

Annual Report Summary

Healthwatch Brighton and Hove
Annual Report Summary 2021-22



healthwatch

Awards 2021

Highly
commended

healthwatch

Awards 2021

Shortlisted

Message from our Chair

In March 2022, after eight and a half years, I stood down as Healthwatch Chair. Having started at the organisation's inception, I am immensely proud of the highly credible organisation we have become.



For me, the last year exemplifies the incredible impact we make as an organisation. As COVID-19 continued to dominate health and care, our dedicated volunteers answered hundreds of people's queries and offered reassurance. Our nationally recognised hospital discharge project – shortlisted for an award – also supported people, with over 4,500 referred to us so far. Helping people find the services they need has remained a core part of our work.

We have continued to influence how health and care services are provided, designed and commissioned as reflected in the 20 reports identified in this annual report. We have ensured that the public voice from Brighton and Hove has been heard nationwide and in Parliament.

Our Young Healthwatch team have delivered innovative and inspiring work to provide a voice for younger people, especially those affected by mental health issues.

Despite ongoing COVID restrictions, we have reached more people than before, but we are looking forward to speaking face to face with the public, patients and service users soon.



*“Our End-of-Life work was shortlisted for a national **Healthwatch England** award, and our work on Hospital Discharge received a commendation.”*



I leave Healthwatch as a highly respected and credible organisation whose independence and impartiality is sought out by media and senior leaders of the NHS. We are viewed as an evidence-based and authoritative voice for health and social care issues; an organisation who provide sound advice and recommendations.

My thanks go to Geoffrey Bowden for stepping in as interim Chair, and to Bob Deschene and Sophie Reilly who have stepped down after eight loyal years as Directors.

Our Board has been strengthened by new people too: Sophie Crowther, Angelika Wydra, Gillian Connor and Chris Morey – a warm welcome to them all.

I wish you all well and look forward to hearing about your continued success.

Fran McCabe

A handwritten signature in blue ink that reads 'Fran McCabe'.



This Year...

71 Volunteers Contributed over



=



to help our community

Including



15 Board Members



4 Student Placements



We made 62 Recommendations



1,080 health & social care meetings

8,966 people engaged

5.8 Full time staff equivalent

148 Board meetings

Spoke to 2,603 hospital patients

funded by our local authority

£178,600

...but completely independent

Our impact this year

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 this last year we have:

- Supported **2,143** patients of a local GP surgery to reverse their decision to reduce opening hours
- Offered support to **2,603** people recently discharged from hospital
- Given meaningful advice to over **400** people through our helpline, supporting them to access GPs, dentists and life-saving vaccinations
- Shared more than **600** of your experiences and ideas to influence how health and care services are provided, designed and commissioned
- Overall, we have heard from around **9,000** people this last year.



Young Healthwatch



We commission YMCA DownsLink Group to deliver Young Healthwatch projects

Our e-wellbeing project shines a spotlight on the emotional health and wellbeing of young people.

Diversity and Inclusion

For Neurodiversity Celebration Week 2022, Young Healthwatch raised awareness and the importance of celebrating different minds. We interviewed neurodivergent young people to hear their perspectives. Watch an interview at <https://youtu.be/YuE9sutQtP4>

Ready Set Connect

We explored young people's views on mental health services during the COVID-19 pandemic and the barriers faced when accessing remote mental health appointments. Young people said the main barriers that emerged were:

- Not being able to establish rapport and communicate remotely with professionals
- Not knowing what to expect from a remote appointment
- Fear of being judged when seeking mental health support
- Not having a private space to have the call or a proper device or stable internet connection

Young people recommended 'pre-appointments and informal chats' to ask questions and learn how the process works, and our volunteers created a digital guide to help young people prepare for their remote mental health appointments. View the digital guide at <https://bit.ly/3MNT8RB>



"I feel some people may struggle communicating their issues and symptoms properly, so they may fear being misunderstood or misdiagnosed."

