



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch West Sussex

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our chair

Listening Deeper, Acting Stronger, Together

As we reach the close of another year, I want to offer my heartfelt thanks to every person who has contributed to our shared mission of improving health and social care across West Sussex.

This year, we've taken meaningful steps to listen more deeply, include more voices, and act with greater purpose. Despite ongoing pressures – financial constraints, workforce challenges, and the continued evolution of the Integrated Care System – you have remained focused on what matters most: ensuring local people are heard and their experiences drive change.

Over the past 12 months, your stories have shaped our understanding and set the agenda. We've gathered thousands of insights from communities across West Sussex, analysed emerging trends, and amplified your voices to influence decisions at both local and system levels. The key themes – treatment and care, communication, access, and delays – have once again highlighted areas where people need services to work better for them.

We have seen real impact: service improvements following your feedback, more inclusive engagement across our diverse communities, and stronger collaboration with local Healthwatch and system partners. Through our involvement with the Integrated Care System and partnerships across Sussex, we've helped ensure that what matters to people informs both strategy and delivery.

The power of your voices – shared through surveys, community outreach, focus groups, and advocacy – has driven our work and shaped the way care is delivered. From volunteers offering their time and insight, to our dedicated Healthwatch and Advocacy teams working tirelessly behind the scenes, every contribution has counted.

Looking ahead, our focus remains clear. We will continue to:

- Champion the voices of underrepresented and marginalised communities,
- Use real experiences to influence decisions,
- Collaborate with others to improve outcomes, and
- Ensure every person has the opportunity to shape the care they receive.



"Your feedback is vital – please keep sharing your experiences so that together, we can make health and social care work better for everyone.

Thank you for all you do. Let's continue to listen, act, and make a difference – together."

Steve Cooper, Board Chair, Healthwatch West Sussex

About us

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

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



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

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



Our values are:

Equity: Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power

Our year in numbers

We supported more than 15,000 people to have their say and get information about their care. We currently employ 7 staff and, our work is supported by 65 volunteers.

Reaching out:



15,746 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

992 people came to us for clear advice and information on topics such as help with making a NHS complaint, finding a dentist and feedback about people's experiences at General Practices.

Championing your voice:



We published 32 reports about the improvements people would like to see in areas like the **Memory Assessment Service**, **PALS** and **Cancer Care**.

Our most popular report was the **Enter & View Programme Southlands Hospital Report**, highlighting people's experiences, including what works well and what could be improved. We used the evidence to make recommendations and inform changes both for individual services as well as health and social care systems wide.

Other popular reports included the: **Cancer Care Review** and **Barriers to accessing healthcare support when homeless**.

Statutory funding:



We're funded by West Sussex County Council. In 2024/25, we received £234,696, which is the same as last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in West Sussex. Here are a few highlights.

Spring

We built a strong partnership with South Downs National Park and Sussex Community Transport, and through our engagement with local communities, we played a key role in helping South Downs National Park secure a health and wellbeing travel grant to connect communities and improve people's wellbeing.

To ensure our services truly meet local needs, we conducted a comprehensive stakeholder survey to gather honest feedback on our performance. Guided by these insights, we developed a targeted action plan to drive continuous improvement and deliver even greater value to the community.

Summer

We appointed a dedicated Children and Young People Lead and brought together a youth-led team to collaborate on a sexual health project addressing West Sussex's low chlamydia screening rates. Their insights shaped a powerful social media campaign aimed at raising awareness and driving action.

This summer, we doubled our presence at fresher fairs, engaging with around 100 young people.

Heard firsthand about their healthcare experiences, perceptions, and priorities, ensuring their voices shape future services.

Autumn

We helped identify a key opportunity to improve cancer care following diagnosis and treatment, highlighting inequalities in access.

This led to the formation of a focus group and the implementation of actions to ensure all patients receive consistent statutory care reviews.

Through our work with local community centres, we heard from residents about the vital role these spaces play in supporting physical health, emotional wellbeing, and social connection. We shared a report to encourage similar initiatives across other areas of West Sussex.

