



Message from our Director

Since joining Healthwatch East Sussex in July 2017, I have quickly learnt to appreciate what a brilliant group of people has been brought together to design and deliver a truly excellent service to the public in East Sussex. Staff, board members and volunteers have combined in a creative and dedicated fashion to listen to the health and care concerns of local communities and give voice to the issues they have raised with us.

Our 'Listening Tour' in Hastings was the most intensive piece of work undertaken in 2017, involving planning and engagement activities with partners and the public in the part of East Sussex experiencing the most severe health inequalities. The learning from this Tour has provided invaluable learning to help inform our future engagement activity across the county going forwards.

A major feature of the last year has seen Healthwatch adapt to the increasing financial pressures facing health and social services in East Sussex together with the increased pace of service transformation led by the Sussex & East Surrey Sustainability Transformation Partnership (STP). This has included closer working with Healthwatch in neighbouring counties and the city of Brighton & Hove.

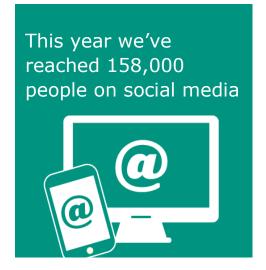
At a time of great change and financial challenge, the role of Healthwatch in articulating public views on their experience and perception of health and

care services has never been more important or needed. At Healthwatch East Sussex we are preparing for the changes ahead with our core belief that involving the public in service design and delivery is the key to improvement.



Highlights from our year







Have supported **287** cases requiring Independent NHS Complaints Advocacy



We've spoken to over **500** people on our Listening Tour





healthwatch East Sussex

Who we are

Healthwatch East Sussex is here to make health and social care services work for the people who use them.

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and speak out on their behalf.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work and decision making. We believe that gathering people's experiences will identify issues that are important to them and when addressed, will make services better for everybody.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our vision

Healthwatch East Sussex is delivered by East Sussex Community Voice (ESCV). We are a Community Interest Company (CIC), commissioned by East Sussex County Council (ESCC) to deliver the Healthwatch functions in the county.

The company is staffed by a small, professional team, which works on operational issues and is governed by a board of five non-executive directors, who are accountable for the delivery of the strategic objectives of the company.

ESCV has the following mission:

"Independent but not self-serving; nonbureaucratic and non-political; focused around a small central team; professional in all that it does, focused on building partnerships with existing provision; able to expand if appropriate beyond core Healthwatch functions; sustainable into the future and easy for people to become involved".

ESCV also commissions the NHS
Complaints Advocacy Service (NHS CA) for
East Sussex and in 2017/18 was
commissioned to deliver the Public
Reference Forum (PRF) by the East Sussex
Better Together (ESBT) transformation
programme. ESCV also delivered an
Information Network for Macmillan
Cancer Services.

These commissioned services are supported by the ESCV 'Partner Framework', whereby we draw on the skills and knowledge of local organisations and consultant services to



enhance our activity and delivery of projects around research and public engagement.

We recognise the importance of utilising local skills and expertise and the added value that these organisations can bring to our work.

Our strategic priorities

The county of East Sussex has an estimated population of over 549,000 people and has a mix of dense urban areas, coastal and large rural/semi-rural areas further in land. It is served by a two-tier local government system, with a county council and five district and borough councils.

The county has three Clinical Commissioning Groups and emergency response services covering the county via the NHS 111 and 999 services, provided by the South East Coast Ambulance Service. There are three healthcare trusts, East Sussex Healthcare NHS Trust, Sussex Partnership NHS Foundation Trust and Sussex Community NHS Foundation Trust, which provide acute, mental health services and community services in the county respectively.

Healthwatch is here to gather the views and experiences of local people and to use these to improve health and social care for the people of East Sussex. We believe that the best way to do this is for commissioners to design and deliver local services around people's needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are a local consumer champion, working across all publicly funded health and social care services, gathering feedback and experiences to make services better and more readily available.

With the statutory powers Healthwatch East Sussex (HWES) has, we can ensure that the voice and experience of consumers is strengthened and listened to by those who commission, deliver and regulate local health and social care services.

We also provide simple information and signposting services that matter to the public, to help people make informed choices about care and support. We gather the views and experiences of local people who use services to improve health and social care for the people of East Sussex.

The Healthwatch East Sussex Team

Healthwatch East Sussex continues to be delivered through a small staff team.

Our roles and responsibilities in 2017/18 included:

- Director strategic overview and delivery, statutory engagement locally and nationally.
- Information & Signposting enquiries line, signposting and information provision.
- Volunteer & Community Liaison co-ordinating volunteer and Enter & View activity, community engagement and outreach, liaison with providers, PLACE visits.
- Evidence & Insight analysis of public views, evidence and feedback on providers of services, design of engagement tools and methodologies and monitoring of health and social care services.
- Marketing Executive social media activity, creation and dissemination of materials for the public and partners.



- Project Development Officer project start-up and monitoring of delivery as part of ongoing project management. Support of funding and bid opportunities.
- Community Engagement Officer development support to local outreach for Healthwatch in East Sussex.
- Administrator administration and support for ESCV CIC and its Board and operations.



Your views on health and care



healthwatch East Sussex

Your views on health and care

Listening to local people's views

2017-18 has seen increasing challenge and scrutiny across all health and care services, which impact at local, regional and national levels. Continuing financial pressures, shortfalls in trained workforces and an ever-increasing and aging population has left no area or service unaffected. These changes are driving the need for integrated health and care systems to share resources and expertise ever higher as a priority.