Young people told us they were concerned about their privacy, and how their information was being used by mental health professionals. Young Healthwatch received support from NHS Commissioners, to create a youth-led film for young people, by young people, to provide reassurance on privacy rules, their rights and confidentiality within sessions. Watch the animation at <https://youtu.be/88zEqoywxWA>

"I'm worried about how my data will be stored - will it be stored in a safe way?"



Foundations for our Future

Foundations for our Future is a Sussex-wide review of emotional health and wellbeing for children and young people.

Our volunteers shared their experiences of mental health services; suggested changes to improve flexibility and accessibility and helped 'youth-proof' the final recommendations of the Sussex-wide review. Young Healthwatch continues to be involved in the next phase to develop and embed the recommendations of Foundations for our Future.



New Larchwood Surgery

Hours reduced to two mornings a week

On the 1st April 2021, New Larchwood Surgery – based in Coldean – reduced their opening hours from 7 sessions to just 2 mornings a week.

Since 2016, the surgery has been run by the partners of Carden Surgery, so patients were offered additional appointments at Carden Surgery – which is around 30 minutes away and requires two buses to get to.

Unhappy at these changes, local residents contacted us to ask if we could help.

What did we do?

We arranged a local survey and had a tremendous response of **385** New Larchwood patients wanting to share their views.



New Larchwood Surgery in Coldean

The results showed strong opposition to the reduced hours:

- Over half (**59%**) were dissatisfied with the new opening hours.
- **81%** said they wanted more than the current two mornings per week.
- **75%** provided negative examples of the impact of the reduced hours.

We then arranged three meetings where local residents could meet and raise their concerns with the **GP Surgery** and local **NHS Clinical Commissioning Group (CCG)** that funds the service.

The residents spoke out about the difficulties that these changes had made to their lives, and asked questions – and their voices were heard.



"We need the surgery open every day for the elderly, vulnerable and those unable to access Carden surgery."

"The reduced hours have greatly impacted my mental health."

"Vulnerable family members have not sought the care they need as the 'hassle' now involved with wait times and booking puts them off."



The Impact

The Result

After all of the sessions, and the patients' voices being heard:

- The CCG approved additional funding to re-introduce sessions at the surgery.
- They are now open four days a week.
- The additional hours include patient requests for an afternoon, and a dedicated nurse-led session.

"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



"WELL DONE to all of you who wrote letters, took part in the Patient Survey, or attended the online meeting with Healthwatch Brighton & Hove, the Surgery and the CCG last month! And particular thanks are due to Brighton & Hove Healthwatch who championed the case for restoration of our lost surgery hours so eloquently."

Rosie Parks, Secretary, Coldean Residents' Association 

Read the full report at <https://bit.ly/3QkrLI7>

Hospital Discharge Wellbeing Service



This project - jointly funded by the local council and NHS Clinical Commissioning Group - started in April 2020 as part of the initial COVID-19 emergency response, and for a second year our volunteers have been calling people recently discharged from hospital to check on their wellbeing.

Our volunteers check if there are any outstanding issues or concerns linked to their discharge which need following up with the hospital discharge team, who would then advise and resolve as needed. Volunteers also check if there are any other issues or concerns they could help with.

The responses include worries over coronavirus, unable to exercise, social care needs, ability to support others, income and debts - with two big areas of concern being "help to pay for food/supplies" and "feeling lonely or isolated".

They then assist by finding available support and referring people to find the help they needed from a range of community, voluntary and private sector services.

Key Figures

- 61 Volunteers spoke to **2,603** people to offer support since the project started
- **22%** of those contacted had concerns relating to their hospital discharge
- **23%** were signposted to additional community support services including the BHCC Community Hub, Possability People's Hospital Discharge Service, Aging Well Service, Together Co, the Carers Hub, GP Surgeries, and various Mental Health supports services
- **373** people (**17%**) identified as having mental health problems with **50** being referred on for urgent support
- **97%** of those spoken to considered the calls to be 'helpful' (**66%** 'extremely' or 'very helpful') and **75%** gave permission to be called back in a few months



I am 100% convinced that everything I do in this volunteer role is making a positive impact on people's well-being and lives.