Winter

Healthwatch in Sussex received the National 2024 Healthwatch England Award for our work on the Sussex Non-Emergency Patient Transport Service (NEPTS).

By gathering community feedback and making informed recommendations, we influenced new regional plans.

In partnership with Crawley Local Community Network (LCN), we developed a targeted survey to uncover the real-life experiences of people living in temporary accommodation. The insights gathered informed a detailed report with actionable recommendations to drive meaningful change.

Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Sussex are heard at the Integrated Care System (ICS) level, and they influence decisions made about services across the county.

This year, we've worked with Healthwatch Brighton and Hove and East Sussex to achieve the following:

A collaborative network of local Healthwatch:



Funding secured from our Integrated Care Board (NHS Sussex) meant we could join important decision-making meetings to independently scrutinise services, speak up on behalf of patients and share their views. NHS Sussex leaders welcomed our insight and responded to our challenges e.g. after raising the need for clearer communications, they published information about changes designed to improve access to **NHS dentistry** and explained the different roles in **GP surgeries**.

The big conversation:



During 2024/25, the three Healthwatch teams delivered 12 short monthly digital polls, designed to capture people's views on a range of topics. We heard from 3,418 people, including 1,593 people from West Sussex. The highest response received was on vaccinations, followed by dentistry. Healthwatch West Sussex led polls covering physician associates, eye care, social care and neurodevelopmental services. The results are available on our website and have, for example, provided important intelligence to those developing Integrated Care Teams, Neighbourhood Mental Health teams and pharmaceutical needs assessments.

Building strong relationships to achieve more:



We collaborated to use patient feedback to influence the re-commissioning of the new Sussex Non-Emergency Patient Transport Service (NEPTS). Patient views were included in the service specification, helping to deliver improved communications, clearer eligibility and signposting to alternatives.

Our work was recognised by receiving the 2024 **Healthwatch England Impact Award**, the first ever joint winners.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in West Sussex this year.

Creating empathy by bringing experiences to life



Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

By listening to local people and understanding the barriers they faced in accessing nature (particularly around transport) we helped drive real change. Through a small pilot project with South Downs National Park and Community Transport Sussex, we gathered feedback during community walks and social events. This input shaped a report that highlighted transport as the main challenge. As a result, a Health and Wellbeing Travel Grant was launched in June 2024 to help local groups access outdoor spaces, supporting better health and wellbeing across communities.

Getting services to involve the public



By involving local people, services help improve care for everyone.

Healthwatch West Sussex worked with GP surgeries to ensure communities were heard during discussions about proposed branch closures. Taking a timely and independent role, Healthwatch helped support open communication between practices and patients. By encouraging and amplifying the public voice, we made it possible for local people to share their views and highlight the needs of their area - helping to inform decisions and ensure care remains responsive and community-focused.

Improving care over time



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

After eight years of sustained work to improve Non-Emergency Patient Transport Services (NEPTS) in Sussex, Healthwatch in Sussex has seen lasting impact thanks to the voices of local people. Working together across Healthwatch Brighton and Hove, Healthwatch East Sussex, and Healthwatch West Sussex, we gathered community feedback, developed recommendations, and helped shape new regional plans.

These plans now reflect what people told us, leading to clearer communication, improved guidance on eligibility, and better information about alternative transport options. This long-term commitment shows how listening to local experiences can drive meaningful improvements in care.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to your experiences

Listening to Local Voices to improve Cancer Care Reviews

Healthwatch West Sussex, NHS Sussex, and Macmillan worked collaboratively to gain insights from individuals with a cancer diagnosis, and those who support, carers, and family members.

What did we do?

We jointly devised a survey, which was widely circulated. The responses form the basis of our report. Our report shares the experiences of people with a cancer diagnosis, as well as those who support them, to understand whether they have received a **Cancer Care Review** from their GP practice. While the sample size is small and not statistically significant, it provides an indication that the Cancer Care Review is not being fully supported by primary care as it could be.

Main point we heard:

The Cancer Care Review survey highlighted that **82% of the 96 people** who completed our survey with a cancer diagnosis are not aware of the Cancer Care Review and the benefits this review could have to support their journey through the NHS complex system.

