

The role and impact of Healthwatch Brighton and Hove:

Our third activity report covering July 2020 to February 2021

“

... the City was grateful to have such an outstanding Healthwatch and wanted to thank all the staff and in particular the volunteers.

- Health and Wellbeing Board,
September 2020

”

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A list of Healthwatch reports and publications

1. Executive summary by David Liley, CEO

Welcome to our third activity report for 2020-21, in which we describe the vital role that Healthwatch Brighton and Hove has played in supporting patients and local health and social care services between July 2020 to February 2021. February 2021 marked the one-year anniversary of the coronavirus (COVID-19) first being identified in Brighton and it is fair to say that the last 12 months has completely changed our way of working.

Since July, our priority has been to understand the impact which the coronavirus has had for you. We have worked in cooperation with health and social care services, other Healthwatch teams, the NHS, and Commissioners to gather your feedback. Our Young Healthwatch team also gathered the views of younger people across the city. The information you shared with us and the NHS means that as a city we can better plan how to move forward and rebuild services in transformative and innovative ways - with your voice being at the heart of any decisions.

In the last eight months, COVID-19 has been at the centre of almost everything we have done and achieved:

- Our regular bulletins have continued to provide you with up-to-date advice and information on services during this time, on COVID-19 and the impacts this has had on our city, as well as the vaccine roll out. They continue to attract praise, being widely shared including by Councillors and local MPs, and being described as “*the go to place for information*”.
- Our hospital discharge project has supported over 1,500 people. We received national recognition for our innovative and collaborative work and were seen as a national exemplar of good practice. Other health systems across England now want to replicate what we have achieved.
- We have heard from 220 people, with many of you asking about the COVID vaccination programme and we are proud that our volunteers and staff are currently working with the NHS to answer your queries.
- Dental services have been badly affected by COVID-19 and is the second biggest concern you have raised with us. We will continue to escalate your concerns to NHS England, and local health leaders. We are clear that the current system is failing patients.
- Our webinars on care homes provided a much-needed space for relatives to listen, ask, and feel heard.

In addition to our COVID-19 work, we delivered a Sussex-wide series of reports on Patient Transport Services which will help shape the future contract that is currently being drafted, and our End-Of-Life report is already helping to re-shape how patients at the end of their lives, and their relatives, are cared for.

We are extremely proud of our contribution to the COVID-19 response, of our staff team, Board, and volunteers; and it has been especially gratifying to welcome 26 new volunteers and 2 new Board members to our team. Thank you.

- David Liley, Chief Executive Officer

2. Highlights from our work (July 2020 to February 2021)



Patient feedback

220 people contacted us with their questions and feedback on services, particularly in relation to dental care, COVID-19, and the vaccine roll out.



Volunteers

We attracted 23 new volunteers, 86 applications of interest, and offered 6 student placements. We welcomed 2 new Board members.



Projects

We worked with partners to deliver our hospital discharge project, help answer vaccine queries, and run webinars on care homes and mental health.



Mailshots & bulletins

We attracted 62 new subscribers, issued 93 updates to our 1,543 strong community which includes the public, Councillors, community groups and NHS



Patient webinars

We held Sussex-wide webinars for relatives of those with loved ones in care homes, and on mental health.



Young Healthwatch published a report exploring young people's experiences of health and social care services during the coronavirus pandemic.



Reports and publications

We issued 24 Healthwatch reports, 21 bulletins, and 27 guidance documents and specialist updates.



Media

We issued 8 press statements, and took part in over 30 TV and radio interviews.



Patient surveys

We launched surveys on dental care, Patient Transport, accessing health and social care during the pandemic, and on the COVID vaccination roll out.



Praise

Healthwatch received praise from the public, city leaders, Healthwatch England, and other organisations for our work, guidance, and info sharing.



Social media

We made 324 Facebook posts achieving a reach of over 23,900 with 1,700 engagements. We posted 53 Tweets and 55 Instagram posts.



Hospital discharge wellbeing project

We received national recognition for our project which is being replicated in other areas.

Background

On 6th February 2020, the [first UK national to be diagnosed](#) with the coronavirus was identified in Brighton. At the time Healthwatch, like many others, began to monitor the news and impacts of this new virus. We were one of the first organisations to provide advice to the public - and we quickly established ourselves as the 'go to' organisation for regular updates. As the crisis grew, we suspended our regular activities such as our visits to health and social care settings. We also reviewed our workplan of projects and took the difficult decision to suspend some. Instead, we switched our attention to COVID-19 related activities so that we could support the public and NHS during this unprecedented time. This report summarises our extensive activities during July 2020 to February 2021 (eight months). Two earlier reports are available covering our activity in [January-April](#) and [May and June 2020](#).



Over the last eight months we have remained a key contact point for people to raise their concerns, both on COVID-19 and non-COVID related issues, and 220 people have emailed and called us for advice on a wide range of issues such as:

- COVID-19 vaccine queries
- COVID-19 data and information
- Access to NHS dental care
- Accessing the flu vaccine
- Advice about medical negligence
- Breast screening advice
- Mental health services
- Concerns from family carers unable to visit loved ones in care homes
- Complaints about A&E
- Waiting times for eye surgery
- A range of GP queries
- Questions about Patient Transport
- Referrals for hearing tests
- Questions about waiting lists
- Concerns about the Children and Adult Mental Health Service

Healthwatch work and actions

In the following section we describe key projects and other activities that we undertook between July 2020 and February 2021. We describe our work by month but start the section by describing our work on COVID-19 and dental services: the two issues which you told us had affected you the most over the last eight months. We have also produced a summary list of our reports, publications, public guidance, campaigns, Board meetings, press and media interactions in Annex A (which is available as a separate document).

Please note that this report is separate to our biannual [performance reports](#) which form part of our contractual requirements and which demonstrate what we have been doing and what projects we are planning to do in the future. These reports include additional data on our performance, impact, and reach meaning that some of the numbers and data differ to those shown in this activity report.

COVID-19

Healthwatch bulletins and guidance

Throughout the past eight months we continued to publish our health and social care and COVID-19 bulletins, alongside dedicated vaccine updates, and updated public guides on topics such as ‘Seeing your dentist’ or ‘GP’ during the pandemic.

We issued 21 health and social care & COVID bulletins

In addition to 12 COVID vaccine guides

We have answered 108 of your COVID-19 vaccine enquiries

Our bulletins continued to update you on changes to services, advise you of patient surveys on health and social care that you could contribute to, and provided you with information and signposting on services. They have continued to attract praise being described as “*the go to place for information*”, and we were proud to receive recognition for these from Councillors at the Health Overview and Scrutiny Committee (a city council committee). Our bulletins have been regularly shared with our 1,543 subscribers and forwarded on widely including by local Councillors and MPs.

Thank you very much for sending this useful, clear information which will be incredibly useful for helping confused constituents.

