



# Healthwatch Brighton and Hove

Annual Report 2018-19





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# Message from our Chair

Healthwatch started in 2013 and became an independent, not for profit, organisation in Brighton and Hove in 2014.

In the last year our greatest achievement has been to reach out to more people than before - over 50,000 people have told us their personal stories or seen our reports.

## NHS

The NHS Long-Term Plan, and integrating health and care services, will be the big challenge for next year. In 2018-19, NHS services improved in the City and we have many excellent community services, despite national funding for social care failing to meet demands. However, NHS national targets are not being met, for example it's more difficult than ever to get a GP appointment and young people find it difficult to get the emotional and mental health support they need.

Healthwatch are also concerned that funds for the voluntary and community sector will reduce in the next year. The NHS and Brighton and Hove City Council (BHCC) have limited funds and it is therefore more important than ever that people who use health and care services can directly influence how that money is spent.

## New Directors

I am pleased to welcome two new people to the Healthwatch Brighton and Hove Board. **Howard Lewis** who lives locally and has been involved with Patient Liaison in the NHS for many years, he currently works for the General Medical Council (GMC). Also **Karen Barford** previously Chair of the Health and Wellbeing Board in the City and Chief Officer of a major local charity.

*"It's been a great year but there are many challenges ahead."*

## The year ahead, 2019 to 2020

It's been a great year but there are many challenges ahead and providing a greater voice for service users, and tackling health inequalities in the City must be the highest priorities.

Finally, I would like to thank our volunteers, staff, and my fellow Board members for their selfless work over this last year - together 'we made a difference'.



*Fran McCabe*

**Fran McCabe**  
Healthwatch Brighton and Hove Chair

You can learn more about the NHS Long Term Plan [here](#) and a great explanation of it by the King's Fund organisation [here](#).

# About us

## Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

*As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.*

*If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.*

*If you're part of an organisation that's worked with, supported or responded to Healthwatch Brighton and Hove, thank you too. You've helped to make an even bigger difference.*

*None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.*

*If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.*



A handwritten signature in blue ink, which appears to read 'Sir Robert Francis'.

**Sir Robert Francis QC**  
Healthwatch England Chair



Highlights from  
our year

## Practice visits and engagement leading to service improvement

We undertook **28** visits to health and social care services to talk to people about their experiences

We reached **727** people to hear their views about services



We conducted interviews with **81** patients at Royal Sussex County Hospital and at their homes to ask them about their experience of discharge from hospital and care at home

We conducted assessments of **9** home care providers by talking to **149** people in their homes

We undertook **16** environmental audits and Patient-Led Assessments of the Care Environment (PLACE) in Brighton hospitals



## Communicating the voice of the patient through media



We did **57** interviews for local radio, newspapers and television



We produced **4** copies of the Healthwatch magazine, with **1,200** digital copies of each edition sent to subscribers reaching an estimated audience of **4,800** people across Brighton and Hove



We had **1,722** Twitter and **594** Facebook followers



**53,000**  
Our Facebook posts reached over **53,000** people

## Volunteer contribution



Our volunteers contributed many hours for service visits and strategic meetings attended by Healthwatch



Volunteers' contributed work worth a total of **£55,360** for an estimated total of **2,768** hours

**55,360**



**How we've made**

**a difference**



## Changes made for our community

Sharing your views with your local Healthwatch has led to positive changes to health and social care services in Brighton and Hove. When people speak up about what's important, and services listen, care is improved for all.

### Improving the A&E experience for adults and children

Two A&E reports resulted in 28 recommendations being acted upon by the Royal Sussex County Hospital (RSCH).

In 2018 we interviewed 89 people who attended the Accident and Emergency Department (A&E) or Children's Emergency Department (CED) at the RSCH.

We wanted to know why people came to the emergency departments rather than accessing other services, and about the quality of service they, or their child had received.

As a result of what patients and parents told us, we made 28 recommendations including:

- + Better promotion of alternative services to A&E and CED and clearer information about which services to use and when.
- + Improve service provision of the NHS 111 service and the walk-in centre.
- + Reduce waiting times by keeping patients and parents better informed using real time updates.
- + Improve access, especially by car.
- + More support for GPs to provide advice and deal with conditions that do not require people to go to CED or A&E.
- + More clinical support for staff on the NHS 111 service so they can provide advice on minor conditions, only referring to CED & A&E when appropriate.

