

The role and impact of Healthwatch Brighton and Hove:

Our third activity report covering June to July 2020

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1. Executive summary by David Liley, CEO

Welcome to this second performance report, in which we describe the role Healthwatch Brighton and Hove has played in supporting patients and local health and social care services during the COVID-19 crisis.

We have focussed in this report on our activity from May to June (2020). The last two months have been a tremendously busy period for our team. Our priority has remained capturing patients' experiences of health and social care and using these to help services adapt to people's needs during COVID-19. We have continued to issue regular bulletins providing a range of essential advice and information, notably on dental and cancer services and how services are beginning to restore; and we have continued to receive praise for this work.

Just like health and care services, Healthwatch has adapted to the current crisis to ensure that the patient voice was not lost and in June we ran our first online webinar on the topic of cancer services, working together with other local Healthwatch teams. The event was chaired by Healthwatch Brighton and Hove and we were joined by three experts in their field. Over 1,000 people visited our event page and 100 registered for the event, which was a fantastic result. Experts answered patient's questions and we posted a video and transcript of the event on our website. We were also supported via a BBC interview in spreading vital messages to the public. The event rightly received wide praise and we hope to replicate it across other projects in the future.

Over the last few months our Hospital Wellbeing Discharge project has proved to be an essential part of our city's COVID-19 response. Our volunteers have spoken to over 500 patients who have been recently discharged from hospital, signposting many to other vital services. Work is in hand to establish a similar service in East Sussex.

We have continued to focus on our regular work too launching a series of reports describing our work and impact, all of which are on our website and detailed in this report. This includes our Annual Report for 2019/20. We also launched our new patient survey in which we asked patients to tell us how they want health and social care services to look once we begin to move out of COVID-19. The development of this survey has seen the unprecedented involvement of our CCG, NHS Trust and community sector. As we look forward, we will be focussing our efforts on the restore and recovery stages - which is when health and social care services begin to reopen and return to the 'new' normal. Our survey will ensure patients voices are central to any changes that are made.

We also rightly took time out to celebrate and thank our team of volunteers during Volunteer Week. At this time, their support skills and dedication have never been needed more.

David Liley, Chief Executive Officer

2. Highlights from our work (May to June 2020)



Patient feedback

We continued to receive questions, experiences, and feedback on services, particularly in relation to dental care and . We provided advice, signposted, and shared information with city leaders.



New projects

We worked with partners to design new projects for care homes and mental health to gather patient experiences so that these can be built into services as they restore and recover.



Mailshots

We issued 32 separate updates to our 1,400 strong community which includes the public, MPs, Councillors, the media, community groups and the NHS.



Webinar

Our first ever Sussex wide cancer webinar was a huge success. 1,000 people reacted to the event and 100 registered. A BBC interview helped to share vital messages.



Young Healthwatch published their young persons sexual health report, with recommendations to enhance local services.



Reports and publications

We issued 13 new Healthwatch reports, publications, guidance documents and specialist updates.



Survey

We launched our patient survey. This will give vital intelligence about people's experiences of using services during lockdown and how they want services to look in the future.



Praise

Healthwatch received praise from city leaders, Healthwatch England, the press and the public for our work, guidance, and information sharing.



Social media

Facebook: we made 101 posts achieving a reach of over 16,700 with 1,300 engagements.

Twitter: we posted 44 Tweets that were shared or liked 108 times.



Hospital discharge wellbeing project

We shared details with the Healthwatch network, and it is now being rolled out across Sussex.

3. Background



In February 2020, Healthwatch suspended some of our regular activities and projects and switched our attention to COVID-19 related activities as summarised in our earlier performance report covering January to April 2020 which you can access on our website. In May and June, we built on everything that we learned during those first few months and re-focussed our attention to designing and delivering vital projects and services:

- Our Hospital Discharge Wellbeing project continued to expand and deliver results. It received recognition from Healthwatch England and the NHS Confederation, as well as by local leaders for playing a key role in our city's response to COVID-19.
- Through our first ever online webinar, we shared information with the public to encourage them to access cancer services. This was innovative work delivered at pace working with other Healthwatch teams and health experts.
- The launch of our re-engagement survey meant that we have captured details of patient experiences of the impacts from COVID-19 so that these can be fed back into the system as services look to restore and recover. We worked with partners to design a set of questions which are being used in different surveys meaning that we can capture a much greater wealth of information.

You can read more about all of this below.