Caseworker for local MP

A special Healthwatch report on COVID-19 data

Healthwatch continued to closely monitor the emerging situation and impacts that COVID-19 was having on our city. We identified that an ever-increasing amount of data was being published but we did not consider this was accessible, or clear. In July, we published our report “[The impact of COVID-19 on Brighton and Hove: a statistical evaluation](#)”. Our report brought together key data and statistics on the number of confirmed cases, deaths, impacts on our hospitals, and areas of the city which were most affected by the virus. We shared this with the Public Health team at Brighton and Hove City Council who worked with us on developing the report.

At the time our report was published it provided a much-needed insight into the impacts of the virus on our city ahead of our Council publishing more data. In January 2021, Latest TV spotted our report praising its informed

commentary on the first part of the COVID story. They subsequently asked Healthwatch to take part in a TV interview with a panel of experts on the topic of COVID and its impacts on our city's residents. This will be available soon and published on our webpage. To support this we published a [COVID-19 Fact Check webpage](#) to help dispel vaccine myths and provide you with accurate information.

Answering your COVID-19 vaccine enquiries

We created a dedicated vaccine webpage.

Our volunteers are helping the NHS to answer public calls on the vaccine roll out.

We launched a patient survey to capture your experiences

In early December 2020, the Pfizer-BioNTech vaccine was approved for use in the UK. Immediately following the announcement, you began to ask us questions about it, and on 15th December we launched our [dedicated vaccine webpage](#) providing you with up-to-date information about the vaccine roll out. Since then, we have answered 108 enquiries. We shared your questions and experiences anonymously with those in charge of running the programme who in turn updated the advice on their website. Your voice helped to ensure that accurate and much needed advice was made available.

"the Healthwatch pages about the COVID19 vaccination are really helpful, we regularly share them through both the Vulnerable People Working group and many others"

Feedback from you about our enquiry line:

"Thank you very much for your full reply on the matter of vaccinations for informal carers."

"Thank you for finding and sending the allergy advice in reply to my email question. It has helped me a lot to be able to take the inquiry forward and make the most suitable decision for my circumstances."

"Thank you so much for answering my enquiry so promptly."

"Thank you for your prompt reply. I will wait for the call to get the second vaccination. Your reply was very helpful and clear."

Supporting the NHS

Healthwatch were invited to join key decision-making bodies and discussion forums on COVID-19 and through these channels we were able to share your questions, concerns, and positive feedback to city leaders.

In January 2021, we offered our support to the NHS to help answer public queries they were receiving about the vaccine roll out. 10 Healthwatch volunteers and staff underwent training and began taking your calls on 4th February. We have already answered over 180 calls and provided more than 120 hours of support. This work has helped ensure that your questions were answered, and concerns allayed.

Capturing your experiences



COVID VACCINATION SURVEY

In February 2021, we launched a survey to capture your views, experiences, and feedback on the COVID-19 vaccine roll out. This has so far attracted over 1000 responses. The remains open until 31st March and you can access this [survey here](#).



We would be grateful if you could spare 10 minutes to share your story which will help to deliver improvements to the vaccine programme. We also want to pass on your positive experiences to those in charge and the NHS who are all working incredibly hard.

In February, we sought your [questions and concerns about the COVID vaccination program](#) and have shared these with a panel of experts from The British Society for Immunology as part of a Latest TV production. We will publish a link to this programme on our website once it has aired.

Supporting those of you with loved ones in Care homes during the pandemic



Across Sussex, there are approximately 800 Care Homes, many of which have been affected by COVID-19 restrictions, and by concerns over the health of residents and staff. In November 2020, and January and February 2021, we collaborated with Healthwatch teams across Sussex to bring people together so that they could share their stories and explore the impact that the pandemic has had and identify potential solutions.

Three webinars held attended by nearly 200 members of the public, staff, care services and commissioners.

On 10th November, 90 people, made up of members of the public, representative bodies, commissioners, and front-line staff from health and care services, attended [our first Healthwatch in Sussex webinar](#). We produced a report of the event which can be [read here](#).

One relative shared her moving account of being separated from her mother for 17 weeks. Her distress at being prevented from providing care and support to her mother, and the sense of a mother who no longer recognised her daughter, was an experience that could be felt by many. Families also spoke about their concerns and possible solutions moving forwards.

A commitment was made on the night by health and care representatives that the details and practicalities of the proposal for expanding ‘key worker’ status should be explored as a priority to achieve a consistent approach across Sussex.

“It was a privilege to be asked to engage with the families of Care Home residents on the Healthwatch Webinar. They gave powerful, insightful, and touching stories of the trauma and upset that COVID-19 has caused them and their loved ones. I also heard about some wonderfully caring Homes and staff who have gone the extra mile. It gave me a lot to think about and will help shape some of the support I give to the Care Homes going forward.”

— Dr Mathew Thomas, a GP who gave a presentation at the webinar

”

Following this event, we were approached by Sussex Partnership Foundation Trust to run a further six webinars across Sussex in 2021 (three in West Sussex and three jointly held by Healthwatch East Sussex and ourselves). Two of these took place in January and February. These explored the vaccination roll out in Care Homes and the impact of long-term restricted visiting/separation from loved ones. Our February care home webinar was picked up by Meridian and featured on the [news on 18th February](#).

Understanding how COVID-19 impacted your ability to access health and social care services



Over the last eight months we focussed on understanding the impact which the coronavirus has had on health and social care services, and what this has meant for you. We worked with other Healthwatch teams, NHS Commissioners, Young Healthwatch Brighton and Hove, and specifically with residents of Brighton and Hove. To date, this collaborative approach has achieved the following:

We have gathered views from more than 2,200 people across Sussex
Including 146 young people's views from Brighton and Hove
We conducted 104 interviews with Sussex residents
We produced 5 separate reports
We made over 25 recommendations to city leaders

In collaboration with Healthwatch teams in Sussex and Sussex NHS Commissioners we gathered the experiences of 2,185 people across Sussex establishing their preferences towards the future of health and social care services in Sussex, their experiences of digital or remote consultations and crucially, their expectations and preferences for service redesign and delivery. A separate survey conducted by Young Healthwatch collected the opinions of 146 young people aged 11-25. We subsequently conducted 104 telephone interviews and made several videos with a sub-sample of those people who had responded to the original survey. In October, we released a [final report covering our work](#) which included 13 recommendations. We also published a [one page infographic](#) summarising the findings. We discuss these activities in more detail later in this report (see months October to December).

Dentistry



Since July 2020, 65 people have contacted us asking for help in finding an NHS dentist. In January and February alone we have had 28 queries. Dental queries are the second biggest reason why members of the public have contacted Healthwatch over the last eight months.

“Based on local views, we are championing the cause for people in Brighton and Hove. It is great to see that our local findings have helped raise these important issues nationally, through Healthwatch England.

