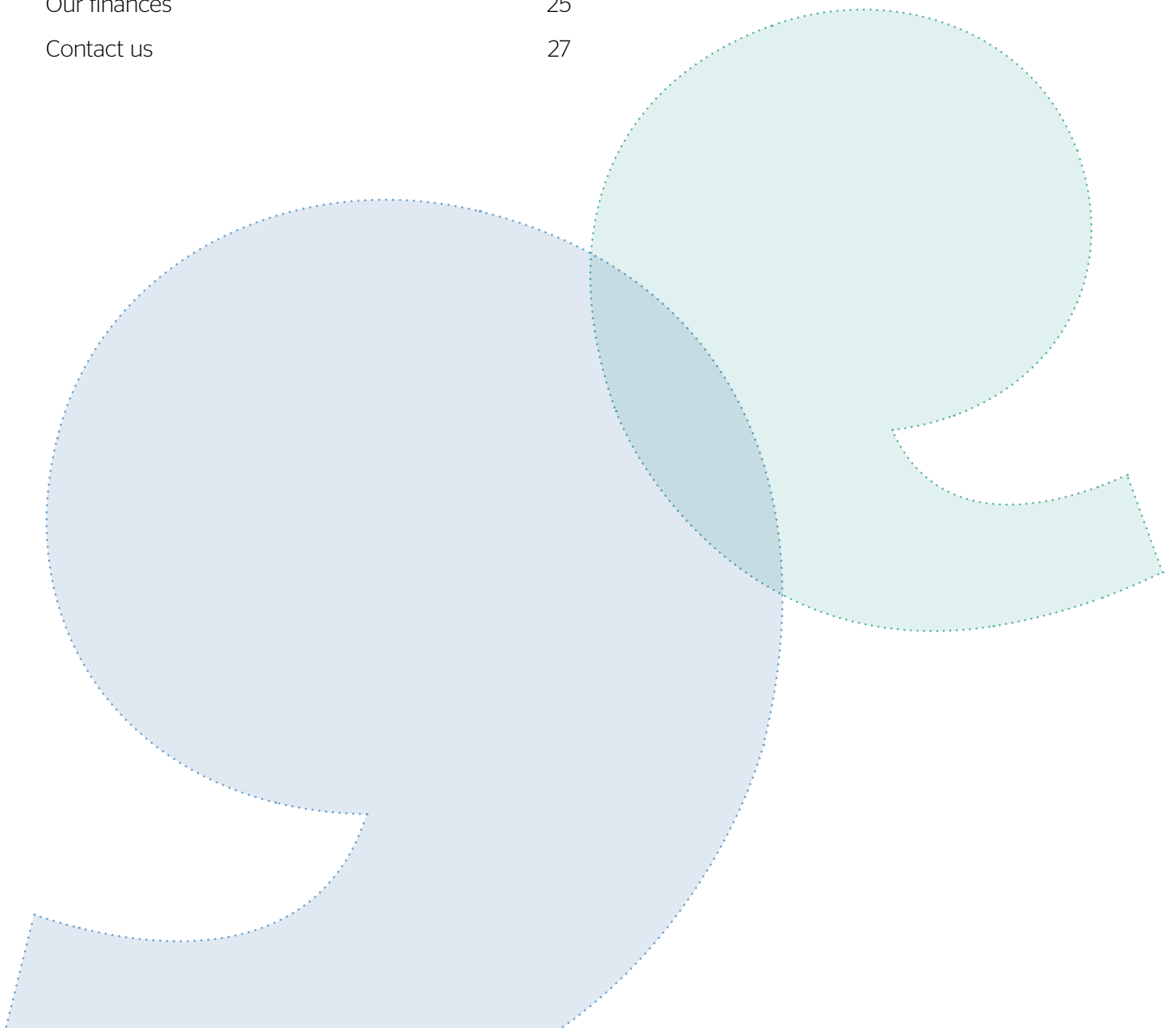




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# Message from our Chair, Fran McCabe

From its start in 2013, Healthwatch in Brighton and Hove has been challenged by deep seated problems in our health and care system. More people, with increasingly complex needs, are making demands on NHS and care services. Local people expect services to be safe and of good quality. Healthwatch also expect services to provide care that is sensitive to people's individual needs and preferences.