We have also remained a key contact point for people to raise their concerns, both on COVID-19 and non-COVID related issues, and people have emailed and called us on a wide range of issues such as:

- | | |
|--|--|
| • Social services complaint | • GP complaint |
| • COVID isolation note | • Issues with finding NHS dentists |
| • Daily COVID statistics | • Dental costs |
| • Children's mental health and schools | • Access to emergency dental care |
| • Housing issues | • Traumatic birth experience |
| • Private prescriptions | • Cancelled ultrasound appointments |
| • Rheumatology diagnosis and complaint | • Social care complaint to ombudsman and issue with advocacy |

We continued to publish updated public-facing guides on health and social care services, as well as our regular updates. We issued new guides around maternity, PPE, dental and cancer. This information continues to help people understand how they can access vital services and we received further praise for our work. All publications can be found on the general news section of our [website](#).

Social media

During May and June, social media played an even more 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.



Facebook: Between 1 May to 30 June, Healthwatch made 101 posts, 86 related to COVID-19. These were seen over 16,700 times and were engaged with over 1,300 times by people liking, sharing, and commenting on these. We achieved an average engagement rate of 5% which is described by Facebook as being 'good'. We saw a huge increase in our posts being seen (up 6,000), and an increase in engagement levels compared with January - April suggesting that more people are turning to us for information.

The top posts in terms of engagement related to a new online service to obtain PPE, a new library delivery service for people who are isolating, our cancer webinar, a warning to remember to socially distance and the reduction in threat level to the UK from COVID-19. The posts seen the most times related to PPE facemasks on transport, our cancer webinar, a consultation about changes to public transport as a direct result of COVID-19, fuel support for the vulnerable and our patient survey about people's experiences during COVID-19 (reengagement survey).



Twitter: Between 1 May to 30 June, Healthwatch issued 44 Tweets that were shared or liked 108 times. We achieved almost 19,000 impressions during this time.

Our top Twitter posts related to our cancer webinar achieving over 7,000 impressions, and 159 engagements (15%). Other top posts were our city's response to COVID, our CEO's video update and our patient reengagement survey.



Instagram

On 3 June, we launched ourselves on Instagram to widen our audience and appeal. Since launching we have already attracted 77 followers and most posts are engaging between 34 to 65 people. The post that engaged the most was on neonatal herpes which engaged 138 people.

4. Healthwatch work and actions

In this section we describe some of the projects and other activities that we have focussed on during May and June.

Healthwatch patient re-engagement survey

We have:

- Created a survey to capture people's experiences during COVID-19 across Sussex.
- Worked with partners across health and social care to develop a set of core questions that will be used in various surveys, thus ensuring that we capture even more data.
- Agreed with city leaders that responses will be at the heart of any future changes that are made to health and social care services.

Health and social care services in Sussex are changing because of the coronavirus. Healthwatch in Sussex produced a [survey](#) to make sure that people's experiences and preferences are central to any changes that take place.

Earlier in the year we had already worked with Healthwatch England and other Sussex Healthwatch teams to develop a set of COVID-19-related questions which were subsequently rolled out to the wider network of Healthwatch teams in England. This was important work that is helping Healthwatch to capture patient experiences.

We saw this as a starting point for us to develop a set of core questions that could be used by any organisation working across Brighton and Hove, and Sussex. We successfully negotiated with the NHS to develop a core set of questions which are now in use. Different services require specific information, but common to all is a set of shared themes. We worked to develop questions around these themes, and which were incorporated into our Healthwatch Sussex-wide survey. The NHS subsequently used some of these questions for their own survey. This means that when data is collected from these separate surveys it can be compared, which in turn improves the number of people whose views can influence decision makers. The results will be used by the CCG, NHS and social care services as they plan to restore and modernise services. This innovative work has been led by Healthwatch Brighton and Hove and delivered Sussex wide in partnership with colleagues in East and West Sussex, collectively known as 'Healthwatch in Sussex'.

Cancer services

We have:

- Worked with colleagues in West and East Sussex Healthwatch, NHS Trust, CCG and MacMillan to deliver the first Sussex-wide Cancer webinar.
- Produced a detailed questions and answers document of the event.
- Worked with the BBC to interview an individual who attended our event so that their story could be shared with others raising awareness of cancer services.

Healthwatch in Sussex responded to patient concerns about cancer services in Sussex. An online webinar was coordinated between three local Healthwatch with the help of the Sussex Health and Care Partnership. One hundred people across Sussex registered for the event. We subsequently [published a report of the event](#).

