

## Your Healthwatch

### (1) David Liley, CEO of Healthwatch Brighton and Hove interviewed by Meridian news on COVID



Meridian news approached Healthwatch for our comments on COVID 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.

### (2) Accessing health and care services - findings during the Coronavirus pandemic: Full report



We have released a final report from the Healthwatch in Sussex public survey on digital consultations, combined with results from the Sussex NHS Commissioners' survey.

Healthwatch in Sussex involves Healthwatch teams from across Brighton and Hove and East and West Sussex working in collaboration to deliver joint projects on health and social care services which operate across the Sussex region.

With a combined sample of 2,185, the engagement focused on establishing people's experiences of digital or remote consultations during the COVID-19 period and crucially, their expectations and preferences for service redesign and delivery in the restore and recovery stages post COVID. **Read our report [here](#)**

#### Headline Results

- 37.4% of people chose not to make an appointment during the pandemic despite having a need to access health, social or emotional care, confirming the very substantial backlog of clinical and social care need that will need to be addressed.

- For those that had phone, video and online appointments during the pandemic, satisfaction levels were high. For example, 80.4% were satisfied or very satisfied with phone appointments.
- For triage (being guided to the right service), GP, outpatients, getting medication, test results and emotional and mental health NHS wellbeing support (including counselling and therapy), people were mostly keen for phone appointments.
- A relatively high proportion of people were not happy to receive any form of remote appointment for their mental health.
- Most differences in preference towards future appointments were shown in terms of disability and age.
- Older people showed strong agreement to preferring face-to-face appointments with their GP. Younger people were happier to have a phone or video appointment.

### The report presents 13 recommendations

1. To further and strengthen the message that the NHS is 'open for business' and the 'Help Us Help You' campaign. There is a particular need to share these campaign messages among people with disabilities and women.
2. There is a need to ensure that communication is in appropriate formats, is received and understood.
3. Engage people with disabilities and women to better understand why they are more likely to delay remote appointments.
4. Make the public aware of the positive satisfaction ratings for phone, video, and online appointments, to encourage people not to delay appointments.
5. Engage people with disabilities and Lesbian, Gay and Bisexual people to better understand why they are the least satisfied with appointments during the pandemic.
6. Offer a range of remote appointments, by phone, video and online (email, text and other online) given the public preference for a choice of remote appointments. Allow the patient to choose their preferred remote option.
7. Although many people were generally happy to receive remote appointments, from a range of different services, they are not suitable for everyone and face-to-face options must continue.
8. Allow patients the opportunity to choose a remote appointment with their regular GP if this is preferred.
9. Reduce the proportion of people who are digitally excluded and who will not use remote options, on the grounds of insufficient technology, internet connection or inability to communicate by such means.
10. Familiarise some older people, in particular, in how to use video and online services. Promote videos or other media to show the processes involved in having phone, video, or online appointments to encourage their future use.
11. Health and care services to arrange remote appointments for specific times, rather than patients having to wait all day for a call-back.
12. Raise the skills of some health professionals in using the technology that is required for remote appointments.
13. Encourage men to seek mental health support when needed, to break down the perceived stigma and reluctance to open-up about mental health.

### (1) Flu vaccination



The flu virus kills thousands every year.  
The flu vaccine is the best protection  
for you and those around you.

**JUST GET YOUR FREE FLU JAB**  
Ask your pharmacist or GP if you're eligible.



Every year the flu virus kills people and hospitalises many more. This year it is even more important people who are most at risk of flu have their free flu vaccination.

#### Information and links:

- [The government has released its plan](#) for the flu vaccines and supply for the national flu programme.
- Information from Brighton and Hove Clinical Commissioning Group regarding the flu vaccination is [here](#)
- NHS Guidance on who is eligible for free flu vaccinations is available [here](#)
- Why have the flu vaccination? Advice is available [here](#). This includes translated materials.
- [Frequently Asked Questions about the flu](#)
- Information on the free flu vaccine is available in [Easyread](#) formats and in a [variety of languages](#).