This year a key strategic priority for Healthwatch East Sussex has been to ensure that is has a place at the discussions and agendas which contribute to planning and delivering this integration, ensuring that public voices are heard when and where it matters.

Locally East Sussex continued to see its Hospital Trust in special measures and complications with the non-emergency Patient Transport Service (PTS). Primary Care services, which provide GP, Dentistry and Pharmacy support also saw increased demand for appointments and recruitment pressures.

Strategic programmes and initiatives are on the increase following the increasing activity of the Sussex & East Surrey Sustainability Transformation Partnership (STP). Together with the two county

partnerships (East Sussex Better Together and Connecting for You) more programmes are seeking to integrate services within the county and across counties in the south east region. Sharing services and resources in this way adds a new dimension to the role local Healthwatch plays in gathering, analysing and presenting patient and consumer voice. More work is being undertaken collaboratively across neighbouring Healthwatch to ensure that we keep pace with the evolving health and care landscape before us.

At Healthwatch East Sussex we continue to use a mix of tools and methodologies to help us engage with people locally and at times convenient to them. As well as the more traditional methods such as face to face interviews or surveys, focus groups and events, we have continued to develop our social media and digital communication methods to provide simple access to information and signposting, as well as the opportunity to review services via our Feedback Centre.

Healthwatch has completed Waves 2 and 3 of our series of enter and view activities to residential care home providers in East Sussex.

One of the biggest changes Healthwatch East Sussex has made this year is to bring the Information and Enquiry Line service back in-house, with a dedicated role created to support this. This has allowed us greater opportunity to support local people with non-clinical support and information and to manage more complex issues directly as they arise. We continue to invest in social media and online mechanisms to support our more traditional direct engagement activities which have proved to be successful over the year.

This year we have:

 Started an ambitious three-year 'Listening Tour' of the county,



dedicating time in local areas for up to three weeks at a time. This year saw us launch this initiative in Hastings and the surrounding area during October 2017.

- Reinvested on our dedicated Information and Enquiry Line service, taking this back inhouse to provide support and assistance when needed.
- Completed a further two Waves of enter and view activities, dedicated to listening to those using residential care home services across the county.
- Continued to work closely with our local hospital Trust, supporting them with their journey out of special measures. This has included working closely with the Care Quality Commission as the regulator of services.
- Delivered, with our neighbouring Healthwatch in Brighton and West Sussex, a further collaborative piece of work reviewing local non-emergency Patient Transport Services (PTS).
- Further enhanced our strategic links with the Sussex and East Surrey Sustainability Transformation Partnership (STP) as this matures, ensuring that the consumer voice remains at the heart of collaboration and cohesion following the integration agenda for health and care services.
- Continued to influence the strategic planning and delivery of health and care services through, for example, East Sussex Better Together, Connecting For You and the Health & Wellbeing Board.
- Held several Information and Signposting days at Lewes Prison talking to this community about some very specific health and care issues

Created a new 'Community
 Outreach Officer' role to support
 Healthwatch outreach and
 engagement on a regular basis.

This year has seen Healthwatch East Sussex increase its online and social media profiles. This was one of our key aims at the beginning of the year, while maintaining the more traditional opportunities for engagement. Our website continues to utilise 'Browsealoud' software and British Sign Language videos to support those who have sight or hearing difficulties as well as being translatable into several different languages.

Our digital reach this year has been as follows:

- Healthwatch East Sussex Feedback Centre - 139 reviews for 58 services.
- Facebook 400 posts with 1848 people 'liking' our page.
- Twitter 281 tweets and 1782 followers.
- E-bulletins 2370 subscribers.
- ESBT Public Reference forum (delivered by ESCV on behalf of ESBT) - 210 online surveys completed in the last phase of the project.

What we've learnt from visiting services

Healthwatch East Sussex continues to utilise the statutory Enter and View tools it has at is disposal and seeks to engage positively with both consumers and providers to ensure that this type of activity fully supports our engagement programmes and projects. When used effectively we have found Enter and View to positively support our work and enable us to independently observe and gather evidence about services at the point of delivery, capturing a holistic view of how people's experiences are shaped by the



services they receive across health and social care.

We describe Enter and View as follows;

"Visits aim to provide an informed view of the quality and scope of health and social care services provided for the residents of East Sussex.....An individual visit may develop from another area of research such as when a task group is looking at a specific area of health and social care. However, a visit does not have to be part of other work. It could, for example, be prompted by feedback from local service users, patients, their carers' and families which suggest common concerns about performance, or aspects of provision, on a single ward or care home" - source: Healthwatch East Sussex website.

During the year Healthwatch East Sussex undertook **90** enter and view activities for three dedicated projects. These were;

- Waves 2 & 3 of our continuing visits to residential care homes -86 visits.
- Maternity and Accident and Emergency departments at the Conquest Hospital as part of our Listening Tour in Hastings - 2 visits.
- Visits to 7 services across East Sussex using local non-emergency Patient Transport services as part of a Quality Assurance programme HWLH CCG commissioned HW to undertake. This was a two-part report. - 2 visits.

These enter and view visits were undertaken as wider pieces of patient and consumer engagement, and in the example of the patient transport activity, was delivered as a collaborative piece of work alongside Healthwatch Brighton & Hove and Healthwatch West Sussex.