On 11 June, we hosted our webinar: "**Cancer Services in Sussex during COVID-19: What this means for you**". The event was chaired by Healthwatch Brighton and Hove Board member Geoffrey Bowden and we were joined by three experts in their field:



Dr Mathew Thomas, Cancer GP lead for East Sussex



Dr Richard Simcock, consultant clinical oncologist at the Sussex Cancer Centre



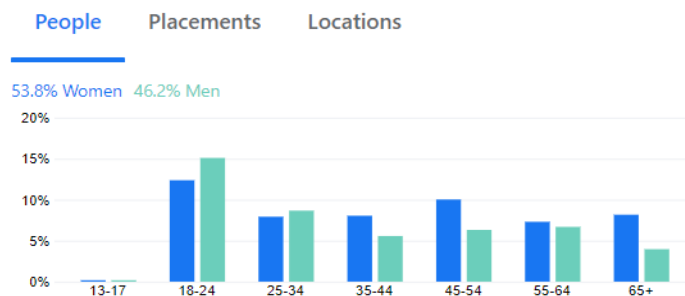
Scarlett Jinman-Dunt, a former oncology nurse now working for Macmillan

This was a particularly timely event with the news that cancer care in England has faced [major disruption during the pandemic](#) with big drops in numbers being seen following urgent referrals by GPs. The government has also indicated that it is considering fresh initiatives to increase uptake of cancer services, although few details are currently available. Some of the fall in numbers of patients being seen is believed to be due to people not seeking treatment and this was also a timely reminder that the NHS is '[Open for Business](#)' - Healthwatch encourages anyone needing NHS services for non-coronavirus medical issues to reach out and contact their GP or attend A&E.

Our promotion of the cancer webinar saw us achieve a massive level of public engagement via social media demonstrating how important this event was. Our Facebook post reaching over 1,200, with 152 post engagements. We also reached good levels of both men and women across all age ranges.

Audience

This ad reached 835 people in your audience.



“

David Liley, CEO of Healthwatch said:

The report we have published ... with Healthwatch East Sussex and West Sussex, provides answers to important questions asked by cancer patients across the county.

We are exploring the restoration and recovery of hospital and care services with the NHS in Sussex, County and City Councils. The reality is that waiting lists, already very long in Sussex, before COVID, are now growing longer. Many services will be compromised for years to come, a 5-year recovery period for NHS services is probably realistic.

”

Carers leaflet

healthwatch
Brighton and Hove



We have:

✓ Worked with our partners to produce a leaflet providing advice for anyone who is looking after a relative or a friend with a health problem if they need to go into hospital or a care home or need extra care at home.

A number of agencies came together to produce a [leaflet](#) to help those looking after someone - whether they see themselves as a carer or not - who may need to go into hospital. There is lots of detailed professional guidance around COVID-19 and loss and bereavement: some quite difficult to understand. The leaflet has been prepared collaboratively by the NHS and local authority staff, the Carers

Centre and Healthwatch Brighton and Hove with input from other agencies such as Impact Initiatives and Martlets.

Going into hospital or a care home is daunting at the best of times but with the COVID-19 pandemic everything has changed. Whether the admission is because of the coronavirus or another condition, everyone is worried, and the situation around visiting, hygiene and protection and how to communicate with staff has radically altered.

This leaflet comes out of personal experience, both of family carers and professionals on the ground. It addresses some of the key issues people who are looking after someone with a health condition have asked, in lay persons language. It will help them to be prepared for the new COVID environment in hospitals or care homes. The situation is rapidly changing, and this advice will be updated as necessary.

*“Dear colleagues
Thank you all for your contribution
to compiling this information leaflet
with us.*

*We learnt a lot about the huge
amount of information which is
available, if you know where to
look. And we learnt about the gaps
too, which I hope we helped fill.”*

*“In my usual job as Carer
Assessment Worker I hear from
informal carers every day who are
faced with these dilemmas.*

Thank you for all you have done.”

- Health & Adult Social Care

The leaflet covers people’s worries about safety in the hospital or a care home, what to take with them if they are admitted and any cultural, dietary, and religious considerations and pastoral support. It also urges people to try and think ahead and be prepared; not just practically but also in terms of planning for difficult decisions such as the end of life care they might want their loved ones to receive. The information can also be useful for family carers when a care home is being considered or care and support is being provided at home with care services.

Dentists



We have:

- ✓ Issued a dedicated guide explaining dental home care during lockdown.
- ✓ Updated our guide to health and social care services to explain more about the re-opening of dental services.
- ✓ Continued to work with the Local Dental Committee to feed in questions and obtain answers.
- ✓ Worked with the Local Dental Committee to develop a dental survey.
- ✓ Continued to answer public questions around accessing dental services.