It's simply a brilliant project.

Caroline Trimby,
Hospital Discharge Service Volunteer



How we helped

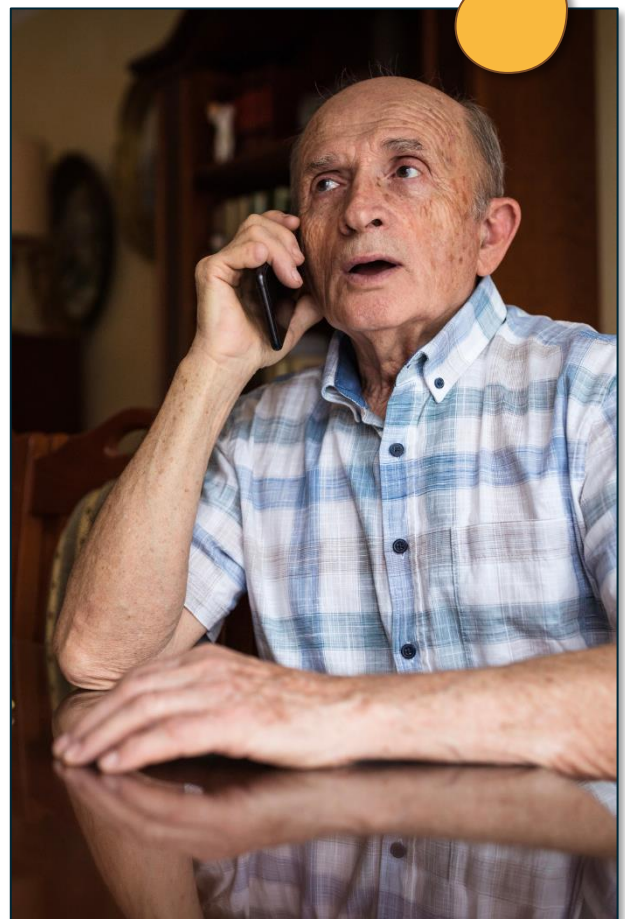
A 93 year old patient discharged home after a fall, told our volunteer that her family rarely visited and though her carers visited daily, they were too busy to chat after their basic duties were completed. Her neighbours sometimes did shopping for her, but when they were unavailable she often made do with very little food. As a result she was quite isolated, extremely lonely and completely dependent on others for help.

Our volunteer first gave the patient details of **Morrison's Doorstep Delivery Service** so she could order shopping by telephone and regain some independence. Then they contacted charity **Possability People** who assigned a case worker to support her home support needs. They later confirmed that they had undertaken a full assessment of the patient's needs and were now providing support to her in the areas that she most needed it.

Finally, our volunteer contacted a befriending organisation to check for availability, but it was a six month wait for a befriender. As a trained befriender themselves, our volunteer offered to be the lady's interim telephone befriender until a permanent match could be found.

A patient transferred from another county had issues with their care package, and asked our volunteer to speak to their son to explain his parent's situation. With the patient's permission, our volunteer contacted the council's adult social care services (Access Point) and they agreed to expedite the reassessment process so that a care package could be put in place. The assistance was greatly appreciated by the patient and family.

A patient felt 'uncertain' and 'unsettled' with their discharge notes as they overheard nurses' conversation. They promised they never drank excessively and were concerned a mention of such things in their notes meant they would be treated differently in the future. The volunteer contacted the GP with the patient concerns, who confirmed that wasn't the case and there was no mention of any drinking issues. The patient was very grateful and reassured.



Read the latest report at <https://bit.ly/3MNQrQd>

Reports Published 2021-22

The full list of the 20 reports issued, describing our work, your experiences of health and social care services, and the impact that COVID-19 has had on our city.