In the last year, our work has continued to be dominated by the NHS agenda, with our local hospital and the ambulance service being put into 'special measures' by the Care Quality Commission [CQC]. The CQC are the official health and care regulators, and work closely nationally and locally with Healthwatch. In addition, the number of GP practices in the City has reduced by about 12% and the Brighton and Hove Clinical Commissioning Group (the CCG is the NHS body that determines what services are available in the city) was identified by NHS England as one of the worst performing CCG's in the Country.

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**“My Healthwatch Board, all volunteers, have been steadfast through this challenging year and have given up their time liberally. Thanks also to people in the statutory sector, who have opened their doors to us and listened to our challenges.”**

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Healthwatch activities in the City have focused on the Royal Sussex County Hospital [RSCH], which is part of the Brighton and Sussex University Hospitals Trust [BSUH]. The RSCH is a teaching hospital, major trauma centre and includes regional specialist services. Healthwatch has been kept 'on our toes' making sure that the voice of patients and their families has been heard in the NHS response to regulators and inspections.

In the coming year, Healthwatch will continue to be a 'Watchdog' for the NHS but increasingly to also focus on social care, and care in the community. We ended this financial year with a major review of the 'Joint Community Equipment Service' running from January to March 2017. Next year Healthwatch will also do more to ensure that the NHS and care services address equality and diversity issues.

Our volunteers are the backbone of the organisation and I would like to pay tribute to them. Healthwatch has around 40 local people as volunteers. This team are now very experienced in reviewing services. We use trained volunteers to exercise our 'Enter and View' statutory powers. Often we have needed to talk to patients quickly to be able to influence and improve quality and safety improvement plans. Our volunteers have attended meetings and have been our eyes and ears. They have contributed to understanding changes to NHS and care services from the perspective of those most directly affected, namely local people using services on a daily basis. Our support to our volunteers has improved recently and will be a continuing priority next year.

I need also to thank the Healthwatch staff team who have managed this difficult environment. The CEO has only been in post for one year and already we can see his impact and we have to thank him for the development of Young Healthwatch in 2016-17, which we will report on next year.

Regardless of the numerous changes in leadership in the city, recommendations from Healthwatch reports and submissions to decision makers have continued to be implemented. Healthwatch does not, and cannot, claim sole responsibility for all service improvements referred to in this report. Nevertheless, through our powers and position we have provided evidence and arguments ensuring peoples' voices and experiences have been heard and have influenced improvements to services for the citizens of Brighton and Hove and will continue into the coming years.

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# Message from our Chief Executive, David Liley

I started as Chief Executive for Healthwatch Brighton and Hove in April 2016. My background is in mental health and child protection. I am a registered social worker with senior management experience in the NHS, Social Care and local Healthwatch. It is a privilege to be back working in Brighton and Hove. With all its challenges, this is an exciting, creative and caring place – a great city to live and work and enjoy life. I would like to pay tribute to Nicky Cambridge my predecessor for all the work she did in her time with us.

While this has been a demanding year for Healthwatch Brighton and Hove, it has also been a year of significant success. We have represented local people and challenged decision makers. Healthwatch has made a real impact with tangible service improvements associated with our reports and evidence. Healthwatch has helped local services provide more personal, dignified and safe care.

The Healthwatch staff team has changed in the last year with new posts and new people. For the first time we have a full time professional researcher and two part time project coordinators who will support volunteers in delivering our busy work plan for next year. We have also invested in Young Healthwatch and have a dedicated part time youth worker provided by the YMCA 'Right Here' project.

I believe that our volunteers and staff have made an exceptional contribution to improving local services. In response to staff, volunteer and stakeholder feedback, we have changed the way our volunteers are recruited, trained, briefed and supported. Recently we welcomed 15 new volunteers, seven involved with Young Healthwatch.