- David Liley, CEO, Healthwatch Brighton and Hove

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The queries shown below are representative of what we have been hearing from you. You have told us that waiting times for routine or non-urgent NHS treatment can vary from between 2 to 6 months, with many dental practices advising they are unable to see new NHS patients.

Hi there, I'll keep it brief - it appears there are absolutely no practices in the Brighton and Hove area accepting NHS patients! They do offer to treat privately so clearly the capacity exists. It's unclear what people should do. Any thoughts?

Hello I'm struggling to find a dentist that is taking on new NHS patients. I have been on the NHS website, but a lot of the information is out of date.

I've been advised to contact you about the struggle I'm having to find NHS dentist. I've searched within a 20-mile radius and used the NHS choices website but unfortunately 90% of those listed have either no info or info is out of date. I can't afford £3k I've been quoted by private dentists.

Running alongside the individual queries we were receiving we launched a survey at the beginning of the pandemic to gather your feedback on dentistry and 56 people responded indicating some serious concerns.

What did we find out? Key findings included:

- 60% found it difficult or very difficult to find an NHS dental service
- 25% never heard back from the dental service they contacted
- 59% were dissatisfied with waiting times to see someone.

You can read the full findings from our 2020 survey by [clicking here](#)
By way of background, all dental practices were required to close for face-to-face care on 25th March 2020 at the beginning of the first national lockdown. Urgent Dental Care Hubs were set up during April for those patients with the greatest urgent need. Dental services recommenced from 8th June 2020 and have remained open for face-to-face care during the current lockdown period. By 20th July, all practices were required to be open for face-to-face treatment. But whilst services resumed last summer, people are still struggling to find an NHS dentist. This is a local and national problem.

In February 2021, Healthwatch England announced a dental crisis as a result of local Healthwatch, including Brighton and Hove, sharing concerns from local people trying to access dental services during the pandemic. You can read more about this by [clicking here](#).

Having heard from the public, our next step was to look at the information being provided to people. In January 2021, Healthwatch Brighton and Hove reviewed 43 dental practice websites and out of hours phone numbers to find out what local people were being advised and this is what we found:

What did we find out? Key findings included:

Of the 43 dental practices in Brighton and Hove:

- 15 practices had COVID-related information only in one place, either on their website or in their OOH message
- 18 practices did not provide any information - either the information was unavailable, or it was not specified within the COVID-19 information
- 5 practices did not provide information on either urgent appointments or availability for new patients
- 14 practices did not provide patient advice about where to go in the case of an emergency either in their out of hours message or on their website.
- 21 practices did not provide any advice on COVID-19 infection control procedures for patients visiting the practice
- 8 practices did not provide any information about emergency services, COVID-19 procedures or any indication of how up to date their information was.

To read our full report, [click here](#)



What impact has Healthwatch had to date?

- ✓ We have made a number of enquiries and raised dental access as a matter for concern. We provided our findings to the Council's Health Overview and Scrutiny Committee on 9th December 2020. We asked the Committee to exert pressure on NHS Commissioners to improve access to dental services and clarify important issues for the public which they agreed to do.
- ✓ We have asked local MPs to table questions to the Secretary of State for Health and other government ministers, and they agreed to help.
- ✓ We engaged with the NHS Sussex Commissioners to help us get more answers and action from NHS England who commission dental services and they are working with us to raise awareness.
- ✓ On the 19th November 2020, the three local Healthwatch in Sussex met with NHS England where we raised our concerns with them.
- ✓ In February 2021, once again acting as Healthwatch in Sussex, we escalated our concerns to Adam Doyle, Chief Executive Officer of the Sussex Clinical Commissioning Groups, and Integrated Care System Leader, who agreed to investigate.
- ✓ We published a revised [patient guide](#) explaining the current situation and offering advice.
- ✓ We previously shared with you the [results from our public engagement on dental services](#).
- ✓ You can read more about our work by clicking [here](#).

The following section provides a breakdown of our work by month, from July 2020 to February 2021.

July 2020 highlights

Healthwatch Brighton and Hove reports published in July

(A) Outpatients Booking System: an interim report

In early 2020, we worked with the Clinical Commissioning Group (CCG) and local NHS Trust to launch an outpatients' booking survey. By March, we had gathered the views of 120 patients. Sadly, our plans to analyse the results, publish our report, and discuss our findings with providers were halted by the COVID-19 pandemic. In the interim we produced an [executive summary](#) detailing our work and impact, that we published in July.



The impacts from our outpatients work

- ✓ Despite not being able to complete our intended project, Healthwatch nevertheless helped to identify problems with letters that were being sent to patients about their outpatient appointments. The letters were later withdrawn and replaced with a better-quality version that contained clearer and more accurate information.
- ✓ We also discussed concerns we had directly with Brighton and Sussex University Hospitals trust (BSUH), the Clinical Commissioning Group, and a company called Optum (who deliver GP outpatient referrals) and provided them with real-life case studies highlighting patient experiences.
- ✓ As a result of our work, and your feedback:



Healthwatch were interviewed by the BBC about patient experiences helping to raise public awareness.



We liaised with other Healthwatch teams to understand the wider context.



We were asked to join a newly created BSUH Outpatient improvement group and the Trusts meetings with Optum.



Recognition of our work by the CCG

We are delighted you are doing this really thorough piece of work - it comes at just the right time, and will hopefully lead to some significant improvements for our population.

- Dr Rachel Cottam GP, Clinical Lead, Planned Care, CCG



(B) Report on our hospital audit work

Before COVID-19, Healthwatch played a crucial role in auditing our local hospitals. We published two reports in July 2020 that summarised our work covering the previous year. Our [Environmental Audits of the Brighton and Sussex University Hospitals Trust: a summary of our audit](#) described work conducted between April 2019 to March 2020.



The impacts from our hospital audit work

Between April 2019 to March 2020:

- ✓ A dedicated team of 9 Healthwatch volunteers undertook seven hospital environmental audits.
- ✓ We provided our local NHS Trust with 129 recommendations to improve the environments of our hospitals and by December 50% had been actioned.
- ✓ The scores we awarded - based on the [NHS 15 steps challenge](#) - were higher than in previous years.
- ✓ In December 2020, we added food tastings to our monthly audits. This welcome addition to our work allowed volunteers to sample the variety of food which is available to inpatients.



Recognition of our environmental work by the Trust

We would like to thank Healthwatch for the ongoing work undertaken by a dedicated team of Healthwatch volunteers who, on a monthly basis, conduct environmental audits in various areas of the Trust. These audits lead to recommendations and an action plan, which is re-audited at a later date. This work has been the catalyst for positive change.



In July, we produced a second report which examined [the outcomes from the annual Patient-Led Assessments of the Care Environment programme \(PLACE\) \(2019\)](#).