1. [Feedback on the Accident and Emergency Department, Royal Sussex County Hospital](#) - April 2022
2. [Evaluation of B&H's Equipment and Adaptations service](#) - March 2022
3. [Patient opinion in East and Central Brighton Primary Care Network](#) - March 2022
4. [The impact of reduced hours at New Larchwood Surgery](#) - February 2022
5. [How to deliver personalised end of life care for LGBTQ+ patients](#) - February 2022
6. [Healthwatch Brighton and Hove Hospital Discharge Wellbeing Project](#) - Jan 2022
7. [Putting good communications with patients at the heart of service change](#) - December 2021
8. [People's views about remote access to appointments during the COVID-19 pandemic – a compilation of evidence](#) - December 2021
9. [Patient Transport Services - how your views are helping to reshape services](#) - October 2021
10. [Infographic describing the contribution our volunteers made to the successful operation of the Sussex-wide COVID-19 Vaccination Enquiry Service](#) - August 2021
11. [Healthwatch in Sussex Insight: Health and Care Pressures 2021](#) - July 2021
12. [The COVID-19 Vaccination enquiry service](#) - July 2021
13. [Healthwatch Brighton and Hove Annual Report](#) - June 2021
14. [Exploring young people's perceived barriers to accessing video/phone mental health appointments](#) - July 2021
15. [The Healthwatch Brighton and Hove Annual Performance Report 2020/21](#) - May 2021
16. [Community Diagnostic Hubs: a patient-centred pathway through the diagnostic journey](#) - May 2021
17. [People's experiences and views about COVID-19 vaccinations](#) - May 2021
18. [Equality Impact Assessment](#) - April 2021
19. ["A Good Send-Off?" Patients' and Family's Experiences of End of Life Care. One year on](#) - April 2021
20. [Healthwatch Brighton and Hove Hospital Discharge Wellbeing Project \(HOPs\) April 2020 to April 2021](#) - April 2021

Read the full reports at
<https://hwbh.co.uk/news-and-reports>

Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch. Their efforts were recognised by two national nominations in the Healthwatch England awards – a brilliant outcome and truly deserved. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year 71 volunteers, which included 15 Board members and 4 students on placement:

- spoke to more than 2,600 patients recently discharged from hospital, offering a friendly listening ear, advice and support.
- provided answers to over 400 people who contacted our helpline.
- reviewed and sense checked 16 patient leaflets produced by our local hospital.
- answered nearly 1,473 of your COVID related queries via a specialist helpline.
- attended hundreds of meetings on our behalf
- helped hundreds of people have their say from home, carrying out surveys over the telephone and online.





Caroline Trimby

The hospital discharge follow-up calls I make are most enjoyable and rewarding. It's fantastic to be able to signpost folk for any post-hospital help or services they may require to make this challenging time easier.

I also love having a friendly chat to many who have little social contact and really appreciate our thoughtful service.

I am 100% convinced that everything I do in this volunteer role is making a positive impact on people's well-being and lives.

It's simply a brilliant project.

Jo Kaddish

My experience with Healthwatch has been entirely with the COVID vaccine enquiry line where I started in February 2021. I thoroughly enjoy helping with the queries and over the year and a quarter I have gained a great deal of experience in handling many varied queries.

The team are extremely helpful and supportive and having the chat available means there is always someone who can help if any of us is stuck on a query.



"Whether it is collecting the data that informs all our work, supporting those that we engage with, or providing wise counsel around the

board room table, volunteering is at the core of what we do. Without the tireless energy and enthusiasm of our volunteer support, the quality of our work would be severely compromised. For this we raise our collective hat and salute our volunteers - not just during Volunteers Week, but for every day of the year!"

Geoffrey Bowden, Interim Chair

Authorised Representatives

During this year we had **78 Authorised Representatives** able to review services, attend decision-making forums and speak up for patients and care service users.

This was made up of **71** volunteers – including directors – and **7** members of staff.