During 2016/17 local Healthwatch services were retendered. Healthwatch Brighton and Hove Community Interest Company was retained as Healthwatch providers, and Impetus was retained as providers for the Independent Health Complaints Advocacy service. Both contracts have been extended by two years.

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**“Healthwatch in Brighton and Hove have recruited new staff and volunteers. We have delivered a balanced budget, attracted funding in addition to our main contract and retained a working financial reserve.”**

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# The year at a glance

## Practice visits and engagement leading to service improvement

We undertook **67** visits to health and social care services to talk to people about their experiences and make observations about practice.



We reached **580** users of the Adult Social Care Equipment and Adaptations service to hear their views.

- 27** Enter and View visits to Royal Sussex County Hospital.
- 27** visits to users of Equipment and Adaptations service in their home.
- 13** Patient-Led Assessments of the Care Environment (PLACE) in Brighton hospitals.



**101**

**recommendations** to services were made as a result of these visits which led to **46** actions to improve practice. An estimated **3,700** patients benefitted from these changes.

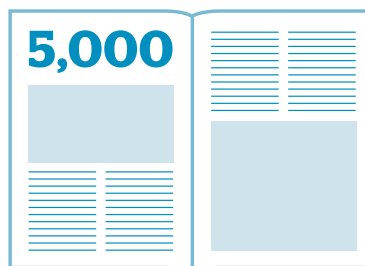
## Communicating the voice of the patient through media



We issued **21** press releases raising the voice of the patient on critical issues.



We did **41** interviews for local radio, newspapers and television.



We produced **6** editions of our Healthwatch magazine; **940** paper copies and **500** digital copies of each edition were sent to subscribers, reaching an estimated audience of **5,000** people across Brighton and Hove.



 **1,611**  
 **521**

We attracted **1,611** Twitter and **521** Facebook followers, and our Facebook posts reached over **57,000** people.

## Using volunteers to maximise value



Volunteers contributed an average of **180** hours on improving health and social care services..



Volunteers contributed work worth **£26,000** for the **67** site visits.

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# Who we are

**Healthwatch is the official consumer champion for Health and Social Care Services.**

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## Our vision

We want better health and care services, with consumers' expectations and preferences at the heart of how those services are provided, commissioned, designed, managed and funded. We are working towards a society where all health and social care needs are heard, understood and met.

Achieving this vision will mean that:

- the people who use services shape their delivery;
- people can influence the services they receive in a personal and individual way;
- people hold services to account.

## Our priorities

- to help increase consumer confidence in local services by ensuring that decision makers 'keep their promises';
- to promote the involvement of consumers in decisions about health and care;
- provide evidence of consumer experiences of health and care services using our 'enter and view';
- statutory powers and other accredited methods;
- to help decision makers by providing timely evidence and information on topical health and care issues from the service user and public perspective.

## We achieve this by

- listening to people, especially the most vulnerable, to understand their experiences and what matters most to them;
- influencing those who have the power to change services;
- informing and empowering people to get the most from their health and social care services;
- working with the Healthwatch national network to champion service improvement and empower local people.

**We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.**

**BRIGHTON**  
**PULSE**



[www.brightonpulse.org](http://www.brightonpulse.org)

**Be a 5 minute volunteer for the NHS!  
Visit Brighton Pulse online and tell us your experiences of Health and Social Care services. You can make a difference!**

## Healthwatch Brighton and Hove – not for profit

We are a Community Interest Company (CIC) set up by and run by local people. Healthwatch is not for profit, any funds we receive or earn are spent helping local people. We have a small paid staff team of four people. Impetus provides our sister service, the Independent Health Complaints Advocacy Service (IHCAS), and Young Healthwatch is provided in partnership with the YMCA. They are also not for profit organisations.

Healthwatch Brighton and Hove CIC has been established for 3 years. Our funding is provided by Brighton and Hove City Council but we are entirely independent from NHS or local council control.

Our Healthwatch Team 2016/17 (below, clockwise from top left): David Liley, Dr Roland Marden, Steve Turner, Magda Pasiut.



