

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

**Date of meeting:** 05 March 2024

**By:** Healthwatch East Sussex

**Title:** Rye Listening Tour Headline Report Draft

**Purpose:** To share learning from the Healthwatch East Sussex 'Rye Listening Tour' which took place in September 2023

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## **RECOMMENDATIONS**

**East Sussex Health and Wellbeing Board is recommended to note the findings and recommendations in the report.**

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### **1 Background**

- 1.1 Healthwatch gather people's views of health and social care services in East Sussex and make sure they are heard by the people in charge. Each year we focus on one area of East Sussex to engage with local people and understand their communities in more detail. For 2023 our Listening Tour focussed on Rye and the surrounding villages throughout September.
- 1.2 We used various engagement activities to hear people's experiences of health and care, including surveys, focus groups, a networking events and pop up stands in various locations and attended specially organised events.
- 1.3 As part of the Listening Tour we undertook a Mystery Shop of GP practice websites and conducted 19 Enter and Views at Care Homes in Rye and Rural Rother.
- 1.4 We will use the feedback received to make recommendations to support positive changes to local health and care services.
- 1.5 More details of the Rye Listening Tour including the key findings, conclusions and recommendations are available in the headline draft report contained in **appendix 1**.

### **2. Conclusion and reasons for recommendations**

- 2.1 The East Sussex Health and Wellbeing Board is recommended to note the findings and recommendations in the report.

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