In May, the government announced that dental services could reopen from 8 June. Healthwatch worked with the Local Dental Committee to ensure that accurate communications were made available to the public around the phased reopening of dental practices. This was important to help manage expectations and explain the practicalities involved in relaunching services such as enhanced cleaning, social distancing measures and testing for staff. We issued several bulletins and shared our advice through social media. We also updated our guide to health and social care services.

We also continued to receive public queries around dental services, notably how to access treatment. Through our dedicated Healthwatch Info enquiries service, which is run by a volunteer, we were able to offer advice and support.



Patient with urgent dental concerns

None of the local surgeries I've called will accept NHS clients. This has been going a while and I haven't been able to sleep well since March. I was put on antibiotics twice. It's very painful on the side of my face and front teeth and feels like it's spreading to the other side. What can I do?



Patient with urgent dental concerns

I need to see a dentist urgently. I broke my side front tooth and the nerve is exposed. The temporary filling from the chemist doesn't work.



Patient with questions about dental services

I would be grateful for advice. I am in contact by phone with my dental surgery, I have taken one course of antibiotics few weeks ago as wisdom/back tooth ache. My dentist is monitoring the pain. My question is: if the tooth becomes infected and needs to be extracted could I have this done? Unfortunately, I am self-isolating 9 weeks due to conditions and over seventy. It would be a help to be informed of what would happen if things become worse.



Looking forward, we plan to launch a survey in July that will ask to patient's experiences of using dental services during lockdown. This will also ask people for their views about how dental services might operate differently in the future learning from the COVID-19 experience. For example, are people happy to receive certain types of advice by phone, video or online instead of face-to-face appointments?

We will continue to work with the Local Dental Committee (LDC), CCG and NHSE to understand the pressures facing dentists. A Healthwatch volunteer represents us at the Local Dental Committee which provides us with a direct route to key dental contacts, and a rich source of information that we have been able to share with the public.

GPs (general practitioners)



We have:

- ✓ escalated concerns to the head of the CCG about the fact that a leading [pharmacy](#) were advertising private GP consultations at a cost of £25.

In the summer, we will publish our 2020 GP report of patients' experiences of primary care in Brighton and Hove. We completed our review in January 2020 but delayed publication after the emergence of COVID-19. We provided the main report and individual practice reports to the NHS Brighton and Hove CCG. In March, before the lockdown, we held a successful media event with members of the press, local councillors, and the city's Mayor in attendance.

We captured views from around 1,000 people about all 35 practices and five branch surgeries across the city, about patient satisfaction, quality of care, accessibility, health screening, and the surgery environment. We also made comparisons with our earlier 2018 GP Review and where some questions were similar, and with the 2019 [NHS National GP Survey](#).

Key GP findings

- 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
- 74% people reported 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 GP recommendations

We made 26 recommendations, summarised as patients wanting:

- Longer and more flexible opening hours,
- Continuity of care with the same GP,
- Reduced waiting times for routine appointments,
- Better awareness of preventative services,
- Better and longer care for mental or emotional issues.

Maternity services

We have:

- ✓ Issued specific guidance and advice around maternity and pregnancy during COVID-19.
- ✓ Worked with local partnerships to share information.

In May, we were approached by Brighton and Hove Maternity Voices Partnership who asked us to help make sure that correct information was available for all those using maternity services. We subsequently [published a guide](#) containing useful information and links.



Parent Rep and Chair Brighton and Hove Maternity Voices Partnership (MVP)

I am the chair of Brighton and Hove Maternity Voices Partnership, XXX is the Healthwatch representative who regularly attends our meetings.

It would be helpful if we work with Healthwatch during the current pandemic to make sure that all information for those using maternity services are given the correct information and to share any feedback.

Many thanks"

Parent Rep and Chair Brighton and Hove Maternity Voices Partnership (MVP)



Hospital Wellbeing Discharge Project



We have:

- ✓ Continued to deliver our essential hospital discharge wellbeing project, supporting hundreds of patients.
- ✓ Taken part in a Healthwatch England webinar sharing our experiences of running this project with other Healthwatch teams.
- ✓ Written a blog, published by the NHS Confederation.

In Brighton and Hove, we have been providing a telephone signposting service to support hospital discharge. The project started on 7 April in partnership with Brighton and Hove City Council, Brighton and Sussex University Hospitals NHS Trust and the Sussex Health and Care Partnership.

