



**Talk
to us**

**have
your
say**

healthwatch
East Sussex

Together

**we're making health
and social care better**

Annual Report 2022–23

healthwatch
East Sussex

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

Healthwatch has reached a significant milestone – 10 years of listening to local communities and amplifying their voices to health and social care commissioners and providers to bring about better and improved services.

During 2022–23, our Listening Tour, engagement roadshows, information and signposting service, projects and communication channels have heard from a diverse range of individuals and communities, and we have plans to continue to expand this over the next 12 months.

We have used these experiences to help service providers understand and respond to people’s needs and preferences, highlighting challenges with accessing GPs, Dentists, NHS 111 and emergency departments, exploring themes such as support in care homes and emergency and temporary accommodation, and assisting enquirers to leave feedback and access the services they require.

This year we have continued to work in partnership with our statutory, voluntary and community-sector partners, including collaboration with our Healthwatch neighbours in Brighton & Hove and West Sussex to ensure that patient experience on themes such as Dentistry and long COVID sit at the heart of the activity of the Sussex Integrated Care System (ICS).

We have pro-actively contributed to the Sussex Health and Care Assembly and East Sussex Health & Wellbeing Board to ensure local people’s views are at the core of health and care decision-making and will continue to do so as we progress our work over the next 12 months.

Keith Stevens
Chair of East Sussex Community Voice,
delivering Healthwatch East Sussex



From the Board, a big thank you to all our staff, volunteers and partners – past and present – for their dedicated hard work which has helped Healthwatch East Sussex achieve so much, not just in 2022/23 but over the past decade. “

About us

Healthwatch East Sussex is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

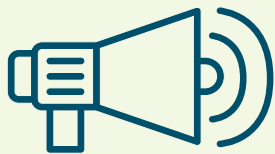


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out **2,179 people**



shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

467 people directly and 28,468 virtually

came to us for clear advice and information about topics such as accessing GPs and dentists, navigating care services, prescriptions, acute services and mental health support.

Making a difference to care

We published

27 reports

about the improvements people would like to see to health and social care services.

Our most popular report was

Experiences of dentistry

which highlighted people's struggles in accessing NHS dentistry.



Health and care that works for you



We're lucky to have

33

outstanding volunteers who gave up **222 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£364,470

which is 3.1% less than the previous year.

We currently employ

12 staff

who help us carry out our work.

How we've made a difference this year

Spring	 <p>We visited Memory Moment Cafes to capture the experiences of people with memory loss and dementia.</p>	 <p>We fed back our observations of NHS 111 Call Centres to support patient-centred delivery .</p>
Summer	 <p>Upgrades to our Feedback Centre made it easier and simpler for people to share their experiences of local health and care services.</p>	 <p>Our roadshow events held across East Sussex helped us capture the health and care experiences of local people and communities.</p>
Autumn	 <p>Our staff and volunteers undertook 16 Patient-Led Assessments of the Care Environment (PLACE) to review local service settings.</p>	 <p>We shared public feedback on local dentistry services with the East Sussex Health Overview and Scrutiny Committee</p>
Winter	 <p>We contributed to the development of the Sussex Integrated Care Board's Complaints Policy supporting NHS Sussex to ensure it was clear and accessible for all.</p>	 <p>We promoted 'World Autism Acceptance Week', providing information on autism and details of the neuro-diversity support available, both locally and nationally.</p>

Feedback from our partners

East Sussex County Council

“This has been another year in which Healthwatch East Sussex has continued to play a vital role in the health and social care system, including consistently championing the views and rights of people at key strategic fora, such as the Health and Wellbeing Board, Safeguarding Adults Board and the new pan-Sussex Integrated Care Partnership (the Sussex Assembly).

As well as the regular feedback we receive from their Information and Signposting Service, the recent Listening Tour in Eastbourne provided helpful and detailed insight into local people’s experiences of health and care services. Their ongoing work, including the review and call for more guidance to be provided to individuals with dementia and their carers, contributes to the improvement and development of a whole range of services. I look forward to continuing to work with them to improve the experiences and outcomes for people across East Sussex.”

Mark Stainton

Director of Adult Social Care and Health

NHS Sussex

“Over the past year, work with Healthwatch has continued to support NHS Sussex in ensuring that the voices and experiences of people and communities in East Sussex are heard and responded to.

Collaborative work to develop support for NHS Sussex volunteers, and to co design a toolkit to support engagement in Primary Care Networks – has highlighted the value of working with Healthwatch as a trusted partner, and Healthwatch involvement in several key areas including overseeing the capture of insight to support the development of our Improving Lives Together Strategy has ensured the focus remains firmly on putting people and communities at the heart of all we do.

