

## Healthwatch Brighton and Hove Workplan of Projects, April 2025 – 2026

This document describes the health and social care projects that Healthwatch Brighton and Hove has identified it will work on over the next year. It also describes other topics which we are keeping under consideration and our internal projects that support the successful operation of our organisation.

Projects are identified by Healthwatch using a range of sources including patient feedback, from the numerous meetings that we attend, from intelligence shared with us by partner organisations, from issues we know to be of interest to Healthwatch England and the Care Quality Commission (national focus), and from our other engagement activities. Decisions as to which projects we will take forward are made in line with our [Decision Making & Prioritisation Policy](#) and [Engagement Plan](#).

We also deliver work which has a Sussex-wide impact, in partnership with our colleagues in Healthwatch [West](#) and [East Sussex](#). Our work involves collating feedback, investigating and escalating issues as appropriate, and issuing regular polls on a variety of topics.

Alongside detailed projects, Healthwatch will escalate issues where it receives intelligence to suggest there is a significant problem, and where this can be delivered within our capacity. Our escalation routes are varied and include to the four Sussex Hospital Trust's Senior Leadership Teams, the [Care Quality Commission](#), [Healthwatch England](#), our [Integrated Care System](#) and the city's [Health and Wellbeing Board](#) and [Health Overview and Scrutiny Committee](#).

We deliver projects with the help of our dedicated volunteers and in partnership with local voluntary and community groups and other organisations. You can read more about our work, volunteer roles, partnerships and the impacts we have made in our latest [Annual Report](#) covering the period April 2024 to March 2025.

We publish reports detailing our work and recommendations on our website [www.healthwatchbrightonandhove.co.uk](http://www.healthwatchbrightonandhove.co.uk)

**Our workplan is subject to change in light of the June 2025 government announcement that Healthwatch is to be abolished.**

Projects led by Healthwatch Brighton and Hove		
Primary Care	Hospital visits and reviews	
<ul style="list-style-type: none"> <li>• <b>Woodingdean Medical Centre.</b> We will carry out a follow-up survey of patient's experiences of this practice following our engagement in <a href="#">2024</a>. We will report the results back to them, as well sharing these with NHS Sussex and the Care Quality Commission.</li> <li>• <b>Experiences of GP services amongst the trans and non-binary community.</b> We will publish the results of our project work that we carried out earlier this year.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Enter &amp; Views:</b> we will carry out statutory <a href="#">visits</a> over the course of the year to various services and report our findings.</li> <li>• <b>PLACE visits.</b> We will support two local NHS Trust to complete their environmental <a href="#">Patient Led Assessments of the Care Environment</a> reviews, in Autumn 2025.</li> <li>• <b>Mystery shops:</b> we will carry out a series of <a href="#">visits</a> across the Royal Sussex County Hospital to assess how well reception staff are applying the Trust's new Welcome Standards (occurring throughout the year).</li> </ul>	
Social Care	Mental Health and housing	Young Healthwatch
<ul style="list-style-type: none"> <li>• <b><a href="#">Home Care checks:</a></b> we will interview people about the quality of the care they receive in their homes and report findings to the Council (ongoing throughout the year).</li> </ul>	<ul style="list-style-type: none"> <li>• <b>A review of Neighbourhood Mental Health Teams.</b> We are finalising plans to deliver a service-user led review of this new model of mental health provision across the city, working with NHS Sussex leads and a range of partners.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Vaping:</b> we will finalise our work exploring how children with Special Educational Needs use vapes, which we started <a href="#">earlier this year</a>.</li> </ul>

