

Building Better Health and Care

Healthwatch East Sussex
Annual Event 2024





Building Better Health and Care
Welcome from our Chair

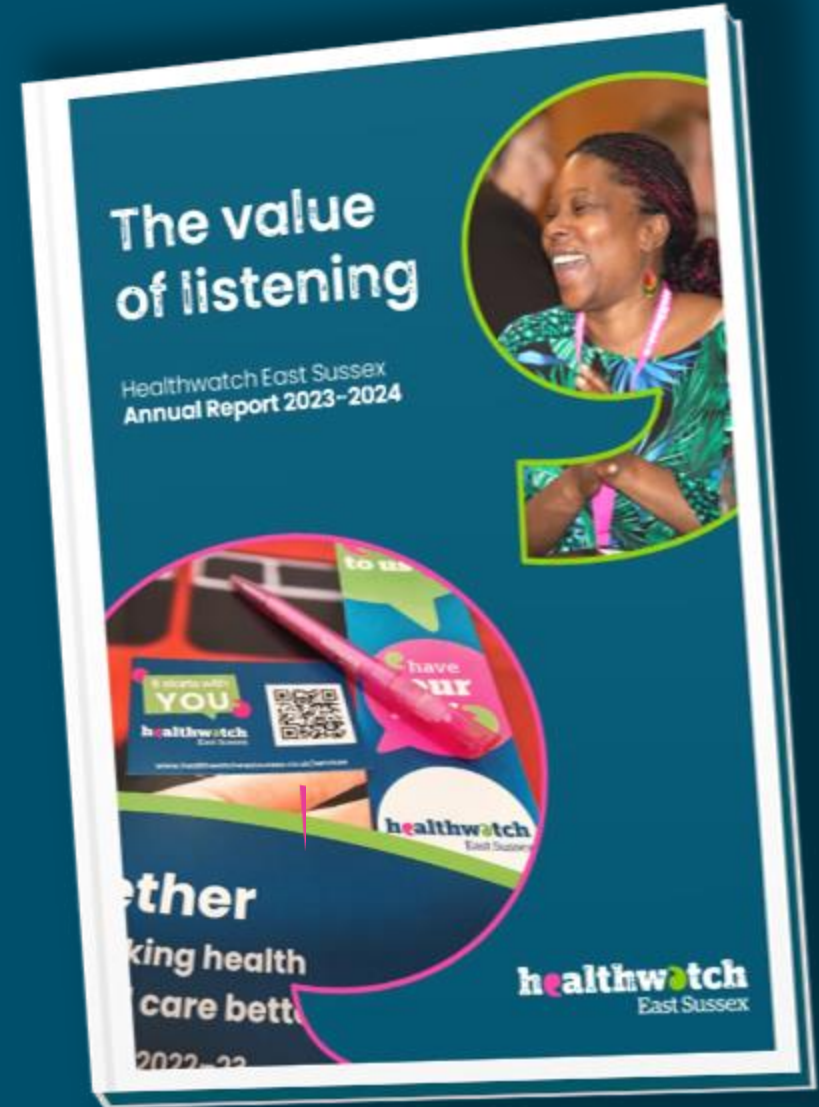
'The value of listening'

