



Annual Performance report (2021/22) – Healthwatch  
Brighton and Hove

April 2022

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Performance Indicators	Evidence
<p><b>1. Intelligence</b></p> <p>3 key issues every 6 months demonstrating issues identified for needing improvement based on our information line and other engagement intelligence.</p>	<p><b>1. Availability of NHS dentists</b> has been raised through 102+<b>March</b> information enquiries (April 2021 to March 2022). We responded to this issue by conducting two reviews. The first was a review of the out of hours messages and websites of all 43 dentists in the city which revealed a wide disparity in information. Our second action in November 2021 was to call every practice and enquire about the availability of NHS appointments. We discovered that no practices were accepting new NHS patients and raised this with the Local Dental Committee, HOSC, Healthwatch England, and local MPs.</p> <p>We also led the development of a Healthwatch in Sussex patient <a href="#">leaflet</a> ('What you need to know') working with local dentists to produce this. This is available on the Healthwatch website and was shared with every dentist across Brighton and Hove, as well as Councillors and MPs.</p> <p>We have also conducted interviews with local media, supported the national work of Healthwatch England, sent bulletins about the latest updates regarding NHS dentist availability and shared concerns with the East Sussex and Brighton and Hove Local Dental Committee. We have worked closely with the office of Caroline Lucas MP who has supported our efforts to raise issues surrounding dental services by asking 7 questions in Parliament.</p> <p><b>2. Our Covid-19 vaccination <a href="#">survey</a> and 117+<b>March</b> information line enquiries</b> raised questions around accessing the vaccination. More recent information has concerned the boosters. We responded by circulating information in our newsletters and weekly bulletins and through our volunteers who gave <b>524</b> hours of time and responded to <b>1438</b> enquiries to the <a href="#">Covid-19 vaccination helpline</a>. <b>Update with March numbers</b></p> <p><b>3. Intelligence through our Public Panel</b> (a meeting held every 2 months with members of the public) and information line has raised concerns about the environment in the Emergency Department at the Royal Sussex County Hospital. We have submitted a sample of 5 case studies</p>

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	<p>from our information line to the <b>Patient Engagement and Experience Committee (PEEC)</b> and we are planning a 'sit and see' visit at the Emergency Department in collaboration with the CQC. The panel has also raised additional concerns that act as useful intelligence to inform our workplan:</p> <ul style="list-style-type: none"> <li>(a) Dentist availability and whether the statutory NHS services they have to provide are actually available.</li> <li>(b) customer service in the Eye Hospital.</li> <li>(c) response times for council assessments or Care Needs Assessments.</li> <li>(d) making the hospital discharge process more streamlined.</li> <li>(e) younger and older people's mental health.</li> <li>(f) LGBTQ+ issues such as Trauma-informed GPs and understanding of these issues and Gender Identity Clinics.</li> </ul> <p>The meeting outcomes are shared with the Head of Adult Social Care and the Head of the Clinical Commissioning Group (Brighton and Hove).</p>
<p>CRM information line with trends. Monitor this data to help detect patterns or emerging issues that may require further investigation.</p>	<p>Received 398 + <b>March</b> enquiries to our info@ or office@ emails (now merged into info@). The main areas of enquiry are:</p> <ul style="list-style-type: none"> <li>• COVID vaccine/vaccination roll-out - 114 enquiries - more recent enquiries are regarding the booster vaccine.</li> <li>• Accessing dentists including NHS treatment availability - 102 enquiries. As a comparison, in 2020 (annually) we received just 38 enquires, compared to 141 in 2021 (271% increase).</li> <li>• Making a complaint about any health or social care service or treatment - 92.</li> <li>• Complaints specifically about access to GPs or issues with GPs - 52.</li> </ul> <p><b>Add March</b></p>
<p>Workplan updated every 6 months and reviewed continually.</p>	<p>Appended.</p>
<p><b>2. Activity</b></p>	
<p>Number of Environmental Audits (if applicable) Number of PLACE visits conducted (if applicable).</p>	<p>Currently paused due to Covid.</p>

