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Healthwatch East Sussex

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Annual Report 2018-19

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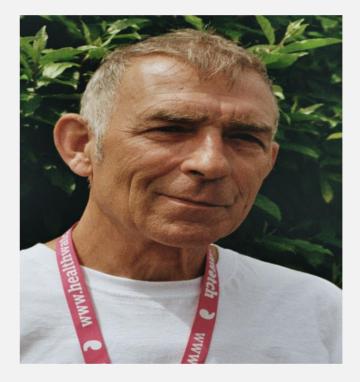
Message from our Director

This has been a busy and satisfying year for Healthwatch East Sussex (HWES). We have continued to successfully deliver our core services and statutory responsibilities which means the public has a meaningful say in the design and delivery of health and care services in the county.

We have responded to what our partners and the public have told us over the past year by increasing our work with and for children and young people. Two of our most significant achievements have been to take on a young people's participation worker on secondment from East Sussex County Council (ESCC) and to receive European Union funding to expand our work on the wellbeing of 11-18 year olds.

Perhaps our biggest challenge over the year has been our work with vulnerable residents living in temporary accommodation in Newhaven at Kendal Court. Our staff and volunteers bravely spoke to over 30 residents in a challenging project that resulted in some significant improvements in services for people with multiple and complex needs.

Thank you to all our staff, volunteers and partners for your help in delivering such excellent outcomes over the past year!



John Routledge Healthwatch East Sussex Director

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch East Sussex, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



Sir Robert Francis QC Healthwatch England Chair

Our vision is simple

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.

Our approach

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

People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



Our role

We raise people's concerns with health and care decision makers, so that they can improve support across the county. The evidence we gather also helps us to recommend how policy and practice can change for the better.

We provide simple information and signposting services that matter to the public, to help people make informed choices about care and support. 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.

Our company

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.

We are supported by a dedicated and highly skilled group of volunteers who add immense value to the work of ESCV and Healthwatch.

ESCV has the following mission:

- to provide independent, professional and inclusive services that engage and empower the public to have their say in the design, commissioning and delivery of public services
- to generate intelligence and insight from public engagement that supports commissioners and providers to improve public services

We aim to become the company of choice for public engagement in the design, commissioning and delivery of public services.

Our county

The county of East Sussex has an estimated population of over 552,000* 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. East Sussex also has the highest population of over 65 year old's in the country, meaning that the need for health and care services to work is paramount.

East Sussex has three Clinical Commissioning Groups, about to be merged into one. We have an emergency response service covering the county via the NHS 111 and 999 services, provided by the South East Coast Ambulance Service NHS Foundation Trust. 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. Together with East Sussex County Council, these organisations are the core members of the emerging East Sussex Health and Care Partnership.

The county has five districts and boroughs, with Lewes and Eastbourne working together on many services. Together with Wealden, Hastings and Rother, all the districts and boroughs have an important role to play in people's health, including housing, planning and leisure services.

A diverse range of community and voluntary groups play a vital role in the health and wellbeing of Sussex residents through the delivery of services, support of volunteers and providing a voice for different communities.

*source: East Sussex in Figures http://eastsussexinfigures.org.uk

Sussex wide

Increasingly, Healthwatch East Sussex is working with Healthwatch in Brighton and Hove, West Sussex and Surrey to influence the growing role of the Sussex and East Surrey Sustainability and Transformation Partnership (STP). The South Downs National Park manages open spaces and has planning powers covering significant areas of both East and West Sussex.



Highlights from

our year



Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



People shared their health and social care stories with us about appointments and access, maternity and care and support.



We have **41** volunteers helping to carry out our work.



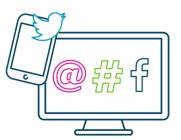
159 people accessed Healthwatch advice and information online or contacted us with questions about local support or to find out how to make a complaint.



We undertook **78** visits to services to understand people's experiences of care. From these visits, we made over **20** recommendations for improvement.



All of our reports include recommendations and suggestions for change to make health and care better in our community. These include recommendations to local Health and Wellbeing Boards and Scrutiny Committees for providers to monitor.



People continue to be engaged with us through our website and social media. Last year we saw over **58,164** visits to our Facebook page and **42,010** Twitter interactions.