*"We can put trust in the A&E staff but more money needs to be put into the service."*

A&E Patient



#### Impact from A&E and CED reports:

- + Influencing decisions made by Brighton & Hove Clinical Commissioning Group (CCG) and Brighton and Sussex University Hospitals Trust (BSUH) when making improvements in the RSCH.
- + Provision of the CCG's new service for providing GPs in A&E and promotion of the walk-in centre as an alternative to A&E/CED.
- + Influencing the Care Quality Commission (CQC) review of the RSCH, including A&E.
- + Improvements in patient communication and comfort in A&E and CED.

Check out the reports at: [Royal Sussex County Hospital A&E Review.pdf](#) and [Royal Alexandra Childrens Hospital Emergency-Department Report.pdf](#)

## Improving the hospital discharge experience

“Why was Ernest admitted and why for so long?” Clarissa, carer and wife of Ernest.

In the summer of 2018, we visited 80 patients in hospital aged 65+ years and then re-visited them at home, following discharge from the hospital.

We wanted to find out whether they, their family and friends, felt prepared to go home, with enough information about what services they might expect to receive. Back at home, we asked them how things had worked out.

Clarissa was amongst the family members we spoke to and her story highlights some of the lessons that can be learned.

*“Ernest has dementia and recently had a stroke. The ambulance were called and the crew resolved the stroke but still suggested he go to hospital for knee pain he was experiencing due to an operation on his leg he had had earlier this year.*

*His hospital visit resulted in a nine-hour wait in A&E, due to no bed being available and followed with a five week admission for Ernest.*

*The hospital admission has put us back six months in terms of Ernest’s ability to walk and in his confidence in general.*

*Walking is now limited, requiring constant help to move around our bungalow and he no longer enjoys sitting in the conservatory.*

*He lost a stone of weight while in hospital.”*

*“Healthwatch channels the voice of patients and the public to steer our commissioning and service delivery. In the last year, Healthwatch has worked with us to shape and guide current and future healthcare services aimed at improving patients’ experience and outcomes”.*

*Lola Banjoko, Interim Managing Director South, Brighton and Hove CCG*

## “Why was Ernest admitted and why for so long?”

Clarissa also had to reinstate the care support in place before Ernest’s admission. When we spoke to Clarissa, they had not received the physio requested by Clarissa in hospital.



Healthwatch made recommendations for a more joined up service between what is promised in hospital and what is received when patients return home. We also asked for a review of delayed discharges to ensure patients are not in hospital any longer than they need to be.

In direct response to our ten recommendations, the CCG and BSUH jointly wrote an action plan to improve hospital discharge. The Trust is shortly due to report on progress.

## NHS Long Term Plan engagement

Healthwatch East Sussex, West Sussex and Brighton and Hove worked together from February to April 2019 to discuss the NHS Long Term Plan.

What people in Sussex told Healthwatch about their views on the NHS Long Term Plan.

648 people told their local Healthwatch what matters most to them about the NHS in Sussex.

This report is part of a national review requested by Healthwatch England and NHS England.

People commented on priorities for the NHS in Sussex at a time when plans are being drawn up by the NHS, County and City Councils.

Most people spoke about their individual experiences of NHS care and support, with some people talking about specific conditions.

Those conditions most commonly shared were people with:

- + Long-term conditions.
- + Mental health.
- + Cancer.

“Healthwatch in Sussex have worked hard to gain insight into what the public wants from the NHS of the future.

**John Routledge**  
Director of Healthwatch East Sussex

### What people said:

- + Experiences accessing cancer services were overwhelmingly positive.
- + Recognition of the benefits of diet and exercise in leading a healthy life and the need for individuals to take more responsibility of their own health as part of making the NHS more sustainable.
- + People spoke about a ‘more holistic approach’ to care, health and social care working closely together, plus the need and desire for more personalised care going forward.
- + Mental health support received most of the critical responses.



## Young Healthwatch

Young Healthwatch is delivered on our behalf by our partners, YMCA Downlink, as part of their YMCA Right Here health and wellbeing project.

They spoke to 280 young people across 3 local schools. The school students made suggestions to improve the school environment, create better relationships with teachers, and suggested that information on improving emotional and mental health be embedded in the curriculum and learning.

The Young Healthwatch Report will help to improve the School Wellbeing Service and inform a Sussex wide NHS review of Children and Young People's access to psychological therapies.



Young people sharing their views on mental health and wellbeing.



In September 2018 YHA volunteers met with Imelda Redmond, the National Director of Healthwatch England. Imelda consulted them about Young Peoples issues while enjoying a trip on the i360.