Healthwatch East Sussex
Annual Report 2023-2024



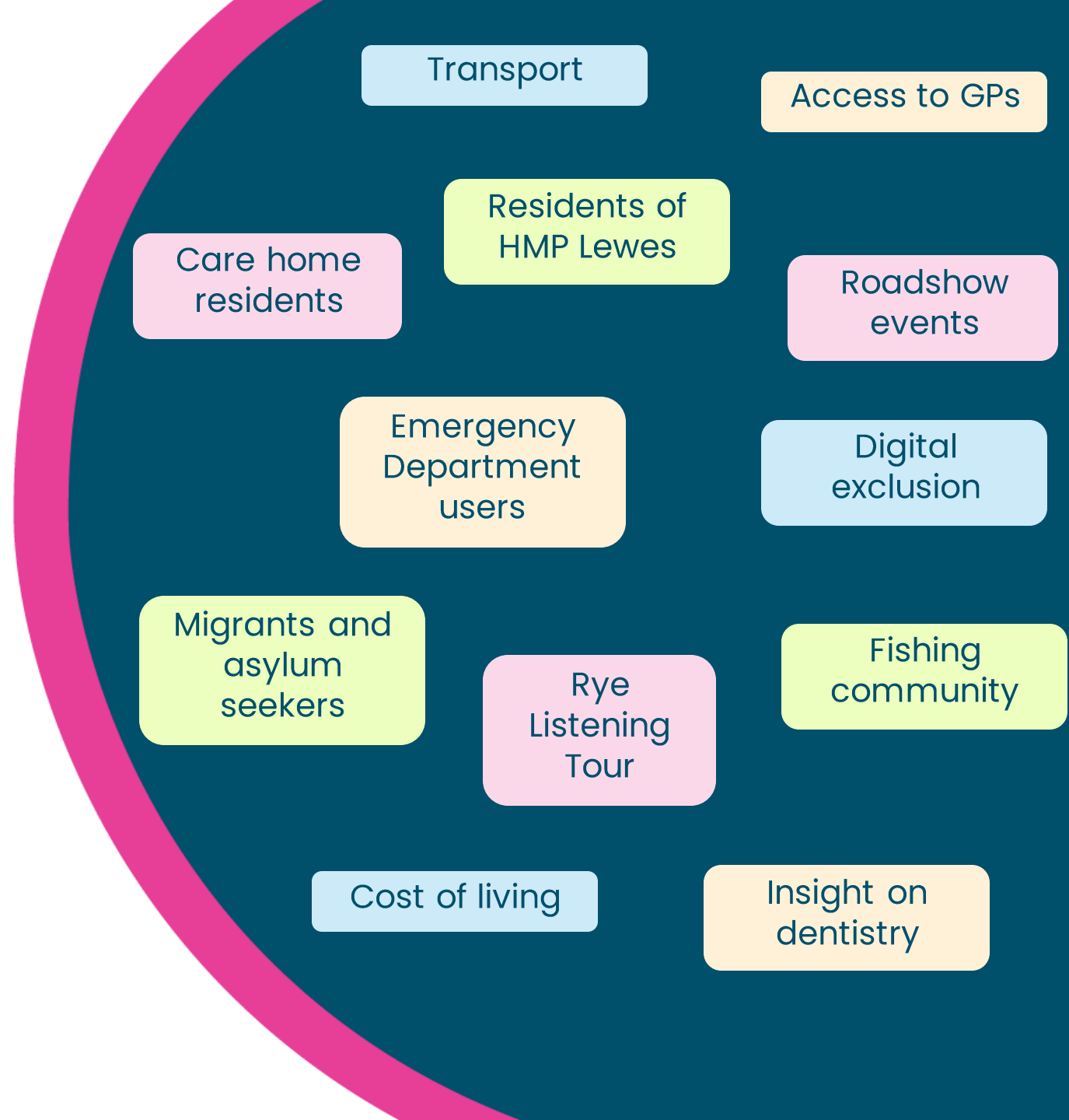
Annual Report 2023-24

- **Our activity – how we've listened**
- **How we've acted – our impact**
- **Our current and future plans**



Listening to your experiences

1. Listen and engage with people
2. Understand the impact of pressures on health and care services
3. Embed a focus on equality and diversity in our projects and increase the voice of seldom heard communities
4. Explore the effects of social determinants on health and wellbeing



Our impact: Individual's

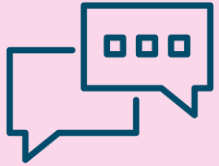


578 people came to us
for clear advice and
information.

We've helped individuals:

- Register with GP practices and other services.
- Engage with Adult Social Care, care homes and community services.
- Leave feedback, make complaints and access Advocacy support.
- Access support with finance, transport, and translation/interpretation services.
- Understand changes to services, including eligibility, opening hours and coverage through advice and publications.

Our impact: Communities



1,367 people shared
their experience of
health and care with us.

We've supported communities:

- Sharing the concerns of the fishing community around medical fitness requirements.
- Engaged residents of Lewes Prison to capture their experiences of health, care and wellbeing.
- Supported ethnically diverse communities, including asylum seekers, to navigate NHS, care and community services.
- Developed accreditation to support GPs to be CYP friendly.
- Used our Listening Tour, Engagement Roadshows and networking to hear voices across our county.

Our impact: Services



We published **36** reports about the improvements people would like to see.

We've worked in partnership with services:

- Supporting GP practices to make their websites patient-friendly and practices accessible.
- Undertaken PLACE reviews to assess and inform care environments.
- Working with ESHT to inform paediatric, community diagnostic and emergency services.
- Helped care homes understand how their support for residents could be developed.
- Supported NHS Sussex in recommissioning of Non-Emergency Patient Transport Services (NEPTS).

What we're doing in 2024/25

Listen and engage with people

Refreshing our Listening Tour approach to ensure we hear even more people's experiences.

Understand the impact of pressures on health and care services

Projects exploring: Oral health in care homes; Modern General Practice; and Urgent Community Response.

Embed a focus on equality and diversity in our projects and increase the voice of seldom heard communities

Continue our outreach work, including information and signposting sessions with a range of communities.

Explore the effects of social determinants on health and wellbeing

Building on our understanding of the impacts of cost of living, transport and equality of access.