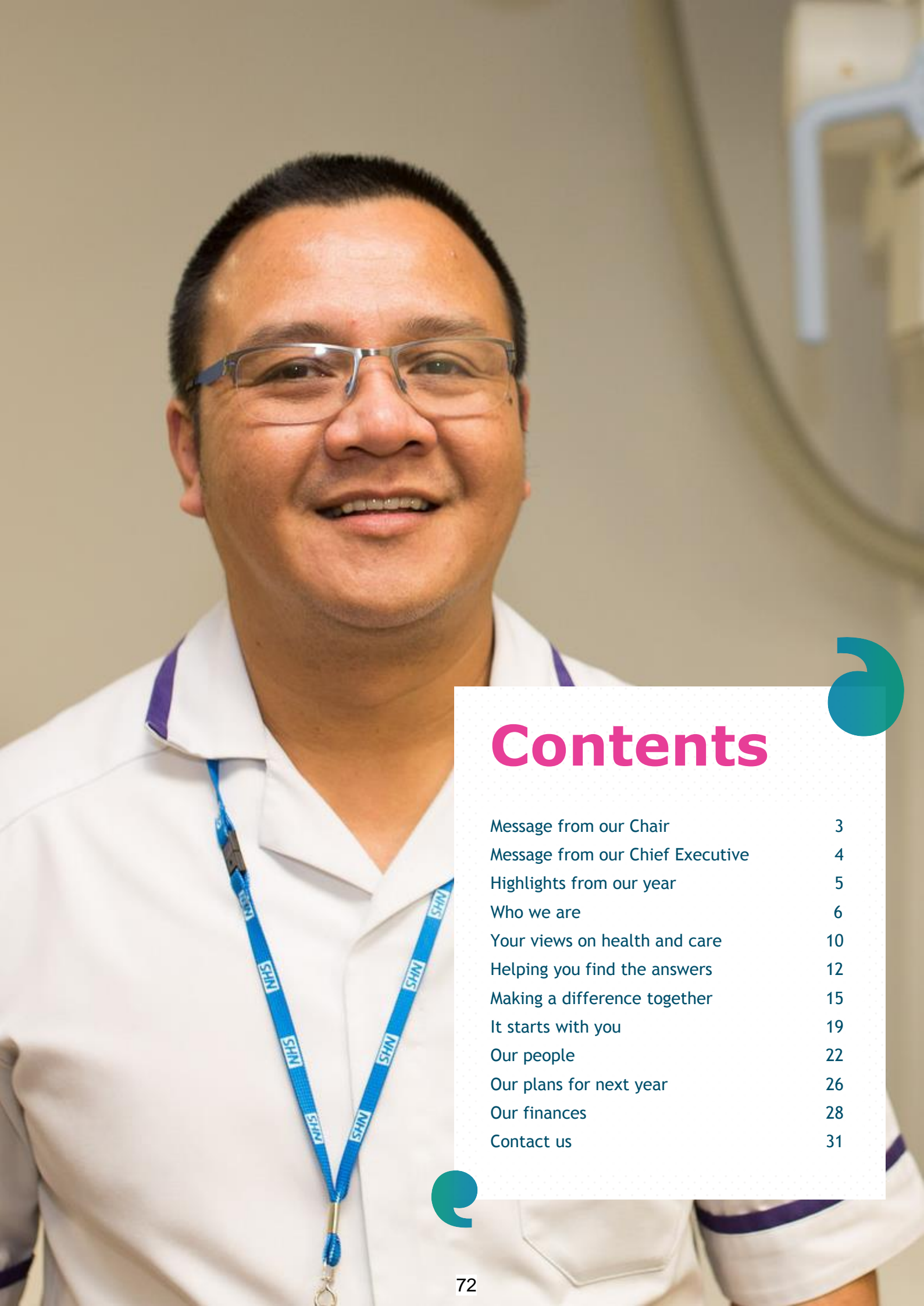


# Healthwatch Brighton and Hove

Annual Report 2017/18



# Contents

Message from our Chair	3
Message from our Chief Executive	4
Highlights from our year	5
Who we are	6
Your views on health and care	10
Helping you find the answers	12
Making a difference together	15
It starts with you	19
Our people	22
Our plans for next year	26
Our finances	28
Contact us	31



# Message from our Chair

## A year of challenge and change

The context of Healthwatch work has been a continuation of pressures on health and social care in the city: closures of GP services; a hospital in special measures, and national health targets not met. NHS finances in the City stabilised, but the Royal Sussex County Hospital (RSCH) still carries significant debt as does the NHS across Sussex and East Surrey.