Flu vaccinations started in September and will continue over the winter months, with appointments available throughout the season (so there is still plenty of time for people to book). GP practices are open and safe, and staff have put plans in place to be able to safely administer the flu vaccine for patients. This may mean that some patients see some differences in how flu clinics are run this year.

### Eligibility for the free flu vaccination in 2020

- people aged 65 years or over
- those aged from six months to less than 65 years of age, in a clinical risk group
- all pregnant women (including those women who become pregnant during the flu season)
- close contacts of individuals with a weakened immunity system
- all children aged 2-3 years, and all primary school aged children
- people living in long-stay residential care homes / long-stay care facilities
- carers, those who are in receipt of a carer's allowance, or who are the main carer of an older or disabled person (note: for unpaid carers (family/friends), Action for Carers provide more information on the Surrey Carers flu voucher scheme)

### New groups in 2020:

- children in school year 7 (in secondary school)
- household contacts of those on the NHS Shielded Patient List
- health and social care workers
- people aged between 50 and 64

### Staggering flu vaccine clinics and phased delivery

- Supply will be is phased so that **all priority groups should be vaccinated first and by the start of the flu season (which normally starts in December)**. GP practices and pharmacies will receive phased deliveries of the vaccine and flu clinics are scheduled to coincide with these deliveries. This does mean some may have to wait longer than they would wish to attend flu clinics. [Leaflet on why people may have to wait longer than they may wish.](#)
- In past flu seasons, many of those eligible for the NHS funded flu vaccine got their flu jab in specially arranged clinics at their local surgery, pharmacy, the workplace or in the community. The COVID-19 pandemic means these venues will not be able to be used in the same way as before, including limits on the amount of people attending each vaccination session to maintain social distancing. Unfortunately, this has an impact on the speed at which people can be vaccinated.
- There are also several types of flu vaccines available, and those eligible will be offered one that is recommended for them based on age. This means some people will be offered a flu vaccine that is in stock while others, who need a different type of vaccine, may have to wait until their vaccine is delivered.
- Overall, there is enough flu vaccine for everyone who is eligible to get vaccinated before the flu season starts.

- The "ambition" is that **people aged 50 - 64 who are not in another priority group will be offered vaccination later in the year, November at the earliest.**
- **Parents and carers of two- and three-year olds** should receive an invitation for their child to have the vaccination at their GP surgery before the winter. If you have not heard from your GP by early November, you are advised to contact your practice directly to make an appointment.
- For primary school-aged children and those in Year 7 at secondary school, a vaccination session will be held at school during the autumn term. Parents and carers will be contacted by their local healthcare team via the school.

### Shielded patients

- Vulnerable people, including those that have previously been shielding due to coronavirus, are being urged to take up the free flu jab offer this winter or face the risk of serious illness.
- The NHS is offering all COVID-19 shielded patients the free flu jab this year to protect them from getting serious ill, along with their household members to reduce the chance that flu is passed on in their home.
- Those who are vulnerable to flu are also vulnerable to COVID-19, so the NHS is offering to protect people who were on the shielded patient list in the early stages of the pandemic with the NHS funded flu vaccine.
- Anyone of any age who is a household member or a carer of a person who was shielded, is also eligible for the flu vaccination for free this year. Shielded patients' "household members" are offered the vaccine to reduce the chance of them passing on flu on to someone who is vulnerable, as flu can easily spread even if someone is not showing symptoms.
- If people in these groups have not already been contacted by your GP, please call the GP practice you are registered with or your pharmacy to book an appointment

## (2) Help shape the future of your hospitals

**Merger of Western Sussex Hospitals NHS Foundation Trust and Brighton and Sussex University Hospitals Trust.**



Western Sussex Hospitals NHS Foundation Trust (WSHT) and Brighton and Sussex University Hospitals NHS Trust (BSUH) are proposing to become one trust in April 2021. The two organisations, which are both recognised for providing Outstanding care, have been working in partnership with a shared leadership team for nearly four years.