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to make care bet hwatch.co.uk

How we've made

a difference



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Listening to people

We continue to provide a variety of ways people can talk to us about their experiences of health and care services. As well as a dedicated telephone service for information and signposting enquiries and freepost facility, we have continued to develop our digital channels, to provide instant access to information and comment on services the public have received in real time.

Our website continues to support different languages and audio and video links to the aspects of our work which we feel are most important to you when using this platform. We endeavour to publish reviews on our real time 'Feedback Centre', and where - via our inhouse moderation procedures - we are unable to publish a review, we endeavour to follow this up with a direct contact with the reviewer.

Our communications also continue to expand into the social media arena, with over **100,000** contacts made via our Facebook and Twitter platforms. Our main demographic for the year on our social media platforms has been for people aged between 25 and 44.

Healthwatch East Sussex Listening Tour 2018 -The Havens

Following the success of our first Listening Tour in 2017 in Hastings, in June 2018 Healthwatch East Sussex visited the Havens area of the county. Our Listening Tour is a dedicated series of visits and engagement events in local areas in a two- or three-week timeframe.

Our staff, volunteers and partner organisations spend the tour out and about in the community, visiting services and events talking to the public in the areas where they live, about the services which matter to them. This enables us to talk to people from many different backgrounds, characteristics and communities and gather views from those who may normally be underrepresented when giving their feedback.

Our visits included:

- a residential facility for young adults (16-25) who are at risk of becoming homeless
- a social club to talk to older or retired

people

- dementia club to talk to people who care for people with dementia
- local fish festival
- Age Concern over 50's club
- GP surgeries in the area

Our findings from the Listening Tour have been shared with the responsible Clinical Commissioning Group for the area, Public Health and the Health and Wellbeing Board, with our recommendations for service improvements noted.

You can read the full report of our Listening Tour for 2018 in the Havens here:

https://www.healthwatcheastsussex.co.uk/ourwork/

Lewes Prison

Our relationship with SeAP, who we commission to deliver the Independent NHS Complaints Advocacy service for East Sussex, has provided Healthwatch East Sussex with a unique opportunity to understand issues experienced by those trying to access health services in Lewes Prison.

SeAP have been a key partner in highlighting areas of concern through their direct engagement with staff and prisoners through regular visits and joint health information days.

This has led to a monthly joint stakeholder meeting between all providers and support agencies within the prison, to find positive ways forward and to ensure that information and support is delivered appropriately.



Patient Transport - Wheelchair Users

Following our Sussex wide reports on Patient Transport Services, we were pleased to facilitate a meeting between wheelchair users and South East Coast Ambulance Service, to discuss some of the findings specific to those in a wheelchair. We helped build links to ensure that they could make their views known and be heard by the provider.

Our findings and recommendations were shared with the provider and commissioners of the Patient Transport Service which we continue to monitor.

Wider opportunities

Healthwatch East Sussex is working in partnership with the Able Group, a young people's voice group formerly hosted by East Sussex County Council. We supported the 'Speak Up, Speak Out' event this year - an engagement event with young people with additional support needs, as part of the wider Special Educational Needs and Disabilities Strategy (2019-2021).

Some the opportunities to Listen to People's views has seen HWES staff and volunteers attend;

- Action on Elder Abuse networking event
- Hidden Sentence families of prisoner's support and advice
- Homeless Hospital Discharge event
- Mental Health Day engagement event for students at Sussex Coast College, Hastings
- Lewes and Eastbourne Council Tenants
 conference
- HWES materials supplied to ESCC Sexual Health Officer for distribution at fresher's event Hastings, Eastbourne, Plumpton, Uckfield, Bexhill and Lewes
- Landport Community Barbecue informal engagement with residents in Lewes area at community barbecue event
- MSK event, Eastbourne we were able to talk to 120 people with musculo-skeletal conditions through our information stand
- Locality Network meetings held across the county

Improving Services - Enter and View

Healthwatch East Sussex continues to deliver a range of Enter and View activities to provide further, targeted opportunities to engage with the public at the point of their service delivery.

Some of our enter and view work this year was undertaken in line with the emerging Sustainability and Transformation Partnership (STP) policies for the integration of local health and social care services.

HWES strives to be at the forefront of these changes to ensure that the public can continue to be heard and influence change at wider strategic levels.