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Brief examples of 2 joint projects undertaken with neighbouring Healthwatch East- and West Sussex.	<p><b>Pan-Sussex surveys</b> - GP staff, GP patient access, and MSK surveys undertaken with partners in East and West Sussex. Surveys were closed in December 2021. The reports are currently being peer-reviewed and are not yet published.</p> <p>In October 2021, in collaboration with East and West Sussex Healthwatch, we produced an <a href="#">insight paper on GP Access</a> for the <b>Sussex ICS Plan</b>. This report brought together themes highlighted in feedback provided to Healthwatch in Sussex this year, and wider insight from work carried out since the pandemic began. This provides an important perspective and will be well-considered in the Sussex Health &amp; Care Partnership Access to GPs Plan.</p>
Website, Facebook page and Newsletter traffic including bulletins.	<p>Website hits - <b>115,400 + March</b>  Facebook posts - <b>631 + March</b>  Tweets - <b>620 + March</b>  64 newsletters issued (including bulletins) <b>+ March</b></p>
Details of issues shared with Healthwatch England such as reports and key issues.	<p>Collaborations with Healthwatch England included:</p> <ul style="list-style-type: none"> <li>• Lobbying for clear NHS dentistry information and availability in Parliament.</li> <li>• Shared expertise in running our wellbeing checks for people recently discharged from hospital.</li> <li>• Joined a working group to inform the production of a <a href="#">‘How to engage people who are not online’</a> Healthwatch England e-learning course. 130 people have taken the course (to date) and given it an average satisfaction rating of 8.6/10. <i>“This has been a very useful course, filling in gaps in knowledge and providing an alternative more relevant form of mapping to help identify routes to people who are offline.”</i></li> </ul> <p>We have shared the following reports and key issues:</p> <ol style="list-style-type: none"> <li>1. All 7 Parliamentary questions asked around dentistry (February 2022).</li> <li>2. How to deliver a personalised End of Life care for LGBTQ+ patients (February 2022).</li> <li>3. Putting good communications with patients at the heart of service change (December 2021).</li> </ol>

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	<p>4. People’s views about remote access to appointments during the Covid-19 pandemic - a compilation of evidence (November 2021).</p> <p>5. COVID-19 Vaccination enquiry service (July 2021).</p> <p>6. Healthwatch insight highlights pressures on GPs and A&amp;E, Report (July 2021).</p> <p>7. The Healthwatch Brighton and Hove Annual Performance Report 2020/21 (May 2021).</p> <p>8. Community Diagnostic Hubs - a patient-centred pathway through the diagnostic journey (May 2021).</p> <p>9. People’s experiences and views about Covid-19 vaccinations in Brighton and Hove (May 2021).</p> <p>10. “A Good Send-Off?” Patients’ and Family’s Experiences of End of Life Care. One year on (April 2021).</p> <p>11. Healthwatch Brighton and Hove Hospital Discharge Wellbeing Project (HOPs) April 2020 to April 2021 (April 2021).</p>
Number of HWB and HOSC meetings attended.	3 HWB, 4 HOSC meetings attended.
Total number of Board meetings attended, including Cancer Board, AEDB, SAR, Healthwatch Board, Planned Care Board (aggregated)	148 Board meetings attended.
Number of decision-making meetings attended by Board, staff and volunteers (aggregated).	1038 decision-making meetings attended. + March
The number of public engagement and consultation events publicised e.g.	3 Public Panel meetings to feedback on our work and hear people’s priorities to inform our workplan (detail provided earlier in Intelligence section).

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webinars, group meetings, public panel meetings.	<p>2 webinars:</p> <ul style="list-style-type: none"> <li>• <a href="#">Conversations about End of Life</a>: What's Important to you? (May 2021)</li> <li>• Staying Connected One Year On in the COVID-19 Pandemic - Care Home Webinar for Friends and Relatives of residents (July event and <a href="#">report</a> November 2021).</li> </ul> <p>10 surveys engaging people's opinion and experience in using various health and social care services.</p>
<b>3. Outputs</b>	
Number of reports (including service areas reviewed) and total number of people engaged in each review.	<p><b>20</b> reports published. Different service areas and numbers engaged are shown below. The number of recommendations per review is added.</p> <ol style="list-style-type: none"> <li>1. <b>Hops 2021/22 report to come</b></li> <li>2. Evaluation of Brighton and Hove's Equipment and Adaptations service: The views of Service Users and Prescribers (March 2022). <b>343</b> Service Users and <b>92</b> Prescribers engaged. <b>8 Service User recommendations and 5 Prescriber recommendations.</b></li> <li>3. Patient opinion in East and Central Brighton Primary Care Network (March 2022). <b>1845</b> people engaged. <b>10 recommendations.</b></li> <li>4. <a href="#">The impact of Reduced Hours at New Larchwood Surgery</a> (February 2022). <b>385</b> people engaged. <b>4 recommendations.</b></li> <li>5. <a href="#">How to deliver personalised end of life care for LGBTQ+ patients</a> (February 2022). Numbers N/A.</li> <li>6. Feedback on the Accident and Emergency Department, Royal Sussex County Hospital (February 2022). <b>5</b> people engaged.</li> </ol>