Despite this, there are positive changes such as; the building work at Royal Sussex County Hospital which will provide a new state of the art hospital; a £30m investment in the new Emergency Department and the mental health service; and both Sussex Partnership Foundation Trust and the Sussex Community Foundation Trust received 'good' ratings from the Care Quality Commission .

The challenge for Healthwatch has been to ensure the voices of Brighton and Hove citizens have been heard in this fast moving environment. We have worked with:

- Healthwatch Sussex colleagues to carry out a survey to improve the patient transport service
- Impetus to promote use of the free complaints advocacy service they deliver
- **PALS** to review how complaints are handled
- YMCA Downlink to launch Young Healthwatch and publish their first report looking at A&E and experiences of mental health services
- **MindOut** and other organisations to carry out a review of local health and disability benefits - and we are still using that work to argue for improvements.

We also carried out a major survey of nearly 1,500 patient's experiences of General Practice, as well as continuing with our regular audits of the RSCH.



We aim to make people's voices matter. We actively listened to people using local services and fed back their views to relevant departments as well as using our privileged access to decision makers in the NHS and City Council to secure improvements (Health & Wellbeing Board, Health Overview & Scrutiny Committee).

We fed our intelligence to city councillors, MPs and the Parliamentary Select Committees. And through Healthwatch England we provided evidence to a Parliamentary Select Committee on NHS sustainability and transformation.

Our work has only been possible with the assistance of dedicated Healthwatch Board members and many volunteers. Last year, Karin Janzon and John Davies resigned from the Board after three year stints. I wish to thank everyone who has contributed so much over the last year, and look forward to welcoming the new volunteers who will join us. I would also like to thank the CEO, David Liley, and our dedicated team of staff who have done influential work this year- as the rest of the report will show.



# Message from our Chief Executive

Improving health and wellbeing must include the opinions and aspirations of people who use those services - that is the central message and purpose of Healthwatch.

Local people, patients and their families have helped us to improve NHS and care services in the City in 2017/18. Healthwatch have made over 200 recommendations to health and care decision makers and about half have already been implemented, and Healthwatch is pursuing answers about the rest.

Most of our work has been inspired by local people who have asked us about:

- GP services: raising concerns about access, closures and pressure of demand on family doctors
- Decent and humane social care: improving access to benefits for some the most vulnerable people in our City
- A safe and clean local hospital service and accessible A&E and
- Patient transport services that are reliable.

The positive message this year has been that services are improving, almost every Healthwatch review of services provides clear evidence that:

- The NHS and City Council are reaching out to local people and listening to their concerns
- Services previously in crisis and failing are showing signs of recovery
- As a community we are recognising and responding to 'the patient voice'.

There are challenges ahead with shrinking budgets and historic financial deficits but also evidence that the NHS and Social Care are:

- working in a more integrated way: City Council Social Care, and the NHS plans for joint commissioning
- listening to local people ('The Big Health and Care Conversation')



- building a meaningful partnership across the public sector Sustainability and Transformation Partnership.

Healthwatch has grown in the last year with:

- A secure contract and funding to until 2021
- More volunteers, with a more diverse profile better representing our community
- Influencing decision makers with evidence based service reviews
- A stable staff team and more partnership working with other local Healthwatch and Healthwatch England.

The challenges in the coming year will be:

- Helping the NHS and City Council to hear, and to be influenced by, patient and public voices when they are faced with difficult financial decisions
- Setting Healthwatch priorities, and a work programme, for the next three years in partnership with local people, voluntary sector partners and decision makers in the context of a continually changing environment
- Reaching out to people and communities who find it difficult to speak up for themselves.