The Royal Sussex County Hospital send Healthwatch lists of people being discharged and our volunteers ring them within a few days. We are not a care provider organisation, so our role has been to signpost people to any services they might need and get reassurance for the NHS and care services that the discharge has gone well, or take corrective action. The project forms a vital part of our city's overall response to COVID-19 and its success had been recognised with plans to extend it to other areas in Sussex.

Praise for our Hospital Wellbeing Discharge project

"I do not know how we ever managed without this, without doubt Healthwatch have prevented hospital readmissions."

Senior nurse, BSUH- May 2020

NHS Confederation @NHSConfed · 3h
"This project has demonstrated that where there is a willingness, hospitals, social care and volunteers can act together quickly to help local people."

Find out about how @HealthwatchBH is helping people discharged from hospital in this #NHSReset blog

nhsconfed.org/blog/2020/06/h...

"It is crucial that in resetting the NHS, we do not lose the independence and co-production that thrives outside statutory provision."

David Liley, Chief Officer
Healthwatch Brighton and Hove



#NHS RESET



The project has been a huge success and we shared details of it with Healthwatch England (HWE) who have a strong interest in how discharge arrangements are functioning during COVID - where patients are being discharged earlier than is 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. And a [blog](#) produced by our CEO David Liley has been issued by the [NHS Confederation](#) highlighting our work. You can read the blog [here](#).

The project has highlighted many examples of excellent practice and signs that in most cases discharge arrangements are working well. In a small number of instances things have fallen below expectations.

The lessons we have learnt so far:

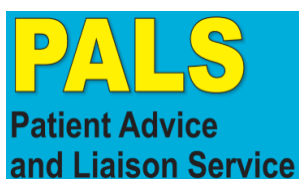
- We cannot expect discharge planning to anticipate all the needs and issues people will face when they get home. Personal circumstances can change quickly.
 - A quick and friendly phone call to signpost people to additional support and advice can prevent more complex and costly interventions, including hospital readmission.
 - Healthwatch trained volunteers successfully engaged 98% of the people they reached by phone. A low-cost solution with independent assurance built into the process.
 - Hospital discharge systems can be improved - better information exchange with social care and community support providers, better information gathering, recording and data transfer systems are needed within hospitals, people need reliable and up to date information on where, and how, they can get support once they are home.
- ✓ Figures from the project are:
519 people covered by this summary
72% - successful contact
97% - found the service helpful
30% - referred on by Healthwatch for some form of community support
27% - had questions or concerns related to their hospital discharge
43% - had long-term health or disability issues lasting more than 12 months
21% - identified by NHS by letter or text as extremely vulnerable
9 people needed food or supplies, 23 people needed help paying for food,
13 people with safeguarding concerns, 26 people were referred back to the Discharge Hub Team.

Mental Health Awareness

COVID-19 has shone a spotlight on why it is important to look after our own mental health, and the mental health of loved ones, friends, neighbours, and employees.

We used Mental Health Awareness Week in May, to raise awareness of the wealth of resources that are available to support people. Looking forward, we are setting up **Healthwatch Mental Health 'Sector Connector'** - which are new forums to link the voluntary and community sector to help restore and recover mental health planning, Sussex wide. The first forum in Brighton and Hove is planned to be held early July 2020.

Complaints and feedback services



We have

- ✓ updated our public advice concerning the resumption of local NHS complaints services from 1 July. Services had been paused due to COVID-19.
- ✓ Published a report which examines current complaints and feedback systems.

Complaints process are due to resume.

In March, NHS England advised NHS organisations that due to the need to focus on the COVID-19 pandemic, they could choose to pause the complaints process. In June, NHS organisations were told that normal services could resume from 1st July. We provided updated details of how people could provide feedback about local hospital services in our Healthwatch guide to health and social care services.

Healthwatch report

In May, we published a report “**Patient feedback systems for health and social care services**”. This related to work undertaken over the summer of 2019 when Healthwatch conducted research to understand what information is available to people who are looking to make a complaint or provide feedback about health and social care services. With the help of one of our volunteers we undertook a review of websites and publications and published a briefing paper with our findings. We had delayed publication due to COVID-19 but you can now read our report and annexes here:

[Healthwatch briefing report June 2020](#)

[Annex A Healthcare table](#)

[Annex B Social care table](#)

[Annex C Summary of local organisations research](#)

[Annex D Results of desk-based research table](#)

Key findings from our review

People had already been telling us that the complaint process: <ul style="list-style-type: none">• is inconsistent and bewildering to navigate• can be confusing and distressing• leaves people feeling unconfident about speaking up	Top tips and Local guides. There are many examples of best practice including top tips, flowcharts and easy to understand leaflets. Many organisations have developed simple ‘How to’ guides which are patient focussed and accessible.
We learned that few people access (or know they can access) advocacy services.	Recommendations. Local organisations have provided recommendations for how to improve and simplify feedback systems.
There is little consistency. Individual health and social care services have developed their own guidance for patients about how to provide feedback.	Social care. Guidance is less clear than it is for health care.