This year our enter and view activity has seen our staff and volunteers visit the following;

- Midwifery-Led unit at Eastbourne District General Hospital (EDGH)
- 24 hours in East Sussex NSH Healthcare Trust (ESHT)
- Out of County Emergency Departments in Tunbridge Wells and Haywards Heath
- Extra Care Housing schemes
- Kendal Court (BHCC commissioned work on resident experiences of living in temporary accommodation in Newhaven) employing Healthwatch visiting methodology

Our visits to the Midwifery-Led unit was planned as part of our ongoing liaison with ESHT to focus on what a 'gold standard' service would look like. We spoke to new parents about their experiences, what worked well for them and what they felt would make their experience better.

This work followed up from our visits to maternity in 2016 and we were pleased to find that the Trust had made great strides in ensuring that people received the best treatment possible and continued to strive to deliver good levels of service in challenging times.

We also delivered another 24-hour visit to the wider acute hospital services across ESHT. Our staff and volunteers again spent a full day and night interacting with patients and staff to give a unique perspective of a Trust in operation.

This allows HWES to look at the impact of new initiatives, such as GP streaming, on A&E attendances, the pathway for Mental Health patients, quality of care for elderly patients while in hospital and promoting the work of HWES to staff across the Trust.



Patients who live in East Sussex but go outside of the county to receive services have also been a focus for HWES this year.

Our activity followed the same methodology and key lines of enquiry used by Healthwatch Brighton and Hove as part of their enter and view to the Royal Sussex County Hospital, allowing us to gather feedback with consistency across neighbouring services within the emerging STP footprint.

We looked at how emergency departments for services outside of East Sussex and how patients from the county found these services in comparison to services delivered by ESHT, what initiatives can be shared as good practice and the impact of these.

Case Study - Kendal Court

In March 2018 Healthwatch became aware of vulnerable residents living in temporary housing in Newhaven, through discussions at the Havens Community of Practice group meetings.

GP surgeries in Newhaven reported a spike of people from Brighton & Hove presenting with mental health and complex needs who were living in Newhaven and Sussex Community Development Foundation (SCDA) and the Locality Link worker reported that Kendal Court residents were accessing local support services.

Healthwatch, together with BHCC and in consultation with the landlord, developed a survey to gain insight into how local services were working for residents. Two waves of visits took place in October and December 2018.

The survey focused on access to statutory services which relies on the resident's knowledge of these services and how they access them. Many residents reported difficulties with relationships and trust with formal agencies, other residents, friends and family.

Most unease involved residents who disclosed substance and alcohol misuse, multiple needs and mental illness. We interviewed two residents who are particularly isolated, vulnerable and who cannot self-refer. Therefore, a small number of concerns were escalated to BHCC housing officer regarding specific residents or general issues. Assurances were sought that the relevant support services provided by BHCC were alerted to the situation.

Although most of the residents were vulnerable and in need of support by virtue of their placement in emergency housing by BHCC, many of them indicated their life was made worse and more difficult by being placed at Kendal Court.

These residents were often long-term users of a complex mix of health and social care services, plus charity and community support. Many are isolated from friends and family by being placed in Newhaven from Brighton, sometimes leading to social isolation, deteriorating mental health and escalating their need for services.

Our reports were published by BHCC and discussed by elected members to inform their future work to improve going forward.

We are delighted that the following outcomes were achieved:

- Weekly visits from Brighton & Hove City Council Welfare Support Officers to temporary accommodation sites including Kendal Court
- Improved response times from welfare support officers for Kendal Court residents when they are in crisis
- Mobile laundry facility now available one day a week at Kendal Court
- NHS and local authority services working more closely together across Brighton and East Sussex
- Professionals, councils and the public understand more about problems faced by people in temporary housing, especially when placed into another area outside Brighton & Hove
- East Sussex Public Health is now planning a report on housing and homelessness later this year
- BBC Radio Sussex feature news item on our Kendal Court report

You can find out more about our enter and view and the full reports here:

https://www.healthwatcheastsussex.co.uk/ourwork/

Kendal Court report (via BHCC website)

TIN

A Healthwatch East Sussex volunteer speaking about Kendal Court

Users could clearly identify what they needed
 Institut loandry facilities, electricity, bus pass, information
 Care trauma/weilare checks, family, security chains
 Signosting to GMI support, advecary, local supports
 Nesidents resigned to poor partnership linking
 Uccinu of OOL status;; played the system to be housed

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Working in partnership with others

2018-19 has seen HWES become the lead for local Healthwatch within the Sussex and East Surrey STP footprint to deliver engagement on the NHS Long Term Plan, with Healthwatch in Brighton & Hove, West Sussex and Surrey. Our involvement in the wider strategic development of integrated health and care services has seen HWES play a leading role in ensuring that local Healthwatch are able to comment and feedback to the STP planning and commissioning processes.