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	<p>7. <a href="#">Putting good communications with patients at the heart of service change.</a> (December 2021). <b>53</b> outpatients engaged. <b>7 recommendations.</b></p> <p>8. <a href="#">People’s views about remote access to appointments during the Covid-19 pandemic - a compilation of evidence.</a> (November 2021). Numbers N/A.</p> <p>9. <a href="#">Patient Transport Services - how your views are helping to reshape services.</a> (October 2021). <b>130</b> people engaged. <b>14 recommendations.</b></p> <p>10. <a href="#">Infographic describing the contribution our volunteers made to the successful operation of the Sussex-wide COVID-19 Vaccination Enquiry Service</a> (August 2021). Numbers N/A.</p> <p>11. <a href="#">Healthwatch in Sussex Insight: Health and Care Pressures 2021</a> (review document joint with East and West Sussex Healthwatch) (July 2021). Numbers N/A.</p> <p>12. <a href="#">COVID-19 Vaccination enquiry service</a> - (July 2021). <b>1473</b> calls answered by Healthwatch volunteers since February 2021.</p> <p>13. <a href="#">Healthwatch Brighton and Hove Annual Report</a> (June 2021). Numbers N/A.</p> <p>14. <a href="#">Exploring young people's perceived barriers to accessing video/phone mental health appointments</a> - a solution-focused consultation (June 2021). <b>98</b> young people engaged. <b>4 recommendations.</b></p> <p>15. <a href="#">The Healthwatch Brighton and Hove Annual Performance Report 2020/21</a> (31 May). Numbers N/A.</p> <p>16. <a href="#">Community Diagnostic Hubs - a patient-centred pathway through the diagnostic journey</a> (May 2021). <b>21</b> people from communities whose voices are often less heard: people with Black, Asian and minority ethnic backgrounds, people from the gay, lesbian, bisexual and trans community, younger people (under 25), and those with complex clinical conditions.</p> <p>17. <a href="#">People’s experiences and views about Covid-19 vaccinations</a> in Brighton and Hove (May 2021). <b>2102</b> people engaged.</p>

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	<p>18. <a href="#">Equality Impact Assessment</a> - review for Healthwatch Brighton and Hove - April 2021. Numbers N/A.</p> <p>19. <a href="#">“A Good Send-Off?” Patients’ and Family’s Experiences of End of Life Care. One year on</a> (April 2021). 15 people engaged. Report shows progress on 10 recommendations from earlier report.</p> <p>20. <a href="#">Healthwatch Brighton and Hove Hospital Discharge Wellbeing Project (HOPs) April 2020 to April 2021.</a> (April 2021). 1722 people engaged.</p> <p>Numbers engaged (HOPs data not counted twice) = 6219 +Hops Recommendations = 62.</p>
<p><b>4. Influence</b></p>	
<p>Two examples demonstrating impact from attending decision-making meetings - defined as ‘meetings with external people across the system where Healthwatch influences or leads decisions made - includes Board meetings’.</p> <p>Could be decisions initiated by Healthwatch, commitments made in meeting minutes, contributions/presentations by Healthwatch.</p>	<ol style="list-style-type: none"> <li>1. At several decision-making meetings, Healthwatch Brighton and Hove assisted in commenting on <b>proposed engagement questionnaires</b>, including adding or changing questions to reflect our local intelligence. This has included changes to surveys for the Patient Initiated Follow-up (PIFU) group, the Digital First stakeholder Group, <b>Digital Ambassador role patient survey</b> and NHS commissioners planning a children and young people’s survey.</li> <li>2. <b>Coldean Residents’ Association meetings</b> - 3 meetings were held leading to practice change. Healthwatch Brighton and Hove were contacted by the Clinical Commissioning Group to join the 1<sup>st</sup> of these meetings with Carden Surgery, over concerns regarding the reduced hours at neighbouring New Larchwood surgery. The reduced opening hours was felt to be a positive alternative to a potential closure. Shortly after this meeting, Healthwatch Brighton and Hove were part of a 2<sup>nd</sup> meeting between the CCG and the surgery and Coldean Residents’ Association. At this 2<sup>nd</sup> meeting, Healthwatch Brighton and Hove offered to conduct a survey of New Larchwood Surgery patients to find out the impact of the reduced opening hours on local residents. We participated in a 3<sup>rd</sup> meeting during which the results of the survey were shared. The results of the survey showed strong opposition to the reduced hours, which were reinstated by the CCG.</li> </ol>