Since 2014, Healthwatch has supported two of our local Trusts to complete their annual PLACE assessments: the Brighton Sussex Universities Hospital Trust and the Sussex Partnership Foundation Trust (SPFT). The PLACE programme stands for Patient-Led Assessments of the Care Environment programme (PLACE). It provides an annual appraisal of the non-clinical aspects of NHS healthcare settings using six standards. The areas covered by PLACE are elements which contribute to the overall patient experience of their time spent in or visiting hospital and other healthcare settings, such as cleanliness, quality of food and hydration, and being treated with dignity. The results from PLACE help our Trusts to better understand where improvement is needed and

what is working well. Our report summarised our engagement and the scores achieved to both Trusts. SPFT scored extremely well, and BSUH did well in a number of areas, although our report highlighted where continued improvement is also needed. Our involvement in 2019 included:



Healthwatch visited 4 hospitals; 19 wards; 9 departments and 3 specialist mental health services



11 Healthwatch staff and volunteers took part, contributing over 75 hours. BSUH and SPFT staff supported us.



Volunteers carried out 5 separate hospital food tastings, recording their findings on quality, texture and more.

(C) GP Review, 2020



On 29th July, we published our review of all GP practices and surgeries across the city following our in-depth survey and audit work carried out in 2019. Originally ready for publication just at the time when COVID-19 took hold in the UK, we took advice from Healthwatch England, the City Council, and the NHS, and temporarily withheld publication of this report to facilitate the virus response. You can read our final report by [clicking here](#)

What did we find out? Key findings included:

- Patient satisfaction was 89% (high or very high). However, this is within a climate of increasing GP caseloads, practice closures, and mergers
- There are 2,479 patients per doctor in Brighton and Hove, whereas 1,825 is the England average
- 74% people said that a phone or online consultation had fully met their health issues
- 86% of people reported that their surgery was located close enough for easy access
- The virus response has required many more telephone and online consultations with early evidence of high patient approval ratings.

Key recommendations we made included:

- Make greater use of digital methods to improve making appointments and broaden the range of ways in which consultations are provided
- Raising awareness of preventative services, targeting patients who are most likely to need these services
- Provide better patient access to GPs specialising in their condition, particularly where it is long-term, for example mental health issues.

Public engagement in July

Mental Health Sector Connector



We published the [outcomes from our Mental Health Sector Connector Forum](#) held on 8th July 2020. Sector Connector is a Sussex wide collaboration between Healthwatch, the Voluntary and Community Sector, and the NHS.

Healthwatch, like many in the city, recognise that demand for mental health services will increase as we move out of COVID-19 both from people who would have been expected to be referred to services had COVID-19 not occurred, and new referrals. Since COVID-19, face to face contact with mental health services is estimated to have significantly dropped.

At the forum we were joined by senior city leaders and over 30 individuals representing organisations across the city. The event provided a crucial way for people with lived experience and the private sector to influence and engage with NHS Mental Health strategic planning.

You can watch a video of the event, plus further material by [clicking here](#).

(August was a less busy month for us but you can find a summary of our activities in Annex A)

September 2020 highlights

Healthwatch Brighton and Hove reports published in September



A report on End-of-Life care

In September, we published our report “[A good send-off? Patients’ and families’ experiences of End-of-Life Care](#)”. We also issued a [press release](#) to accompany the report.

15 people and their families told Healthwatch about their experiences in and out of hospital. We were sad to report that end-of-life care was not a dignified and well-arranged experience for many. The sensitivity and dignity of individual care planning that we would expect was not always provided.

What did we find out? Key findings included:

- Patients had been ‘stranded’ in hospital, and regularly readmitted
- Questions were raised around how NHS staff, patients and families understand the role of a hospice

- There was confusion for families about what services were available in the community and how they could be accessed
- Interviews with families and patients demonstrated the need for improvement in how they are informed and involved.
- More routine information is needed to access the support that is available.

Our report made 10 recommendations including:

- Greater focus on patients at the end of their life to improve their experience
- Increased or improved use of specialist support teams both on End-of-Life Care and Discharge Planning
- Involving patients and families in training programs on End-of-Life
- Promote open and sensitive discussions of End-of-Life Care planning
- Proactive involvement of GPs, and other primary care and community health services is needed, along with improved shared communications
- Improved coordination of the services that already exist including those in the voluntary and charitable sectors and chaplaincies.



The impacts from our work

- ✓ Our report and recommendations were presented to leaders at BSUH.
- ✓ Healthwatch have made 10 recommendations to improve End-of-Life care which you can read in our report [here](#). Our recommendations were accepted in full by the NHS.
- ✓ BSUH delivered a detailed response with a pledge to improve the care pathway and correct the elements of personal insensitivity and absence of coordinated planning that we found.
- ✓ We were invited to join the Trust's End of Life Care Steering Group.
- ✓ We took our report to the [Health and Wellbeing Board in November](#), who committed to review the progress made on our recommendations:



RESOLVED – (1) That the Board request that the recommendations of the report are delivered through the Brighton and Hove Joint Health and Wellbeing Strategy, by all the relevant partners to the strategy. Particularly Dying Well and Ageing Well.

(2) That the Board request partners to the JHWS to devise and implement an action plan to address the recommendations of the report. That action plan should include service users and their families as equal partners in service re-design and co-production of improved end of life care services; and

(3) That there be a report back to the HWB on progress in 12 months' time.



Public engagement in September

We launched a new Healthwatch in Sussex patient [survey about Patient Transport Services](#) (we describe the outcomes from this survey below in the section entitled 'January 2021')

October 2020 highlights

Healthwatch Brighton and Hove reports published in October



(A) Preferences towards the future of health and social care services in Sussex: findings during the COVID pandemic

Responding to the pandemic, we worked in collaboration with Healthwatch teams in Sussex and Sussex NHS Commissioners to gather the experiences of people across Sussex establishing their preferences towards the future of health and social care services, their experiences of digital or remote consultations and crucially their expectations and preferences for service redesign and delivery.

We released a report which combined the results from the Healthwatch in Sussex public survey with results from the Sussex CCG's survey on NHS communications with patients (where comparable questions were used). In total we gathered the views of 2,185 people. You can read our full report by [clicking here](#).

What did we find out? Key findings included:

- More than a third of people chose not to make an appointment during the first lockdown, despite feeling they had a need to
- People with disabilities were around 4 times more likely to delay making an appointment
- 63% agreed that they would be happy to have a phone or video appointment with their GP
- 7.5 (in 10 people) were satisfied with remote access appointments
- Significant proportions of people did not want a remote appointment for emotional and mental health
- Younger people were happier to have future appointments by phone, video or online, compared to older people.