## Run by local people for local people

Healthwatch Brighton and Hove has 40 trained and supported volunteers who visit services and ask people about their experiences and how they could be improved.

Healthwatch volunteers attend decision making committees and discussion forums to represent patients and people who use social care services. We sit on the Health and Wellbeing Board, the City Council Health Overview Scrutiny Committee, Adult Safeguarding and the Child Safeguarding Engagement Sub Committee. Healthwatch Co Chairs the Royal Sussex County Hospital (RSCH) Patient Experience Panel.

Our volunteers and staff attend approximately 25 standing committees and decision making forums. Those include 'Brighton and Hove Caring Together' and the Sustainability and Transformation Partnership (STP) Board, which leads the STP. Healthwatch has two roles in this STP process:

1. The first is influencing future investment, and the integration of health and care services; GP services and Primary Care; A&E and Urgent Care; Planned Care and Cancer Services, and 'Better Care' in the community and out of hospital care.
2. The second is to provide independent assurance to the public that engagement and consultation is being carried out in line with accepted best practice. We ensure that the people who use services are involved when they are changed, and that the impact of changes on equality and diversity issues is properly considered.



We can help you...

Are you struggling with your health or social care?

Are you confused by the system?

Don't let us hear from you...

**Your views on health and care**



## Listening to local people's views – improving services

Healthwatch listens to people's views in a number of ways:

- Our volunteers go to hospital wards, outpatient clinics and GP surgeries and talk directly to people using those services.
- Brighton Pulse is Healthwatch's online feedback centre gathering patient views on services.
- We use questionnaires, postal surveys and social media to contact people.
- We regularly ask the views of voluntary and community groups who represent the diversity of our City.
- We listen to all age groups. In the last year we established Young Healthwatch and recommended improvements in services used predominantly by older and frail people.
- Healthwatch has supported Advocacy for the Trans Community.
- We have represented people living in Brighton and Hove and people who travel here for Hospital and outpatient treatments.
- We carry out monthly environment reviews at the RSCH and some other NHS facilities – this has led to direct and immediate improvements to some patient areas.
- Healthwatch provide a peer review of hospital complaints, checking how complaints have been handled and suggesting ways that could be improved. We have a team of volunteers dedicated specifically to that work.
- Next year we plan to extend complaints peer review to Mental Health Services. In partnership with local Healthwatch in East and in West Sussex, that will cover the whole county.

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**“Healthwatch spoke up for us and made people listen. Patient transport has improved since then.”**

Vicki, who uses Patient Transport Services for dialysis treatments

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## What we've learnt from visiting services

Healthwatch reviews usually start when an issue is brought to our attention. Some examples in the last year:

- Local people contacted Brighton Pulse and the Healthwatch Information line about difficulties getting outpatient appointments at the RSCH, and a poor physical environment in some clinics. A year later the booking system was more reliable and administration time was cut from one week to one day. Missed appointments dropped from 10% to 6.6% - below the national average of 8.3%.
- Healthwatch recently raised concerns about privacy and the physical environment at a sexual health clinic in the city. A team of managers and nurses were there the next morning starting an improvement programme.
- From past experience and working closely with the Care Quality Commission (CQC) regulators, we knew that the local A&E Department needed to be improved. Our recommendations made in the A&E report of May 2016 were implemented leading to a redesign of A&E in layout and changing the service delivery model.

- People using the local renal dialysis service drew our attention to failures in patient transport services. Our report published in November 2016 influenced a change of providers and the model for delivering this service.
- Brighton and Hove City Council social care officers asked us to review the Equipment and Adaptations service requesting an independent view of consumer experiences. Our report of March 2017 found high service user satisfaction rates and made recommendations for improving the service and making it more efficient.