We are also an active member of the STP and CCG communications, equality and engagement networks. This enables us to contribute public feedback on issue such as clinically effective commissioning, equality impact assessments and the needs of those defined under the Equality Act 2010. HWES staff have also supported three STP 'Population Health Check' events to promote the aims and objectives of the NHS Long Term Plan in Sussex.

We continue to engage with wider voluntary and community sector initiatives, primarily through the 'Speakup' voluntary sector Alliance group and other county wide voluntary sector developments, some led the local authority.

These links with the voluntary sector are crucial for HWES to be able to develop a network of partners who can help support the wider activities of HWES and ensure that the public can tell us their views through a network of partners.

HWES seeks to plan our engagement activity using a collaborative approach with partners to ensure that we continue to be well placed to support service change and improvement where able and that consumer feedback is placed at the heart of future developments of service design and delivery.

Regular meetings between HWES and key staff across health and care services are now well embedded, and we are proud to be regularly considered as a 'first port of call' when partners are looking to deliver engagement events and workshops, seeking consumer voice as a key influence. Some of the collaborations HWES has undertaken this year have included;

- Primary Care Commissioning Committees, including providing feedback GP developments and on the future of walk-in centres for Eastbourne and Hastings
- Children and Young People Able Group Project - partnership bid to the National Lottery with ESCC, to support young people to strengthen youth voice in the design and delivery of health and well-being services and contribute to wider society in East Sussex
- Lewes Prison Health Information Day, jointly delivered with SeAP to provide health information to prisoners. 20 interviews held in the library
- Independent Chair of the Client and Carer's Safeguarding Advisory Network, which feeds experience into the county wide Safeguarding Advisory Board
- New collaboration with the Adult Social Care Market Support team, CCG and Care Quality Commission to monitor services provided as part of social care support
- 19 Coordinated Patient Led Assessments of the Care Environment (PLACE) across three Trusts - ESHT, SPFT & SCFT, two hospices and one private hospital. These are patientled assessments of the quality of hospital environments. Assessments apply to all hospitals delivering NHS-funded care, including day treatment centres' and hospices. Results will be reported publicly to help drive improvements in the care environment and show how hospitals are performing nationally
- Housing related support we have worked with the Design Council, LGA, ESCC and CCGs to co-design ideas on how to design and deliver better housing related support across local authorities (county, district and borough), the NHS and the voluntary sector

As ESCV we are about to embark on an exciting pan-European project to support attainment and wellbeing of pupils of secondary school age in East Sussex. 'It Takes a Village to Raise a Child' is aimed at providing opportunities for inclusion and involvement outside of school to promote better levels of attainment in schools. This will be launched in 2019 and is a three year project.

Partnership Working

Our partners also had the chance to tell us how we've been doing and again most responses were positive about our work and influence.

One area we would like to improve is how we engage with staff who deliver services at the point of contact, for example nurses and social workers. Frontline staff can support HWES to tell people about our services and ensure that as many people know about our service as possible. Again, we will address this going forward and we look forward to working closely with a wider group of staff who provide such important services to people.

360 degrees feedback

In early 2019 HWES undertook a 360 survey with both the public and partners about their perceptions of how HWES is seen in the wider community and as a stakeholder strategically. Most responses were positive about how we work, although we acknowledge there is always room for improvement!

Public responses told us that they would like to see regular engagement via our social media platforms and to continue to strengthen our relationships with younger people. This is an important area for our future development, and we look to implement positive changes in the next year to address these areas.

Strategic influence

Strategically, HWES is pleased that our work continues to significantly influence the work of our partners. This year the Chief Executive of ESHT informed the NHSi/CQC Quality summit following a recent inspection, how HWES had directly contributed to the overall improvement for the Trust moving out of special measures.

Our work with regulators of services has continued to be positive this year and we were pleased to be able to invite CQC inspectors to undertake some of our activity to be able to experience first-hand the work that we do and take feedback away direct from our work. One CQC inspector wrote:

"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."