You can find the reports linked to all of our enter and view activities here:

Wave 2 Care Home report:

www.healthwatcheastsussex.co.uk/wp-content/uploads/2015/01/Overarching-Care-home-report-2017.pdf

Wave 3 Care Home report:

www.healthwatcheastsussex.co.uk/wp-content/uploads/2015/01/HWES-enter-and-view-wave-3-care-homes-report-Final.pdf

Maternity Enter and View:

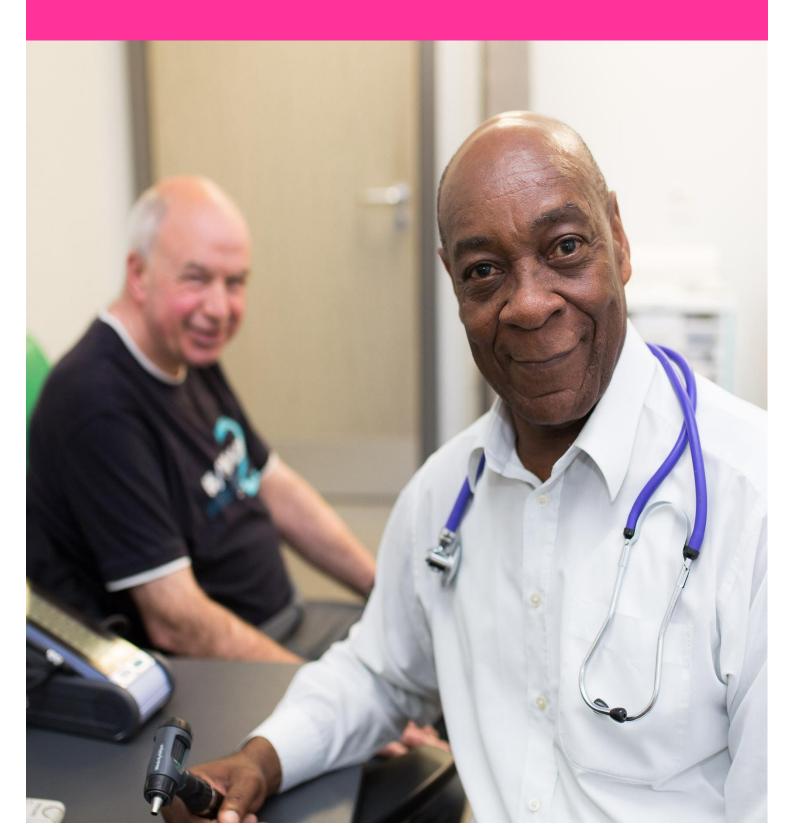
www.healthwatcheastsussex.co.uk/wp-content/uploads/2017/05/Appendix-6-Maternity-FINAL-2.pdf

Non-emergency Patient Transport Services:

www.healthwatcheastsussex.co.uk/pts



Helping you find the answers



healthwatch East Sussex

Helping you find answers

How we have helped the community get the information they need

Healthwatch East Sussex has made some significant changes to our operating model this year, especially our local Information and Enquiry services. Most significantly we have reinstated our Enquiry Line service back inhouse as a dedicated role back within the Healthwatch team.

Previously this service was commissioned out, however given the fast-paced developments within the health and care landscape it was decided that Healthwatch East Sussex would need to be able to respond quickly to any increases in direct contact on a daily basis. This will support timely triangulation of information gathered from our other activities.

We continue to deliver our online Feedback Centre via our website and continue to provide paper based 'Speak Out' forms at events or on request as well as a text option via a dedicated contact number and an email address.

The Feedback Centre

Our Feedback Centre continues to provide an online resource for service information, signposting and provider details, including links to latest CQC ratings where these are applicable. Visitors can also leave reviews for

services which are moderated and published by the Healthwatch team.

This resource helps the public make choices and informed decisions about services they are looking for by providing regulator ratings, maps and see if others using these services have left any feedback which may be of interest to them. Members of the public can leave their thoughts about services based on cleanliness, staff attitude, waiting times, treatment, quality of care and quality of food using a simple 5-star system, as well as providing a more detailed review if they wish.

We now have **703** providers and services listed on the Feedback Centre, including local Patient Participation Groups (PPGs) and during 2017/18 there were **139** reviews left for a total of **58** services.

One of our key priorities for this year is to increase the number of reviews we get through this service, so please submit a review whenever you use a service and make sure that your thoughts and experiences are heard and can help maintain good practice and ensure that your voice is heard in service design and improvement.

You can visit us here:

www.healthwatcheastsussex.co.

Information and Enquiry Line service

The Healthwatch East Sussex Information and Enquiry Line is operated between the hours of 10:00 and 14:00 Monday to Friday and now has a dedicated Information and Enquiry Officer providing first line support for a range of nonclinical help and signposting requests as well as receiving feedback directly.



During 2017-18 this service:

- logged 200 individual contacts, via telephone and email, and supported a range of enquiries.
- facilitated 36 individual complaints to the Independent NHS Complaints Advocacy service provided by SEAP.

Recently our service was contacted by many individuals who were affected by changes to GP services in Hastings, in particular the closure of a surgery - resulting in increased difficulties accessing appointments at newly allocated practices. The Healthwatch East Sussex Information and Enquiry Line service was able to signpost these patients to the relevant support, which included a dedicated telephone line and email system which had been set up to address these specific concerns.