In 2016/17 Healthwatch Brighton and Hove had 11 authorised representative volunteers who carried out statutory 'Enter and View' activities on our behalf:


**Tony Benton**  
**Mike Doodson**  
**Nick Goslett**  
**Vanessa Greenaway**  
**Carol King**  
**Frances McCabe**  
**Sylvia New**  
**Sophie Reilly**  
**Sue Seymour**  
**Maureen Smallbridge**  
**Roger Squier**  
**Paul Wilson**

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**“Healthwatch has played an important role in being a critical friend to the CCG and has helped us embed the voice of patients in the work we do.”**

Adam Doyle, Chief Accountable Officer of NHS Brighton and Hove CCG

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**Helping you find  
the answers**

## How we have helped the community access the care they need

- The Healthwatch Brighton and Hove website keeps local people up to date with changes in the NHS and in adult social care.
- We use email, our information line and social media to help individuals, families and carers to access local services and to take more control of their own health and care.
- The Independent Health Complaints Advocacy Service (IHCAS), provided for us by Impetus, helps people resolve problems and complaints with NHS services.
- At times of uncertainty Healthwatch is frequently used by local newspapers, radio and TV to provide the voice of patients and to advise local people about accessing services.

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### “My GP surgery is closing, I don’t know what to do, how will I get my prescription renewed?”

Betty, Whitehawk resident

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Betty heard Healthwatch being interviewed on the radio and wanted more advice. Betty does not use the internet, so we advised her over the phone and made sure her grandson was able to go to our web page and get the full details of how to re-register with a new GP. Healthwatch had agreed this advice with the NHS locally and NHS England and we had prepared frequently asked questions that were used by partner organisations to advise local people.

### Advocacy support from IHCAS

A woman with serious physical and mental health needs experienced delay and then cancellation of brain surgery at RSCH as staff were unable to locate the patient’s notes. An IHCAS advocate made two home visits and liaised with PALS for a resolution meeting with the ward manager and matron of neuro surgery. The meeting provided clarity on her concerns and reassurance that changes had been made to avoid this occurring again. Changes included improved storage facilities on the ward, greater awareness of the tracking system for notes and a new staff position to assist with information sharing with patients. The patient reported that it felt “nice to meet face to face and know that staff took my concerns seriously.”

### Families and carers

Reena emailed the Healthwatch Office because she was concerned about aspects of the treatment her grandmother was having in a local hospital. Reena lived in London and was not able to visit her grandmother in Brighton very often. The doctors and nurses always seemed so busy and she could not seem to get a straight answer to any queries over the phone. We were able to put her in touch with the Hospital PALS service. They arranged for Reena to have time with a doctor and nurse. They also arranged to have an interpreter visit as her Grandmother is more comfortable using another language.

**Making a  
difference together**



## Consumer experiences are helping influence change

Healthwatch gathers evidence and produces reports to influence decision makers. These include Brighton and Hove City Council who provide and purchase social care services for adults, families and children and the Brighton and Hove Clinical Commissioning Group (CCG). The CCG, part of the NHS, is led by local doctors and is responsible for purchasing healthcare for local people.

**“Social Care, Safeguarding and Public Health have all benefitted from Healthwatch evidence-based reports in the last year. These reports are an important source of independent evidence gathered from patients and service users and can be used to support continuous service improvement.”**

Rob Persey, Executive Director for Health and Social Care, Brighton and Hove City Council

Healthwatch undertook a review of the Equipment and Adaptations service gathering the views of 580 users and interviewing 27 in their homes. The report highlighted ways in which the needs of users could be better met.

Healthwatch visited the main Outpatients Department at the RSCH and seven specialist clinics: the Cancer Centre, ENT including audiology, Eye Hospital, Fracture Clinic, Gynaecology, Physiotherapy, and Rheumatology. We interviewed 117 people attending these clinics.

Healthwatch also presents reports to the Hospital, Community, Mental Health and Ambulance Trusts that provide health services.

- A new waiting area provided at Royal Sussex County Hospital A&E department.
- People waiting on trolleys now have active and positive nursing.
- Waiting times from arrival at hospital to being allocated a bed decreased.
- Dozens of our suggestions for improvements at the RSCH are being implemented in patient areas including: improved information provided to patients, provision of better signage, better access to hand sanitisers, more consistent practices about use of hand sanitisers, decluttered waiting areas, improved quality of seating.
- All Healthwatch recommendations were welcomed and accepted by the CCG and the hospital. Our recommendations were included in the safety and quality improvement plans for the hospital.