# Highlights from our year

## Practice visits and engagement leading to service improvement

We undertook **61** visits to health and social care services to talk to people about their experiences and make observations about practice

**61**

visits to health and social care services



We visited **30** GP surgeries and reached **1483** patients to hear their views about primary care

**21** Enter and View visits to Royal Sussex County Hospital

**11** Patient-Led Assessments of the Care Environment (PLACE) in Brighton hospitals

**531**

recommendations

to services were made as a result of these visits which led to **116** actions to improve practice. An estimated **360,000** patients benefitted from these changes

## Communicating the voice of the patient through media



We issued **13** press releases raising the voice of the patient on critical issues



We did **29** interviews for local radio, newspapers and television



We produced **6** editions of our Healthwatch magazine; **940** paper copies and **500** digital copies of each edition were sent to subscribers, reaching an estimated audience of **5,000** people across Brighton and Hove



Our website had over

**22,000**

hits

 **1,642**

 **555**

We attracted **1,642** Twitter and **555** Facebook followers, and our Facebook posts reached over **35,000** people

## Using volunteers to maximise value



Volunteers contributed an average of **26** hours for each visit made by Healthwatch to a health and social care services



Volunteers contributed work worth **£23,600** for the **61** site visits

**23,600**



# Who we are



## Healthwatch is the official consumer champion for Health and Social Care Services

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad.

We use your voice to encourage those who run services to act on what matters to you.

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

## Our Vision

We want better health and care services, with consumers expectations and preferences at the heart of how those services are provided, commissioned, designed, managed and funded.

We are working towards a society where all health and social care needs are heard, understood and met.

Achieving this vision will mean that:

- The people who use services shape their delivery
- People can influence the services they receive in a personal and individual way
- People hold services to account

Our priorities:

- To combat health inequalities
- To improve services by providing evidence of service user experiences
- To focus on those services and issues that most need improvement and where we can make the greatest impact
- To ensure decision makers honour their commitment to provide quality services.

# Who we are

We achieve this by:

- listening hard to people, especially the most vulnerable, to understand their experiences and what matters most to them
- influencing those who have the power to change services so that they better meet people's needs, now and in the future
- informing and empowering people to get the most from their health and social care services and supporting other organisations to do the same
- working with the Healthwatch network to champion service improvement and empower local people.

## Healthwatch Brighton and Hove - not for profit

We are a Community Interest Company ([CIC](#)) set up by and run by local people.

As a CIC we are non profit making and committed to reinvesting **100%** of our income, surplus and capital resources to promoting our aims and values and not for anyone's personal profit. Any funds we receive or earn are spent helping local people. We have a small paid staff of 4 people.

Healthwatch Brighton and Hove CIC has been established for almost three years. Our funding is provided by Brighton and Hove City Council but we are entirely independent from NHS or local council control.

Impetus provides our sister service the Independent Health Complaints Advocacy Service ([IHCA](#)S).

## Run by local people for local people

We have 34 volunteers who visit services and ask people about their experiences and how they could be improved.

Healthwatch has a statutory power to enter any premises, observe and review services from the consumers perspective. This power can be applied anywhere public money is spent on health or care services.

Healthwatch volunteers attend decision making committees and discussion forums to represent patients and people who use social care services. We sit on the Health and Wellbeing Board ([HWB](#)) and the City Council Health Overview Scrutiny Committee ([HOSC](#)).

*"Our job is to find out what matters to you and to help make sure your views shape the health and care support you need."*

*You can help make care better by telling us what you think.*

*The more people share their ideas, experiences and concerns about NHS and social care, the more services can understand what works, what doesn't and what people want from care in the future."*

Imelda Redmond CBE  
National Director  
Healthwatch England

# Meet the Board



## Frances McCabe

### Independent Chair

Frances has been Chair since 2013 and previously Chair of Age UK B&H, working for over 40 years in health and social care.



## Bob Deschene

### Director

Bob has 15 years of experience in senior NHS Management in a variety of roles across East & West Sussex.



## Sophie Reilly

### Director

Since 2003, Sophie has worked locally and nationally in both the voluntary and statutory sectors to improve health and social care services.



## Neil McIntosh

### Director

Neil volunteered in 2014 after a 30 year public sector career at a senior level in the Ministry of Justice, Dept of Health and NHS.



## Catherine Swann

### Director

With over 20 years experience in national NHS and academia, Catherine is a senior public health civil servant and a chartered psychologist.



## Geoffrey Bowden

### Director

Geoffrey started a successful healthcare business and is a former Councillor with significant experience of health & social care scrutiny.



## Carol King

### Board Advisor

Carol has many years of experience in the NHS and Children's Services at Brighton and Hove City Council.



## Barbara Harris

### Board Advisor

Since 2007 Barbara has been Head of Equality, Diversity and Human Rights for Brighton and Sussex University Hospitals NHS Trust.