While helping provide simple non-clinical advice and information about health and care services, the Information and Enquiry Service also understands the complex and diverse nature of some of the contacts it receives and strives to support an individual make their way through what can seem a daunting system.

The redevelopment of this service has also seen our dedicated advisor undertake orientation visits with Health and Social Care and the Independent NHS Complaints Advocacy Service to ensure that enquiries that need onward referral or support can be facilitated in the most efficient way, building positive relationships and enhancing our service to the public.

Supporting NHS Complaints

Healthwatch East Sussex continues to commission and be supported by seAp to deliver the Independent NHS Health Complaints Advocacy service, to ensure that independent complaints advocacy is available to provide support and direction to help resolve a person's complaint about health services in East Sussex.

During 2017-18 seAp recorded **287** individual requests for advocacy and support to make a complaint and saw a steady increase in contacts throughout the year, reflecting the challenges facing services being able to satisfy demand across many aspects of health services. This is an increase of **33**% compared to 2016-17.

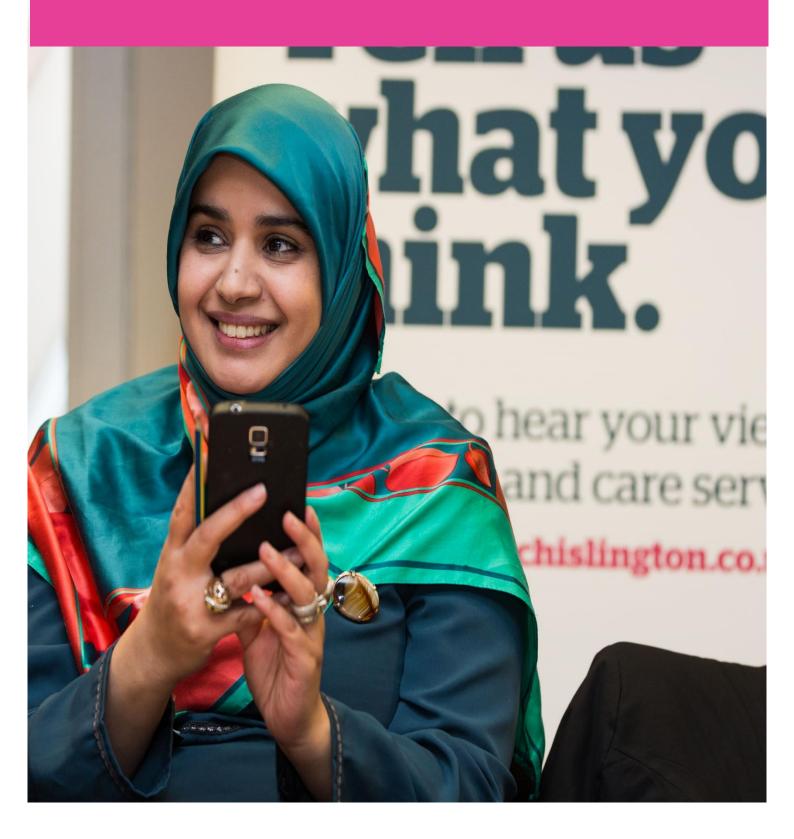
Most commonly, people wanted to talk about their experiences with pathways within health systems and quality of services received. seAp have worked hard this year to ensure that their clients issues are resolved quickly and satisfactorily and to date have seen a reported 73% reduction in their waiting lists.

Our work with seAp has started to review the type of contact being dealt with by the seAp team, as it was recognised that in some cases people were requesting simple advice and information which could be facilitated by Healthwatch, ensuring that the advocacy service had more time to support complaints as needed.

Both Healthwatch East Sussex and seAp have reviewed some their services as part of the reintegration of the Information and Enquiry Line service. All signposting and enquiry contacts are now being directed to Healthwatch East Sussex, ensuring that seAp are able to continue to provide dedicated support to the complaints advocacy service and ensure that callers receive the help and advice they need in a timely fashion.



Making a difference together



Making a difference together

How your experiences are helping to influence change

Healthwatch East Sussex continues to ensure that the feedback and experiences the public give us help shape the delivery of local health and care services. We have spent this year reviewing how we use our reports and liaison to be shared strategically to maximise the results of our engagement activity. Our continued and strengthened representation at key strategic meetings and liaison groups with statutory and voluntary providers remains a priority and we will ensure that these communication channels are developed.

Following on from our Listening Tour in Hastings, Healthwatch East Sussex reported on its' engagement with vulnerable people requiring nursing support and also young people who were affected by mental health issues.

Healthwatch East Sussex representatives were approached to join a procurement panel for a Specialist Nursing Service (NHS Hasting and Rother CCG) and developed an event, with voluntary sector partners, to engage with young people at Sussex Coast College to raise awareness around mental health services. This was part of the 'Time to Talk' national event, designed to meet the future needs of vulnerable patients.

Healthwatch continues to independently chair the Client and Carer Safeguarding



Advisory Network and, through our Information and Signposting service, was made aware of several contacts which required an escalation via our local safeguarding procedures, including liaising with the Independent NHS Complaints Advocacy service, seAp. While we are unable to share specific details in this report, we were able to work closely with all of the organisations as needed to ensure that each individual was able to receive a positive outcome or intervention following their initial contact with Healthwatch.

As a result of our enter and view activity for Maternity services at the Conquest Hospital in Hastings, a review of housekeeping procedures was undertaken, to improve privacy and dignity of women while at hospital.