I have valued the positive working relationship with Healthwatch over the past year and look forward to continuing this into the next year and beyond”.

Jane Lodge

Associate Director of Public Involvement and Community Partnerships

Feedback from our partners

East Sussex Healthcare NHS Trust

"Healthwatch East Sussex, has continued to support East Sussex Healthcare NHS Trust during 2022/23 ensuring that the positive and negative feedback they receive regarding the experiences of our patients, carers, relatives and local communities is shared directly back with our patient experience team to enable us to use this information to shape and develop services which we provide.

A focused review was undertaken into our complaint responses, the feedback provided by Healthwatch will make a positive impact on how we respond to complainants.

Continuing on from the work which Healthwatch supported us with in 2021/22, specifically regarding the discharge process, we are continuing to review feedback received regarding discharges from our services to inform training for our staff.

We look forward to delivering the workplan for 2023/24 which has been jointly developed with Healthwatch East Sussex."

East Sussex Healthcare NHS Trust

Healthwatch in Sussex

"Three local Healthwatch [Brighton & Hove, East Sussex and West Sussex] cover Sussex.

Over the past year, the three Healthwatch teams have collaborated as 'Healthwatch in Sussex' to capture and share feedback on dentistry, long COVID, primary care access, dementia, outpatients and more.

Partnership working has enhanced our ability to champion public and patient voices on these and other health and care themes at a Sussex-wide level.

Our collaborative working has been recognised and acknowledged as good practice by our national body Healthwatch England and NHS Sussex, and we will continue to work together to ensure that people sit at the heart of health and care services over the next 12 months and beyond."

Chief Officers

Healthwatch Brighton & Hove, East Sussex and West Sussex

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

No Barriers to Health

Our research exploring language support, interpretation provision and adaptations led local hospital and GP services to increase recognition of diversity and make accessibility changes at their sites.



Care Homes

Our five rounds of independent Enter and View visits to Care Homes identified good practice and areas for improvement to commissioners, providers, residents and the public.



Emergency Housing

Our reviews of Emergency and Temporary Accommodation led to reviews of the support provided to those placed in this form of housing locally.



Feedback Centre

In 2015 we launched our Feedback Centre, allowing patients and the public to leave reviews on their experiences of health and care services and receive responses directly from service providers.



Hospital Discharge

We supported nearly 1,500 people discharged from hospital during the pandemic with follow-up phone calls to check their wellbeing and provide signposting to support.





Healthwatch Hero



Sussex Interpreting Services

Sussex Interpreting Services (SIS) are our Healthwatch Hero this year for reacting so promptly to a request that supported our work with migrants and asylum seekers.

Our engagement with refugees and asylum seekers found that many were struggling to access and use services when English is not their first language. We heard that some were unable to access medical treatment as they could not speak English and did not have access to an interpreter.

When communicating this to partners, Sussex Interpreting Services contacted us straight away and provided language cards to give to migrants and asylum seekers offering free interpreting services and other language support.

SIS delivered 1,160 interpreting sessions in East Sussex in 2022-23 for people using a range of public services. They aim to support patient rights and ambitions to reduce health inequality. They provide videos in 12 languages which explain people's rights to an interpreter and how to access support from SIS and others.

Thanks to SIS we have been able to share information about their valuable services with those that very much need it.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Listening Tour 2022: Eastbourne

Each year we focus on one area of East Sussex to hear from local people and understand their community's health and care needs and aspirations in more detail.

Our Listening Tour engaged with nearly 500 people as well as community groups, commissioners and service providers across Eastbourne. We undertook:

- A public launch event with health services and community representatives
- Community Observation Walks to better understand the physical environment
- Focus group activities with community organisations and representative groups, as well as public surveys and pop-up stands to engage people
- A Question Time event for the public to pose questions to local decision-makers

Our recommendations



- Health and care services should engage the public further to gather feedback and understand successes and areas for improvement.
- Public awareness and understanding of social care provision should be increased by Adult Social Care services.
- Sussex Health and Care should strengthen collaboration with voluntary organisations and community groups to support people's wellbeing.
- Health and care providers should adhere to the Equality Act 2010 and NHS Accessible Information Standard in making services inclusive..
- Local authorities should reinforce and improve the information made available to those with protected characteristics about their rights.

What difference will this make?