Our young volunteers heard from local children and young people who wanted to be better informed about keeping safe and Children's Safeguarding.

As a result they designed information leaflets to help explain how to stay safe, using cartoons to help. They also designed similar information specifically for 'Cared for Children'.



A Young Healthwatch volunteer at the Brighton i360 Healthwatch event.



Young Healthwatch volunteers at a community engagement event, supporting the recruitment of new volunteers.



Young Volunteers marching on World Mental Health Day to break stigma as part of #IAMWHOLE

## Improving our hospitals

Every month over the last year our volunteers have conducted independent audits of our local hospitals.

Using our 'Enter and View' powers we've assessed whether wards and clinics at the BSUH were welcoming, safe, caring and well-organised, and provided recommendations to improve quality and safety.

We've designed our work around the NHS 15-Step Challenge and the Patient-Led Assessments of the Care Environment (PLACE). These survey tools measure good quality hospital environments.

Over the course of 2018-19 we carried out 10 separate visits covering over 20 wards and clinics; and we contributed to annual NHS PLACE assessment in May 2018.

Through our audit work we made **220** recommendations for ways to improve the physical environments of our hospitals and the Trust has been able to implement at least **75%** of these. We identified seven key themes.



*"We would like to thank Healthwatch for the ongoing work undertaken by a dedicated team of Healthwatch volunteers who. These audits lead to recommendations and an action plan, which is re-audited at a later date. This work has been the catalyst for positive change."*

**Caroline Davies,**  
Nurse Director, RSCH

### The 7 key themes identified:

- + Improving/identifying better storage facilities e.g. for linen and equipment.
- + Improving ventilation, heating and lighting on some wards e.g. maternity wards.
- + Ensuring consistently high cleaning standards
- + Improving aspects of ward security and safety e.g. always keeping fire doors shut.
- + Improving the standard of patient bathrooms.
- + Improving reception areas to ensure that patient privacy and dignity is maintained.
- + Ensuring the needs of dementia patients are met e.g. adopting dementia friendly colours in all bathrooms.

### An example of our work in 4 hospital wards at the RSCH

In July 2018, our volunteers visited four wards in BSUH which provide care to elderly patients. After the visit we expressed significant concerns to the Trust. We revisited these wards in February 2019 and observed that 85% of our recommendations had been actioned. This was a perfect example of Healthwatch supporting our local Acute Hospital Trust to improve the hospital environment and demonstrates the excellent working relationship between our two organisations. The improvements in the NHS 15-Step scores are shown below:

Ward Names	'welcoming'		'caring'		'safe environment'		'well organised environment'	
	July 2018	Feb 2019	July 2018	Feb 2019	July 2018	Feb 2019	July 2018	Feb 2019
Chichester	7	8 ↑	7	9 ↑	4	8 ↑	5	8 ↑
Bristol	7	8 ↑	8	8	7	9 ↑	5	9 ↑
Jowers	9	8	9	9	9	10 ↑	9	10 ↑
Vallance	7	8 ↑	6	7 ↑	8	8	6	8 ↑

For an explanation of PLACE Assessments visit NHS Digital [here](#).

## A voice for people receiving home care

Our volunteers give a voice to people with home care services provided by independent companies. The Lay Assessors Scheme is commissioned by BHCC and has been running for several years, but in September 2019 we took on the project.

The original LAS volunteers, joined by Healthwatch volunteers, visit people each month. We report our findings to the Council who shares them with the care providers to let them know what they are doing well, and where they need to improve their service.



***"As I see her three times each week, we have become friends."***

Our team have visited over 149 people across the city, from nine different Home Care providers. We have found that, overall the quality of service provided in our city is high. People particularly value having the same carers visit, with time to build friendly relationships and when visits are made at reliable fixed times in the day.

### What they do well:

*"She wanted me to tell everyone that she was absolutely delighted with every aspect with the service."*

*"He likes his carers and enjoys their visits, doesn't want to get up until they arrive."*

*"As I see her three times each week, we have become friends."*

*"No one knows how hard it is to hand over personal care to someone else. These are really good girls."*

### What they need to do more:

*"Ensure carers arrive at the agreed time."*

*"Yes, can't fault them, but they sometimes have unrealistic travel."*

*"Sort out rotas so you know who is turning up. Need a weekly rota each week."*

*"Answer the office phones."*

*"Treat the carers better. Travelling time should be allowed. Too many calls to do."*

*"Ensure carers have proper training."*



When asked about the Survey:

*"It is so good to have someone listen for once about the issues."*

*"Excellent idea, people don't like to complain to the office."*

**Service Users**

## Smiling Matters

### Oral care in care homes in Brighton and Hove

Early in 2019 Healthwatch visited twenty care homes across Brighton and Hove.