## Tony Benton

### Board Advisor

Tony - our safeguarding expert - worked in social care and health for 30 years and though retired is still improving the quality of services and outcomes for users.



# Meet the Team



## David Liley

### Chief Executive Officer

David has worked in Health and Social Care for almost 40 years. David also set up the NSPCC National Child Protection Helpline in the 1980s that later merged with Childline.



## Roland Marden

### Evidence & Insight Manager

Roland has over 20 years' research experience starting as an academic social scientist at the University of Sussex and since 2006 working in project evaluation in the charity sector.



## Michelle Kay

### Project Co-ordinator

Michelle has a background in project management and international development, with experience managing large scale projects in the UK and abroad, liaising with government grant-holders.



## Alan Boyd

### Project Co-ordinator

Alan works for Terence Higgins Trust, a prominent HIV charity based in Brighton, and has previously worked in mental health. He has a background in the civil service designing policy and running projects.



## Will Anjos

### Project Officer

Will is an experienced project manager. He set up the charity BrightonSoup to help small local community projects get funded. He also works for Volunteering Matters supporting activities for older people across the city.

# Your views on health and care





## Listening to people's views

### We listen to your views in lots of different ways:

- **Young Healthwatch** is provided in Partnership with the YMCA Downlink Project. They held listening labs' seeking out the views of hundreds of young people about the health and care issues that matter to them. They also investigated the experience of young people using A&E services and [their report](#) is being used to implement changes to mental health services in Brighton and Hove
- [Brighton Pulse](#) is our online portal to gather your views on health and care, available 24hrs a day 7 days a week.

### Making sure services work for you - working in partnership

- Working with local Healthwatch in East and West Sussex and East Surrey to support the NHS Sustainability and Transformation Partnership ([STP](#))
- In partnership with Healthwatch East and West Sussex we have continued to gather your views and monitor the quality of Patient Transport Services. For the first time in two years we have recently been able to report a significant increase in patient satisfaction with these services ([Patient Transport Service Report](#))

- Over the last year Healthwatch England has provided us with guidance, links to Healthwatch teams across the country, and a shared intelligence base. This year we also adopted their Customer Relationship Management (CRM) system helping us to record, manage and analyse the enquiries and personal stories that we received. In turn we provided evidence, reports and emerging issues to Healthwatch England to influence the national health and care agenda.
- Nationally and locally Healthwatch works closely with the health and care regulators - the Care Quality Commission ([CQC](#)). This year we have provided detailed evidence to CQC relating to The Royal Sussex County Hospital and participated in the CQC inspection of The Sussex Partnership Foundation Trust (SPFT) providers of local mental health services
- We have continued our close working links with the Independent Health Complaints Advocacy Service (IHCAS) provided by Impetus in Brighton and Hove
- The General Medical Council ([GMC](#)) were keen to get people involved in providing feedback on the standard of services provided by individual doctors. We arranged focus groups in Brighton and Hove to help the GMC improve the '[revalidation of Doctors](#)'.





# Helping you find the answers



## Healthwatch GP Review

Healthwatch Brighton and Hove decided to undertake a review of GP practices in the city in response to mounting concerns that patients were experiencing difficulties accessing primary care.

**Eight** practices had closed between 2015 and 2017 leading to concerns about the accessibility of primary care for disadvantaged communities.

We had also received considerable feedback from patients about problems getting GP appointments and long waits for the consultation date.

Compounding these issues was an ongoing reduction in the number of GPs in the city leading to an average of **2,394** patients per FTE GP in 2017, considerably higher than the England average of **1,762**.

These concerns provided compelling reasons to investigate whether the system was coping with increased pressures and managing to provide high quality and accessible care.

Through the summer of 2017 Healthwatch undertook the largest ever patient-led review of GP surgeries in the city.

We gathered **1,483** questionnaire responses from patients, collecting patient feedback on **40** surgeries and undertaking visits to **30** of the **34** surgeries in operation at the end of 2017.

The review led to **31** individual practice reports that provided detailed information on performance compared to city averages and recommendations for improvement. We liaised closely with practice managers to encourage action on the recommendations made.

An overall report was produced that provided detailed information on city-wide performance against national averages and highlighted variation in quality between practices.