Following our activity in residential and nursing homes in East Sussex, Healthwatch East Sussex Staff took part in a local consultation group regarding equality of access to Stroke services and Enhanced Health in care homes based in the High Weald Lewes and Havens CCG area, to share information and findings from our work.

We have used the evidence generated from our diverse public and patient engagement activity to influence the design, commissioning and delivery of health and care services across East Sussex.

Working with other organisations

Our now established networks with our partners and colleagues across both statutory and voluntary sector organisations, continues to see Healthwatch East Sussex well placed to support patient and consumer voice at the heart of service improvement and design, as well as ensuring that areas of good practice are recorded. We believe that where providers and services are



being reported as working well, in an increasingly difficult and challenging environment, that good news is extremely important and gives services confidence.

Healthwatch East Sussex (HWES) continues to work with East Sussex Healthcare NHS Trust on its quality improvement programme through its continued engagement with patients, their families, the staff and board members. This includes, enter and view activity, supporting volunteers to join numerous patient forums that look at patient experiences, review patient information, responding to complaints, leaving hospital and observing the experiences of patients with dementia in Accident and Emergency departments and on hospital wards.

The programme of activity that allows trained members of public into the Trust to enter the trust and view for themselves the quality of care patients receive has been welcomed by the trust and by the Care Quality Commission (CQC) as a key source of evidence that has contributed to the trust moving out of quality special measures to the delight of local people.

Dr Adrian Bull, Chief Executive, East Sussex Healthcare NHS Trust

"Healthwatch East Sussex have been a great support to East Sussex Healthcare NHS Trust in our recovery from being rated 'inadequate' by the CQC in 2014 and 2015, to coming out of quality special measures in 2018 and being on a trajectory to become 'outstanding' by 2020. They have been a true critical friend to the organisation, providing objective assessment and constructive criticism where appropriate. Healthwatch have undertaken two in-depth reviews of our emergency services, with teams of volunteers observing our care of

patients over two 24 hours periods. These were the first such joint exercises of their kind in England. The feedback was of great value to us in designing the continuing improvement of our processes. Healthwatch volunteers also participated in our mock inspections as part of our preparation for this year's CQC inspection. Their public surveys and their engagement events always provide further helpful information.

One of our key goals is that the people of East Sussex are fully confident in the healthcare services that we provide. Having Healthwatch volunteers engage with us and observe the work we are doing helps us towards building that confidence and ensures that we are working in the best interests of the people we serve."

HWES is also delighted that our programme of sustained activity has generated consistent, quality evidence and insight that has been used by the CQC in their inspection methodologies, not only during their formal inspection programmes but through innovative engagement activities involving some of the most vulnerable members of the community. A inspector joined HWES in its night time engagement programme and unplanned visit to the A and E department at the Conquest Hospital in Hastings. This allowed the inspector to gain a snap shot of some of the system wide barriers people living on the margins of society experience as supported by the two statements below:

Geraldine Wilkinson, Inspector, Hospital Directorate CQC

"As a hospital inspector one's focus is primarily on the trust you are responsible for. You become an expert in how that organisation works, what it does well, and the obstacles it faces in delivering care. You also have access to



information that can help you understand local service need. However, hospital inspectors rarely get to explore that local community, nor do they have direct contact with the most vulnerable, who rely so heavily on the services they regulate.

My experience of working closely with Healthwatch East Sussex has broken those barriers down. It has taken me into the heart of the local community. It has enabled me to speak to, and hear the voices of, services users I would normally be unable to engage with. It has given me a hugely beneficial insight in to the needs of specific groups, and how the current local health economy meets those needs. But most of all, it has provided an invaluable real-world perspective on what really matters to services users from hard to reach groups, and the challenges they face in getting access to basic healthcare. My night time engagement activity with HWES has forever changed the way I think about and follow my Key Lines Of Enquiry for protecting vulnerable people in an acute setting.

When I found out that HWES was planning some night-time engagement at the local hospital, the benefits of working with them were evident straight away.

The visit was meticulously planned, unannounced, and out of hours, which provided an invaluable perspective of the service outside of an inspection process.

I accompanied a team of volunteers who were specifically recruited, trained, and competent to undertake this type of observation. They had knowledge of the CQC Key Lines Of Enquiry (KLOE) which strengthened their evidence collection, and meant it could be presented and used by the trust, external stakeholders and CQC.

It was an unobtrusive process for patients and staff that promoted candid conversations. I had ample time listening to patient views on the care they received, as well as understanding how and why they were using the service.

I heard patients' experiences of using other health services before coming to the department. This gave me an extended view of the local pressures, challenges, and success stories. There was a significant benefit to observing the patient experience in the department between formal inspections. In fact, there is an exhaustive list of benefits to advocate collaborative engagement in this way.

We are two independent organisations, coming from two different perspectives, but we have one common goal that puts people at the centre of everything we do. It is imperative we work collaboratively to ensure we can make the biggest impact we can."

www.healthwatcheastsussex.co.uk/new s/local-watchdog-supports-findings-inthe-latest-cqc-report

As an outcome of this activity HWES will be working with the engagement team at CQC in developing these initiatives as case studies for other CQC staff to use in 2018.

The final evidence supporting our journey can be viewed in the most recent CQC report following their inspection in early April 2018 where again the contributions made by HWES were recognised as outlined by Terri Salt:

"Healthwatch East Sussex have continued to work closely with the Care Quality Commission over the past year to ensure that the people using healthcare services in East Sussex receive good care and are able to



feedback on ways the service could improve.

