**Hello everyone – Here I our latest update on activities**

**24 Hour A & E Enter and View activity EDGH & Conquest Hospital**

This is now taking place **Monday 2nd March 2020 commencing at 08.00 and concluding 08.00 Tuesday 3rd March.** The main reason is to look at how the ‘system’ responds on a Monday morning, we should be seeing green shoots of new initiatives around Urgent Treatment Centres, GP streaming, NHS 111 and the Clinical Assessment Services (CAS) etc starting to translate to improved access to Healthcare professionals; we will hopefully find more evidence of this on a Monday morning (that is the theory).

I have attached a blank schedule for you to complete with your availability (those interested in being involved). If you include your preferences in the time time slots listed, I will allocate as a priority, if you are willing to cover both sites – that’s brilliant and if you happy to do two sessions i.e. day and a night shift – again that would be brilliant for continuity, just include on the pro forma.

The date for the planning meeting remains the same – **Wednesday 26th February here in Baker Street, here at our offices in Eastbourne from 10 – 12.30. T**he De-brief meeting due to take place on Monday 2nd at 1.30 will be moved to another date. As it is close to the Volunteer meeting, we could include it in the agenda, or we could look at a separate meeting from 1.30 – 3.30 on Wednesday 4th March – please let me know which you prefer.

I have attached the updated project brief for this activity as well as the questions we are proposing to ask patients. Please do let me know if you have any comments or questions.

**Volunteer ‘Community’ Space on the Healthwatch East Sussex Website**

There is now a password protected section on the website for you to have access to a range of Healthwatch Information and resources (Not in the public domain). There is not a lot of content now as I would need some steer from you as to what would be useful to include, the refreshed Handbook sections will be added, policies, notes from meetings etc.

There is also a section to upload draft reports so you will be able to see reports before they get published i.e. the Report on visits to Dental Practices you visited, that is almost finished. Charlie is coming to our next volunteer meeting on Thursday 5th March at St Wilfrid’s, to go through everything with you, but we will start uploading content in due course.

Here is the link: <https://healthwatcheastsussex.co.uk/volunteerlogin/> the password is HealthwatchVolunteer (case sensitive) – **Please Do Not Share The Password**

**The Volunteer Survey**

In addition to the 1:1 annual meeting’s currently underway, we have developed a volunteer survey that we will be introducing as another opportunity for you to feedback to the staff team and board your wider views on the organisations and volunteering with HWES. The proposed timeframes for the survey are:

* W/C 20th Test survey – three volunteers will be approached
* Subject to no major change, Survey goes live Friday 24th January – 21st February
* Responses analysed w/c 24th Feb
* Initial findings shared at the volunteer meeting Thursday 5th February

The survey will be available to complete electronically and as a hard copy for those that wish and will be anonymous unless you request feedback on your responses.

We hope the feedback we gather will inform any areas where we can improve our support to volunteers, future recruitment and incentivise volunteers to continue giving their time to HWES.

**Reminder to book 1:1 meeting’s**

Thank you to those who have responded, if you haven’t responded please take a look at the dates available. If none are convenient for you, we have some other options to pursue, ideally, I would like to allocate first the slots we have identified.

**Overarching Care Home Report – Wave 5**

This report was published earlier in the week, remaining reports are on track to be published by the end of January.

**Eastbourne Listening Tour 20th April – 4th May**

Plans are progressing well, Kate is leading on this Tour however, our dates will coincide with the consultation of the proposed changes with the Walk-in Centre service in Eastbourne. We will keep updated on any developments as and when. The consultation is due to go live on the 3rd February 2020.

If any of you are interested in being involved in any of the activity, please get in touch with Kate.

We will be undertaking our pre-engagement activity ‘Community Observation Walks’ – AKA Transect Walks. We are aiming to complete three walks, two on the **25th February** am and pm. Suggested areas include Shinewater including Langley, Hampden Park including Willingdon Tress and a Night time activity on **Wednesday 26th February** that includes: Town centre, seafront and part of Devonshire wards. Those unfamiliar with the areas we will have some maps available shortly. You are all invited to join the activity even if you are not resident in Eastbourne. You can also contribute to the information gathering activity that will happen at the beginning of each session if you have any local knowledge to share, but don’t want to take part in the walk. You can still be involved.