In October 2019, WSHT became the first non-specialist acute hospital trust to be awarded Outstanding by the Care Quality Commission (CQC) in all key inspection areas. At the same time, BSUH became the fastest improving acute hospital trust in England and is now rated Good overall and Outstanding for caring by the CQC.

The new trust would run five hospitals and employ around 20,000 staff, caring for 1.8 million people in Sussex, with a budget of £1.2 billion, and will pave the way for service improvements that deliver the ambitions of the [NHS long Term Plan](#) and Sussex Integrated Care System (ICS).

As our Trusts prepare, they want to gather the views of our staff, patients, and partners. They have created a survey to collect feedback on the vision, values, and name of the future organisation as well as the hopes and concerns people might have. We hope you will respond to the survey and share the link with your networks.

The survey is available at

[www.westernsussexhospitals.nhs.uk/merger](http://www.westernsussexhospitals.nhs.uk/merger) and

[www.bsuh.nhs.uk/merger](http://www.bsuh.nhs.uk/merger).

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This is not a merger driven by financial decisions, it's driven by a will to keep improving. By working together, we have greater opportunities to learn and improve our services to make them more sustainable for the local population.

We can also maintain more specialist services in Sussex, meaning fewer patients have to travel to other hospitals to receive high quality care.

*WSHT, Deputy chief executive and chief medical officer, Dr George Findlay*

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As we move forwards together, our ambition is to always keep improving, and provide excellent care, every time, for our patients. Building on the best of each organisation unlocks many opportunities that benefit patients, as well as our staff, partners, and communities in Sussex.

As we develop these plans, please share your thoughts on our vision and values, as well as your hopes and concerns for the new organisation and the services we provide. Thank you.

*BUSH Chief Executive, Dame Marianne Griffiths*

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### (3) Care Quality Commission's State of Care report

The State of Care report is the Care Quality Commissions (CQC) annual assessment of the state of health and social care in England. This year's report looks at the quality of care over the past year, including before COVID-19. The report is based on CQC inspections and ratings data, along with other information, including that from people who use services, their families and carers, to inform CQC's judgements of the quality of care. The report is also available in [easy read format](#).

*[COVID-19 is magnifying inequalities and risks turning fault lines into chasms. The focus now must be on shaping a health and care system that delivers for everyone.](#)*

### (4) Help Us Help You - New NHS booklet



As we head into the winter months, we know can be a tough time for people. However, we now have the added challenge of COVID-19 as well.

The Sussex Clinical Commissioning Groups wanted to ensure people had access to clear and useful information that will support them if and when they might need to access NHS services.

As a result, they have produced a 'Help Us Help You booklet' that has useful information as well as a bit more detail around the changes people might see when access NHS services. These changes have been put in place to keep staff and patients as safe as possible.

The guide is now available online at: <https://www.sussexccgs.nhs.uk/right-care-right-place-leaflet/>

They have also printed a small number of the booklets that they can deliver to you and can be distributed to people that would rather a physical copy. This guide is also available in different languages and British Sign Language (BSL) on request. If you would like hard copies please can you email [sxccg.involvement@nhs.net](mailto:sxccg.involvement@nhs.net) with how many you want and where to send them to.

## (5) Mental Health support

### Mental Health Services in Brighton & Hove

(accurate as at Autumn 2020)

#### Community Roots

is a group of sixteen community groups working together to provide prevention, wellbeing and recovery support for people with a range of mental health issues. Support for carers and families is also available.

A Freephone Central Access Point phone number is operated by a team of Community Navigators who can guide people through the support available and provide professional advice.

**Self-refer online** Tel: 0808 196 1768.  
Open Monday to Friday 9-5pm.

#### Brighton and Hove Wellbeing

service supports people with mild to moderate mental health difficulties. The service provides talking therapies to adults (18+) with mild to moderate depression, anxiety disorders and some trauma. The Children and Young People's (CYP) service provides a range of treatment for young people from 4-25 who require support for anxiety, low mood, stress and phobias.

