

PRESS RELEASE

FOR IMMEDIATE RELEASE: 19 March 2025

Healthwatch Brighton and Hove Community Interest Company (CIC) has been reappointed to deliver the Healthwatch contract for the city and wins a prestigious national impact award.

- **Following an open procurement exercise, Brighton and Hove City Council has reappointed Healthwatch Brighton and Hove CIC to deliver the local Healthwatch contract for the city.**
- **Healthwatch Brighton and Hove has also been recognised in the national Healthwatch Impact Awards. In winning an award, we were recognised as an outstanding example of where the views and experiences of local people have been used to make care better.**
- **Healthwatch Brighton and Hove were also shortlisted in the UK Customer Service Awards for their partnership work with University Hospitals Sussex NHS Foundation Trust.**

Commenting on the news, Healthwatch Brighton and Hove CIC Chair, Geoffrey Bowden said:

"I am immensely proud of our team and all our volunteers that help us deliver for patients and service users in the city. The reappointment for a further three years, with an option to extend the contract till 2030, is a vote of confidence in our ability to continue delivering for the city.

"Rightly, the impact of our work over the last 12 years on behalf of NHS and service users has been recognised beyond the city, with our work winning the 2024 Healthwatch Impact Awards. This is the fourth year we have been shortlisted, so it is a fantastic achievement to win."

Commenting on the news, Councillor Jacob Allen, Brighton & Hove City Council's Cabinet Member for Adult Social Care, Public Health and Service Transformation, said:

"We're very pleased to award the new contract for the city to the local community interest company Healthwatch Brighton and Hove, following an open and competitive process.

"Healthwatch Brighton and Hove provides a great service in standing up for health services that serve our residents' needs. The recognition by the Healthwatch England Impact Awards of their excellent work, in collaboration with neighbouring services, is fully deserved. I congratulate them and thank them for the work they do."

Awards

The national [Healthwatch Impact Award](#) showcases outstanding examples of where feedback shared from local people has been used to make positive changes to health and care support. The winner of the award was announced in March 2025.

Up against 17 other shortlisted projects from the 152-strong Healthwatch network across England, Healthwatch Brighton and Hove took home top honours for their joint work with local Healthwatch teams to improve patient transport in Sussex.

Commenting on the news, CEO of Healthwatch Brighton and Hove, Alan Boyd, said:

"Being shortlisted for three awards in one year is an immensely proud moment for us, particularly as two of those awards recognise our partnership working. To win is a huge honour. The team are obviously chuffed, but the real recognition goes to our volunteers and everyone in the community who continuously supports our mission and our stakeholders. I hope this encourages more people in Brighton and Hove to come forward to share their experiences of health and social care. This project shows what's possible when the community speaks up and health and care services listen."

Commenting on the news, Louise Ansari, Chief Executive of Healthwatch England, said:

"Every year, we are consistently impressed by the quality of entries for our Impact Award, and this year is no different. However, this project really stood out because it shows exactly why listening to local people and acting on their views is key to helping unlock better health and social care services. Congratulations to everyone involved."

Commenting on the news, Dr James Ramsay, Chief Medical Officer for NHS Sussex, said:

"This award is greatly deserved and is a testament to the insight and knowledge that Healthwatch in Sussex brings to health and care services in the county, ensuring that we hear from and involve our population in all we do.

"Non-emergency patient transport services are crucial to the people of Sussex, and so when we began work to design and procure a new service it was vital for us to have Healthwatch on board to ensure that feedback from patients was considered and acted upon at every stage of the process.

"Their contribution has been invaluable, and it has resulted in a service which will offer a range of new benefits to patients very soon. I look forward to continuing to work with Healthwatch as the new service goes live from 1 April, as we monitor progress and hear how patients are experiencing the service."

Commenting on the news, Nicole Chavaudra, Director of Patient Experience, Engagement and Involvement at University Hospitals Sussex, said:

"University Hospitals Sussex is delighted to hear that Healthwatch in Sussex have been awarded for their exceptional work on patient transport and that Healthwatch Brighton

and Hove were shortlisted for their work in helping us develop our 'Welcome Standards training, which is already delivering real impact.

"We congratulate Healthwatch Brighton and Hove on their reappointment as the organisation delivering Healthwatch services for the city. Over many years, the support and challenge provided by Healthwatch has assisted the Trust in putting the patient voice and experience at the heart of how we plan and deliver services, and we look forward to continuing this collaboration in the years to come."

END OF PRESS RELEASE

Notes for editors

Our shortlisted nominations:

1. The Healthwatch Awards recognise the work of Healthwatch in Sussex on improving Non-Emergency Patient Transport (NEPTS). This is a collaboration between [Healthwatch Brighton and Hove](#), [Healthwatch East Sussex](#) and [Healthwatch West Sussex](#). Using people's feedback to understand people's experiences of using this Sussex-wide service and how to avoid past failings, we worked closely with NHS Sussex commissioners. Our recommendations were integrated into the 2023 recommissioning of patient transport services locally, with the new service due to start on 1st April 2025. Patients and service users should see improved communications, clearer guidance around eligibility and better information on alternatives to NEPTS. Read more about this [here](#).
2. The Healthwatch Awards also recognised our work with University Hospitals Trust on developing a patient-led customer satisfaction programme bespoke for our hospitals called 'Welcome Standards'. Staff are trained to ensure that patients, carers, friends and visitors receive the same level of welcome when they first arrive. The program was developed from a patient charter we recommended the trust should create. We are delighted that this project was also shortlisted in the national [UK Customer Satisfaction Awards](#) 2025 in the [Best Customer Service Partnership](#) category. This recognises [Healthwatch Brighton and Hove's](#) and Healthwatch West Sussex's work in assessing these standards. Read more about this [here](#).

About Healthwatch:

Healthwatch Brighton and Hove is your local health and social care champion. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

How we can help you

If you've recently visited your GP, or local hospital, or used any health and social care services in Brighton and Hove we want to hear from you. Whether you have had a good or bad experience, we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you have to say. We are completely independent and impartial and anything you say to us is treated confidential. We also offer information and advice to help you to get the support you need. Our service is free, simple to use and can make a real difference to people in Brighton and Hove and beyond.

Press enquiries

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Have your say (available online, in Easyread and SignLive)

<https://www.healthwatchbrightonandhove.co.uk/contact-us>

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