We spoke to care staff and to residents, including frail older people, younger adults, and people of all ages with long-term ill health, Learning Disabilities and mental health conditions.

We wanted to know how staff assessed residents for oral health, whether they assisted residents with cleaning their mouths, including teeth and dentures and whether residents had regular and easy access to a dentist.



#### We discovered:

- + 55% of homes have no visiting dentist but 91% of residents are not well enough to visit a dentist surgery.
- + 48% of care home staff do not carry out routine oral health checks on admission.
- + 37% of care home staff have had no training in oral health.
- + 41% of care home staff did not know if their care home had a policy covering oral and dental health.
- + Specialist training improves oral health, but the training is not compulsory.

*"You can see a doctor, a physiotherapist, a chiropodist in the home, so why isn't it possible to see a dentist for a check-up?"*

#### Care Home Resident

*"We welcome this report from Healthwatch, which identifies recommendations - all in line with the council's approach to promoting oral health."*

**Rob Persey**, Executive Director of Health & Adult Social Care,  
and

**Alistair Hill**, Director of Public Health at Brighton & Hove City Council

Brighton and Hove provide an 'oral health promotion team' giving specialist training for care home staff.

20% of the homes we visited had benefited from that specialist training, provided by the SCFT.

Checking against four key quality measures all of these homes scored higher than Care Homes who had not received the training.

Healthwatch has made 18 recommendations to care home staff and management for improvements in routine checks and policy awareness and to commissioners for training to be considered as part of contract requirements.

*"Oral health training while not mandatory, is recommended for all care home staff. The Special Dental Service recommends that new staff would benefit [from training and] ideally a yearly update."*

**Ali McNealy**,  
Oral Health Promotion Team Leader  
Brighton & Hove City Council

## Working to improve the local benefits system - impact update

In February 2018, we reported that vulnerable people were being treated unfairly when applying for Personal Independence Payments (PIP) and Employment Support Allowance (ESA).

Our report identified serious concerns and we made 10 recommendations to improve these assessments. Throughout 2018/19 we continued to bring these issues to the attention of providers, decision-makers and the public, achieving a number of successes.

*“Some clients with mental health problems and other conditions that effective cognitive function experience problems with their memory, thinking and orientation, making it difficult to understand and talk about how their condition affects them on a daily basis.”*

All our local MPs were interested in the issues we highlighted asking us to encourage people to contact them to share their stories; giving vulnerable people a stronger voice.

One MP was interviewed by our Board Member, **Geoffrey Bowden**, leading to our report being picked up by the local press and increasing media impact of the problems people faced.

*“I’ve had at least 3 of these [assessments] and each time I end up feeling worthless afterwards because they don’t look at me as a person, just firing off questions and cutting me off when I tried to qualify or elaborate.”*

Nationally, our report was shared with the Parliamentary Select Committee Chaired by Frank Field reporting on PIP and ESA. We also sent a joint letter with the Chair of Safeguarding Adults Board to the Secretary of State at the Dept’ of Work and Pensions (DWP).

We used our influence to set up, for the first-time, meetings between DWP officials, representatives from ATOS (PIP assessment providers) and local charities and groups advocating on behalf of vulnerable adults.

This created direct routes of contact, provided ‘top tips’ for caseworkers, and better explained some application processes. We have been told that the PIP system is beginning to show signs of improvement.



Read the full report [PIP-&-ESA-Report-Feb-2018.pdf](#)



## Representing the patient and public voice

Our volunteers and staff provide the patient and public voice on around 25 decision making Committees and consultation forums.

This includes:

- + [The BHCC Health and Well Being Board](#)
- + [The BHCC Health Overview and Scrutiny Committee](#)
- + [The Safeguarding Adults Board](#)
- + [Sussex and East Surrey Sustainability & Transformation Partnership \(STP\)](#)
- + The NHS A&E Delivery Board
- + The NHS Cancer and Planned Care Board
- + The NHS Primary Care Commissioning Committee
- + The NHS Mental Health Programme Board

### Healthwatch Representatives:

- + make sure that the voice of patients and the public influence every aspect of how health and care services are provided, planned and paid for.
- + provide information to, and take advice from, local voluntary and community organisations and other local Healthwatch in East and West Sussex.
- + make sure decision makers keep their promises.
- + escalate issues to Healthwatch England and if necessary, to the Secretary of State for Health and Social Care.