Another inspector informed HWES that our engagement with people with Multiple & Complex Needs (MCN) in acute services had influenced their practices following a joint visit to an A&E department.

We were also referenced in a voluntary sector funded project for people with MCN in Hastings and how HWES has positively influenced the commissioning intentions of the CCG to include people with MCN.



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the answers

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We want to hear about the treatment and care

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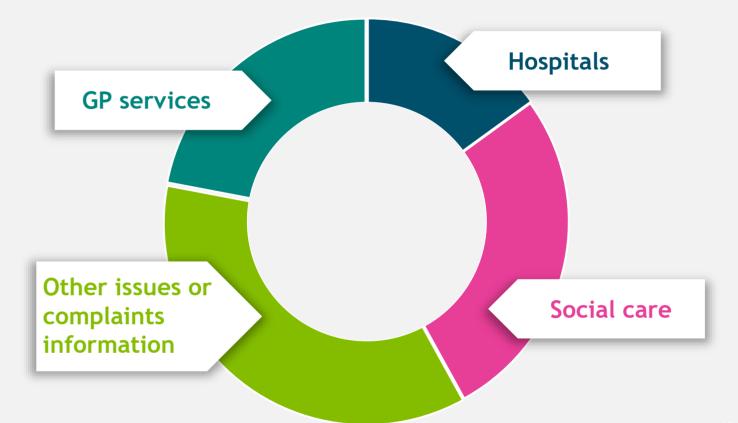
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What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people contact us about:





Information & Enquiry Line

The Healthwatch East Sussex Information and Enquiry line is open five days a week between **10:00** and **14:00** and is staffed by a dedicated Information and Enquiry Officer, who provides non-clinical advice and signposting to answer queries about health and care services. This service can be called or emailed directly.

Our Officer has undertaken orientation visits to a range of partner contact services, such as Health and Social Care Connect and SeAP Independent Complaints Advocacy, to ensure that there is 'no wrong door' to receiving help and support when a person needs it.

This year has seen this service deal with a range of enquiries, including contacts from serving prisoners about healthcare provision, people wishing to understand their rights as patients, access to support groups and referrals to MSK services.

Changes in the current political climate have also prompted some interesting contacts for our service. Following one contact about Brexit, HWES was able to prepare a case study about pharmacy service contingency plans, should a 'no deal' vote have been made and how supplies of certain medicines would be managed going forward.

This case study was shared at CCG operational meetings and appropriate forums where it was acknowledged as a complex issue to be monitored and that updates would be made to policy, should such a scenario play out.

HWES is in the process of moving this service over to a new Client Relationship Management (CRM) service for Healthwatch, which will enable local information to inform the wider national picture more easily and provide another cohesive network for local Healthwatch around the country to share knowledge and experience and inform national strategy.

At the time of writing HWES has successfully dealt with **98** direct enquiries via this service (up to 31st January 2019). In February and March 2019, we recorded 61 direct enquiry contacts on the new Healthwatch CRM. A further **144** signposting referrals for information outside of making a complaint were referred to HWES.

As part of a review of the Community Mental Health Directory, ESCC invited the HWES to attend a workshop with service providers to address issues specific to raising mental health awareness in the community. Mental Health awareness has been identified as a priority for HWES and this was an invaluable opportunity to place HWES at the forefront of information and signposting support.

Following this workshop, the HWES entry in the ESCC directory was redesigned to be more engaging and user friendly and promote the further work of HWES.

Feedback Centre

Digitally HWES offers a real time 'Feedback Centre' on its website, where people can leave a review about any NHS delivered service or regulated care service, monitored by the Care Quality Commission. The Feedback Centre provides previous review ratings, if these have been left, information about the service such as location and links to the CQC inspection reports.

61 services were reviewed this year across a range of providers including acute hospital services, GP's and pharmacy services. Positive reviews were mostly left about staff interactions across all services, with many reviews stating, even if there were other issues noted, staff were helpful and had positive attitudes. Further positive aspects of reviews found that a person's treatment and care were generally good experiences with dentists and hospitals featuring prominently.



Social Media

Other contact platforms include our Facebook, Instagram and Twitter accounts and the new Healthwatch CRM will allow us another method of capturing these contacts in a much more holistic way going forward, adding to the breadth of knowledge and information HWES uses to deliver quality information and signposting services in the future and give those who commission and provide services further insight into how their services are viewed by those who use them.