**Self-refer online** Tel: 0300 002 0060  
Email: [spnt.brightonwellbeing@nhs.net](mailto:spnt.brightonwellbeing@nhs.net)

#### Sussex Partnership Foundation Trust (SPFT)

is the specialist mental health service. Access to support is via GP and primary care team and other professional referral routes.

**Find more information about the Trust**

All local mental health services are using a combination of telephone, digital (text, web and online support) as well as in-person support.

#### Sussex Mental Healthline

provides direct support for mental wellbeing and signposting to other services. Sussex Mental Healthline 24/7 telephone service: **0300 5000 101.**

#### Mental Health Rapid Response Service (MHRRS)

provides support for adults (18+) experiencing a mental health crisis. Anyone can refer, **0300 304 0078** - if the line is busy, an advice message will be given.

#### Brighton & Hove City Council

provides support for social care, education, housing, finance and related public services. Go to the **Brighton & Hove website for more information**

#### Supporting your own Health and Wellbeing

Every Mind Matters **gives useful guidance on keeping yourself well.**

#### Primary Care

GP's are continuing to provide mental health support. Contact is via GP Surgery in the usual way.



## (6) NHS 'Test & Trace' app - **DOWNLOAD TODAY**



The government launched the new NHS Test & app on Thursday 24<sup>th</sup> September. It features a [QR code](#) scanner so people can check in to venues and be alerted in the event that they have been in contact with someone who has tested positive.

The app provides advice and outlines actions you need to take around self-isolating or getting a test. It also informs users if the local area becomes high risk. All leisure, hospitality, sports, and faith venues that the public visit will need to display their own QR code poster so customers can check in quickly and easily. To get a code, businesses will need to register on the government website.

[Find out more about the NHS Covid-19 app.](#)

 Download now from:

→ Google Play Store: <https://play.google.com/store/apps/details...>

→ Apple App Store: <https://apps.apple.com/us/app/id1520427663>

Find out more: <https://covid19.nhs.uk>

A video with BSL sign language is available [here](#)

[MENCAP has produced a guide](#)

To understand more about how the app uses your personal data click this link [NHS COVID-19 app: privacy information, early adopter trial](#)

Healthwatch has produced guidance for patients which you can access [here](#)

## (7) The Big Debate: mental health



**Sussex**  
NHS Commissioners



The NHS and local authorities in Sussex would like to know about your experiences of health and care during the COVID-19 pandemic, so that they can improve the way services are provided in the future. This is part of the [Big Health and Care \(Socially Distancing\) conversation](#)

This fortnight's theme is 'mental health appointments'. If you had a mental health appointment during the pandemic, was it in person, or was it a remote appointment (telephone/online)? How did this work for you? Could it have been done differently?

Join the Big Health and Care Conversation and [share your experiences](https://yoursaysussexhealthandcare.uk.engagementhq.com/the-big-health-and-care-socially-distancing-conversation) at <https://yoursaysussexhealthandcare.uk.engagementhq.com/the-big-health-and-care-socially-distancing-conversation>

**To feed in your views and experiences, you can:**

- Visit [the website](#) and share your experience, ask questions, and more
- Email the team at [sxccg.involvement@nhs.net](mailto:sxccg.involvement@nhs.net) or call us on 01903 708411
- Write to: **FREEPOST RTUZ-ECYG-ERRK**  
Attn: Public Involvement Team  
NHS Brighton and Hove Clinical Commissioning Group  
Hove Town Hall, Norton Road, Brighton, BN3 4AH
- Invite the Public Involvement Team to your (virtual) group meeting

### **Previous engagement topics**

The first Big Health and Care Conversation theme was ‘Accessing care from your GP practice’, which was held between Monday 27<sup>th</sup> July 2020 - Sunday 9<sup>th</sup> August 2020. You can learn about what we heard during this theme in this [video](#) from Dr Daphne Coutroubis, a local GP in Sussex.