### Have Your Say

Share your health and social care experiences, what was good, what wasn't.

01273 234 040

[office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk)

[www.healthwatchbrightonandhove.co.uk](http://www.healthwatchbrightonandhove.co.uk)

**BRIGHTON**  
**PULSE**

Or use our anonymous  
[online survey](#)

## Changes you wanted

Last year we heard from and reached 54,708 people, and many told us in detail about their experience of health and social care.

### + It should be easier to get a GP appointment



You told us how difficult it could be getting a GP appointment, so we've kept this issue in the public eye, reminding decision makers about your concerns in radio and newspapers interviews throughout the year.

The NHS now have a plan to improve GP recruitment in the City and to help GP's work in 'clusters' to share skills and resources

### + It should be easier to make a complaint or give feedback to Health and Care Services

Healthwatch volunteers support some NHS Patient Liaison Services (PALS) to improve the quality and content of their complaints response letters to patients.

In the coming year we will extend our remit to support local Mental Health Services deal with Complaints. We are investigating how local complaints systems across all NHS services can be improved.



### + People were concerned about new 'online' pharmacy services



When asked about online pharmacy services, 60 out of 91 people told us they had received marketing about them by post or leaflet. Many people found the marketing information confusing including use of the NHS logo in what was private business advertising.

When we passed on these concerns nationally, the ensuing social media discussions received 25,000 hits, more than any issue we've raised.

### + People should have a voice in decisions about Health and Social



648 people across the whole of Sussex told their local Healthwatch:

The NHS should give priority to:

- + Availability and timeliness of medical appointments.
- + Being able to see any medically appropriate health professional, whilst recognising the need for continuity of care.
- + More joined up understanding between physical and mental health.
- + Communication with patients, staff and between organisations needs to significantly improve.

### + People want good quality, safe and dignified care on discharge from hospital

Healthwatch volunteers interviewed 80 older frail people in hospital and followed up 49 after hospital discharge.

- + 41% of those who took part were over 80yrs old.
- + 59% people felt they were not involved or only partly in decisions about their care. Over half of these patients 53% felt they had not been asked for their opinion.
- + 39% of all patients felt the advice they had received while in hospital was not good enough to prepare them for being at home.
- + 44% of all patients felt they were either not ready or only partly ready to return home.
- + At the time we spoke to hospital patients, only 34% had received written advice on discharge planning, 11 people had received a hospital discharge letter, and only two people had received a written care plan.





**Our plans for  
next year**

## Our priorities for next year

- + Reach out to people and communities who find it difficult to speak up for themselves. Particularly in 'End of Life' Care.
- + Revisit services we have reviewed and check that our recommendations are being implemented and permanent improvements are in place.
- + Strengthen advocacy services in the City particularly Independent Health Complaints Advocacy.
- + Build community partnerships particularly with the Universities, Community Leaders and Housing organisations.
- + Help public and patient engagement in the plans to integrate Health and Social Care in the City.
- + Work closer with Healthwatch In East and West Sussex to provide joint projects across the whole of Sussex - sharing skills and resources on:
  - Improving A&E services.
  - Influencing NHS investment in Mental Health Services.
  - Assisting the NHS Review into Children and Young Peoples access to psychological therapies.



## Our plans for next year

### Healthwatch will:

- + Publish annual reports on our Hospital Environmental Visits, and Home Care visits.
- + Publish a 5 year review of NHS hospital PLACE reports for Brighton and Sussex Hospitals Trust and Sussex Partnership Foundation Trust, the mental health Trust.
- + Re-visit A&E departments to check improvements have been made.
- + Check that the City wide plan to improve hospital discharge and community support has been implemented.
- + Complete and publish our review of every GP practice in the City.
- + Publish briefing papers on 'Sexual Health Services' and another on 'Improving NHS complaints processes'.
- + Review the system for booking outpatient appointments in Brighton and Hove.

### Young Healthwatch will continue to hold 'listening labs' all over the City and focus on:

- + Young people affected by cancer.
- + Sexual Health.
- + Minority Communities.



## GP Review 2019 - Interim Results

Early findings from Healthwatch Brighton and Hove's GP Patient survey indicate longer waits to get a GP appointment.

These are interim results from an on-line survey, with 450 responses to date.