In the future complaints systems are likely to face increased demand following major disruption of services which may continue for some time. People may wait longer as services try to recover and work through increased waiting lists. At the same time, Integrated Care Systems will transform our health care system delivering closer, more joined-up care - and we believe that these principles can apply to complaints and feedback systems. After COVID-19 we will return to our findings and discuss our ideas with our CCG and NHS Trust. We will also continue with our PALS review work.

Advocacy services

In late June, we received a call from a distressed lady who wanted help with making a complaint about Social Services. She had been advised by local advocacy services that they could only support people with learning needs to make complaints, and so could not help her. This is something that concerned Healthwatch as this advice does not match with the remit of what support local advocacy should be providing. We plan to investigate this further to ensure that advocacy services are fulfilling their brief, but also to make sure that people understand the correct ways to raise a complaint.

Patient Transport Services



We have:

- ✓ continued to work with the CCG and providers of local Patient Transport Services to understand how COVID-19 was impacting.
- ✓ Begun discussions with service providers to deliver a patient experience survey.

In our last report we advised how we had asked South Coast Ambulance Service (SCAS), who provide Patient Transport Services, how they were enforcing social distancing advice for people using their vehicles. We worked closely with the CCG to obtain internal advice issued by SCAS to their staff which gave details of hygiene requirements, PPE, and socially distancing measures, and we had shared details of the service with the public.

Healthwatch had remain disappointed by the lack of any public-facing materials or Frequently Asked Questions having been produced by SCAS. In June, the Clinical Commissioning Group approached SCAS for further information. We received reassurance that SCAS have been following robust national guidance for PTS which they have implemented. SCAS have offered to articulate what this means from a patient perspective. This response from SCAS to our concerns was testimony to the success of our joint working with the Council.

In June, we were approached by commissioners of Patient Transport Services to help them design and launch a survey to collect patient experiences of using the service. We will continue to engage with commissioners about the details this survey, with a working plan to issue this in August. The survey results will be used to improve services and ensure that key aspects of the services are factored into future commissioning arrangements.

Volunteer Week

We took time out from COVID-19 to focus and say thank you to all of our amazing volunteers, including our Board members.

[Volunteers' Week](#) is an annual celebration of the contribution people make across the UK through volunteering. We wanted to use this opportunity to say a massive thank you to our wonderful volunteers for everything they do for us.

We asked some of our volunteers to talk about their roles with us, and what they enjoy about the work they do for us. Plus, Fran McCabe, Chair of our Board of Directors, also provided a personal thank you. You can [read our article](#) and learn more about our celebrations.

5. 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 want to thank you for the more recent information regarding the NHS open for business as usual etc I have sent out copies to all of our services in my weekly mail shot today as I believe they will find it of interest and of help.”

Best wishes to all

Manager, local care agency - 7.5.20

Healthwatch cancer webinar

“Proud to be working with [@HealthwatchBH](#) who are providing vital additional support to people after discharge from

[@BSUH NHS](#) They ensure patients are further connected to a wide range of council, NHS & VCS services. Great overview video by CEO David Lilley

*- Senior Doctor, BSUH
23.5.20*

Healthwatch social media post

*“Healthwatch are to be congratulated on the bulletins issued recently.
“*

*- Member of the public -
11.6.20*

Praise for the contribution Healthwatch volunteers make

“Hello, Once again, many thanks for your invaluable input. That is a very good suggestion.

Best wishes.”

- Manager, BSUH - 6.5.20

“Thanks so much for your support with this and for continued to give the voice of local people. Regards”

- CEO of another Healthwatch team - 23.5.20

Positive feedback on the work of Healthwatch during COVID

"I can see Healthwatch has been very busy over the past months - some excellent emails received with advice for patients and residents."

Clinical Lead Brighton & Hove CCG - 9.6.20

Thanks for our advice on dental services

"Thank you so much. That's wonderful service to get some information. I so appreciate it, thank you. I've spoken to my dentist this morning and she has prescribed antibiotics. Thank you again. We are very lucky to have such wonderful services."