You can read the full GP Review at:  
[www.healthwatchbrightonandhove.co.uk/Reports/GP-Review-2018.pdf](http://www.healthwatchbrightonandhove.co.uk/Reports/GP-Review-2018.pdf)



## Using evidence to encourage service improvement

The individual surgery reports made a total of **170** recommendations ranging from improving the timeliness of appointments, punctuality of consultations on the day, improved appointment booking systems and improved seating and signage in waiting areas. **52** of the recommendations were actioned by February 2018 which provided benefits for over **140,000** patients.

The main report made **13** strategic recommendations including improving the consistency of quality across practices, reducing patient caseloads for certain practices, and lower urgent appointment wait times. Healthwatch has met with Brighton and Hove CCG to discuss these issues and actions are being taken to increase practice capacity to meet demand in the city.

*“Brighton and Hove CCG welcomed the findings from the Healthwatch GP report.*

*It highlighted some important opportunities for service improvement and I am confident this will provide an impetus to progress and improvement”*

Dr David Supple  
Clinical Chair,  
Brighton & Hove CCG



**170**  
surgery  
recommendations



**52**  
actions taken  
by surgeries



improved service for  
**140,000**  
patients



# Making a difference together



## Environmental Audits

Over the last year our volunteers carried out independent monthly audits of 25 wards, departments or clinics within the Brighton and Sussex Hospital Trust (BSUH). BSUH provides key health services across the city and wider area, including responsibility for the main hospitals which serve hundreds of thousands of patients each year.

Our work builds on annual PLACE (Patient-led Assessment of the Care Environment) guidance, and this year we adopted the 'NHS 15-step challenge' to ensure our work was aligned with wider NHS standards. Our work resulted in 114 recommendations being made to the Trust for improving the physical environment of their services.

Three of the audits we undertook were 'follow-up' visits where our volunteers saw for themselves how the Trust had acted upon our earlier recommendations.

Our first report which summarised findings from our independent audits identified nine recurring areas where improvements are needed across the BSUH estate:

1. Improve the quality of patient information
2. Improve signage
3. Promote the consistent use of hand gels
4. Replace/update equipment or furniture
5. Undertake general maintenance sooner
6. Improve/identify better storage facilities
7. Improve ventilation, heating and lighting
8. Review cleaning standards
9. Improve security/safety

Healthwatch was also been pleased to report a large number of positive findings from our audits, including some areas of the BSUH estate which:

- were clean, tidy and well-organised
- had incorporated excellent natural and artificial lighting and ventilation
- included attractive décor, welcome signs and informative notice boards
- had adopted flexible systems of visiting times
- saw staff wearing colour coded uniforms to identify role and seniority.
- had built in low-level reception desks for wheelchair users.
- provided family and friend feedback boxes
- provided an excellent variety of quality seating



*"Healthwatch's input is invaluable and promotes engagement with clinical colleagues, reinforcing that things are always considered and viewed from a patient's perspective."*

*"There have been a range of projects that have had a significant impact on our environment, all of which Healthwatch has been instrumental in helping to deliver."*

Caroline Davies  
Nurse Director, BSUH



## How your experiences are helping to influence change

In March 2017, our volunteers visited the two sexual health clinics based in the General Outpatients' building of the Royal Sussex County Hospital and subsequently raised a number of concerns with the Managing Director of the Trust. In September 2017 Healthwatch returned to re-audit both clinics and was pleased to see that a large number of improvements had been made.

Healthwatch applauds the Trust for taking rapid action to improve these clinical environments, which are judged to be safer and cleaner, and which provide more professional and welcoming spaces for patients.

March 2017 Audit Issues identified by Healthwatch	September 2017 Audit Improvements noted
In the summer, windows need to be opened to provide air and private consultations could be overheard.	Air conditioning has been installed and windows are only opened to air rooms, and not during consultations.
Examination rooms were cluttered, in need of decoration and furniture needing replacing.	Rooms have all been redecorated and feel cleaner, airier and less stuffy.
Water had penetrated from the roof staining the ceilings	Parts of the roof had been fixed and staff indicated that water leakage had stopped.
The flooring and skirting boards were stained and worn in places.	White block has been installed into a linking corridor, replacing dirty and worn ceramic tiles.
Some of the original windows were old and rotten.	All windows have been replaced with new UPVC.
The walls and woodwork in many areas were chipped, with holes in some walls from where old sanitisers had been removed.	Holes have been filled, and redecorated.
Furniture was in poor condition.	Reception held a large number of chairs all with wipeable covers and these were in good condition. A larger, specialised chair for those with a disability was also provided.
There is no accessible toilet for bariatric patients in wheelchairs or access to treatment rooms.	A new disabled toilet now exists.
The outside of the building was in poor repair and the parking bays were too small, making it difficult for a disabled person to get out of their vehicle.	The parking bays had been improved. Whilst the number of spaces had been reduced from 3 to 2, those now in use were much larger meaning that disabled patients would be able to manoeuvre in and out of them with greater ease.