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<p><b>5. Impact</b></p> <p>Example reflecting on progress made on a recommended action regarding a <b>protected characteristic</b> group i.e.: age, sex, gender reassignment, sexual orientation, disability, ethnicity or race, religion or belief, pregnancy and maternity, or marriage and civil partnership.</p>	<p>We produced a report examining the experiences/views of protected characteristic groups on the creation of new <b>Community Diagnostic Hubs</b> - now called Community Diagnostic Centres (CDCs). We engaged 21 people from communities whose voices are often less heard: people with Black, Asian and minority ethnic backgrounds, people from the gay, lesbian, bisexual and trans community, younger people (under 25), and those with complex clinical conditions. We shared the standards of care which people from these groups expected to receive from CDCs and highlighted any specific requirements. This was important information as up to this point NHSE&amp;I, who was leading the development of CDCs, had only obtained the views of older people.</p> <p>The project was completed in 3 weeks to meet tight deadlines. We were the only Healthwatch team to work with NHSE&amp;I on this work and our report has been shared with the Healthwatch network and been praised by Healthwatch England several times. The report was shared with local Commissioning leads for CDCs who we are actively working with to deliver on our recommendations.</p>
<p>Percentage of recommendations influencing service improvement - based on % of recommendation <i>accepted</i> by NHS/CCG and % of those resulting in <i>service change</i>.</p>	<p>All recommendations from our reports have been accepted by the commissioning or partner body, mostly the NHS/CCG or Brighton and Hove City Council.</p> <p>As for many of these recommendations generated within the last year, it is too early to say how many have led to service change, although being accepted is a prerequisite for this.</p> <p>Also, some of the reports have been commissioned by the CCG/BHCC to ensure public and patient opinion informs the specification for when contracts for services are expiring. This is indicative of the first step to service change and includes the reviews of the Equipment/Adaptations Service and the Non-Emergency Patient Transport Service. As an example, the Equipment/Adaptations Service review stressed the importance of online ordering and increasing the recycling of equipment.</p> <p>Two demonstrable instances of service change are:</p> <ul style="list-style-type: none"> <li>• Reverting to the former opening hours of New Larchwood surgery and reinstating the nurse practitioner to their former hours.</li> </ul>

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	<ul style="list-style-type: none"> <li>The continued progress being made on the 10 recommendations from the first end of Life report (documented in the 'one year on' report this last year).</li> </ul>
<p>3 examples of studies with long term change (beyond 6-month project lifespan).</p>	<p><b>New Larchwood surgery (Coldean) opening hours</b> - Five years ago (2016/2017) New Larchwood Surgery was taken over by the partners of Carden Surgery and continued to provide the same service. On 1st April 2021, New Larchwood Surgery reduced the opening hours from 7 sessions to 2 mornings a week. Patients contacting the surgery were offered appointments at an alternative surgery, Carden Surgery (around 25 minutes away by bus). Healthwatch conducted a survey of New Larchwood Surgery patients to find out the impact of the reduced opening hours, with 383 people responding. More than half (59%) of people were dissatisfied with the new opening hours and 81% said they wanted to see New Larchwood surgery open for longer than the current hours of two mornings. Based on the work of Healthwatch Brighton and Hove, the CCG has since agreed to revert to the original opening hours at New Larchwood surgery, opening every day, with a mixture of mornings and afternoons. The CCG has also reinstated the nurse practitioner at New Larchwood surgery on at least three days a week, with a mixture of mornings and afternoons.</p> <p><b>Non-Emergency Patient Transport Service (NEPTS)</b> - commissioned by the CCG. Involved a literature review and both qualitative and quantitative research reports. Our results will be used in the eventual retendering of the service (delayed to 2024 due to external factors). Our results were shared with the NHS national review of NEPTS, and their recommendations reflected many of our findings (and therefore impact at a national level). Through this work, Healthwatch Brighton and Hove have built a closer working relationship with the provider of NEPTS - South Central Ambulance Service (SCAS) - contributing to the delivery of a patient forum in October 2021 with further ones planned.</p> <p>We received an update in February 2022 from CCG leads which showed positive changes, many of which Healthwatch Brighton and Hove had highlighted as areas of improvement in our last report to Commissioners in January 2020, including better promotion of alternatives to NEPTS for those who are not eligible for the service and better patient communications.</p> <p>A review of the <b>Equipment and Adaptations Service</b> was commissioned by Brighton and Hove City Council. This will have long term influences as it will inform the recommissioning process, due in 2023. Healthwatch previously conducted this review in 2017 so was able to compare how the service was performing. Results were generated from 343 Service Users and 92 Prescribers.</p>