Between 10<sup>th</sup> August 2020 - 23<sup>rd</sup> August 2020), the CCG asked to hear about ‘Looking after your mental wellbeing through the pandemic’? You can learn about what we heard during this theme in this [video](#) from Elaine Colomberg, Head of Participation, Experience and Involvement at Sussex Partnership NHS Foundation Trust.

Between 24<sup>th</sup> August to 6<sup>th</sup> September 2020, the CCG asked to hear about ‘Your experiences of A&E’. You can learn about what we heard during this theme in the [Twitter Hour](#) from Katie the Divisional Lead Nurse and Lou the Matron at the Emergency Department at Brighton and Sussex University Hospitals NHS Trust

Between 7<sup>th</sup> September to 20<sup>th</sup> September, the CCG asked to hear about your experiences of being a carer. Details of what people shared with the CCG will be available shortly.

Between 21<sup>st</sup> September and 4<sup>th</sup> October, the CCG asked to hear about your experiences of Delayed care and Wellbeing.

## **(8) Black History Month**

The [Sussex Health and Care Partnership \(SHCP\) BAME Disparity Programme](#) have planned a range of activities across Sussex for October with a call to action that asks people to use this opportunity to further reduce disparities and inequalities for Black, Asian and Minority Ethnic (BAME) Communities in Sussex.



Black History Month this year is critical in the sense that we need to collectively ask some difficult questions, including , ‘How are you digging deeper, how are you looking closer and how are you thinking bigger around race equality.’ We all need to be braver about asking and also answering these questions.

*Lola Banjoko, Executive Managing Director of Brighton and Hove Clinical Commissioning Group and co-executive lead for the BAME Disparity Programme*



A series of [Community Webinars](#) will take place across Sussex for members of the public over the next 4 months. The first is on 28 October 2020, where we will be reaching out to the community and asking how our health services could be more accessible and effective.

### Related news

[Ethnic minority communities and the elderly called upon to bolster the fight against coronavirus](#)

## Resources, advice, and information

### (1) Autism research and practice



#### ACoRNS Sussex

A new initiative, ACoRNSussex ([Autism Community Research Network Sussex](#), @acornsussex, is being set up with the aim of improving the lives of autistic children and adults, their families and support workers in education, health and social care across Sussex. ACoRNS exist to:

- establish a research agenda for identifying, investigating, and implementing evidence-based practices in autism education, health, and social care
- publicise local research, good practice, and initiatives in accessible ways
- engage all stakeholders across Sussex in participating in the research
- link researchers and practitioners to enable funded and low- or no-additional cost research and evaluation.

How can you be involved?

- Be involved in our launch event with a live webinar on **Re-Thinking Education in Autism**, 4-6pm on 21<sup>st</sup> October 2020. You can watch and participate on the day and join the online discussion afterwards. You can find details and sign up here: <https://www.eventbrite.co.uk/e/acornsussex-launch-re-thinking-education-in-autism-tickets-123161123235>
- Join the ACoRNS mailing list: respond YES to this email to be on our list.
- Visit our website [acorns-sussex.org.uk](https://acorns-sussex.org.uk)
- Follow us on twitter @ACoRNSussex
- Join our Autism Reading Group: details will be sent via the acorns mailing list

## (2) Mental health - training

Brighton and Hove

# Mental Health Response

Many of the people we know may experience mental ill-health. The impact of the Covid-19 pandemic is likely to be increased mental distress. The longer-term impact on employment and financial instability also has the potential to adversely affect individual wellbeing.

Basic training in mental health skills can enable us to support someone's wellbeing.

Knowing which services provide support with mental health and wellbeing will enable you to direct someone to more specialist help if they need it.