Alan Boyd
Alastair Hignell
Amina Ba
Amy Oliver
Angelika Wydra
Ann Nealer
Anya Waigh
Asher Foister
Barbara Myers
Bob Deschene
Brigid Day
Cara Redlich
Caroline Trimby
Catherine Swann
Cecily Bryant
Chloe Mackney
Chris Jennings
Christiane Reineke
Christine Clark
Christine D'Cruz
Christopher Morey
Cindy Willey
Clary Collicut
Conor Sheehan
David Liley
Deborah Rogerson

Denise Millar
Dr Khalid Ali
Duncan Stewart
Elaine Crush
Elaine Foster-Page
Elaine Fox
Elisabeth Miskarik
Emily Page
Eva Zemcikova
Francis McCabe
Fran O'Neill
Gaby Rennie
Geoffrey Bowden
Gillian Connor
Hadi Kebbeh
Hilary Martin
Holly Earthey
Howard Lewis
James Davies
Jayne Cockburn
Jo Kaddish
Judith Batchelor
Karen Barford
Kat Pearce
Kurt Stevens-Billing
Leah Ashley

Lester Coleman
Lorna Towner
Lynne Shields
Mae Cole
Maisie
Richardson-Wilson
Maureen Smallldridge
Mazzie Sharp
Michelle Kay
Neil McIntosh
Nicholas Gorvett
Nick Goslett
Olivia west.
Paul Koczerzat
Peter Burton
Robin Guilleret
Roger Squier
Ryan Prichard
Sophie Crowton
Sophie Reilly
Sue Seymour
Sylvia New
Tracey Tremlett
Trish Comley
Vanessa Greenaway
Will Anjos

Thank you

Message from our Chief Executive

Healthwatch in Brighton is emerging from the COVID-19 challenge as a strong, viable and sustainable voluntary organisation. Our volunteer group has grown substantially over the last two years. Our staff team remains stable and we have strengthened our links with the Universities, and Medical and Nursing Schools. Our partnerships with other organisations and neighbouring local Healthwatch in East and West Sussex have also strengthened and whilst our reports and recommendations have been focused on the City of Brighton and Hove, many have had implications Sussex wide.



In response to COVID-19 Healthwatch has decided to allow staff to work from home and provided the resources required for this. We remain available to anyone who needs and reaches out to us.

We lost not one day of activity over this whole year, our volunteers and staff have given the very best of public service. I cannot thank them enough. Alongside the NHS, social care, and public health, Healthwatch continue to help Brighton and Hove be a safe and healthy place to live and thrive.



“We lost not one day of activity over this whole year, our volunteers and staff have given the very best of public service. I cannot thank them enough.”



As a Community Interest Company (CIC) we make no personal profit and all income we generate is used to benefit local people. This year our Board has been strengthened with new members better representing the diversity of our City. Some Board members have stepped down at the end of their tenure, and we thank them for many years of loyal service.

If you want to make a difference in health and social care, if social justice and combatting health and care inequalities is important to you, come and join us; you will find a warm welcome.

David Liley

A handwritten signature in black ink that reads "David Liley".



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012. In addition, we receive additional income to deliver a small number of projects in line with our charitable objectives.

Income	
Funding received from local authority	£178,600
Additional funding	£63,766
Total income	£242,366

Income	
Staff costs	£187,125
Operational costs	£19,137
Support and administration	£15,657
Total expenditure	£221,918

Top three priorities for 2022–23

1. Promoting patient and public voices to assist COVID recovery in health and care services
2. Focusing on health and care inequalities and seldom heard voices
3. Ensuring decision makers keep their promises to improve services

Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face.



healthwatch

Healthwatch Brighton and Hove

113 Queens Road
Brighton
East Sussex
BN1 3XG

t: 01273 234 040

w: healthwatchbrightonandhove.co.uk

e: office@healthwatchbrightonandhove.co.uk

 [@HealthwatchBH](https://twitter.com/HealthwatchBH)

 [@HealthwatchBH](https://www.instagram.com/HealthwatchBH)

 [HealthwatchBrightonandHove](https://www.facebook.com/HealthwatchBrightonandHove)