The Listening Tour has raised public and organisational awareness of Healthwatch across Eastbourne. It broadened our relationships with groups we have not had previously engaged with, allowing us to start to understand their issues and amplify their voice.

We have developed a more detailed knowledge of local health and care issues. Expanding our insight has allowed us to begin to develop projects to further explore themes in the feedback, such as the accessibility of GP practice buildings.



"In general services have been good but access seems to be an issue. I have been unable to see my dentist and have been taken off their list and accessing GP appointments is always tricky."

Eastbourne resident

Listening Tour 2022: Eastbourne

What has the Listening Tour achieved?

- Through our face-to-face engagement, promotion via local and social media, we have created a greater awareness of Healthwatch amongst Eastbourne residents, groups and services.
- We have raised the profile of health and care issues in Eastbourne with the East Sussex Health & Wellbeing Board through our reports and by presenting our findings.
- Our Information & Signposting Advisors have started to deliver face-to-face outreach sessions in Eastbourne and support local people.
- We have shared details of free interpretation services Sussex Interpreting for non-English speakers to migrants and asylum seekers.
- We have been able to promote other organisations' services such as East Sussex Hearing's Hearing Aid Maintenance Service.
- Thanks to the feedback we received from various groups supporting residents with disabilities, we have developed a project to review the accessibility of GP surgeries in Eastbourne in 2023/24.

Next steps:

1. Healthwatch East Sussex will keep local residents updated on changes that have been made thanks to the Listening Tour recommendations.
2. We will hold a 'One year on' session to feed back to residents and partners about what has happened as a result of the Eastbourne Listening Tour.
3. Healthwatch East Sussex will undertake the next Listening Tour in Rye and the surrounding areas during September 2023.



"The next steps would be to take the report to either the East Sussex Health and Care Partnership or to the East Sussex Health and Care Partnership Executive, to consider the recommendations for individual organisations and those for the broader health and care system."

Mark Stainton

Director of Adult Social Care and Health, East Sussex County Council

Enhanced Health in Care Homes

NHS Sussex commissioned Healthwatch East Sussex (HWES) to carry out a pilot project to obtain feedback from residents in care homes about their access to healthcare and support services. There was a particular emphasis on the effectiveness of the Enhanced Health in Care Home scheme.

Enter and View visits were undertaken to nine care homes across East Sussex, with two volunteers (authorised representatives) from Healthwatch carrying out each visit. On average, two to three residents were met with at each care home, and their views and experiences were captured in response to lines of enquiry requested by NHS Sussex.

Conclusions of the feedback from residents:



- Residents felt that they were at the centre of their care and support and were positive about their care in the care home.
- Most residents said they had met with a healthcare professional and that this had been helpful.
- Residents felt they could meet with healthcare professionals in private and that confidentiality would be maintained.
- People were more positive about the involvement of healthcare professionals when they visited the care home and carried out face to face meetings.
- Feedback from care home staff was also more positive when healthcare professionals were a regular visitor to the care home.
- Many residents had not used technical devices (e.g. iPad, mobiles etc.) to access healthcare.

What difference will this make?

The findings of this pilot project are being used to support collaboration between Care Home staff, NHS staff and GP Practices in effectively monitoring and meeting the needs of Care Home residents.

Healthwatch East Sussex is planning future visits across the county to gain further insight into the health experiences of residents in care homes.

"I was very nervous about coming into a care home and it was a bit of a risk. However, it has worked out very well and I'm very happy here. It's a good place."

Care home resident

Young Healthwatch East Sussex

Young Healthwatch (YHW) was formed in 2021 to ensure youth voices are heard. It brings together young people, aged 12 to 21, from varied backgrounds who are passionate about improving health and care services for young people in East Sussex.

YHW undertake a range of activities to help inform health and social care in East Sussex. In the last 12 months they have worked on projects commissioned by NHS Sussex and East Sussex County Council, providing valuable insight to these bodies.

In the last 12 months, YHW have been:

- Facilitating meetings with youth groups across East Sussex (such as Hastings Youth Council and the PPI Café) to better understand the barriers to young people accessing healthcare services.
- Surveying young people living in foster care in East Sussex about their experiences of Review Health Assessments and producing a report on how the service could be improved.
- Reviewing the NHS App through the lens of a young person looking for support and creating recommendations for improvement.

What's next?

This year YHW had their first in person meeting to plan for future activity. Over the next 12 months, YHW are keen to look more into:

- How the CAMHS [Child and Adolescent Mental Health Service] pathway could be improved for young people.
- How primary care services can be improved for young people, with a focus on GP and Hospital services.