Healthwatch provides evidence to the Care Quality Commission (CQC). The CQC regulates quality and safety in Hospitals, Community Clinics, GP surgeries, Care and Nursing Homes and other Adult Social Care services. Healthwatch worked closely with the CQC when both the BSUH Hospital Trust and SECamb, the Ambulance Trust went into special measures. Changes recommended by Healthwatch have been implemented.

## Working with other organisations

Healthwatch works best in partnership with other organisations. We rely on a network of community and voluntary organisations to help us identify emerging issues.

This year we brought change through partnership:

- Healthwatch provided evidence to the CQC about deficits in the RSCH A&E department and other hospital services.
- When the Brighton and Sussex University Hospitals Trust were placed in 'special measures' Healthwatch immediately offered a package of support to the Trust. Our contribution to improving safety and the Trust recovery plans was praised by the Chair and Chief Executive of BSUH.
- Healthwatch drew the attention of the CQC to the failure of our patient transport services and they followed up with an inspection visit, creating further pressure for more reliable and personalised services.
- Working with clinicians and managers at the Royal Sussex County Hospital, Healthwatch set up monthly consumer reviews of the physical environment. We also provided independent consumer feedback to the RSCH on how they managed patient complaints.
- Healthwatch Brighton and Hove has worked Sussex-wide with Healthwatch in East and West Sussex and also with colleagues in Surrey and Kent to support the South East Coast Ambulance Trust (SECamb). We helped SECamb interview for a new Chief Executive, arranged for local people to visit the Ambulance Control Centre and HQ. We also provided advice to the Trust on their recovery plans as they were placed in 'special measures' following an adverse CQC report.
- We have worked with Healthwatch England on preparing to engage local people in the NHS Sustainability and Transformation Programme (STP).
- At the 2016 Healthwatch England National Conference we received two special commendation awards. The first was for promoting equality and diversity recognising local work with the Trans community. The second was for our collaboration with the CQC regulators, which was shared with Healthwatch colleagues across the South East Region.

## How we've worked with our community

We helped local people have a direct say in how services were commissioned, provided and managed:

- Healthwatch representatives on the Health and Wellbeing Board and the Health Overview and Scrutiny Committee spoke up about GP closures and the concerns of local people about accessing GP's at high pressure times e.g. Bank Holidays.
- Healthwatch provided authorised training and supported consumer representatives on decision-making forums covering: Adult and Child Safeguarding Primary Care; Community-based Health and Social Care; Acute NHS services; Cancer services, and Mental Health services.
- Healthwatch co-Chaired the redesign of the BSUH Patient Experience Panel (PEP). Separate PEP's were created for the RSCH and the Princess Royal Hospital (Haywards Heath), with our colleagues in Healthwatch East and West Sussex becoming more directly involved; and new members were recruited for the RSCH PEP that better reflected the diversity of the local community.
- The vast majority of Healthwatch Representatives are volunteers and we estimate they have contributed 7,500 volunteer hours over the last year.





**It starts with you**



## #ItStartsWithYou - Improving services starts with individuals.

### Eye Hospital

- Fran, one of our Healthwatch Volunteers, visited the local Eye Hospital and was deeply disappointed to see it had very poor décor, inadequate seating and lacking in basic facilities.
- Healthwatch took up these issues with the Hospital Trust top managers and Chief Nurse and raised the issue at the Health and Wellbeing Board and other meetings.
- As a result the Eye Hospital had a £3m redevelopment - it has taken three years but Healthwatch was determined to see these improvements delivered.
- The Eye Hospital improvements included the expansion of two outpatient areas and eight new clinical spaces to ensure that patients are seen in an appropriate setting sooner, reducing waiting times and improving the patient experience. There are also two new dedicated waiting rooms, one for adults and one specifically tailored for children.

