

Healthwatch Brighton and Hove Workplan of Projects, April 2024 – April 2025

This document describes the health and social care projects that Healthwatch Brighton and Hove has to date identified that it will work on over the next year. It also describes internal projects that support the successful operation of our organisation. This document is updated quarterly.

External projects are identified by Healthwatch using a range of sources including patient feedback; from the many meetings that we attend; from intelligence shared with us by partner organisations and in line with our **Decision Making & Prioritisation Policy**.

Our project work is informed by the information we receive through our patient information line, our attendance at a variety of meetings, our discussions with other local organisations, issues we know to be of interest to Healthwatch England (national focus) and our other engagement activities e.g. by attending public events. We also deliver work which has a Sussex-wide impact, in partnership with our colleagues in Healthwatch [West](#) and [East Sussex](#). Our work involves collating feedback, investigating and escalating issues as appropriate.

Our escalation routes are varied and include to: the four Sussex Hospital Trust's Senior Leadership Teams, the [Care Quality Commission](#), [Healthwatch England](#), our [Integrated Care System's Assembly](#), Quality Governance Improvement Group and Primary Care Commissioning Group and the city's [Health and Wellbeing Board](#) and [Health Overview and Scrutiny Committee](#).

Areas of focus for 2024/25 include:

1. [University Hospitals Sussex Trust](#)
2. Primary care services, i.e. GP's, NHS dentistry and high street pharmacy services.
3. Service changes, notably to GP practices.
4. Mental Health.
5. Hospital services, including access and waiting times.
6. The quality of home care.
7. Conducting our series of routine Enter and Views to health care services.
8. Children and Young People.

We deliver projects in partnership and with the help and support of local voluntary and community groups and other organisations. You can read more about our work and the impacts this has in our latest annual Performance covering the period [April 2023 – March 2024](#). We will publish reports detailing our work and recommendations on our website www.healthwatchbrightonandhove.co.uk

Projects led by Healthwatch Brighton and Hove		
Primary Care	Visits	Hospitals
<ul style="list-style-type: none"> • Woodingdean Medical Centre. We will carry out a patient survey in July – August 2024 and report the results back to the practice, NHS Sussex and the Care Quality Commission. • Whitehawk GP practice. We will support the procurement of the GP contract to deliver services for the Whitehawk and surrounding area and help to choose the next provider (April-September 2024). 	<ul style="list-style-type: none"> • Enter & Views: we will carry out a minimum of 3 visits over the course of the year to local hospitals and report our findings. • PLACE visits. We will support two local NHS Trust to complete their environmental Patient Led Assessments of the Care Environment reviews, in Autumn 2024. 	<ul style="list-style-type: none"> • Hospital dementia services: we will carry out patient engagement to understand patients’ and their carers’ views of these services (September 2024-March 2025). • Mystery shops: we will carry out a series of visits across the Royals Sussex County Hospital to assess how well reception staff are applying the Trust’s new Welcome Standards (occurring throughout the year).
Social Care	Mental Health and housing	Young Healthwatch
<ul style="list-style-type: none"> • Home Care checks: we will interview people about the quality of the care they receive in their homes and report findings to care providers and the Council (ongoing throughout the year). 	<ul style="list-style-type: none"> • Projects to be determined. We are discussing several possible areas with service providers and the Council. 	<ul style="list-style-type: none"> • RuOK access to drugs/alcohol services: we will finalise the work and outcomes from our engagement with young LGBTQ people which explored barriers to accessing these services (August 2024). • Vaping: working with AMAZE and PACC, we will explore how children with Special Educational Needs use vapes as an alternative to smoking (Autumn 2024).

Audiology services	Hypertension (high blood pressure)	
<ul style="list-style-type: none"> • Ear wax services: we will carry out patient engagement to understand more about people’s experiences of being able to have their ear wax removed/treated and their experiences of audiology services. 	<ul style="list-style-type: none"> • Working with other local voluntary groups, we will support work focussing on the identification of and support to patients with high blood pressure and high risk of hypertension. There will be a particular focus on groups of patients less engaged with health and social care services. 	<ul style="list-style-type: none"> •
Our regular and routine activities (ongoing)		
<ul style="list-style-type: none"> • We will provide a Helpline for public queries or concerns and will publish our annual review of our helpline data. • We will routinely post Advice & Guidance to our website and social media platforms. • We will issue our regular newsletter. • We will publish ad hoc bulletins with news, information, surveys, etc. • We will publish reports detailing our work and any recommendations we have made. • We will publish our performance report every six months and our annual report in June. 	<ul style="list-style-type: none"> • We will hold our public Board meetings 4 times a year • We will attend public events to speak to people about their experiences of health and social care services and raise awareness of our role. • We will give media interviews on health and social care. • We will collaborate with partners to help us hear from diverse communities. • We will continue to be involved in the city’s Safeguarding work, including Chairing the Safeguarding Adults Review group. 	<ul style="list-style-type: none"> • We will continue to attend a range of meetings to learn more about changes which are happening to services and represent the patient voice. Key meetings including the Council’s Health and Wellbeing Board, Health Overview and Scrutiny Committee, the Integrated Care System’s’ Assembly and Patient Experience Committee. • We will meet routinely with senior staff at our local hospital Trusts. • We will escalate concerns and request answers from the system.

Our internal projects		
<ul style="list-style-type: none"> We will publish our updated Communications and Engagement strategies and our revised Planning and Prioritisation process (which helps us determine which areas to focus our efforts on). 	<ul style="list-style-type: none"> We will continue to revise and update our internal policies and publish these where relevant. We will routinely recruit new volunteers and support our existing volunteers. We will continue to explore our carbon footprint and determine how we can reach net zero 	<ul style="list-style-type: none"> We will renew our Cyber Essential IT security. We will routinely revise and update our website to ensure it is accessible to all. We will publish a review of our equalities data (spring 2025).
Healthwatch in Sussex projects		
<ul style="list-style-type: none"> We will run monthly polls on a variety of subjects to gather people's views and experiences and share these with those who deliver the services. Other projects are to be determined. 		

Contact information

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