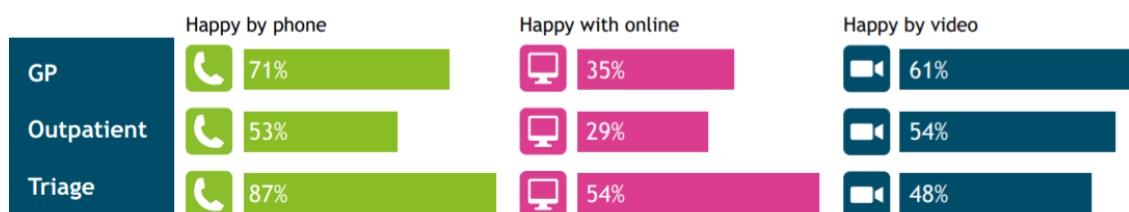


High satisfaction with remote consultations

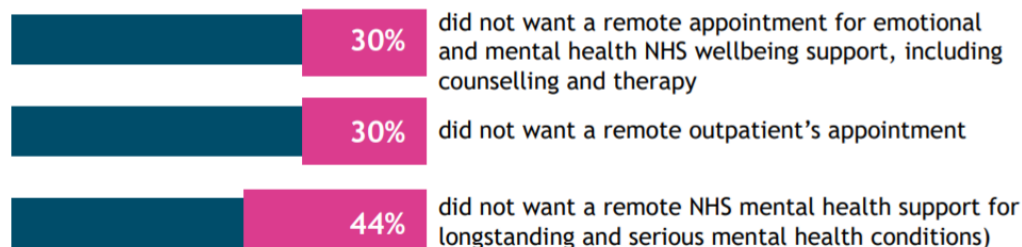


Just over 7.5 (in 10 people) were satisfied with remote access.

People were generally happy to have remote appointments *in the future* but not for all services.



People with certain conditions are less happy accessing support digitally



Age is also a factor

Generally, younger people were happier to have future appointments by phone, video or online, compared to older people.



Spoke with GP... easy, convenient and highly effective

Efficient focussed and effective, liked not having to travel

"I have had super experiences and such efficiency, and they have all been followed up with an email confirming the arrangements."

"Phone and video appointments have been good for me as I haven't had to travel to the clinic, wear a mask and being paranoid about being safe all the time"

"It would be useful if phone appointments had time slots - it's not always possible to wait all morning or all afternoon for a call and sometimes (if at work or commuting) it's not possible to take a personal call without planning/preparing in advance and the patient needs notice."

Our full report made 12 recommendations including

- Engage people with disabilities and women to better understand why they are more likely to delay remote appointments
- Engage people with disabilities, and also Lesbian, Gay and Bisexual people to better understand why they are the least satisfied with appointments during COVID-19
- Offer a range of remote appointments, by phone, video, and online. Allow the patient to choose their preferred remote option
- Allow patients the opportunity to choose a remote appointment with their regular GP if this is preferred
- Reduce the proportion of people who are digitally excluded and familiarise some older people, in particular, in how to use video and online services.

We produced a separate [report which outlines the conversations we had with a sample of people who completed the Healthwatch in Sussex survey](#). (read more about this in the ‘November’ section on page 24). The interviews provided an opportunity for people to talk more about their experiences. You can also [hear what some people had to say about remote appointments](#).

Young Healthwatch worked alongside Healthwatch Brighton and Hove to explore young people’s experiences of Sussex health and social care services during the coronavirus pandemic (including phone, video, and online appointments) and you can read their detailed [report here](#), and on page 25.

Building on all of our findings identified through the above engagement we produced a briefing report that looked at the different definitions of digital exclusion, why people are digitally excluded, why is it important, and its extent nationally and locally. Our report also looks at local efforts to increase digital inclusion. We made 11 recommendations to city-leaders. [Click here](#) to read our full Briefing report (and read more on page 29).

During the second lockdown in November - December 2020, Healthwatch in Sussex launched a ‘Tell Us - Ask Us’ campaign to encourage and support members of the public to tell us about their experience of accessing health and care services in Lockdown 2 and to ask us what they needed during this time. Key themes and issues raised by the public included:

Key themes we identified included:

- Overall, people experienced a high quality of care
- People reported there was a lack of consistent communication
- People highlighted poor access to GP services and dental services.
- People raised the impact on Care Homes and Carers and visiting restrictions
- People highlighted the impacts on their emotional and mental wellbeing
- People raised questions, concerns, and interest in COVID-19 vaccinations.

You can read our report, which we shared with NHS Commissioners, by [clicking here](#)

“ We would like to thank Healthwatch in Sussex for this insight. The last year has been an unprecedented time for the NHS and it has been challenging in terms of the delivery of health and care services. It is encouraging to hear what has worked well but equally important to hear where we can do more to improve the patient experience.

We will continue to work with Healthwatch in Sussex in order to demonstrate how the issues they have highlighted are already being addressed and are present in our ongoing plans to ensure that the population of Sussex continue to be able to access safe and appropriate care.

- Sussex NHS Commissioners

”

(B) Hospital Wellbeing Discharge Project



Our Hospital Discharge Wellbeing Project (HOPS) project started early in April 2020 as part of the response to COVID-19. In October, we reported on the 5 months from April to Sept 2020.

The HOPS project is a collaboration with Brighton and Hove City Council, Brighton & Sussex University Hospitals Trust and the Brighton and Hove Clinical Commissioning Group; developed in response to the global pandemic and its potential impact in the city.

On the 19th March 2020, The Department of Health and Social Care, published its guidelines for the NHS and Local authorities for hospital discharge in the context of the COVID-19 pandemic. On the 8th of April, just a few weeks later, we made our first phone calls to local people who were recently discharged from the Royal Sussex County Hospital.



The impacts from our work

- ✓ We shared details of our project with Healthwatch England who had a strong interest in how discharge arrangements are functioning during COVID - where patients are being discharged earlier than was perhaps normal. We took part in a Hospital Discharge webinar to share information about the project with the wider network of Healthwatch teams across England.
- ✓ In June, the NHS Confederation asked us what we had learned about hospital discharge amid the COVID-19 pandemic and you can read a special blog written by our CEO, David Liley [here](#).

- ✓ In October, we [published a report](#) summarising our work.
- ✓ NHS England, working with the Red Cross, published a report on [stories of leaving hospital during COVID-19](#) which praised our project as a national exemplar of good practice stating that such projects:

“if commissioned across the country, could help prevent hospital readmissions and ensure that the discharge to assess approach leads to better outcomes for patients”.

- ✓ In February, the Local Government Network and the British Red Cross held two [national webinars](#) looking at how best to support effective hospital discharge and enable more people to recover safely. Healthwatch Brighton and Hove was asked to speak at these events about our project. Since then, we have been contacted by three other health systems across the country asking for more information with a goal of replicating the project.

In terms of number, from April 2020 to now:

- Over 2,500 people have been referred to the project
- More than 1,500 people have been actively supported by Healthwatch
- 98.5% of those we spoke to provided positive feedback about the service
- 20 volunteers are actively supporting the project
- 371 people (24%) were proactively referred on by Healthwatch for some form of community support
- 458 people (25%) had questions or issues that related directly to their hospital discharge.