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**“I was shocked to see the state of the Eye Hospital and it has taken three years of constant prompting and pressing for improvements.”**

Fran, Healthwatch Brighton and Hove Volunteer

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### Child safeguarding

- Two years ago Healthwatch raised a child protection issue with BSUH which has now been fully investigated, an independent enquiry took place and the matter has been resolved.

The work of Fran and other Healthwatch volunteers alongside staff at the hospital made these improvements happen.

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**“We have seen a total transformation of this clinical area, it is now better for patients, parents and the clinicians and staff who work here.”**

Peter, Healthwatch Brighton and Hove Volunteer

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### YMCA ‘Right Here’ project

- Thanks to Jacob and the YMCA ‘Right Here’ project, GP services for young people will be improving in Brighton and Hove. Jacob is a participation coordinator with ‘Right Here’ and enables young volunteers to identify how services could be improved for young people.
- As part of the Healthwatch Community Information Network (SPOKES) Jacob and others at the YMCA prepared a report for us on how GP services could better address the needs of young people.
- He and others visited GP surgeries for observational visits and interviewed young people. They have recommended changes including: better information about emotional support and access to psychological services; respect for the privacy for young people when they want to discuss confidential personal issues.
- The YMCA ‘Right Here’ project are now working with one GP surgery to make it a beacon practice for young people.

Healthwatch has 13 authorised representatives (staff and volunteers) who attended decision-making forums and spoke up for patients and care service users:

**Tony Barton**  
**Denis Bartup**  
**John Davies**  
**Bob Deschene**  
**Karin Janson**  
**David Liley**  
**Frances McCabe**  
**Neil McIntosh**  
**Dr Roland Marden**  
**Barbara Marshall**  
**Hilary Martin**  
**Sylvia New**  
**Sophie Reilly**

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**“Healthwatch volunteers are constantly challenging us to improve our services and physical environment, to improve the patient experience. They bring clear evidence and a reasoned argument.”**

Caroline Davies, Deputy Chief Nurse, Patient Experience, BSUH

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#### Meetings attended regularly in the last year include:

A&E delivery board
Adult Safeguarding Board
BSUH Board meeting
BSUH Quality Improvement Experience
C&YP Emotional Health & Mental Wellbeing Steering Group
Cancer Action Group
Care Governance Board
CCG Engagement Organisations Network
City Needs Assessment Steering Group
Commissioning Short Term Services Board (CSTSB)
Community Governance meetings (SPFT)
CQC Quarterly meeting
Health & Wellbeing Board
Healthwatch Regional Network Meetings
Martlets Palliative Care Partnership Governing Group
Maternity Services Liaison Committee
BHCC Chief Officers Health and Care meeting
Overview and Scrutiny Committee
Palliative & End of Life Governing Group (PEGG)
Palliative Care and End of Life Steering Group
Brighton and Hove Caring Together + STP Board
Patient Experience SPFT
Patient Experience Panel BSUH
Patient Participation Group Network
Primary Care Commissioning Committee
Quality Surveillance Group
Safeguarding Adults Board
Safeguarding Adults Board Case Review subgroup
SCT Board meetings
SECAmb Board
South East Coast Clinical Network (SECCN)
Sussex Cancer Partnership
Sussex Healthwatch Liaison meetings (SPFT)
Safeguarding Children Engagement sub group
Central Sussex and East Surrey Alliance Board (CSESA) STP

A close-up, profile view of a woman with short brown hair, wearing a red jacket and a red earring. She is looking down and writing on a clipboard with a pen. The background is blurred, showing other people in a meeting setting. A semi-transparent pink circle is overlaid on the image, containing the text.

**Our plans  
for next year**

## What next?

In the next year, Healthwatch plans to maintain and improve our 'Watchdog' role representing patients, and social care consumers. Our priority will be to support and provide assurance to 'The Big Health and Care Conversation' and local integration and improvement plans expressed in the Brighton and Hove 'Caring Together' programme.

