



Healthwatch Brighton and Hove Annual Report, 2023

Your health and social care champion

Healthwatch gathers thousands of comments and lived experience from people about a wide range of health and social care services.

People tell us how services do or don't work well together.

We make sure NHS leaders and other decision-makers hear what people and communities have told us and ask that they use this feedback to improve care for all.

Each Healthwatch has a statutory duty to produce an annual report, detailing its activity over the past year and to publish this by 30 June.

It is a requirement to share this with the Overview and Scrutiny Committee.

It is also shared with Healthwatch England, the Care Quality Commission, Senior Integrated Care System leaders, Local Authority, partners and the public.

Achievements

- 5 staff, 45 volunteers, 12 Directors
- 16 reports (covering dentistry, mental health and accommodation needs, GP access, digital exclusion, escalating the voices of LGBTQ+ communities)
- Engaging nearly 2000 people
- Nearly 1000 meetings attended.

Some of our impacts are seen in:

- Recommissioning of care home providers and Non-emergency patient transport
- Escalation of concerns about NHS dentistry in Parliament
- Patients' views reflected in JSNA strategies for Mental Health and Digital Inclusion
- Escalation of concerns to reverse plans to close public toilet facilities
- Delivering improvements to hospital environments and nutrition
- Delivering an annual conference with partners about the ICS
- Helpline supporting 240 people with concerns, queries, complaints
- Supporting the delivery of 'Improving Lives Together' and Shared Delivery Plan.

Quotes

“We have worked closely with Healthwatch over the last year and have received wonderful support and thoughtful input into our redesign of non-emergency patient transport services. They have encouraged us to consider from the outset how this service impacts and supports patients and in so doing have co-designed a service which puts quality and patient experience at the heart of the service.”
Sarah Mackmin-Wood, Associate Director of Urgent and Emergency Care

“The Healthwatch Regional Conference came at a crucial time... ..focusing on what Healthwatch does best, interrogating the detail, questioning the NHS jargon, and providing timely meaningful critical feedback.” ***Tom Goodridge, Director of Communications NHS Sussex***

“Support and challenge from Healthwatch, and representing the voice of our patients, has informed many improvements, including those relating to communication, feeding and our emergency department. We are grateful to Healthwatch for their continued enablement of the patient voice and being a key partner for us in the city.” ***Dr Nicole Chavandra Director of Patient Experience, Engagement and Involvement, UHSx***

Our future priorities

Aligned to the city's Health Wellbeing Strategy and Shared Delivery Plan – to ensure that patient voices will be at the heart of any changes to deliver our integrated care system:

- Children and Young People
- Access to primary care
- Supporting our local Hospitals
- Health inequalities

But we will continue to listen to everything patients tell us and escalate their concerns, even if these are not part of the stated priorities.

As an organisation:

- Work more in partnership
- Raise our profile
- Challenge and act as a 'critical friend' using our independence

For more information

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