“

This is a brilliant example of collaboration between BSUH, Brighton and Hove City Council, and Healthwatch Brighton and Hove, which provides enhanced follow up and support for Brighton and Hove residents after their hospital discharge. It's been a great way to find out how people are doing, what their experience has been like and crucially if there's anything which could have been done to make things better. I have seen benefits such as more rapid resolutions of issues after discharge that individuals are having, and the bringing together of a wide range of professionals who may not have met otherwise to focus on making improvements.

”

- Dr Philip Rankin

Feedback on our hospital discharge project

“In 22yrs working in hospital discharge, I have seen nothing like this co-operation.”

“HOPs has prevented hospital readmission, I don’t know how we ever coped without it ...”

“The independence of the HOPs/Healthwatch volunteers is crucial. Sometimes someone independent needs to be able to say ‘this is not working’... and get it fixed.”

In the media during October

Meridian news approached Healthwatch for our comments on COVID-19 escalation in Brighton. You can watch the interview with David Liley, our CEO [here](#).

BBC Radio Sussex also approached us for an interview about COVID escalation in Brighton and Hove. David provided advice about the current state of escalation, key messages, the escalation process, and what we can all do to help stop the spread of the virus.

Public engagement in October

We launched a patient [survey on dental services](#) to understand more about your experiences of using dental services after they were affected by the coronavirus (COVID-19). The results from this work are described above on pages 10-12.

Advice and Information

- ✓ We promoted a new and free service created by [The Speak up Against Cancer Team](#) at Albion in the Community to help save lives.
- ✓ We also promoted the [Big Debate](#). In response to the disproportionate impact of COVID-19 on ethnic minorities, the CCG worked with Diversity Resource International to host a series of webinars.
- ✓ We promoted [resources to help people with their mental health](#) during the pandemic.
- ✓ We published a [public guide to help people understand how to collect a prescription](#) for a friend, family member or neighbour.
- ✓ We shared information about [the launch of an enhanced NHS 111 service](#) from 1st October.

November 2020 highlights

Healthwatch Brighton and Hove reports published in November

(A) Accessing health and social care services



In November, we published a report detailing the outcomes of interviews conducted with 104 people who had previously completed our survey about accessing health and care services during the coronavirus pandemic. Our full report had been published in October (see above), and this follow-up activity provided an opportunity for people to talk more about their experiences. You can read our [report here](#).

The interviews gave us a rich source of information and brought peoples' experiences to life. Some of the headline findings from our conversations included:

What did we find out? Key findings included:

- Of those that delayed appointments, the majority said there was little or no negative effect on their health.
- Two-thirds of the people said their experience of remote appointments had been positive, citing less travel needed, less time in the waiting room and being quicker to get an appointment.
- Around one-third of people had negative experiences of remote appointments. These included not having a specific time for the appointment and generally not feeling able, or being too rushed, to fully explain their condition in a remote setting.
- Face-to-face appointments were seen to be important for physical examinations (e.g., tests, seeing how a patient moved, checking a skin condition) and matters of a personal, private, or emotional nature.
- Phone appointments were seen as favourable when a face-to-face was not necessary and generally more reliable than video appointments.
- Nonetheless, video was seen as an effective way for the patient and doctor to see one another, supported by the viewing of body language and facial expressions.
- The choice of appointments was often dependent on the medical need.

(B) Young Healthwatch report examining young people's experiences of health and social care services



Young Healthwatch Brighton and Hove explored young people's experiences of Sussex health and social care services during the coronavirus pandemic (including phone, video, and online appointments). Read their [report here](#).

What did they find out? Key findings included:

- The majority of young people who needed health and social care support during the pandemic had booked appointments
- The main reasons for delaying appointments were: 'feeling that my condition wasn't serious enough'; 'getting information online'; 'not wanting to burden the NHS' and 'thinking I'd wait until the pandemic is over'
- Levels of satisfaction for remote appointments were high (78%, 89% and 80% of young people being 'satisfied/very satisfied' with phone, video, and online appointments respectively). The main advantages expressed about these types of appointments were around saving time and money travelling, and shorter waiting times
- Specific concerns were raised around remote appointments, including anxiety and difficulty to express oneself through phone or video appointments; issues with technology during video calls; remote appointments not being appropriate when prescribing a new medication or treating specific conditions that require face-to-face assessment
- Most young people said they were happy with future appointments to be remote
- Notably, a high proportion of young people, were not happy to receive mental health support remotely.

Public engagement in November

We published a summary of how [Healthwatch in Sussex had amplified the voices of Relatives with loved ones in Care Homes across Sussex](#) (as described earlier on in this report, pages 8-9).

December 2020 highlights

Healthwatch Brighton and Hove reports published in December

(A) Staying Connected Webinar Report December 2020

We published our final [report from the webinar we held with friends and family of care home](#) residents in November 2020 (we described this work on page 8).

Advice and information

- ✓ We published a COVID-19 vaccination bulletin and a **special guide** to meeting up over the Christmas period during the pandemic.
- ✓ In December, we created a [dedicated webpage](#) to capture information about the COVID-19 vaccination roll-out programme.
- ✓ We created a [dedicated webpage about services over Christmas and New Year](#), and tips for staying over the winter.
- ✓ We published [advice to the public about NHS 111](#) to help alleviate pressures on emergency services.
- ✓ We promoted the [campaign to encourage people to get their flu jab](#) which was more important than ever.
- ✓ We shared [Healthwatch England's Dentistry report which examined the impact of COVID](#). Their findings about dentistry followed widespread issues with access to NHS dental care as a result of COVID-19.

January 2021 highlights

Healthwatch Brighton and Hove reports published in January

(A) Patient Transport Services



healthwatch
in Sussex

Working together as Healthwatch in Sussex we published a series of reports about Non-Emergency Patient Transport Services. We found there were high levels of satisfaction amongst people who had used Non-Emergency Transport Services; but at the same time highlighted areas which could be improved.

You can read our series of reports [here](#), or a one page [infographic](#).

In June 2020, Healthwatch in Sussex were approached by commissioners of Patient Transport Services to help them design and launch a survey to collect patient experiences of using the service. The survey was launched in

September 2020. This was the fourth review of the service by Healthwatch since 2016, which in that year had badly let patients down.

We gathered the views of 130 patients. We were pleased to report that patients were happy with most aspects of the service. Feedback on the service during the first COVID-19 lockdown period was also positive. We were disappointed that satisfaction levels with the service had dropped compared to previous years, and that they continued to vary across the Sussex region. It remains unclear to Healthwatch why a high proportion of residents from Brighton & Hove are experiencing more issues with their transport than their counterparts in East and West Sussex.

We also identified what aspects of a non-emergency transport service are most important to patients and captured your ideas to change the service so that it can better meet your needs and expectations.