Men's health	Hypertension (high blood pressure)	Climate project and wellbeing
<ul style="list-style-type: none"> <li>We will engage with people who identify as men, which are an engagement priority group for us, with a focus on learning more about their wellbeing and mental health. A national <a href="#">men's health strategy</a> is currently out for consultation.</li> </ul>	<ul style="list-style-type: none"> <li>We will publish the outcomes from our work with other local voluntary groups, focussing on the identification of and support to patients with high blood pressure and high risk of hypertension.</li> </ul>	<ul style="list-style-type: none"> <li>Working with other local voluntary groups, we will explore people's attitudes towards making positive environmental changes within the context of promoting their health and wellbeing.</li> </ul>
Non-Emergency Patient Transport (NEPTS)	Health inequalities	
<ul style="list-style-type: none"> <li>Working across Sussex, we will lead work to conduct a patient-led review of the new NEPTS service to understand what is working well and whether any improvements are needed.</li> </ul>	<ul style="list-style-type: none"> <li>Working with Sanctuary-on Sea, a refugee and asylum-seeking support organisation, we will focus on the experiences and inequity of refugees and asylum seekers in accessing health services and receiving care, via a series of focus group and surveys. On of the ICS priority groups for Brighton and Hove.</li> </ul>	

Our regular and routine activities		
Communications	Events	Partnerships
<ul style="list-style-type: none"> <li>• We will provide a Helpline for public queries or concerns.</li> <li>• We will share advice &amp; guidance on our website and social media platforms.</li> <li>• We will issue our regular newsletter to the public.</li> <li>• We will publish ad hoc bulletins with news, information, surveys, etc.</li> <li>• We will publish reports detailing our work and any recommendations we have made.</li> <li>• We will publish our performance report every six months.</li> <li>• We will give media interviews on health and social care topics.</li> </ul>	<ul style="list-style-type: none"> <li>• We will hold our public Board meetings 4 times a year.</li> <li>• We will attend public events to speak to people about their experiences of health and social care services and raise awareness of our role.</li> </ul>	<ul style="list-style-type: none"> <li>• We will collaborate with partners to help us hear from diverse communities.</li> <li>• We will continue to attend a range of meetings to learn more about changes which are happening to services and represent the patient voice. Key meetings will include the Council's Health and Wellbeing Board, Health Overview and Scrutiny Committee, the Integrated Care System's' Assembly and Patient Experience Committee.</li> <li>• We will meet routinely with senior staff at our local hospital Trusts, the Care Quality Commission and NHS Sussex to share what insight we are hearing to ask questions.</li> <li>• We will escalate concerns and request answers from the system.</li> <li>• We will continue to be involved in the city's Safeguarding work, including Chairing the Safeguarding Adults Review group.</li> </ul>

Volunteers	Commitments	Performance monitoring & reporting
<ul style="list-style-type: none"> <li>We will routinely recruit new volunteers and support our existing volunteers.</li> <li>We will issue a volunteer newsletter.</li> <li>We will routinely review and update our website to ensure it is accessible.</li> </ul>	<ul style="list-style-type: none"> <li>We will continue to explore our carbon footprint and determine how we can reach net zero in line with our published plans.</li> <li>We will deliver on our published social value commitments.</li> <li>We will renew our Cyber Essential IT security.</li> </ul>	<ul style="list-style-type: none"> <li>We will publish our annual review of our helpline data.</li> <li>We will publish our Annual Report by 30 June 2025.</li> <li>We will publish a review of our equalities data (spring 2025).</li> <li>We will carry out a staff and volunteer satisfaction survey.</li> <li>We will carry out a stakeholder survey.</li> <li>We will routinely review and update our internal policies and publish these where relevant.</li> </ul>

Healthwatch in Sussex projects
<ul style="list-style-type: none"> <li>The three Healthwatch in Sussex teams will continue to deliver a series of bimonthly polls to sense check the public's opinion/ experiences on a range of topics. These short surveys will give us high-level insight which we can use to identify larger projects but also to bring to the attention of NHS Sussex any emerging issues.</li> <li>We will deliver our Sussex-wide review of NEPTS. Other projects are to be determined.</li> </ul>

## Topics under consideration

The following topics were identified as part of our [Decision Making & Prioritisation Policy](#) and which we are still determining whether we have capacity to take forward as projects as well as what the nature of those projects might be.

Women's health	Safeguarding adults	Carers' experiences
Young carers / people's experiences	Hospital care	Pharmacy provision
Care homes / Adult Social Care		

## Contact information

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