## Patient Advice and Liaison Service (PALS)

Healthwatch continued its collaboration with the PALS (Patient Advice and Liaison Service) team at BSUH by providing an independent assessment of the way in which they handled complaints.

This year we incorporated nationally recognised standards into our work notably the Patients Association: Good Practice standards for NHS Complaints Handling (2014); My Expectations for raising concerns and complaints (2013); the revised NHS Complaints policy (2017), and Parliamentary and Health Service Ombudsman's Principles of Good Handling (2009).

Our work has focussed on smaller numbers of more detailed cases, on topics such as cancer care, mental health services at A&E, and elderly discharge. We have also reviewed cases which have been investigated and reported by the Parliamentary Services Health Ombudsmen.

Our work identified a number of ways in which the Trust could improve the quality of its response letters which the Trust has adopted including:

- Identifying learning points from complaints so that patients can be reassured that the Trust has taken action to prevent similar issues from arising again
- Explaining all acronyms in full and avoiding jargon
- Adopting a robust system to ensure that all of the points raised in a complaint are identified and addressed.



***“We welcome the continuing relationship between Healthwatch Brighton and Hove and the BSUH Patient Experience team.”***

Jane Carmody  
Head of Patient Experience,  
PALS and Complaints  
BSUH



For further information on the Healthwatch reports mentioned please visit:  
[www.healthwatchbrightonandhove.co.uk/publications/healthwatch-reports](http://www.healthwatchbrightonandhove.co.uk/publications/healthwatch-reports)

it starts with  
**YOU**





## #ItStartsWithYou

The more people share their ideas, experiences and concerns about NHS and social care, the more services can understand what works, what doesn't and what people want from care in the future.

As the NHS turns 70, we're encouraging more people to tell us what they think and help make care better for them, their families and their communities. Thanks to people telling local Healthwatch what they think about health and care, services in Brighton and Hove have improved.

But to make the biggest difference, we need to hear from more people. No matter how big or small the issue, we want to hear about it. If it matters to one person, it's very likely that it matters to somebody else.

All of our projects and service reviews start with one person speaking up...."It starts with you....". If you love the NHS be a 5 minute volunteer - take 5 minutes to contact Healthwatch and tell us how health and care can be improved at Brighton Pulse.

## Health & Disability Benefits

Healthwatch undertook its first [in-depth examination](#) of the local benefits system. Our report "Personal Independence Payments and Employment Support Allowance: Examining the impact of PIP and ESA assessments on vulnerable people in Brighton and Hove" was published in February and received coverage in the local press, and on local TV in discussion with Caroline Lucas, MP.

We acted after being contacted by [MindOut](#), a local mental health charity for the LGBTQ community, who provided us with several personal testimonies regarding PIP and ESA assessments. In response, Healthwatch spent the summer gathering further evidence from 29 local organisations and delivered a report to the local Council, MPs and providers highlighting the inadequacies of the current system.

The Chair of the Brighton and Hove Adult Safeguarding Board (SAB) has since raised the issues directly with those in charge of Adult Services.

*"There is concern in Parliament over the way vulnerable people are treated by the benefits assessment system. Here in the streets of Brighton and Hove we see the reality of decent people trying to live a good life but challenged by chronic ill health treated in a shocking and insensitive way."*

David Liley  
CEO Healthwatch Brighton & Hove

Our report identified:

- A lack of empathy shown by some assessors towards vulnerable claimants
- Assessors who sometimes displayed poor knowledge of common medical conditions, especially mental health conditions
- Advocates (who provide advice and support to claimants) being treated with disrespect by some assessors
- Reasonable requests being declined without explanation (e.g. for a home visit)
- Benefits assessment reports that contained factual inaccuracies and which bore little resemblance to assessment interviews
- An assessment approach which appeared to be more about 'catching people out' and declining claims rather than actively helping vulnerable people.