Member of the public - 11.6.20

Praise for Healthwatch

"Thank you to Healthwatch for the work you continue to do on behalf of the patients, carers, families and local communities we serve. Your scrutiny and support of our services, and the work we do together in partnership, is invaluable"

Kind regards

- Senior Executive, Sussex Partnership NHS Foundation Trust - 11.6.20

6. Healthwatch reports and publications

In the last two months Healthwatch has published a series of reports and publications which can be found on our website. We have provided a summary of these below.

June 2020

(1) Healthwatch annual report 2019-2020

Every year Healthwatch is required to issue an annual report describing our activities and impact. You can read our report by clicking on the link below.

[Healthwatch Brighton and Hove Annual Report 2019-2020](#)

(2) Exploring the views and experiences of young people from BAME backgrounds around local sexual health services

[Young Healthwatch BAME Sexual Health report \(April 2020\)](#)

Young Healthwatch gathered the views and opinions of BAME (Black, Asian, and Minority Ethnic groups) young people, aged 17-25 and resident in Brighton and Hove around local sexual health services and STIs (Sexually Transmitted Infections). Young asylum seekers and refugees as well as young people living in the city temporarily to study English were also engaged around this topic. They found that barriers to accessing sexual health services included:

- Language barriers
- Inadequate services' promotion and advertising
- Lack of family support
- Issues with privacy and confidentiality
- Peer influence
- Cultural and religious barriers
- But that participants showed a good knowledge of Sexually Transmitted Infections (STIs)

Main recommendations were:

1. Improve sexual health services' promotion, information and engagement using social media and ensure that promotional materials represent young people from BAME backgrounds. In addition, prompts and reminders around regular sexual health checks are needed.
2. Deliver targeted training for parents and carers to equip them with the knowledge and skills to best support young peoples' sexual health choices.
3. Promotional material should provide information about services' confidentiality and privacy to reduce fear and stigma of access.
4. Continue to ensure a diverse workforce in sexual health clinics.
5. Increase the provision of bilingual staff and foreign language interpreting services.

(3) Healthwatch Wellbeing Discharge project - read a blog from our CEO

Our Hospital Wellbeing Discharge project involves Healthwatch volunteers ringing recently discharged patients to signpost them to any services they might need and get reassurance for the NHS and care services that the discharge has gone well - or so that they can take corrective action. The project forms a vital part of our city's overall response to COVID and its success had been recognised with plans to extend it to other areas in Sussex.

The project has been a huge success and we shared details of it with the NHS Confederation. A blog produced by our CEO; David Liley is available to read [here](#).

(4) Sussex Cancer patients have their questions answered

Healthwatch in Sussex responded to patient concerns about cancer services in Sussex. Healthwatch in Sussex arranged for cancer patients and their families to hear from three cancer experts. This is what we heard:

- Cancer screenings are currently limited.
- Endoscopy and colonoscopy tests are available but delayed.
- Patients are urged NOT to hold back from contacting their GP with cancer-related concerns.
- Patients have not been lost in the system but focus on corona virus patients has caused delays.
- Patients SHOULD ATTEND hospital appointments.
- Movement towards managed self-care for cancer patients with contact by telephone with cancer specialists.
- Cancer shielding has lifted slightly with 90% of oncology appointments continuing remotely.
- COVID-19 not as risky to cancer patients undergoing treatment, latest studies show.
- Clinicians fear an influx of referrals once restrictions are lifted.
- New lockdown methods are here to stay (remote contact with patients and PPE used by staff).
- Cancer Support services are still available via Macmillan.

[To read the full report including Q&A between patients and experts.](#)

(5) Face masks - advice when travelling on public transport (including exemptions) Click [here](#) to view the post

(6) COVID-19 - helping informal carers understand what to expect. Click [here](#) to view the post

(7) Patient feedback systems for health and social care services: a Healthwatch briefing paper, June 2020

Over the summer of 2019, Healthwatch Brighton and Hove conducted research to gain a better insight into the information that is available to people who are looking to make a complaint, raise a concern or provide feedback about health and social care services. We wanted to understand how easy or difficult it might be for people to find useful information. We had hoped to raise our findings with city leaders last year, but our plans were disrupted by COVID-19. We are still keen to explore this topic further and will determine what we can do after lockdown has ended. In the meantime, we have decided to publish the findings of our review, which includes four annexes.