"I joined Young Healthwatch as I have an interest in working on issues that affect young people - particularly on mental health- and found it is a great way to learn about healthcare and other services within East Sussex and help improve them to make them as accessible and effective for young people."

Young Healthwatch Volunteer

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Young Healthwatch East Sussex led engagement to capture the experiences of Review Health Assessments amongst children (aged 5 to 18) in care. Our findings are helping East Sussex Healthcare NHS staff to ensure that children and young people are given a voice, and are pro-actively engaged in the purposes of the review, but also given the opportunity to identify whether they want to have a review, where they would like it to take place, and who they would like to be present.

Getting services to involve the public



Services need to understand the benefits of involving local people to help improve care for everyone.

Healthwatch East Sussex collaborated on a joint initiative with other local Healthwatch, NHS Sussex and Patient Participation Groups (PPGs) to help ensure patients voices were heard, understood and responded to by Primary Care Networks (PCNs) across Sussex.

This is working to improve care locally by supporting PCNs to involve and engage with patients and patient representatives, as well as strengthen the relationships between practices and their patients.

Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Since the pandemic, there has been greater variation in the services provided by local GP surgeries. We have often heard confusion as to why some practices offer particular NHS services, but others do not. One consistent example has been the mixed availability of ear wax removal. We have raised this with NHS Sussex and have research planned for 2023/24 to explore the extent and impact on patients.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Engaging with and supporting migrants and asylum seekers in Eastbourne
- Explored the health and care needs and experiences of people living in emergency and temporary accommodation
- Using our 2022 Listening Tour to champion the diverse voices from our local communities with decision-makers at the East Sussex Health & Wellbeing Board.

Emergency & Temporary Accommodation

Housing is a social determinant of health. We listened to residents' experiences of living in emergency and temporary accommodation and heard concerns about accommodation, challenges in accessing health services and receiving housing, employment and financial advice.

We've recommended that information be available in more accessible formats, more languages and be provided pro-actively to assist residents. We are also seeking local statutory and voluntary services to offer support that is joined-up.



“I’m glad to have a place, but some things are difficult.”
“I can’t get a regular dentist. I need a new plate, but they [Dentaid] don’t do those anymore. I want to get a job but haven’t got the confidence without one.”

Emergency & Temporary Accommodation residents



Healthcare access for asylum seekers

There are currently approximately 375 asylum seekers living in Eastbourne, primarily placed in hotels. Our 2022 Listening Tour heard they faced multiple barriers accessing in healthcare.

Healthwatch East Sussex supported a local charity offering migrant support, by providing monthly Information and Signposting sessions at their drop-in café, focused on enabling access to healthcare.

We provided information of the healthcare system in multiple languages, clarified what rights asylum seekers and refugees have to healthcare services and how to access them, and liaised with NHS colleagues to both understand what local provision had been organised and feedback the issues uncovered.

“Without your help we would have been all at sea, in trying to help our clients with healthcare access. Your support has been invaluable in giving us the confidence to continue to offer assistance.”

Local volunteer



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.


This year we've helped people by:

- Signposting people to the services they need
- Providing up to date information in different formats
- Referring people for Independent Health Complaints Advocacy
- Sharing issues with Health and Care decision-makers to inform the planning and improvement of services


NHS Dentistry

Dental services are consistently one of the top three reasons why the public contact us. This year, we received 110 dental enquiries, the vast majority from people wanting advice on how to access NHS dentistry.

We heard how a lack of access to NHS dental services meant people have resorted to 'DIY dentistry', having to live in considerable pain, or having to use other, less appropriate NHS services - such as A&E. Many can't afford private treatment.

 "I have called numerous dentists, none of which will take new NHS patients and I can't afford to go private."
Becky, East Sussex resident

Healthwatch East Sussex's information and signposting has ensured people who need urgent treatment know their options and have clear information.

 "Thank you so much for your assistance today. I finally managed to get my daughter an appointment".
Beverley, East Sussex resident

We have shared feedback on dentistry with Healthwatch England, NHS England South East Dental Commissioning Team and NHS Sussex. Our report on people's experiences of Dentistry was presented to the East Sussex Health Overview and Scrutiny Committee and we worked with the other Healthwatch in Sussex to deliver guidance to help people understand their rights around NHS dentistry.

Relationships with Health and Care partners

We work in collaboration with local health and social care staff and decision-makers to share people's experiences of using services. This has enabled us to review specific health and care issues together and find resolutions.