### We found:

- + Fewer people are getting a routine appointment within three days (39% compared to 51% in 2017).
- + Fewer people getting an appointment the same day for an urgent problem (67% compared to 86% in 2017).

### Waiting to see a GP at the appointment time

- + 84% saw GP within 20 minutes of scheduled appointment time (84% in 2017).

### Overall satisfaction

- + 83% were satisfied with GP service (83% 2017).
- + 89% would recommend GP practice to a friend/family member (86% 2017).

### Practice closure/merger

We asked people who had been affected by a GP Practice closure, merger or other change if they found their new surgery convenient:

- + 50% said 'yes' the new practice was convenient for them with 25% saying it was OK.

### Opening hours

Satisfaction with hours when people could access a GP:

- + 76% were happy with the hours a GP was available (72% 2017).
- + Extended hours - 16% of people surveyed had used the Extended hours GP service and 72% of users were satisfied with the service.

### Mental health

We asked about GP practices (doctors and nurses) responses to enquires at consultations about mental health or emotional wellbeing:

- + 33% of people surveyed had raised this kind of issue at a consultation.
- + 81% were satisfied with the response they received from the health professional.



The online survey will remain open until September 2019  
[GP Patient Online Survey](#)



## Our volunteers

## Meet our volunteers

We asked four of our fantastic volunteers to tell us about their perspective on the work they do.

### Lynne Shields

I have been involved in a variety of research projects, but the one I get a real kick out of are the hospital visits.

We have a checklist to record positive changes compared to the last visit. This gives me a great sense of achievement, as a volunteer.

I love working with the team, volunteers and staff. Most of all, I enjoy meeting patients.

Memorable moments are created any time I “bond” with a patient, gaining their trust and uncovering a nugget of information that clarifies the source of a problem.

This happens when you get beyond the set questions, and to the narrative of ‘tell me more’. It is satisfying when some solutions can be found relatively easily.

Healthwatch gets things done. Healthwatch research and reports regularly result in action. Even if the changes are sometimes small, they are changes for the better.



### Adam Mason



In the last 22 years this amazing city has given me so much, that I wanted to give a little back. I’ve spent time with the team who are full of energy and passion about Healthwatch in Brighton. The flexibility around my availability is also helpful.

Since my time with Healthwatch, I have met staff and residents in a variety of residential homes, listening to their views on their own experience about local health services.

I recently met an amazing care home manager, a truly dedicated person and I could see she had made a real difference in the lives of the people she cared for. The staff and standards in the home were exceptional. This was a really inspirational experience about what a care home should be!

Volunteering for Healthwatch has given me a huge insight into the variety of health and social care services in our city, and the opportunity to get more experience in sectors I have not worked in before.

Being a volunteer, I am able to reach out to people in the community and ensure that their voice is heard.



## Cindy Willey

My previous volunteering role with Macmillan brought me into contact with people who often had multiple health issues often relied on care. It was apparent that the services they received could have been more effective if a more integrated approach was adopted.

This led to my interest in the LAS, originally managed through Impetus, but I continued when it was transferred to Healthwatch. I felt it was critical that more attention be paid to a service that was increasingly in demand.

The project brings me into contact with a wide range of people who depend on their carers to bring support and stability to their lives. I enjoy this engagement with the community and it helps me to better appreciate the scale of the problem.

I find the experience of meeting people very humbling as in the main they remain positive and appreciative in spite of all their problems.

The thought that I can offer a voice for someone is very rewarding.



## Neil McIntosh

I joined Healthwatch in 2014. Heading up mental health representation, means I participate in a huge variety of meetings.

These can be hosted by the mental health trust or local health and social care commissioners.



My job is to make sure that patient voices are heard. I am passionate about ensuring the needs of patients, their families and carers, are central to any decisions that are taken.

Hearing first hand from patients about their personal experiences, is at the heart of my role. It is also important to get the perspective from mental health staff and managers.

Playing a part in helping to strengthen mental health care across the city, is what motivates me.

Joining the CQC team on an inspection visit to a local mental health service, was a great opportunity to see at first hand the way our mental health services are evaluated and helped to improve.

### Interested in volunteering?

We are always looking for more volunteers, so if you are interested please do get in touch and come in for a chat and find out how you can help.

[healthwatchbrightonandhove.co.uk](http://healthwatchbrightonandhove.co.uk)

01273 234 041

[office@healthwatch.co.uk](mailto:office@healthwatch.co.uk)



## Authorised Representatives

Healthwatch Brighton and Hove has 44 Authorised Representatives who review services, attended decision-making forums and speak up for patients and care service users. They include Healthwatch board members, staff and volunteers.