Independent NHS Complaints Advocacy

HWES is pleased that its relationship with the local Independent NHS Complaints Advocacy service, SeAp, flourished this year and remains a positive and integral part of making a difference for people locally.

SeAp ensure that people can access advocacy support, should they wish to make a complaint about an NHS based service and seek resolution, maybe sometimes where other avenues have not been successful to them.

Our work this year has seen us work together to further strengthen the link between the HWES Information and Enquiry service and the SeAP Advocacy service which has increased our capacity to facilitate information, enquiry and requests for complaint information to the public.

This year saw **298** referrals to the Independent NHS Complaints Advocacy service.

Over the year SeAp have provided advocacy support for arrange of issues.

Most commonly these have been about:

- Access to services mainly GP appointments
- Waiting times in both GP services and Acute Hospital settings
- Medicines management specifically around Lewes Prison
- Mental Health Support Adult and Children services
- Staff attitudes (NHS and local authority)



The Advocate was remarkable in her patience and understanding, also her support in receiving correspondence on my behalf {something I feared} & supporting me at the meeting at the Conquest. She shared and helped me clarify and organise a list of traumatic experiences into a cohesive complaint. I couldn't have faced the process without her support'

NHS Complainant

You can contact SeAp for help and advice about making a complaint on:

seAp P O Box 375, Hastings, TN34 9HU

2: 0330 440 9000

Lewes Prison - focus

SeAP has been visiting HMP Lewes for Independent Health Complaints for over a year where they have identified the most common complaint was around medication, where certain drugs prescribed by community GPs were not being prescribed within the prison environment.

This was due to lack of proper communication or information being made available to prisoners.

Other complaints raised included different agencies working within the prison health care service, which led to much confusion around responsibility and accountability.

The most common themes for complaints within the prison are:

- Access to medication there is now more understanding with improved prison to prisoner communication
- Access and waiting for Mental Health In Reach (IMHT)
- Access and waiting times to see a GP
- Health information being disclosed on arrival at the Prison or not being followed up, in order to give consistency in NHS care/treatment

These issues were resolved by providing information around Safer Prescribing moving forward and the introduction of a monthly Healthcare Operational Meeting.

Other issues raised by vulnerable prisoners, relate to access to specific clinics for their longterm health conditions, e.g. diabetes, and routine health screening.

A recent CQC inspection resulted in the Prison 'Action Plan', where issues identified mirrored that seen by the complaints being raised and captured by SeAp.

A positive outcome noted in the report was the improved reception process. There are a lot of complaints made which result from prisoners' expectations from their reception, or the waiting times for the services identified. 2019 it was reported that a new post had now been created as a 'Reception Nurse / Early Days Nurse'.

This member of Health Care staff should give continuity to anyone needing health care help them engage with services by following up information/appointments at a later time.

Going forward, SeAp hope to be able to continue visiting HMP Lewes to deliver the IHCA service, and to engage with 'Health Care Orderlies' who can be both peer Advocate and liaison between services and SeAP - based on the Healthwatch East Sussex Health Champions.



Making a difference strategically

Our work has included significant input into strategic planning, commissioning and decision making across the county and in Sussex wide through the STP.

We contribute to, for example, the CCG governing bodies, engagement events, communications, communities of practice and Primary Care Commissioning. We work with ESCC on a wide range of issues including integrated health and care plans, the future for adult social care, children's services, public health developments, Design Council initiative on housing related support and relationships with the voluntary and community sector.

Healthwatch East Sussex is an active member of the SpeakUp voluntary sector alliance group and East Sussex Youth Infrastructure Forum.

At the Healthcare Operations meeting in April



Our volunteers

Our volunteers continue to support our activity and contribute to the wider delivery of all the Healthwatch functions and provide the knowledge, skills and experience that enables HWES to fulfil its statutory duties and wider objectives.

From the planning and participation of all of our Enter and View activity to representation at various networks and meetings, our volunteers remain the eyes and ears of the organisation and help us to place HWES in the heart of local communities, engaging with people where they live and receive services or support.

HWES has undertaken an audit of our volunteers this year, to better understand the profile and skillset of our active volunteers. This has allowed us to better match volunteers to activities and opportunities by better understanding their experience, skills and interests, as well as enabling HWES to better plan our recruitment strategies to ensure we try to recruit volunteers for areas where there may be gaps in interest or skills currently.