The local service is due to be re-commissioned over the coming year, which represents an opportunity to rectify those aspects of the service which are currently letting patients down, but also to improve and modernise the service. The CCG's willingness to engage with Healthwatch demonstrates that they are keen to make improvements. Healthwatch will be closely working with commissioners throughout the re-tendering process to ensure that your voices are heard.

What did we find out? Key findings included:

- 78.5% of people said that they were 'very satisfied' or 'satisfied' with the service whilst 86% of people would recommend it
- 84% of people who had used the service during the first lockdown were 'very satisfied' or 'satisfied' with it
- Satisfaction levels and recommendation ratings varied across Sussex.
- Many passengers told us that they had 'never', or 'rarely' experienced any problems with many aspects of their journeys
- However, 59% had experienced some form of delay, change, or problem, and residents from Brighton and Hove experienced a greater number of issues compared to residents from East Sussex or West Sussex
- 68% of all passengers reported experiencing delays in being picked up from hospital
- Over one third of all passengers experienced changes to their scheduled vehicle, delayed pickups from home, or longer journey times.
- 55 passengers said that there had been multiple impacts for them caused by problems with either their transport or journeys made using the service. 46 (84%) had experienced anxiety or stress.

Improvements and changes you said you would like to see made to the current service

You said a Patient Transport Service should:

- ✓ • Notify you of any changes or delays to your journeys (95%)
- ✓ • Give you an exact time for when your vehicle will be arriving (91%)
- ✓ • Make it easy for you to speak with someone at any time to check where your vehicle is (85%)
- ✓ • Create a dedicated service specifically for renal patients (83%)



You want the future service to provide you with:

- A text or call telling you when your vehicle is 30 minutes away (79%)
- A telephone call centre service with extended operating hours (open longer than 9am-5pm) (75%)
- An online account facility which allows you (or a person you nominate) to amend/cancel your bookings (63%)
- A mobile phone app which allows you to track the whereabouts of your vehicle (61.5%)

Our report made 14 recommendations including

- Improve the scheduling of transport
- Improve patient communications including making better use of technology such as mobile phone vehicle tracking apps
- Adapt the service so it that meets the varying needs of different patient groups. In particular, create a dedicated service for renal patients.
- Deliver a more consistent service across the whole of Sussex
- The patient should be at the heart of the new service as it is re-designed
- NHS Commissioners must learn from past mistakes when developing the new contract
- Contractual performance targets should be strengthened
- The tendering process for the new contract must be robust and undergo exacting scrutiny
- Any transition between current and future providers must be seamless.



The impacts from our work

Using your feedback, and our research, we:

Have made 14 recommendations, shared with NHS Commissioners responsible for designing the new service.



Have already shared your ideas and feedback with potential bidders for the new contract at a market engagement event held in October.



Have secured changes to the draft specification for the new contract, including stronger targets around timeliness, and better patient communications.



We will:

Issue a joint briefing with NHS Commissioners to city-leaders and decision-makers to raise awareness of the issues.

Will continue to work with NHS Commissioners in 2021 as they develop the new contract to ensure that your views are reflected.

Will review the draft specification for the new contract. We will also help set and evaluate the questions which potential bidders need to answer and fulfil.



NHS Sussex Commissioners said:

It is pleasing that the Healthwatch survey shows that a large proportion of patients are satisfied with most aspects of the service, currently provided by South Central Ambulance Service (SCAS). The results reflect well on the work of SCAS to deliver improvements since they took over the contract in 2017.

However, we recognise that there are always areas where further improvements can be made. These have been clearly flagged in the report. We have taken this feedback and are working with SCAS to improve the offer patients receive now.

The Sussex CCG will continue working with Healthwatch, and using their recommendations, to ensure that patient engagement is maintained whilst we move into new service provision.



(B) Digital Exclusion - Briefing report.



Building on our earlier work which examined how people had accessed health and social care services during the pandemic, this report looked at the different definitions of digital exclusion, a key finding from our earlier work.

Our report examined why people in Brighton and Hove are digitally excluded, why is it important, and its extent nationally and locally. It also looks at local efforts to increase digital inclusion. [Click here](#) to read our full report.

Our report made 11 recommendations including

- That digital exclusion occurs across different levels. Some may have no digital access at all whereas others have some basic skills but need some enhancement to access health services
- Need to understand that motivation is one of the biggest barriers to digital exclusion
- Need to engage people who are digitally excluded to understand more about reducing digital exclusion
- It is important to join up and share learning from the variety of initiatives in Brighton and Hove
- Increase resources to support those that can encourage and enable people to become more digitally included
- Provide free broadband in rural areas and settings like Seniors Housing.
- Invest in the potential for peer support
- Provide resources for technological equipment to be shared and loaned.

(C) Dental Services during COVID-19.

We published our findings describing what people's experiences of dental services had been like since the first lockdown. We described this work in more detail on pages 10-12 [Click here](#) to read more.

Advice and information

- ✓ We publicised our Healthwatch in Sussex [webinars on Care Homes](#).
- ✓ We [launched our COVID and Cancer - support and advice](#) - resources for patients, their family and friends who are affected by cancer. And information about [Cervical Cancer Week 2021](#)
- ✓ We updated our [patient guide to seeing a GP during the pandemic](#) and our [essential updates on local health and social care services in Brighton and Hove](#) and updated our [Frequently Asked Questions](#) document about COVID-19

February 2021 highlights

Healthwatch Brighton and Hove reports published in February

(A) Dentistry

Continuing with our work on dentistry, in February, we issued a [press release](#) to highlight the crisis affecting dental services nationally and locally. We also published an updated [public guide to seeing a dentist](#) at the current time.

(B) Accessing health and social care services

Following on from our [report](#) about accessing health and social care services published in October, in December 2020 we [interviewed](#) some people to explore their experiences in greater detail. We published videos of these interviews in February, and you can watch this by clicking "[Hear what they had to say about remote appointments](#)."

During the second lockdown in November- December 2020, Healthwatch in Sussex launched a 'Tell Us - Ask Us' campaign to encourage and support members of the public to Tell us about their experience of accessing health and care services and to ask us what they needed during this time. We delayed publication of our report until February given that the NHS's attention was focussed on delivering the vaccine roll-out. You can read our report by [clicking here](#).

In the media during February

We sought your [questions and concerns about the COVID vaccination program](#) and shared these with a panel of experts from The British Society for Immunology. Latest TV asked Healthwatch to take part in a TV interview with a panel of experts on the topic of COVID and its impacts on our city's residents.

Our February care home webinar was picked up by Meridian news and we were able to facilitate an interview with a member of the public who had been affected by restrictions. This featured on the [news on 18th February](#)

Public engagement in February

We launched our survey to hear your thoughts and experiences about the [vaccination programme in Brighton and Hove](#). This is still running and there is time to feed in your view - take the [survey here](#).

Our social media presence

During July 2020 to February 2021, social media played an important role in helping us to deliver information to the public, and we again increased our number of followers and widened our social media reach. The results described below helped to highlight the issues which were most important to people in Brighton and Hove during the past eight months.