[Healthwatch briefing report June 2020](#)

[Annex A Healthcare table](#)

[Annex B Social care table](#)

[Annex C Summary of local organisations research](#)

[Annex D Results of desk-based research table](#)

May 2020

(8) COVID-19: Maternity and pregnancy advice and information. Click [here](#) to view the post

(9) David Liley, Healthwatch CEO: a [video update](#) on Healthwatch activity

(10) Mental Health Awareness Week 2020. Click [here](#) to view the post.

(11) The role and impact of Healthwatch Brighton and Hove during the coronavirus pandemic: activity report covering January to April 2020

This performance report describes the role Healthwatch Brighton and Hove played in supporting patients and local health and social care services during the COVID-19 crisis. We have focused in this report on our activity from early January to 30 April (2020). We have also included an update on our regular activities and projects.

[Healthwatch BH Covid19 performance report May 2020](#)

(12) Stakeholder report, 2020

Healthwatch Brighton and Hove conducts an annual survey of stakeholders in order to understand their awareness of Healthwatch and assess their views on our activities over the previous year. The survey was conducted from February

to March. We received responses from 47 stakeholders. Stakeholders told us that:

- 95% (43 stakeholders) say Healthwatch makes a positive impact on health care services.
- 91% (31 stakeholders) say Healthwatch makes a positive impact on social care services.
- 86% (40 stakeholders) say Healthwatch provides insight which positively impacts their organisation.
- 83% (39 stakeholders) say Healthwatch has strong credibility and produces quality work.
- 81% (38 stakeholders) say Healthwatch provides unique patient views that their organisation would otherwise not have access to.
- 77% (36 stakeholders) say Healthwatch has the ability to influence

[Healthwatch Brighton and Hove Stakeholder Survey Report, 2020](#)

(13) Healthwatch Brighton and Hove Equality Impact Assessment, 2020

Healthwatch's core work is to gather patient opinion on health and social care services from across the community and to use this information to recommend improvements. The Equality Impact Assessment (EIA) presents the degree to which the reports published by Healthwatch Brighton and Hove reached out to the 'protected characteristics groups' specified in the Equality Act 2010. This EIA uses data from all project reviews published by Healthwatch Brighton and Hove between April 1st 2019 and March 31st 2020. The report includes equalities data on each individual project plus equalities data for all projects combined as a final section.

The individual reports and overall findings show Healthwatch Brighton and Hove is effective in hearing the views from a wide range of people and patients. We are effective at gathering views from people with disabilities; people with varying sexual orientation; people with different religious beliefs; people from Black, Asian, and Minority Ethnic (BAME) groups and young people.

Areas that require more engagement are the following:

- Men - all projects show more women being engaged than men
- Younger age groups
- More detailed recording of disability.

[Healthwatch Brighton and Hove Equality Impact Assessment 2020](#)

7. Future potential projects

Healthwatch Brighton and Hove continues to develop potential projects working closely with providers and suppliers of health and care services. We are focussing our attention on areas which can support services during the current crisis, but we are also looking towards a future post-COVID-19 world, and how we can restore services as they recover.

New and potential projects

1. **Healthwatch Mental Health 'Sector Connector'** we are setting up new forums to link the voluntary and community sector to help restore and recover mental health planning, Sussex wide. The first forum in Brighton and Hove is planned to be held early July 2020.
2. **Care Home, family, and friends** - Support for residents, family and friends in care homes and nursing homes. A series of online confidential discussions to raise issues, promote good experiences and share learning. We plan to start these in July 2020, in partnership with the BHCC, NHS, Carers Centre, Speak Out and the Care Quality Commission (CQC).
3. **Restore and recovery, re-engagement** - A series of engagement activities, including interviews and surveys aimed at helping service redesign in the COVID-19 restore and recover stages. The initial focus is on online and 'remote' consultations, hospital discharge, and emotional and mental health. This includes 'core questions' shared system wide to ensure that many different surveys include comparable information. This is supported across Sussex by local Councils, the NHS, Public Health, the academic and voluntary community.
4. **Outpatients booking services** - a return to our project findings that we gathered at the start of the year and which were halted by COVID-19
5. **Patient Transport Services - patient survey.** We are exploring options with commissioners with a plan to launch a survey in August.
6. **Complaints and feedback systems** - a return to our project findings that we gathered at the start of the year and also to our regular review work both of which were halted by COVID-19
7. **PLACE, environmental audits, complaints audits, and Lay Assessors projects** - we hope to restore these regular projects when it is safe to do so

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8. How to contact Healthwatch

Healthwatch Brighton and Hove:

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- 01273 234040
- @healthwatchbrightonandhove
- @HealthwatchBH



healthwatchbh

Website: www.healthwatchbrightonandhove.co.uk