Their commitment to representing all people has resulted in innovative engagement work with hard to reach communities that we have been involved in alongside our colleagues in Healthwatch.

Our inspections have been supported through Healthwatch ensuring that the enter and view programme and work with the trust were planned to have their reports completed prior to our inspection; this allowed for us to use the evidence that Healthwatch collected and collated during our most recent inspection of the trust.

The longitudinal patient perspective and focus on areas such as maternity services, the emergency department and the hospital at night was invaluable to both us and to the trust. We value the support of Healthwatch in our work and can be assured that the voice of people using services is well represented. "

HWES will continue to work in collaboration with the trust, local partners and the CQC in ensuring patient feedback is embedded at the heart of all decisions, designing, planning and delivering local health and care service.

Healthwatch East Sussex was also proud be 'highly commended' at the national Healthwatch conference awards ceremony, for its work alongside ESHT as a trust in special measures as part of its previous 24-hour engagement activity.

An invitation by the East Sussex Better Together programme leads was also given to Healthwatch East Sussex in recognition of our contribution to the 'Partnership Winning Team' at the Health Service Journal national awards.

We have been engaged to work alongside South East Coast Ambulance Service (SECAMB) to help redesign their patient engagement strategy and patient experience group - co-designing role descriptors for lay people to be involved and recruited as a part of this process.

Healthwatch East Sussex has shared its' good practice models with the national Healthwatch network, providing workshops at the national conference demonstrating its' work with providers and volunteers, as well as continuing to support the southeast regional network for local Healthwatch.

How we've worked with our community

During 2017-18 we have continued to commission the Independent Complaints Advocacy Service, working with seAp to deliver this. We are pleased to be able to continue this partnership and have spent some time revisiting the role of this service, to develop how we gather and use the information provided in a way that is positive and allows us to affect change where people feel dissatisfied with the services that they have received.

While the dedicated team at seAp continue to support people wishing to complain about NHS services, they have also been able to expand their delivery to support Her Majesty's Prison Lewes with some of the issues prisoners have found while receiving health care and information.

A 'Health and Information Day' was successfully delivered in July 2017, with colleagues from seAp, Healthwatch and Lewes Prison to pilot the delivery of information and signposting support for prisoners about their healthcare. This project is being developed to train and support prisoners to deliver routine information, low-level advice services



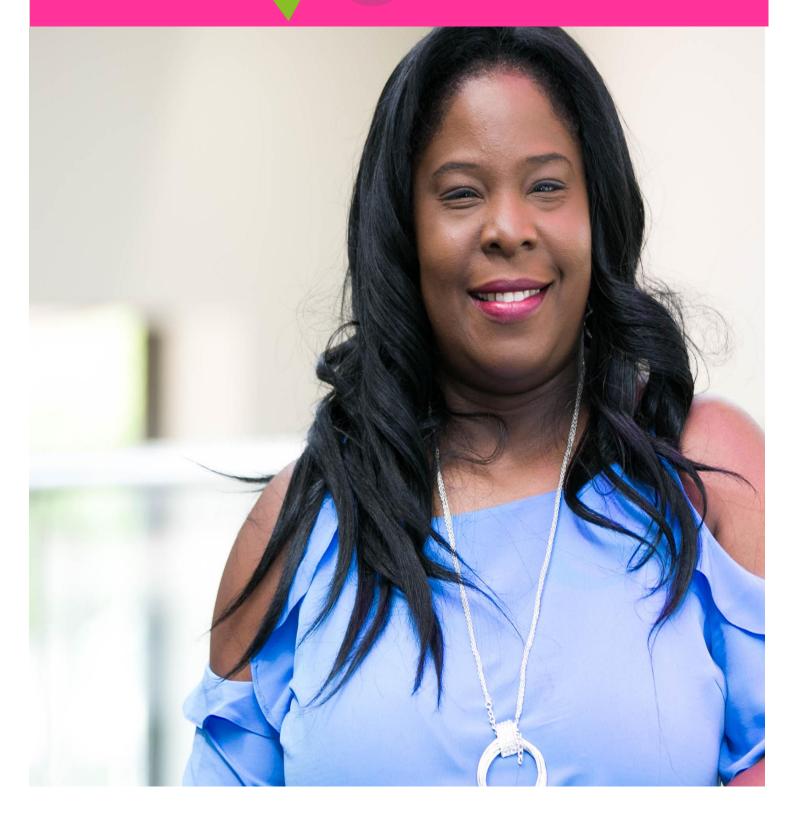
and increase prisoner awareness of care services and pathways from within the prison. The project also gathers feedback on individual experiences, escalating themes and concerns as these may arise.

This project will continue to be developed and our aim is to help support a potentially vulnerable group in society.