Facebook

Between 1st July 2020 to 28th February 2021, we attracted an additional 223 followers, bringing this to a total of 870.

Healthwatch made 324 posts, 231 of which related to COVID-19, the pandemic, and the vaccine roll out. Our posts were seen over 23,900 times and were engaged with over 1,700 times by people liking, sharing, and commenting on these.

We achieved an average engagement rate of nearly 7% which is described by Facebook as being 'good'.

The posts which were seen the most times related to surveys on the COVID-19 vaccine roll out (over 4,000), the Sussex-wide survey on Patient Transport Services (2,562) and dental services (1,357). 940 people viewed our post about Mental Health services in Brighton. Two of our regular bulletins on health and social care services (including an update on COVID-19 and the impacts on our city) reached over 500 people. Two posts which related to COVID-19 translated materials both attracted high levels of views.



Twitter

Between 1st July 2020 to 28th February 2021, Healthwatch issued 53 Tweets. We achieved 20,098 impressions during this time. We increased our number of followers to 1,787.

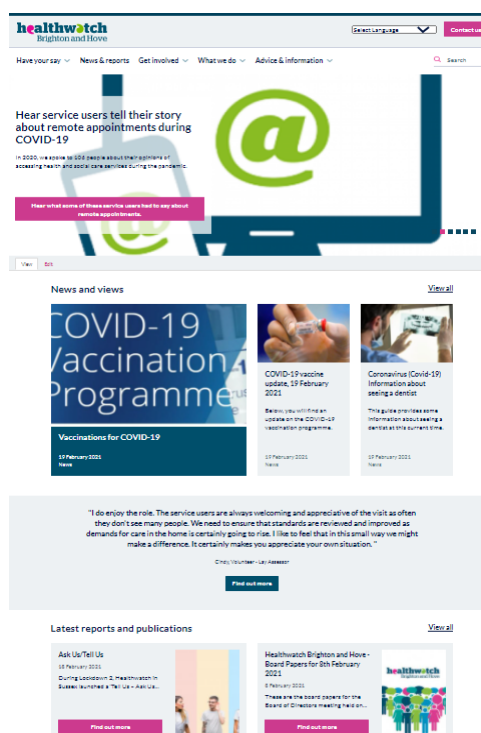
Our top Twitter posts related to our Sussex-wide care home webinars and survey on Patient Transport Services with over 4,300 impressions between them. Other top posts related to looking after your health and wellbeing during COVID-19, a mental health awareness campaign, COVID-19 restrictions, and positive feedback on the COVID-19 vaccination roll out.



Instagram

On 3rd June 2020, we launched ourselves on Instagram to widen our audience and appeal. Since launching we have attracted 155 followers. The post that engaged the most was a video featuring people of different ages - young to middle aged - who had tested positive for coronavirus which was watched over 600 times.

Healthwatch website



In September 2020 we launched a new Healthwatch Brighton and Hove website. This mammoth task was undertaken at the same time as we delivered complex projects, and we were supported by volunteers in delivering this.

The [new website](#) is more accessible, and has a simpler layout. It provides easy access to:

- News
- Advice and Information
- Events
- Contact information
- Information about our Board and staff team

We encourage you to visit our website and to let us know what information you need.

Our volunteers

63 volunteers were supporting us in February

23 volunteers joined us between July 2020 to February 2021

86 applications were sent out during this time

6 students undertook placements with us

1000s of volunteer hours were provided for free

Healthwatch has continued to attract new volunteers with 86 people expressing an interest in joining us since July 2020. Our local Universities have also approached us to help their students undertake health and social care placements, and we now have six active student volunteers. With 63 people, we have the largest volume of volunteers supporting our work than ever before, and we remain overwhelmed by their dedication.

In addition, we welcomed two new volunteer Board Members to our team bringing with them a wealth of experience and talent.

Dr Khalid Ali

Is a senior lecturer in Geriatrics and Stroke Medicine in Brighton and Sussex Medical School, and Ageing Research Lead in Kent, Surrey and Sussex Clinical Research Network. His research expertise includes medication-related harm in older people, and upper limb rehabilitation strategies for stroke survivors funded by the National Institute for Health Research (NIHR) and the British Geriatrics Society (BGS). With a passion for film and humanities, he authored a book 'The Cinema Clinic: Reflections on Film and Medicine' in 2018.

Alastair Hignell, CBE

Alistair is a wheelchair user and lives with MS. He is the grandson, son, brother, and uncle of medics in the NHS. Until recently he was a Trustee of Leonard Cheshire Disability. Alastair is a former County cricketer, England Rugby Player, and TV commentator. Alastair has written an autobiography called "*Higgy...Matches Microphones and MS*".

Thank you

Our volunteers are the backbone to our organisation undertaking surveys, calls, research, sharing information, and taking part in virtual meetings. They have given 1000s of hours of their time to Healthwatch and we can't thank them enough.

It has been a difficult eight months and many Healthwatch projects that volunteers normally supported us with were suspended due to COVID-19. We flexed our usual activities and switched to online and telephone work. Our volunteers have played a crucial role in delivering our highly successful Hospital Discharge Project helping it to achieve national recognition. A number of volunteers are now assisting the NHS by answering COVID vaccine queries from members of the public, freeing up NHS to focus on the delivery of the vaccine programme.

“ I enjoy the variety of opportunities I get from working with Healthwatch, and the chance to find out more about how our health and social care in Brighton & Hove work, or not as the case may be. ”

“ The project brings me into contact with a wide range of people who depend on their carers to bring support and stability to their lives. I enjoy this engagement with the community and it helps me to better appreciate the scale of the problem. ”

“ I am excited to be a part of new Young Healthwatch projects in the future and influencing decision-making, and making a difference for young people. ”

Praise received for our work

In response to our work, Healthwatch received positive feedback from the public and lead officials acknowledging our impact. Some examples are shown below:

Healthwatch COVID-19 update

“I always find reading the information produced by Healthwatch Brighton and Hove very helpful factual and informative.”

Manager, local care agency

Healthwatch COVID bulletins

“Please could you add me to the regular Covid updates that you are sending out?”

They are a useful resource.

*Group Manager, Sussex
Primary Care
Sussex Community NHS
Foundation Trust*

Healthwatch bulletins

“Thank you for all your updated emails to keep us informed.”

- Member of the public

Healthwatch Christmas bulletin

“Dear Healthwatch,

Thank you very much for sending this useful, clear information which will be incredibly useful for helping confused constituents.

Thanks for all your fantastic work through the year. I hope you have a restful break and a happy New Year.

Best wishes, Caseworker for local MP

Report author: Alan Boyd

How to contact Healthwatch

Healthwatch Brighton and Hove:

Healthwatch Brighton and Hove
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113 Queens Road,
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BN1 3XG



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



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healthwatchbh

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