



Healthwatch Brighton and Hove HOSC - COVID Restore and Recovery

COVID - 19

The impact on Brighton and Hove





COVID-19 Impact on B&H

As at 2 July:

- 764 confirmed cases of COVID 19 B&H (19% of all deaths in the city since lockdown have involved COVID)
- 2,679 West Sussex (612 deaths, 17% of all deaths)
- 1,476 East Sussex (345 deaths, 15% of all deaths)

152 COVID 19 deaths in Sussex 144 registered by BSUH, 619 across Sussex

Deaths in B&H have mirrored the national trend with a peak in deaths related to COVID-19 in April 2020, followed by a downward trend thereafter.

A second peak in deaths appeared in May, again mirroring the national trend.

The rise in recorded deaths in Brighton and Hove related to COVID-19 grew more slowly than the national trend.

Currently, the number of additional deaths related to COVID-19 now appears to be very low in our city.

In addition, the South East had the second lowest mortality rate of deaths involving COVID-19 between March and May.





COVID-19 Impact on B&H

The R number (reproduction number) - not available for Brighton and Hove.

- As at 2 July, South East region R number is within the average range for all regions in the UK (0.7-0.9),
- The current growth rate of daily new infections (-5 to -1). This data suggests that transmission of COVID is steadily declining in the region.

Numbers of confirmed cases

- The city has a rate of 263 cases per 100,000 people compared with 436 per 100,000 for England and 368 per 100,000 for the South East.
- We are ranked 134 out of 150 local authorities in England (where 1 is the highest rate).
- Currently the rate of new cases is now much lower compared to April and May which is good news.
- When looking at the cumulative number of cases per 100,000 of the population Brighton and Hove has a lower level than the national Local Authority median. This indicates that overall levels of confirmed cases in our city have remained lower than the median since reporting began.

Care homes

- nearly 40% of all care homes in Brighton and Hove have reported outbreaks of the coronavirus.
- At 42% the South East has the fourth lowest level of care homes affected by COVID-19 out of nine national regions (highest 54.2% London, lowest is 29.5% South West).





The response to COVID 19

NHS = National Hospital Service ?



Was enough attention given to community vulnerability at the start of the outbreak?





Healthwatch - response

Projects suspended

- Home Care quality reviews
- Hospital quality reviews
- LD experiences in Care Homes, with Speakout, for CQC
- 24hrs in A&E Sussex wide (and all other enter & view)

Replacement projects

- COVID bulletins and health & social care guidance
- Escalation of issues to system leaders
- Hospital Discharge Wellbeing [Hops project]
- Cancer webinar
- Care Homes Family Forums
- Mental Health Sector Connector Forums
- Restore and Recovery - connecting PPI engagement across Sussex

Business as usual

- Working from home
- Taking on new challenges
- Patients help and info line





Issues escalated

- Access to GP services - phone only, problems getting an answer, issues for deaf community
- Incoherent and uncoordinated response to some issues e.g. B12 injections
- PPE availability inside and outside hospitals
- Vulnerability of Care Home residents and staff, agency staff, hospital and end of life care
- Community healthcare - absence of dental care, slow to establish emergency dental centres, confusion over access to services, absence of advice, podiatry
- Water and sanitation for 'Van dwellers'
- Support and advice for people with direct payments, personal budgets
- Home care vulnerabilities - PPE and care packages that ended or declined
- Repeat prescriptions
- Access to GP's for migrants with no papers - 'Safe GP's'
- Patient transport services - inadequate advice for patients
- Democratic deficit - HWB's and HOSC postponed, CQC inspections stepped down, NHS complaints suspended





Response to issues escalated

- High levels of public and patient confidence
- 'War time spirit' - make do and mend
- Prompt responses from City Council, CCG and NHS
- Close co-operation high level access to NHS leaders, first time Healthwatch was recognised as the official voice for Patients and the Public
- Dedicated link between the NHS/CCG and Healthwatch in B&H and Sussex wide
- B&H City Council - we worked through Community Works and cell system, less formal but probably just as effective as NHS liaison
- BHCC recognition for the Healthwatch response, endorsement of our bulletins, support for new projects, maintained our income





Current and future challenges

What services will be re-designed and how?

Can the Public and Patient voice inform Restore and Recovery?

Co-production and experts with lived experience





Current and future challenges

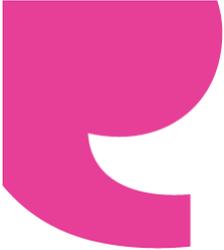
Community services - health and social care safe access

Re-setting GP services, including people with no digital access and 20% who want face to face consultations

Vulnerable communities - socio economic disadvantage, BAME, people with disabilities

Dental Services - slow recovery, people feel abandoned, clear timetable and plan required



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Current and future challenges

Patient transport services - recommission in 2020/21 provides an opportunity to learn from COVID and improve the service

Emotional and mental health - planning for surge in demand is in hand across children, adults, older people services

Hospital outpatients - massive waiting lists, already long before COVID, backlog may take years to resolve, a tragedy for cancer patients and others whose condition may shift from operable to inoperable on a waiting list