### Claimant Experiences

*"I've had at least three of these, and each time I end up feeling worthless afterwards because they do not acknowledge me as a person"*

*"Nothing was done or said to put me at ease, I was clearly distressed by the experience, this wasn't acknowledged at all"*

*"Basically, I do not recall being asked anything directly about my mental health even though I have a bipolar diagnosis and a history of suicide attempts"*

*"I spoke about being suicidal, I was asked if I felt I was at risk, this wasn't asked in a supportive way, more to 'tick a box' that they had asked the question"*



## Recommendations leading to service improvement

Healthwatch, working together with local partners, made a number of recommendations to providers ATOS (for PIP) and Maximus (for ESA):

1. Improve training for assessors to improve the applicant experience; better prepare assessors; and improve the quality of interviews, evidence and reports.
2. Ensure reasonable adjustments are provided; providing home visits for the most vulnerable and improving the physical environments of assessment centres.
3. We urge the providers to undertake a review of how reconsiderations of cases are undertaken as too many of these are later overturned at appeal.

With the support of the local SAB, who work to empower and protect some of the most vulnerable members of our community, Healthwatch plans to meet with the two organisations responsible for delivering these assessments to discuss what improvements can be made to ensure that these providers are answerable to the community they serve.

*“Possability People fully supports this report by Healthwatch and believes it highlights some of the fundamental failings in the system”*

Possability People  
A local charity supporting people living with a disability or long term health condition.



# Our people



## Our Volunteers

We have a great team of volunteers helping us. Here, some of them explain in their own words, what they have gained through being involved in Healthwatch Brighton and Hove.

### Sue Seymour

“I was attracted to Healthwatch by the wide variety of projects undertaken and the opportunity to capture the patient voice. Coming from a non-healthcare background, I was encouraged to attend in-house and local authority training to bring me up to speed. Different projects appeal to different people and I have gained a whole new language and a better understanding of how the NHS works.

We recently visited the emergency departments at the Royal Sussex County Hospital and the Royal Alexandra Children’s Hospital. We were particularly interested in patient knowledge of services they could have accessed instead of going directly to the hospital. My involvement in capturing patient experience has contributed to two reports now published.

These reports give us a better understanding of the promotion needed for services like pharmacies, the NHS 111 service and the NHS Choices website. In addition to this, our engagement with patients provides an opportunity for them to tell their story. Patients are always grateful to us for providing the time to listen and represent their views.”



*“Without the dedication, enthusiasm and committed time given by our volunteers, Healthwatch could not make the positive impact it does.”*

Michelle Kay  
Project Coordinator  
Healthwatch

### Mike Doodson

“I was looking for the opportunity to help make a positive difference to the healthcare experience of people in Brighton and Hove. At Healthwatch, I have taken part in regular reviews of the patient experience in the Royal Sussex County Hospital. Talking to patients is very enjoyable and gives some valuable insights into the high regard people hold the NHS in.

I also appreciate the way that as a Healthwatch volunteer, we are welcomed by hospital management and our views are respected. I am impressed by the extraordinary amount of trust patients and their relatives have in us when answering our questions. Several patients have shared with me highly personal aspects of their health stories and that make me feel humble.

I am also glad to have been able to help them voice their stories.”





**Chris Jennings**

“I was attracted to working with Healthwatch in order to help with analysing surveys and writing reports.

I felt this fitted in with experience I had gained at work. I have visited GP surgeries, asking patients to fill out questionnaires.

My main role to date has been helping with the data analysis and report writing for the GP Review published earlier this year.

I find the work with Healthwatch is intellectually challenging, enabling me to use the skills gained in my working career. I have also learnt new things, met new people and feel part of a very worthwhile organisation.”

**Vanessa Greenaway**

“I was looking for a volunteering role that fitted in with my other care commitments as well as using my skill set.

Healthwatch is very flexible, so that if my personal responsibilities need priority, I can opt out of a project. Equally, I can volunteer several hours a week, if I have the available time.

Healthwatch has given me the opportunity to see how the charitable sector works alongside public services. I have met new and interesting people from different walks of life and have enjoyed working together to contribute to improving the health provision in Brighton and Hove. I found my involvement with the Patient Transport Service review particularly rewarding. We interviewed patients in the dialysis ward and they shared with us their traumatic experiences.

