

Report to: **East Sussex Health and Wellbeing Board**

Date: **4 December 2018**

By: **Executive Director, Healthwatch**

Title: **Havens Listening Tour report**

Purpose: **To share findings and insights on resident perceptions on health and social care services in the Havens area of East Sussex**

RECOMMENDATIONS

The Board is recommended to:

- 1) note the report; and**
 - 2) monitor progress on the report recommendations over the coming year**
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1. Introduction

1.1 The attached report stems from two weeks of intensive engagement in June 2018 between Healthwatch staff and volunteers and people living and working in the Havens area of East Sussex. Healthwatch worked with partners in a wide variety of community settings to gain the views of local people, many of whom are seldom heard. We also spoke to many local agencies and carried out community observation activity to deepen our insights into the local area.

2. Supporting information

2.1 Further information on the report and future Healthwatch Listening Tours are available from Healthwatch staff and on our website healthwatcheastSussex.co.uk.

3. Conclusion and reasons for recommendations

3.1. Health and Care services are highly valued by people living and working in the Havens area but there are some areas of concern that need addressing. Chief among these are the difficulties residents face in making GP appointments, the fear that new housing will place more pressure on already stretched local services and the increasing problem of children and adults accessing mental health services.

3.2 Healthwatch East Sussex recommends that the Board discusses the report and monitors progress on the report recommendations over the coming year.

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