For more information please email Public Health Mental Health Specialist

[PublicHealth@brighton-hove.gov.uk](mailto:PublicHealth@brighton-hove.gov.uk)

### Suicide Prevention Training

Free online and face-to-face training is available from Grassroots

Download the [suicide prevention app](#)

### Drug and Alcohol Services

To contact call on **01273 731900** or email [Brighton and Hove Recovery Service](#)

### Suicide?

Need someone to talk to? Call Samaritans on **116 123** and look at [Preventing Suicide in Sussex](#)

  
**Brighton and Hove**  
Clinical Commissioning Group

 **communityroots**  
Mental Health & Wellbeing Support in Brighton & Hove

  
Brighton and Hove  
Wellbeing Service

  
**Sussex Community**  
NHS Foundation Trust

  
**Brighton & Hove**  
City Council

### Build your skills

by taking the online [Psychological First Aid Training](#):

Psychological First Aid (PFA) provides training in how to provide initial mental health support, and to help people cope, adapt and recover from their experiences.

A downloadable Award certificate is available on completion of this training.

### Help people

Help people to develop ways of supporting their mental wellbeing online, by directing them to the [Every Mind Matters](#) website and [Rise Above, for young people](#).

### Signpost to further assessment or support

Look at the **information overleaf**. You should consider directing someone to their GP, Wellbeing or a mental health service if they:

- Have any mental health difficulties that are impacting on their relationships, sleep, appetite or activities of daily living
- Have any thoughts of harming themselves or others
- Are using alcohol or drugs to cope

If you are unsure of the appropriate action, escalate to your supervisor or line manager for guidance

### (3) Money Advice Plus



[Money Advice Plus](#) are still offering advice by telephone, digital/Zoom type platforms or by email. They have appointments for debt advice only or debt and benefit advice.

If you might benefit from our help, please either get in touch via:

- free Adviceline on 0800 988 7037 or
- email us at [referrals@moneyadviceplus.org.uk](mailto:referrals@moneyadviceplus.org.uk)

### Healthwatch Brighton and Hove information and advice

The following Healthwatch COVID-19 guides are available (these are being regularly updated):

[COVID-19 webpage](#)

[Answers to Frequently Asked Questions](#)

[Maternity and pregnancy advice and information](#)

Top tips for [staying active and looking after your mental health](#).

Guides which provide information about:

- visiting a [dentist](#)
- [seeing a GP](#)
- [collection of prescriptions](#)

### Accessible resources to help you communicate about COVID-19

- **NEW:** [Beyond Words is providing free picture stories and illustrated guides to support people with learning disabilities and autism through the coronavirus pandemic](#)
- A series of videos aimed at encouraging people to continue to use health services if they are unwell. They are available in [English](#), [Arabic](#), [Farsi](#), [Kurdish](#) and [Sylheti](#).
- [Resources from Learning Disability England](#)
- [Signhealth has made their InterpreterNow remote BSL interpretation service available for free across all healthcare services](#)
- [Signhealth is providing a video of summaries of key coronavirus guidance in BSL](#)
- [Signhealth advice for testing](#)
- [Public Health England stay at home guidance](#), translated and in easy read
- [NHS guidelines translated into up to 50 languages by Doctors of the World](#) and find video advice [here](#)
- [Easy read information on COVID-19](#) from Mencap
- [About the NHS Test and Trace scheme](#)
- [What to do if you are contacted by NHS Test and Trace](#)

The NHS have also created [easy read posters like this](#) so people know when and how to get a test for coronavirus.

- [Public Health England resources](#) in accessible formats
- [COVID-19 guidance for providers of services for people experiencing rough sleeping](#)
- The [handwashing rap](#), produced to help people who have a learning disability



#### Join us

You can sign up to receive regular bulletins and information from Healthwatch.

Please email [office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk)

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

[office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk)

01273 234040

#### Follow us

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Instagram	healthwatchbh

Website: [www.healthwatchbrightonandhove.co.uk](http://www.healthwatchbrightonandhove.co.uk)

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#### Volunteer for us



If you would you like to get involved and help make a positive difference, then we offer a variety of roles. And you do not have to stick to one, some of our volunteers do more than one. You do not need a background in health or social care, just a keen interest in improving services for everyone. For more information [click here](#).