Adam Mason	Jacqueline Goodchild
Alan Boyd	Jane Gray
Allison Willmore	John MacKeith
Angelika Wydra	Karen Barford
Barbara Harris	Louise Spry
Barbara Marshall	Lynne Shields
Barbara Myers	Maureen Smalldridge
Bob Deschene	Mazzie Sharp
Carol King	Michael Doodson
Catherine Swann	Michelle Kay
Chris Jennings	Naomi Schubert
Christine D'Cruz	Neil McIntosh
Cindy Willey	Nicholas Gorvett
Dave Romaine	Nick Goslett
David Liley	Robin Guilleret
Denise Bartup	Roger Squier
Elaine Crush	Roland Marden
Elizabeth Kemp	Sophie Reilly
Francis McCabe	Sue Seymour
Geoffrey Bowden	Sylvia New
Hilary Martin	Tony Benton
Howard Lewis	Will Anjos



# Our Board And Team

# Chair & Directors



**Frances McCabe**  
Independent Chair

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



**Bob Deschene**  
Director

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



**Geoffrey Bowden**  
Director

Started a successful healthcare firm and is a former Councillor with significant experience of health & social care scrutiny.



**Neil McIntosh**  
Director

Joined 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

Over 20 years' experience in national NHS and academia, a senior public health civil servant and chartered psychologist.



**Sophie Reilly**  
Director

Since 2013, working locally and nationally, in the voluntary and statutory sectors to improve health and social care services.



**Christine D'Cruz**  
Director

An international corporate background focused on service delivery with over 20 years volunteering in arts and hospices.



**Karen Barford**  
Director

Former Chair of the City's Health and Wellbeing Board. Operational and leadership roles in adult social care.



**Howard Lewis**  
Director

Over 20 years' experience of information provision, advocacy, patient engagement, and recently in medical regulation.

# Board Advisors



**Barbara Harris**  
Board Advisor

Head of Equality, Diversity and Human Rights for Brighton and Sussex University Hospitals NHS Trust since 2007.



**Carol King**  
Board Advisor

Considerable years of experience in the NHS and Children's Services at Brighton & Hove City Council.



**Tony Benton**  
Board Advisor

Our safeguarding expert, with 30 years' experience of working in social care and health.

# Staff Team



**David Liley**  
Chief Executive Officer

Over 40 years working in Health and Social Care. In 1980's set up NSPCC National Child Protection Helpline.



**Roland Marden**  
Evidence & Insight Manager

Over 20 years' research experience, an academic social scientist, now working in charity project evaluation.



**Michelle Kay**  
Project Co-ordinator

A project manager in academia and international development. Managed £130m government grant.



**Alan Boyd**  
Project Co-ordinator

A background in mental & public health with 16-years' civil-service experience designing policy & running projects.



**Will Anjos**  
Project Co-ordinator

An experienced business project manager, also set up local community fundraising charity, Brighton Soup.