Our internal strategy review and governance work has also seen the development of a new volunteer plan, which covers recruitment and retention of volunteers, as well as a review of all current volunteer role descriptions, to ensure that these are still fit for purpose.

A new volunteer handbook has also been written, to provide volunteers with all the necessary information to help them when supporting our work.

We continue to train all our new and existing volunteers to ensure that they fully understand their role and how they support our work. This year has seen a new volunteer induction programme launched which includes webinar participation with Healthwatch England, dementia awareness training and identifying health inequalities.

A highlight for our training this year was enabling one of our volunteers to take a lead role in the planning and delivery of our Equality and Diversity training, planned by and delivered to our volunteers with minimal support from our staff.

This was well received, and we look forward to continuing to support the development of our volunteers this way, to provide them with ownership of their development and support each other in new and different ways.

Our volunteers have also had the opportunity to plan and participate a workshop, alongside CQC inspectors, to support activity around Extra Care support - further strengthening their role.

Other specialised forums our volunteers have contributed to this year have been;

- Homelessness in Hastings and Havens
- Social Isolation and Loneliness
- Urgent Care Review including a submission of evidence to the local Health Overview and Scrutiny Committee
- Frailty Steering Group
- SEND Strategic Plan review for children and young people
- Local provider communications and engagement steering groups

HWES is always looking to expand its volunteer profile and we welcome applications to volunteer for us from all communities.

You can find out more about volunteering for HWES here:

https://www.healthwatcheastsussex.co.uk/getinvolved





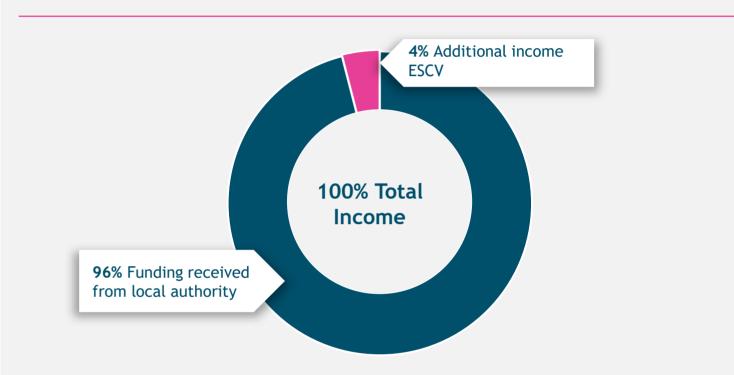


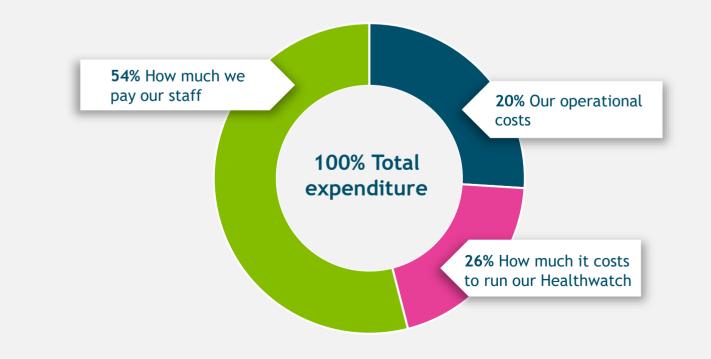


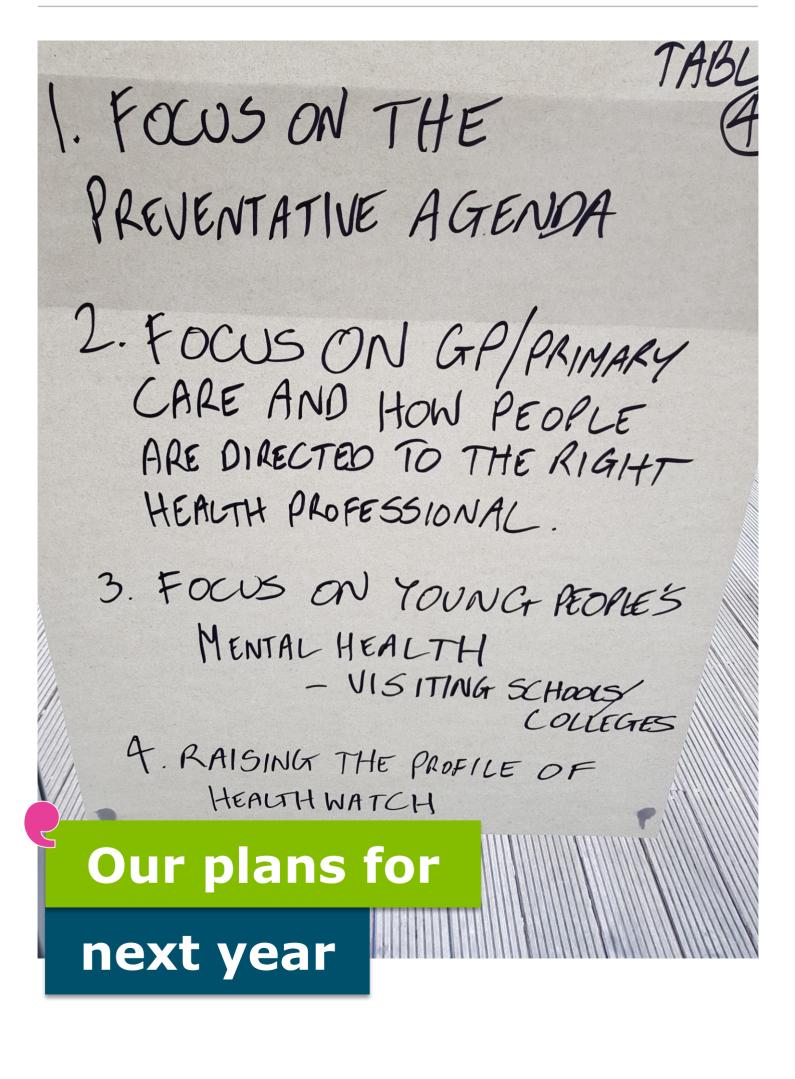
How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £468,000.

We also received £18,154 of additional income for other projects, delivered as East Sussex Community Voice.







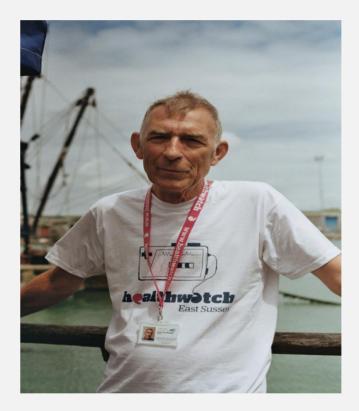
Looking ahead-Our Directors thought's

Looking ahead, our future priorities are to engage the public in Primary Care Network developments, mental health reforms and wider implementation of the NHS Long Term Plan, including prevention. We will seek to make the voice of the public heard in the development of a new Integrated Health and Care partnership in East Sussex and further STP developments.

There are many opportunities to improve Healthwatch services and reach ahead, not least working with the public to help shape integrated health and care developments. We aim to make best use of different communication channels to suit different public preferences and to get out into communities rather than expect them to come to us.

Of course, there are also barriers. The continued financial challenge that all our partners face means there is only limited scope for new developments, such as long-term prevention initiatives. We remain committed to continuous improvement in delivering our core Healthwatch functions.

Again, thank you to all our staff, volunteers and partners for your help in delivering such excellent outcomes over the past year!





John Routledge Healthwatch East Sussex Director

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + All the partners and organisations who we have worked with this year and enable us to work in partnership to promote the voice and experience of those who use their services

'I am very grateful to HealthWatch East Sussex for their continued support for East Sussex Healthcare NHS Trust.

They are an influential voice in our programme of patient experience and quality of care. They take part in our internal quality inspections.

They give us an honest and practical reflection of the quality of care that we are providing and are always ready to advise us on how we can continue to improve.'

Dr Adrian Bull Chief Executive East Sussex Healthcare NHS Trust



Contact us

Address of local Healthwatch and contact details of any relevant Healthwatch subcontractors as of 31/03/2019.

East Sussex Community Voice - delivering Healthwatch East Sussex Barbican Suite Greencoat House 32 St Leonards Road Eastbourne East Sussex BN21 3UT 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 need this in an alternative format please contact us.

Company number: 08270069

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 31/3/2019.

NHS Complaints Advocacy seAp P O Box 375, Hastings, TN34 9HU

0330 440 9000



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