An East Sussex resident called our Information and Signposting enquiry line to share their experience of receiving delayed test results from their GP practice. With the patient's consent, the issue was discussed at our monthly meeting with NHS Sussex. Through liaison by NHS Sussex with the practice, it was agreed that the practice would take the issue to their clinical meeting for discussion. As a result, their procedures were reviewed and improvements made to internal processes.

We share reviews of local health and care services, left by the public on our Feedback Centre, with local service providers and commissioners. The information from people's experiences have contributed towards the planning and improvement of services.

An East Sussex resident, with a history of heart and lung problems, left a review on our Feedback Centre, after having tried to access an ECG at their GP Practice. We shared this information with NHS Sussex who discussed it with the GP Practice Manager. Subsequently, the issue was discussed at the Practice's internal meetings, with additional support and guidance provided for the GP reception team in triaging enquiries of this nature.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Promoted Healthwatch at community and public engagement events.
- Participated in designing and distributing surveys on NHS 111, Long COVID, Access to GPs and Cost-of-Living.
- Gathered experiences of health assessments for Children in Care.
- Undertook an independent review of complaints at East Sussex Healthcare NHS Trust (ESHT).
- Engaged with residents and staff at care homes to gather feedback on the Enhanced Health in Care Homes programme.
- Contributed to the East Sussex Healthcare NHS Trust Nutrition and Hydration Steering Group (ESHT).

Gwladys

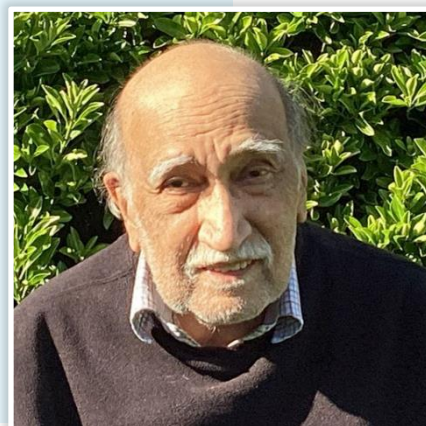
"I volunteer for Healthwatch because I feel by talking to people about the health services we use, we can all help improve the care we receive, as Healthwatch feed this back to the relevant organisations and decision-makers. Even if you are disabled, you can volunteer for Healthwatch."



Isaac

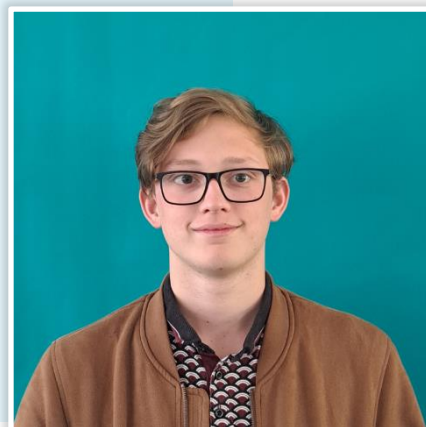
"I joined Healthwatch after working 50 years as a Doctor in the NHS. Having been a volunteer for nearly 10 years, most rewarding has been talking to patients in Hospitals, Care Homes and Nursing Homes.

I believe, Healthwatch has been responsible for improving the standards of care. It has been a privilege being associated with wonderful colleagues and learning from their experiences. I have had a wonderful time."



Hayden

"I joined Young Healthwatch [YHW] about a year ago. I have continued volunteering within ESCV as they really prioritise young people as leaders, and the wide scope of YHW allows us to look at a great range of issues young people are interested in while also having a practical impact on the NHS systems we use. Overall it's a great opportunity to make a difference, and I highly recommend other young people to join."



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatcheastsussex.co.uk/get-involved/



0333 101 4007



volunteer@escv.org.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Funding received from our local authority	£364,470	Expenditure on pay	£390,418
Additional income (including Independent Health Complaints Advocacy – IHCAS)	£269,119	Commissioned services (including Independent Health Complaints Advocacy – IHCAS)	£120,393
		Operational costs	£119,847
Total income	£633,589	Total expenditure	£630,658

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top four priorities for 2023-24

1. Listen and engage with people
2. Understand the impact of pressures on health and care services
3. Embed a focus on equality and diversity in our projects and increase the voice of seldom heard communities
4. Explore the effects of social determinants on health and wellbeing



Statutory statements

Healthwatch East Sussex is delivered by East Sussex Community Voice CIC, The Barbican Suite, Greencoat House, 32 St Leonards Road, Eastbourne, BN21 3UT.