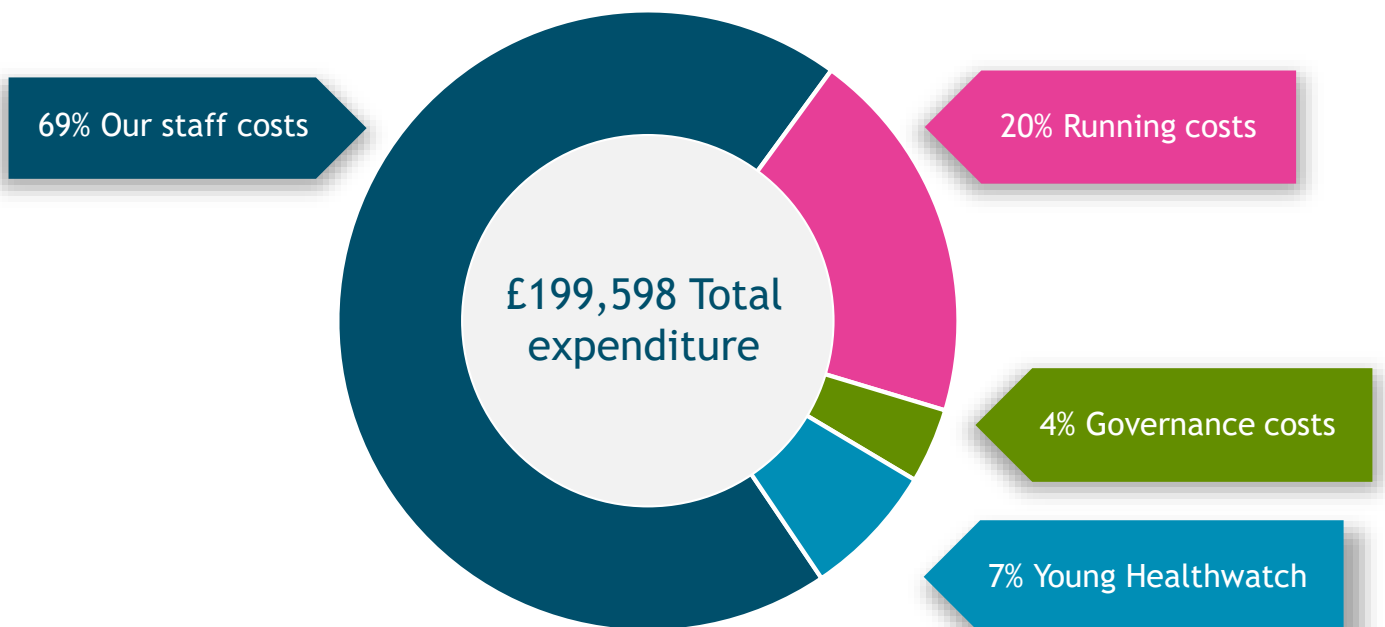


## Our finances

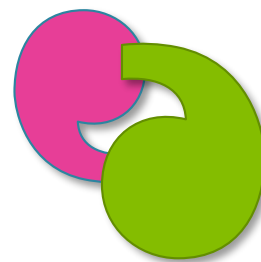
## How we use our money

Healthwatch Brighton and Hove is commissioned by the city council and in 2018-19 we received £190,000, which represents a 5% reduction in funding from last year.

We also received £2,500 from Healthwatch England to engage local people with the NHS Long Term Plan and £5,300 from BHCC to review Home Care services.



# Message from our CEO



Healthwatch Brighton and Hove has spent the last three years dealing with a series of major problems and issues in the NHS and local services.

From the failure of the Patient Transport Services to GP Practice closures, hospital services in special measures and concerns over safety and quality of care.

The good news is that this last year has seen more financial stability and some improvements in local services. People using health and social care services and people working in those services have regained pride in what we provide in Brighton and Hove.

In the last year Healthwatch Brighton and Hove has faced new challenges:

- + We have focused more than ever before on social care services - starting a new project checking on the quality of private sector Home Care Services in the City.
- + Our volunteers have been visiting Care Homes to check on oral and dental health helping drive local and national improvements in services alongside the CQC.
- + For the first time we worked alongside CQC Inspectors when they carried out a review of Mental Health Services provided by the SPFT.

We have recruited new volunteers and new Board members and Young Healthwatch has helped us reach school age children and cared for children.

With 75% of our recommendations being implemented by the City Council, the NHS, and other decision makers we know that Healthwatch is making an impact and improving local health and care services.

As an organisation we are financially stable and with a strong staff team. We can always use new volunteers and we want our Board, volunteers and the whole team to reflect the diversity and special nature of the City of Brighton and Hove.



**David Liley**  
Healthwatch Brighton and Hove Chief Officer

***"It has been great to see local hospitals come out of special measures, and recognised as providing outstanding care."***



# Thank you

We have to thank a lot of people for helping us do what we do, and the proof of that is in this report.

So thank you to everyone that has helped us put people at the heart of health and social care:

- + A massive thanks to our amazing volunteers and Board who are the engine room that delivers all of our projects and service reviews through the year.
- + Our staff team who all work much harder than we can expect, and for much less tangible reward than they deserve.
- + The health and social organisations that we report on, who work with us even when it may not be positive.
- + The voluntary organisations that have contributed to our work.
- + The many members of the public who gave their time to share their views and experience with us, even in what were sometimes difficult times.



# Contact us

## Healthwatch Brighton and Hove

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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/what-we-do/support-and-advice/right-here](http://ymcadlg.org/what-we-do/support-and-advice/right-here)



## 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)

+ [bh-impetus.org/projects/independent-health-complaints-advocacy-service-ihcas](http://bh-impetus.org/projects/independent-health-complaints-advocacy-service-ihcas)



Our annual report will be publicly available on our website by 30th June 2019. 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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