

Local Healthwatch Board Summary Report

Period: May to August 2023

Context

Since the start of the Liaison Lead in May 2023, the Sussex Integrated Care System has published its Shared Delivery Plan. As a result, a new governance and delivery architecture has been created, which Healthwatch has needed to understand and determine its place within this structure. Understanding and communicating the changes has been key during this inaugural period. In order to do this, the Lead has created and is maintaining a 'meeting map' to support local Healthwatch.

Appendix A is a visual of the new delivery mechanisms and how local Healthwatch and Healthwatch in Sussex (HWiS) are placed across this new structure.

Activities headlines

Created **communication** around the new role and a profile of the Liaison Lead, which has been shared within the system, to promote awareness of the liaison support that is available to system colleagues. Awareness and acceptance of this new role has been high in that we have experienced no barriers and the system appears to understand the role and its relationship with Local Healthwatch.

- Established weekly **Information Roundups** that covers published research and developmental information on health and social care to support both local Healthwatch Teams and the wider system. Teams are encouraged to onward share.
 - Details from roundups are included in a searchable database that is available to Local Healthwatch, to enable them to look at the latest insight/information relating to a specific topic.
 - Roundups are being used to populate the NHS Sussex Insight Bank (our integrated care system's evidence repository).
 - Healthwatch regularly draws on the information within these, to inform Shared Delivery Board and system discussions.
- **Review of local Healthwatch reports** to ensure the Liaison Lead has full knowledge of insight and recommendations from across Sussex for the core delivery areas, so they and local Healthwatch teams can provide robust evidential discussions in system meetings.
- **Update reports** are provided to Local Healthwatch and NHS Sussex biweekly, to keep teams informed of Liaison Lead activities and impact.
- **Co-produced a process for reporting general insight** (not project work) received by Local Healthwatch, into NHS Sussex, via monthly and quarterly reporting. The first report was delivered by Healthwatch in Sussex, within insight captured in June 2023. A database of insight into action is being maintained as part of this work.

- **Draft Terms of Reference** for the weekly meetings between Healthwatch and the NHS Sussex public engagement team have been written and are being reviewed by Local Healthwatch. These contain information on how Local Healthwatch will decide on the Liaison Lead resource allocation, etc.
- **Meeting feedback** can now be via a standard template (TEAM Form) to collect attendance information and impact to Healthwatch colleagues. Collation of this, will help Healthwatch demonstrate the impact it has had across Sussex during 2023/24.
- **Support to Local Healthwatch** for social enterprise work, with input to the children and young people's proposal follow-up activities.
- **Chairing** system meetings a) Working with People and Communities Independent Panel and b) a new Primary Care Shared Delivery Board Task and Finish Group looking at patient communication (a key area for improvement).

Influencing/impact

- Feedback from NHS Sussex Patient Experience Committee on the Working with People and Communities Panel input, is that the reflections of the Panel have gone down really well and will help to make reporting more robust.
- Influenced the priority of patient communication (for NHS App's benefits to individuals, and Additional Roles) in the Primary Care Delivery Board, that has led to a task and finish group being created to work collaboratively during August and September to agreed and develop a communication campaign, with support resources for general practice.
- Very positive feedback from Finbar Gibbons (Senior Commissioner) regarding our reflection on the expression of interest for the Sussex Inclusion Health Providers Network. This is being shared with senior programme leads and at the Advisory Group.
- Positive feedback on the value of the information roundups, including from Howard Lewis GMC: "*Many thanks for this, I find it both useful and informative*".
- Influenced the need for communication on measles outside of East Sussex and challenged the communication team to meet its commitment to ensuring communication is accessible to those who experience health inequalities.
- Example of influencing and use of information roundups at a Children and Young Peoples Mental Health Operational Group:
 - Shared (in meeting and with a follow-up email) need to read across to Susie O'Neill's (senior NHS Sussex commissioner) elective care work to the work of this group, e.g., 80% of waiters in some electives are experiencing mental health concerns.
 - Point raised at last meeting now has feedback, e.g., children's teams have links to DWP and the next youth summit for 16-25s is being held in DWP office. Hopefully the summit will further shine a light on the need to join this up (not just links).

- Reminded system it can no longer refer to tiers 1 and 2 – as this is not the language of iThrive (<https://youtu.be/ARAaiEoVpjQ>), the agreed model for Sussex.
- Challenged several points for the Sussex suicide and self-harm strategy and shared in the meeting up-to-date research on impact of COVID and changing demographic of self-harm, as a result.
- Discussions with Associate Director of Patient and Public Involvement about the evaluation framework for the Working with People and Communities Strategy. This is now being revisited to ensure it is fit for purpose and Healthwatch will be commissioned to deliver this independent work, using a sub-contractor with expert knowledge. Pushing the importance of early evaluation planning within Delivery Board activities and how the Health Inequalities Board can ensure activities are reducing inequalities (not just the data story.)
- Through informal meeting with Elaine Colomberg (Director of Engagement) we now have an invitation to the Sussex Partnership NHS Foundation Trust's Patient Experience Committee (something that alluded local Healthwatch for some time). (Discussed through decision-making protocol on 26/07.)

New business opportunities

- Review the Expression of Interest (EOI) for the Health Inclusion Network, but Local Healthwatch felt this was not appropriate and therefore we submitted reflections on the EOI instead.
- Healthwatch East Sussex agreed to provide administration for the Health Inclusion Network fund.
- Award the funding for the Children and Young People's proposal, which includes the recruitment of a 12-month Strategic Lead, which is now being advertised, and the creation of an independent youth panel (provided by Healthwatch). East Sussex are administering the role, and Healthwatch West Sussex will lead on the Panel.
- Small grant for review of the Evaluation Framework and Working with People and Communities Strategy. Lead for this to be agreed.

Appendix A

Key Only system or not currently open to Healthwatch Not relevant to Healthwatch Unsure?

Infrastructure/Governance



Shared Delivery Plan