The next section features a spotlight on our Listening Tour.



it starts with





The highlights of our Hastings Listening Tour were:

- 'Here to Listen' pop up stands in community locations throughout the tour. We spoke to people at events for people with Learning Disabilities, Adults using mental health services, mental health and young people, parent and toddler groups and other locations in public.
- Two dedicated focus groups focussing on mental health awareness for young people not in education, employment or training and to better understand the extent of social isolation in the area.
- 'Walking the Patch' involved two early morning, and two night-time sessions, engaging with those whose voices may be seldom heard, such as the homeless or rough sleepers.
- Working with partners saw lead inspectors from the Care Quality Commission (CQC) come with us on our night time engagement activity in Hastings town centre, Peers in Partnership (PIP) helping to deliver sessions to gather feedback about local mental health services and representatives from Trusts, Fire and Rescue and Complaints Advocacy services.
- Commuters were engaged at Hastings, Ore and St Leonards stations and some of our volunteers boarded trains in the area to engage with people while they travelled.
- Enter and View was undertaken at the Conquest Hospital, Hastings and focussed on both A&E and Maternity services.
- Our combined social media reach was 68,500 views about the tour,

It starts with you

Spotlight -Listening to Hastings -The Healthwatch East Sussex Listening Tour (October 2017)

In previous years, we took our big red bus out on tour for a week across the county, talking to residents about the services they use and covering as much of the county as we could in a week. Our whistle stop tour also provided opportunities for partner or provider organisations to come along and talk to people directly about services they provide or give help if needed.

While hugely successful, we felt that a wider programme of sustained community engagement was needed to allow us to focus our reach deeper into communities and support the consumer with the changing health and care landscape more fully, helping to understand where some may experience potential barriers and health inequalities in their daily lives, as well as highlighting success and good practice.

The summer of 2017 saw a period of intense planning and a planned three-year programme of longer term engagement activities was devised, with the first delivered in the Hastings area in October 2017. The main purpose of the tour was to spend three weeks in the area, have a real presence in the community and engage with as wide a range of people as possible in a variety of innovative ways.



- with our targeted 'call for action' on maternity services generating 36,000 of these alone.
- 233 surveys were returned, 108
 online completions were made as
 well as 18 'Speak Out' forms
 completed. The call to action for
 maternity services also saw 133
 responses, with 17 women spoken
 to during the enter and view
 activity itself. The maternity
 enter and view also led to a small
 working group of Healthwatch and
 East Sussex Healthcare NHS Trust
 staff to look at the responses.

Themes from the tour

During this first tour people told us about a range of experiences regarding their health and care services, with some positive and some not so positive examples being given.

Positively people spoke at length about their experiences of staff across services, who were regularly called 'helpful' and 'understanding', specialist services in the area such as MS Nurse, screening services and diabetic services and also systems such as text reminders for GP appointments.

Where people felt less positive they told us about difficulty accessing GP appointments, using A&E instead of trying to access their GP and also accessing appointments for people who work outside of the area. Most people we spoke to would want to change the way GP services were accessed and see continuity in their GP, as well as better use of technology to support them, for example using Skype or online appointment booking services.

Positively, we were pleased to learn and feedback to the Trust that women were getting help with breast feeding during their stays at the Maternity unit and recommend that special diets for those

who have diabetes be explored going forward.

Overall our first leg of our three-year tour was a great way of launching such an ambitious programme of activity and gave us the confidence to plan the next leg straight away. There will be some more examples of the findings from our tour highlighted throughout this annual report and you can also read the full Listening Tour Hastings report here:

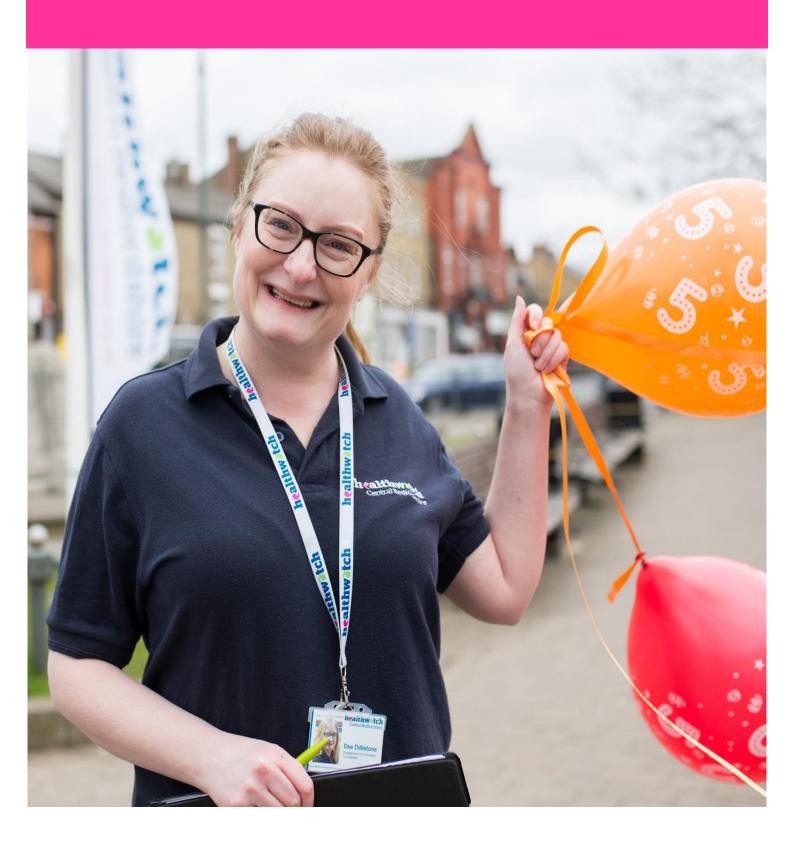
www.healthwatcheastsussex.co.uk/wp-content/uploads/2015/01/HWES-Listening-Tour-Report-HWBB.pdf

Our collaborative work for the Patient Transport Service (PTS) made recommendations to the commissioners and providers of this service about focussing in particular on regular renal patients, who were found to be largely dissatisfied at the time. We also recommended improving contact centre experiences and weekend reliability, as well as increased patient and user engagement forums to improve service review and improvements.

