020
Lay Assessors	<p>The Lay Assessors Scheme (LAS) is commissioned by the Adult Social Care department of B&H City Council (BHCC) to survey clients receiving independent home care services. Our volunteer Lay Assessors conduct 20-25 interviews with service users each month, mostly face to face and sometimes by telephone.</p> <p>For further information, please contact will@healthwatchbrightonandhove.co.uk</p>	Annual report Spring 2020.
Patient Led Assessments of the Care Environment	<p>These are assessments of the non-clinical aspects of our local hospitals. This programme looks at aspects of cleanliness; privacy dignity and wellbeing; condition, appearance and maintenance; and suitability of the environment for those with a disability and/or dementia.</p> <p>Healthwatch also delivers a monthly programme of environmental audits across the BSUH estate</p> <p>For further information, please contact alan@healthwatchbrightonandhove.co.uk</p>	Spring 2020
Closed Environments	<p>The Care Quality Commission have funded Healthwatch B&H to explore, via a workshop with Speakout, how to engage people who may have impaired capacity or those who are fearful to talk about the care they may be receiving.</p> <p>For further information, please contact lester@healthwatchbrightonandhove.co.uk</p>	Early Summer 2020

Project title	Supporting information	Likely release date
Outpatient's booking service	<p>Concerns have been raised with us about the outpatient's booking service. BSUH and the CCG are exploring improvements to this service. To assist them with this Healthwatch has issued a survey to gather patient experiences. This was started in February and has included 5 visits to outpatient departments across the BSUH estate.</p> <p>We have received replies from over 100 patients.</p> <p>For further information, please contact alan@healthwatchbrightonandhove.co.uk</p>	Summer 2020
End of life	<p>A review of patients' and Families' Experiences of End of Life Care - Healthwatch B&H talked to 15 people and their families with a focus on how discharge from hospital worked for patients and their families. The review reflected on recommendations from our 2019 review on hospital discharge and whether these were being implemented within the end of life discharge process.</p> <p>For further information, please contact office@healthwatchbrightonandhove.co.uk</p>	Late Summer 2020

POTENTIAL FUTURE PROJECTS

Project theme	Supporting information	Possible release date
24 hours in A&E/Emergency Department (ED)	<p>To assess people's experiences of the ED and to explore why people present at ED rather than other alternatives that are available to meet their care. We wish to learn more about people's understanding of what is happening to them and why they are waiting; and people's experiences of the different parts of the ED and associated care units. This work will be undertaken in the Royal Sussex County Hospital and other sites across Sussex.</p> <p>For further information, please contact alan@healthwatchbrightonandhove.co.uk or lester@healthwatchbrightonandhove.co.uk</p>	<p>We are exploring timings with the hospital.</p> <p>Earliest release date would be Autumn 2020.</p>

Project theme	Supporting information	Possible release date
	For further information on all of the following projects, please contact office@healthwatchbrightonandhove.co.uk	
Pharmacy care	We are aware that a larger scale review of pharmacy services may be undertaken in the city and our intention is to ensure the public are engaged to ensure their voices are heard.	Spring 2021.
Patient Transport Service	We will be revisiting local Patient Transport Services and following up on the outcomes of our previous reports in 2016 and 2017. We wish to know whether earlier concerns have been addressed and how well the system provides for regular and non-regular users. The project will once again be delivered by Healthwatch team across Sussex.	Winter 2020.
High Support accommodation	Using a combination of the tools used in the environmental audits in hospitals and the lay assessors, we are waiting on the possibility of reviewing the high support accommodation in the city.	Date to be set.
PIP/ESA	This is a follow up to a study we did in 2017/18 exploring the experiences of organisations who support people with applications for Personal Independence Payments and Employment and Support Allowance. The intention is to see, from their perspective, whether our earlier concerns have changed.	Date to be set.
GP Online services	Given the increased use of online services for booking and consulting with GPs, we would like to look at patient awareness and use of these services. A scoping phase is underway to examine previous research in this area and the availability of such services across the city.	Date to be set.
Young Healthwatch - mental health services	Following up a piece of research from 2012 which looked at young people's experiences of using GP surgeries, specifically around mental health care.	Date to be set.
SCFT community services assessments	Similar to the high support accommodation above, we are exploring the possibility of using a combination of the tools used in the environmental audits in hospitals and the lay assessors to carry out a review of Community Health Services from the perspective of the patients.	Date to be set.
Grief support	A project to build on our intelligence showing that support around grief and bereavement is insufficient for certain groups, including LGBT and young people.	Date to be set.

Project theme	Supporting information	Possible release date
Primary care networks	Patient experience in terms of the 'Direct Enhanced Service Areas' - potentially including Enhanced Health in Care Homes; Anticipatory Care (helps people to live well and independently for longer through proactive care for those at high risk of unwarranted health outcomes); and Personalised care (people have choice and control over the way their care is planned and delivered).	Date to be set.
Lighting in ED	We have received a specific request to review the lighting in the Royal Sussex ED in terms of design and whether top of the bed or bottom of the bed lighting would be better.	Date to be set.
Deaf and hard of hearing	A review of the services for those who are deaf and hard of hearing.	Date to be set.
Oral care in care Homes follow-up	Our projects do not end with a completion of a final report and recommendations. These reviews are revisited to see whether our suggested changes have been made. Our review of oral care in care homes was conducted in 2019. The intention is to conduct a further review to see how things may have changed.	Date to be set.
Dementia project	The Royal Sussex County Hospital have approached us about working together on a project to assess our dementia services. We are due to meet Hospital staff and discuss the possibility of carrying out a review in this area.	Date to be set.

Contact information

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Share your experiences of health and social care services with us:

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