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	<p>Recommendations to embed in the service specification include improving the recycling of equipment and being able to order and review deliveries and installations (including reporting faults) online.</p>
<p>Annual performance as regards the Economic, Environmental and Social Value of the work undertaken - delivered within 30 days after the end of the relevant year end.</p>	<p><b>Economic:</b></p> <ul style="list-style-type: none"> <li>• By closing our offices and working remotely we have reduced our overheads and are subsequently able to apply this resource to conduct more engagement work with the public.</li> <li>• By working remotely, we have become more agile and flexible in engaging with people and patients outside of traditional office hours.</li> <li>• Our team of 84 volunteers have contributed 3000 hours of work supporting the role of Healthwatch Brighton and Hove. We also have a team of student placements.</li> <li>• By securing funds outside of our regular income, we have been able to employ an extra staff member to extend the work of Healthwatch Brighton and Hove.</li> </ul> <p><b>Environmental:</b></p> <ul style="list-style-type: none"> <li>• Having closed our offices, we now work remotely - this has reduced our transport by car (and carbon emissions) and public transport.</li> <li>• Now working at home, plastic waste has been reduced by the purchase of less office-based lunches e.g., packaged sandwiches.</li> <li>• During the office closure, we have shredded and recycled our paper records.</li> <li>• Although we have two 'hot desks' for irregular use, the costs of energy to support this reduced office space are now negligible.</li> <li>• From working at home, the costs of energy can be regulated to a single room, compared to heating an entire office.</li> <li>• All communications are online, and we no longer use paper.</li> <li>• One project reviewing the Equipment/Adaptations Service included reference and recommendations towards the recycling of equipment when no longer needed.</li> </ul> <p><b>Social value:</b></p> <ul style="list-style-type: none"> <li>• Our social value is to transfer public and patient feedback on NHS health and social care to decision-makers, to ultimately help improve services for the benefit of local communities.</li> <li>• Our work in understanding and improving digital inclusion helps people to connect socially and with health and social care services.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Our wellbeing checks for people recently discharged from hospital helps signpost people to support services, including those who wish to reduce their social isolation through befriending services (e.g., TogetherCo).</li> <li>• Our work in engaging local residents and retaining surgery hours at New Larchwood, has demonstrated to residents how Healthwatch Brighton and Hove can deliver change to local communities.</li> <li>• Our People's Panel empowers members by having a direct impact on our work plan.</li> <li>• We respond to all enquiries to our information line for those people who raise queries.</li> </ul>
<b>6. Support</b>	
Number of safeguarding referrals and case escalations undertaken	<p>Sept 21 - There were 7 safeguarding concerns in this period: <b>emailed Will 15/3</b></p> <ul style="list-style-type: none"> <li>• 1 was referred to the MH Rapid Response Service</li> <li>• 1 was referred back to the Hospital Discharge Team</li> <li>• 1 to their GP for a GP assessment.</li> <li>• The others already had professional services involved.</li> </ul>
Number of referrals to PALS and NHS complaints including POHWER.	<b>Will</b>
Annual report / stakeholder report with strategic partner satisfaction	<p>Annual report to be published in June 2022.  <a href="#">Previous (20/21) report published in June 2021.</a>  Stakeholder report planned for later in the year.</p>
Annual 360 review providing performance feedback from neighbouring HW and HWE on impact.	<p>Not performed although Healthwatch East Sussex and Healthwatch West Sussex meet weekly, the South-East Healthwatch network meet quarterly, and further meetings with the ICS.</p> <p>As shown previously under Activity, we have worked with HWE and shared reports with them.</p>
Provide advice on best practice for public and patient involvement to commissioners and service providers of health and social care services - 2 examples for annual report.	<ol style="list-style-type: none"> <li>1. We developed and analysed a survey for East Brighton PCN on <b>community primary care provision</b>. We were approached by the Primary Care Network (PCN) Operations Manager - East and Central Brighton, who saw a need to find out what people wanted from primary care to complement the wealth of clinical data. We helped develop the questionnaire that met these needs, analysed the data, and presented a report of findings with recommendations. We were able to engage 1845 people through this process.</li> <li>2. We were members of a small working group helping Healthwatch England to develop a new course entitled: "<a href="#">How to engage people who are not online</a>" with Healthwatch England. This</li> </ol>

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	course was in demand for local Healthwatch teams who were finding it difficult to engage with people during the pandemic who were not able to respond to online methods. This 45-minute e-learning course covers how to plan contact with people, understand practical ways of trying to reach audiences who are not online and how to utilise volunteers or existing networks. Further detail added previously under Activity.
Update and review HW Decision making policy.	Updated and attached <a href="#">here</a> .