After a number of difficult days spent in renal dialysis, they were often being left for hours waiting for a lift home. In particular, one patient had been taken home in an ambulance called from Nottingham, as the local service was unable to provide the transport.

It is very rewarding to be able to contribute to providing patient experience that will help improve the way a service is provided.”



*“I find the work with Healthwatch is intellectually challenging, enabling me to use the skills gained in my working career.”*

*Volunteer  
Chris Jennings*


## Authorised Representatives

Healthwatch has 34 Authorised Representatives: Board members, staff and volunteers, who conduct Enter & View visits and those who attended decision-making forums and spoke up for patients and care service users.

We thank them all for their dedication and invaluable support.



Alan Boyd  
Barbara Harris  
Barbara Marshall  
Barbara Myers  
Bob Deschene  
Carol King  
Caroline Whiteman  
Catherine Swann  
Catherine Will  
Charlotte John  
Chris Jennings  
David Liley  
Denise Bartup  
Frances McCabe  
Geoffrey Bowden  
Hilary Martin  
Imogen Campbell  
James Mann



Louise Spry  
Karin Janzon  
Lynne Shields  
Maureen Smalldridge  
Michelle Kay  
Michelle Lamb  
Mike Doodson  
Neil McIntosh  
Nick Goslett  
Robin Guilleret  
Roger Squier  
Roland Marden  
Sam Hubbert  
Sophie Reilly  
Sue Seymour  
Sylvia New  
Tony Benton  
Vanessa Greenaway



# Our plans for next year





## What next?

Our plans for 2018/19 will continue to reflect the views of patients, and staff in the NHS and care services.

We will incorporate evidence from the Joint Strategic Needs Assessment ([JSNA](#)), Annual Reports from the local Director of Public Health, and the Healthwatch England research team.

In setting our priorities we'll take note of the priorities of the City Council for social care services and the voluntary sector, and the NHS for health services.



## Our top priorities for next year

1. Social care services
2. Support for older frail people when they come home from hospital
3. Counselling and emotional support in schools (Young Healthwatch)
4. A&E - adults and children
5. Dentists and dental services

# Our finances



## Income & Expenditure

Healthwatch is funded and Commissioned by Brighton and Hove City Council. The funding process is managed carefully to protect our independence and ensure we can speak without fear or favour. We are careful therefore not to be party political but to be evidence based. Independent however does not mean neutral and we are always on the side of service users, promoting their voices.

This has been a year of financial stability and our contract and funding is secure for the next three years. We will be absorbing a reduction in income over the next two years in line with the efficiency savings expected in the public sector.

We should acknowledge that Brighton and Hove Council support to local Healthwatch is excellent in comparison with the national and regional picture.

However in common with many people in Brighton and Hove our staff deserve more reward than we could ever hope to pay them. NHS funding for the City stands at £425m, Social Care costs the City Council £84.8m. The Healthwatch budget is less than £200,000.

We hope you will agree that we provide value for money.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	199,000
Additional income	1,430
Total income	200,430
Expenditure	£
Operational costs	27,545
Staffing costs	126,574
Office costs	31,937
Total expenditure	186,056
Balance brought forward	14,374





***"We can and do make a difference. This keeps me volunteering for Healthwatch."***

**Sue Seymour**  
Healthwatch Volunteer

# Contact us

## Healthwatch Brighton and Hove

Community Base  
113 Queen's Road  
Brighton  
BN1 3XG

01273 234 041  
[office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk)  
[healthwatchbrightonandhove.co.uk](http://healthwatchbrightonandhove.co.uk)

## Young Healthwatch Brighton and Hove

YMCA DownsLink Group  
Reed House  
47 Church Road  
Hove  
BN3 2BE

01273 222 550  
[reed.house@ymcadlg.org](mailto:reed.house@ymcadlg.org)  
[ymcadlg.org](http://ymcadlg.org)

## Independent Health Complaints Advocacy Service (IHCAS)

Brighton & Hove Impetus  
65-67 Western Rd  
Hove  
BN3 2JQ

01273 229 002  
[info@bh-icas.org](mailto:info@bh-icas.org)  
[impetus.org/projects/independent-health-complaints-advocacy-service-ihcas](http://impetus.org/projects/independent-health-complaints-advocacy-service-ihcas)

Our annual report will be publicly available on our website by 30th June 2018. We will also be 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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