

In case you missed Healthwatch reports

Title	Summary
Digital Exclusion	Healthwatch has completed a compilation of insight on 'digital and data' Sussex research for NHS Sussex to support the shared delivery plan.
<u>Supporting improvement in patient's stay in our local hospitals</u>	Reporting on engagement workshop to look at reducing the Length of Patient's Hospital Stay.
<u>Supporting the development of our local hospital's new cancer centre</u>	Healthwatch, along with other organisations, were recently invited to attend a New Cancer Centre Engagement Workshop on 11th September 2023 held at the Royal Sussex County Hospital.
<u>Brunswick Square Festival report</u>	We spoke to around 50 people at the Brunswick Square festival in Hove. Conversation themes included views about the Emergency Department (A&E) at Royal Sussex, waiting for care, quality of care, and access to GP services. We also offered a brief questionnaire which revealed people's priorities for health and social care – the most commonly mentioned was helping people to be less isolated.
<u>Public engagement event – St-Peters Patient Participation Group</u>	Healthwatch attended the Patient Participation Group (PPG) meeting for St Peter's GP Practice on 6 September 2023 – read our report to learn what happened and what questions were asked
<u>People, Communities-and PCN Partnership-workshop report</u>	Our recent workshop brought together local people with representatives from PCNs, PPGs, VCSEs, and NHS Sussex to co-design best practice for PCNs working with communities.

Title	Summary
<u>Supporting the development of our local emergency department</u>	<p>Healthwatch, along with other organisations, were recently invited to attend an Emergency Department (ED) redevelopment stakeholder and engagement session held at the Royal Sussex County Hospital.</p>
<u>Dementia services across Sussex</u>	<p>Funded by NHS Sussex, we wanted to find out people's experiences of using the different types of services available for people with dementia. We undertook interviews with 38 carers and seven people with a dementia diagnosis between December 2022 and May 2023. People showed a wide variety of experience in terms of the memory assessment services and the support they received afterwards. For example, some received a detailed care package of support after diagnosis whereas some received little or no support.</p>
<u>Mystery Shopping Review of Bexhill PCN (Primary Care Network) Websites</u>	<p>Healthwatch volunteers and staff 'mystery shopped' a draft website for one of the three practices that make up Bexhill Primary Care Network (PCN). We shared feedback to support them in delivering an effective website focused on accessibility, navigability and the right content for patients and the public.</p>
<u>Asylum Seekers: Experience of Health and Care in Eastbourne</u>	<p>Healthwatch engaged with asylum seekers in Eastbourne to learn about their experiences of accessing health and care services locally. We conclude that barriers experienced by asylum seekers stem from communication, the need for services to work together, and a lack of resources available to asylum seekers.</p>
<u>Children in Care: Experiences of Review Health Assessments</u>	<p>East Sussex Healthcare NHS Trust commissioned Young Healthwatch East Sussex to engage with young people (aged 11 to 19) living in foster care in East Sussex, to understand how the Trust could improve young people's experiences of having a Review Health Assessment.</p>

Title	Summary
<u>'You Said' - 'We Did' - August 2023 (East Sussex)</u>	Healthwatch uses your feedback with health and care decision-makers to seek a positive difference, and this document sets out the changes you have helped us to deliver during August 2023.
<u>East Sussex Healthcare NHS Trust Complaints Review 2023: Findings and learning</u>	Healthwatch volunteers reviewed the processes used by East Sussex Healthcare NHS Trust when they are in receipt of a complaint, feedback on the experience and highlighted some areas for potential development.
<u>Report - South Down National Park Transport Pilot Report</u>	South Downs National Park and Community Transport Pilot Making Access Easier - The aim of this pilot was to capture the experiences and views of individuals who attended four taster events. The Taster Event had free transport funded by South Downs National Park and provided by <u>Community Transport Sussex</u> for attendees.
<u>Bersted Community Hub Survey Findings</u>	The Bersted and Chilgrove Community Hubs survey aim was to capture and better understand the views, current needs, issues, concerns, and barriers local residents and their families experience in accessing the Chilgrove Community Hubs and living in Arun District.