Healthwatch East Sussex uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of five members who work to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met eight times and made decisions on matters such as:

- Establishing the formation of the Healthwatch Prioritisation Group which meets quarterly to review our projects and set our priorities.
- Committing additional resources to support the expansion of staff capacity.

We ensure wider public involvement in deciding our priorities by:

- Using insight gathered via Information & Signposting enquiries and Feedback Centre reviews.
- Gathering input from our multi-agency Healthwatch Advisory Group.
- Undertaking engagement through surveys, roadshow events and our annual Listening Tour to hear from as many voices as possible.
- Engaging with stakeholders and partners, including those representing diverse backgrounds, neighbourhoods and communities of interest.

We are committed to continuing to develop our approach during 2023/24 so that we ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight about their experience of using health and care services. During 2022/23 we have been available by phone, email, LiveChat, a contact form on our website and via social media, as well as face-to-face attendance at a wide range of community groups, events and settings.

We ensure that this annual report is made available to as many members of the public and our partners as possible. We will publish it on our website, promote it to our partners and mailing list, share it with East Sussex County Council as our commissioner, the East Sussex Health and Wellbeing Board and Healthwatch England as our national body. Hard copies are available on request.

Enter and view

This year, we undertook one Enter and View [Enhanced Health in Care Homes], making eight recommendations as a result of this activity.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In East Sussex, we take information to the Health & Wellbeing Board, Health & Care Partnership and Health Overview & Scrutiny Committee to support local decisions.

We also take insight and experiences to decision makers in the Sussex Integrated Care System [Sussex Health and Care]. We are members of the Sussex Health & Care Assembly and alongside other Sussex Healthwatch sit on a range of thematic pan-Sussex boards and groups to champion patients' and the public's voices.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Responses to recommendations

In 2022-23, no providers failed to respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so no there were resulting reviews or investigations.

Healthwatch representatives

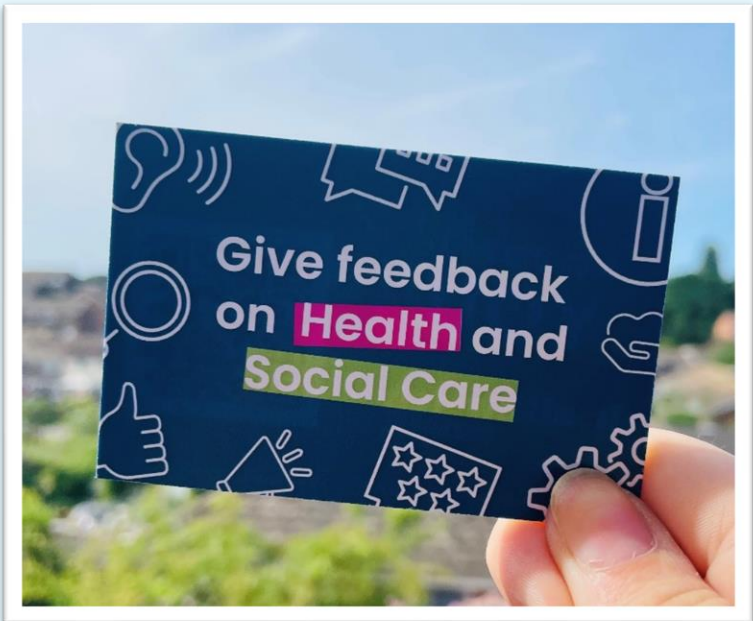
Healthwatch East Sussex is represented on the East Sussex Health and Wellbeing Board by our Executive Director.

During 2022/23 our representative effectively carried out this role by championing the voice of the public and patients in the key health and care issues that have come before the Board:

- Maintaining a focus on the health and wellbeing needs of residents of Emergency and Temporary Accommodation in Newhaven, leading to the ending of placements at Kendal Court.
- Highlighting our 2022 'Eastbourne' Listening Tour and summarising the health and care themes identified as part of our extensive engagement with individuals and communities across Eastbourne Borough.
- Contributing to programme planning and discussions related to the East Sussex Integrated Health and Care Plan.

Healthwatch East Sussex is represented on the Sussex Integrated Care Partnership [Sussex Health and Care Assembly] by the Healthwatch East Sussex Executive Director. Contributions during 2022/23 included:

- Sharing patient and public feedback from East Sussex in the setting of Sussex-wide health and care priorities.
- Highlighting the importance of mechanisms that capture and report on patient experience, and ensure it is being embedded alongside those measuring service performance.



healthwatch

East Sussex

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