Following the publication of our first PTS report in 2017, HWES was contacted by a group of wheelchair users that regularly use the PTS to share their views. These patients access services mostly in East Sussex and Brighton and Hove. Their views and experiences were put forward and further recommendations were made by Healthwatch for the providers to meet this group regularly to listen to these experiences. Healthwatch locally is pleased to help support both the provider, South Central Ambulance Service NHS Foundation Trust (SCAS) and the Wheelchair Collaborative to meet and begin a process of positive engagement.



Our plans for next year



Plans for next year

What next?

We have spent much of 2017-18 reaffirming some of our local priorities and our methods of delivery to provide us with the platform to deliver our work reaching into communities and groups as far as we can. Our newly launched Listening Tour was a major undertaking and will provide Healthwatch East Sussex with a firm foundation to be in communities and focus on local areas.

The local and national health and social care economies continue to look towards integration of services to meet the increasing demand of consumers, with the East Sussex Better Together, Connecting for You and wider Sustainability Transformation Partnership (STP) seeking to further align health and care services across Sussex and East Surrey.

Following on from the integration agenda there is also a recognition that local Healthwatch in Sussex and beyond will need to work more collaboratively as services and the people using those services become less determined by the local area in which people live or go to receive their services. As seen in our collaborative PTS activity, three local Healthwatch could only provide a comprehensive review of a single service by working closely together.

We at Healthwatch fully recognise the importance of our role in ensuring that local voice is heard at every step of these



developments and we continue to strive to ensure that this is the case.

Our top priorities for the 2018-19 are:

- Continuing our Listening Tour, with a visit to the Havens area in 2018.
- Continuing to expand and develop our Information & Signposting role.
- Redevelop our recruitment and retention strategy for volunteers.
- Continued representation and involvement at key strategic points of the health and care integration agenda.
- Lewes Prison expansion of our Health Champions programme.



Our people



Our people

Decision making

East Sussex Community Voice (CIC) continues to deliver the Healthwatch contract for East Sussex, with a Board of five non-executive directors complementing the staff team. The Board meets four times a year and has three sub-committees: Finance, Human Resources and Business Development, which meet quarterly.

The ESCV Board provide active help with the delivery and promotion of Healthwatch and support our activity by using their knowledge and contacts to tell people about the work we do.

Our strategic shift with local Healthwatch delivery this year has seen our work activity more aligned to the wider moves with the integration of health and care agenda and collaborative projects with other local Healthwatch.

We continue to widen the membership and scope of the Healthwatch East Sussex Advisory Group (HWAG) which provides a vital opportunity for us to influence a wide variety of health and social care agencies. HWAG meetings also enable our partners to directly have their say on Healthwatch activities.

Involving public / volunteers

Without our volunteers we would not be able to deliver our activity and outreach as effectively as we have been able to since the inception of Healthwatch East Sussex. The skills and expertise available to us, helps to shape, deliver and



communicate about the work we do and increases our effectiveness in gathering local consumer voice and experience.

Our 'Healthwatch Champions' continue to represent Healthwatch East Sussex at local boards and networks to act as our eyes and ears out in the community, delivering key messages which help to contribute to both key strategic initiatives and local engagement forums.

Some of these forums and groups include:

- Embedding the Academic Health Science Network 's programme of safety improvement priorities.
- Supporting East Sussex NHS
 Healthcare Trust with their move
 out of special measures.
- Attending local networks and forums, including eight multiagency locality networks established across East Sussex.

This year has seen our volunteers develop their roles to support Healthwatch design and deliver activities to promote a holistic approach to our work. When designing our surveys, our volunteers help us to ensure that the questions we are asking are easily understood and that we ask questions to help us get the most meaningful answers from the public.

Moving forward we are keen to expand the profile and demographic of our volunteer support and involve them further in the delivery of our activity, this includes identifying leads who have specialist interests - such as equality and diversity - and continuing to build on our relationship with Sussex University to develop public health student placement activity as part of degree courses.

Healthwatch East Sussex staff attended a two-day consultation training course, hosted by the Consultation Institute, with other local Healthwatch to develop our insight and engagement techniques to better serve residents, supported by a recognised expert organisation.



Our finances





Our finances

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	468,000
Additional income *	67,533
Total income	535, 533
Expenditure	
Operational costs	92,500
Staffing costs**	277,070
Office costs	127,051
Total expenditure***	496,621

^{*}Includes income from other ESCV contracts. Work-streams here can also contribute to wider Healthwatch activities

^{**}Includes staff costs for ESCV staff who deliver other activity

^{***}Subject to final audited accounts being received and verified



Contact Us

The name, address of registered or principle office, and contact details of the organisation holding the local Healthwatch contract with the local authority as of 31/3/2018.

East Sussex Community Voice - delivering Healthwatch East Sussex

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32 St Leonards Road

Eastbourne

East Sussex

BN21 3UT

2 0333 101 4007

: enquiries@healthwatcheastsussex.co.uk

■ www.healthwatcheastsussex.co.uk

The name, address of registered or principle office and contact details of any relevant local Healthwatch sub-contractors as of 31/3/2018.

NHS Complaints Advocacy

seAp

P O Box 375,

Hastings,

TN34 9HU

0330 440 9000

We will be making this annual report publicly available on 30 June 2018 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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