Local services face challenges to improve quality and safety, make the best of their resources and maintain a trained and stable workforce. Healthwatch want consumer views to directly impact how those services are planned, managed and delivered.

Healthwatch working in collaboration with voluntary and community organisations will involve the voice of patients and the public in improvement plans for health and care services in the city.

In the first part of 2017/18, Healthwatch will be returning to the issue of Patient Transport Services. From April 2017 the new service provider South Central Ambulance Service will be in place. Healthwatch Brighton and Hove along with Healthwatch East Sussex and Healthwatch West Sussex have been commissioned to gather patient views on how the new arrangements are addressing consumer needs and expectations. Last year we interviewed 60 PTS service users. In the next year we plan to increase this to 100 people in Brighton and Hove with a target overall of 300 people interviewed across Sussex.

Over the summer and into the autumn 2017 we will be doing a major review of GP services. We know that GP services in the city have been hard-pressed in the last year with GP practice closures resulting in people needing to change their GP.

Healthwatch will be reviewing people's personal experiences of their GP surgery. This will have three elements:

- a patient survey;
- a practice survey completed by the GP surgery and its local PPG (Patient Participation Group);
- observation visits to every GP surgery in the city.



## Listening is part of the 'conversation'

Healthwatch will be asking people directly on the street about the health and social care issues that affect them. We will gather consumer views, particularly those of young people, about services and provide that evidence to decision makers.

Healthwatch will maintain and build on our Community Information Network - voluntary and Community organisations that provide us with grassroots evidence about emerging health and social care issues. We also want to create a Sussex wide Healthwatch 'Voice' in partnership with Healthwatch East and West Sussex.



**Talk to us**  
We welcome  
your views

# Our people



## Decision-making

We want decisions about local Healthwatch activity to be accountable, open and transparent.

Members of the public attend Healthwatch Board meetings. We report each year to the Health and Wellbeing Board on activities, priorities and decision-making. We submit our annual report to Healthwatch England and we ask partner organisations to give us their views on how well we are doing through our annual Stakeholders survey.

Last year we held a 360 review involving the public, partner organisations, our Board, volunteers and staff. In the coming year we are considering how best to repeat that process and we may seek a peer review with another local Healthwatch serving a similar population.

## How we involve the public and volunteers

Healthwatch wants to involve the public and volunteers in:

- Board meetings - we publish the date, time and venue of our Board meetings on our website. The minutes of our meetings and all our reports are also available online.
- We frequently issue press notices and appear in local media to ensure the Healthwatch consumer perspective is prominent on emerging and topical issues of public concern.
- Healthwatch Brighton and Hove maintains a Facebook page and Twitter presence encouraging feedback from the public on issues affecting them and also feedback about how we operate.
- In the next year we want to improve the way local people can influence decisions about our plans and future activities.

Healthwatch has been in existence for only four years but it is establishing itself as a respected voice for consumers of health and social care. Increasingly people come to us to represent their views.

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**“Healthwatch is an active partner at the city’s Health and Wellbeing Board. The voice of service users across our health and care services are crucial to develop and build stronger, more resilient services for the future.”**

Daniel Yates, Labour Councillor for Moulsecoomb and Bevendean, Chair, Brighton & Hove Health and Wellbeing Board

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**Our finances**

## Income

Funding received from local authority to deliver local Healthwatch statutory activities	£199,000.00
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Additional income	£11,249.99
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<b>Total income</b>	<b>£210,249.99</b>
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## Expenditure

Office costs	£25,312.37
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Staffing costs	£154,640.65
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Direct delivery costs	£29,566.01
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<b>Total expenditure</b>	<b>£209,519.03</b>
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Balance brought forward	£730.96
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## Contact us

Healthwatch Brighton and Hove, Community Interest Company (CIC) will be making this annual report publicly available by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address below.

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Healthwatch Brighton and Hove  
Community Base, 113 Queens Road  
Brighton BN1 3XG

01273 234041

[office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk)

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Twitter @HealthwatchBH

Address of Commissioners: Brighton and Hove City Council, Kings House, Grand Avenue, Hove BN3 2LS

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