What difference did this make?

The Macmillan Primary Care Nurse Facilitator's (NHS Sussex) worked closely with Surrey and Sussex Cancer Alliance to raise awareness of the importance of Cancer Care Reviews. They are planning an education and networking day, for cancer support, cancer care coordinators and other non-clinical colleagues.

They continue to work with Sussex Training Hub and have a web page dedicated to cancer to support all staff (clinical and non-clinical) who provide support, deliver care and interventions to people living with and beyond cancer.

"I would like to thank Healthwatch for this in-depth report. It has given us the opportunity to work with our primary care colleagues and explore further the opportunities available and to explore why GPs aren't telling patients that they are completing cancer care reviews. The primary care nurses working in Sussex are now writing a paper to support GP practices in how to complete the cancer care reviews."

Vicki Havercroft Dixon

RGN MSc ACP, Lead for Nursing and AHPs, Surrey and Sussex Cancer Alliance

Listening to your experiences

Low uptake of breast screening

Breast screening coverage in West Sussex declined from 72% in 2019/20 to 66% in 2021/22.

In response to low level of people attending routine breast screening appointments, we co-designed a survey.

Conducted follow up telephone conversations to explore people's experiences and perceptions of breast screening.

Our survey identified the top reasons for non-attendance:

24% Personal or work commitments

17% Fear and embarrassment

13% Lack of online booking

What difference did this make?

Sussex Breast Screening Services utilised the feedback to:

Tackle Fear and Embarrassment

- Arranged 7 awareness events with clinical staff.
- Launched Breast Screening Roadshow (Oct 2024).
- Released educational YouTube video with a breast surgeon.
- Held a public Q&A in a mammography room.
- Supported NHS England's national campaign (Feb–Mar 2025).

Support Access Around Work/Life Commitments

- Trialled Saturday clinics; planning evening sessions.
- Partnering with large employers to support staff attendance.

Improve Booking Options

- Advocating for live online booking at national level.
- Raised with programme boards and key stakeholders.

Enhance Accessibility

- Shifting to static sites in hospitals for better access.
- New sites secured in Haywards Heath and Crawley; one mobile unit retained.

Boost Appointment Attendance

- Reinstated timed appointments (Feb 2023), improving uptake.
- Introduced text reminders for non-attenders (Sept 2024).

Continue Engagement

- Listening to patient feedback and improving services.
- Thanked the public for input via the Healthwatch survey.

Hearing from all communities

We're here for all residents of West Sussex. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Collaborated with Community Transport Sussex (CTS) on the *Journeys to Better Health* initiative, enabling individuals and families in rural areas to access local outings that enhance physical, emotional, and mental wellbeing.
- Championed awareness of assistive technology for people with low vision, promoting greater independence and access to support.
- Partnered with Stonepillow to analyse health-related data and produce a comprehensive report on the wellbeing outcomes of individuals experiencing homelessness.
- Conducted in-depth research into the lived experiences of those in temporary accommodation, identifying strengths in current support systems and key areas for improvement.
- Captured and shared powerful community insights from local engagement efforts – such as the Broadfield Community Centre report – highlighting the critical role of community hubs in supporting wellbeing and driving the local circular economy. Findings were shared with borough and neighbourhood teams, informing improvement strategies and policy considerations.
- Worked alongside NHS Sussex and Macmillan to gather firsthand insights from individuals' post-cancer diagnosis, delivering actionable feedback to NHS leaders and Integrated Care Systems to inform future care strategies.

Hearing from all communities

Improving access to healthcare for people who are homeless

We worked in partnership with Stonepillow to assess people's ability to access healthcare. We found that people who are homeless have poorer health outcomes.

73% of individuals live with a physical health condition and 80% live with a mental health need.

Main barriers to access included not having an address and/or documentation, stigma from staff, communication issues with staff, lack of appropriate support/knowledge of what services are available, knowing who and how to make contact, as well as service inflexibility.

What difference did this make?

This report was presented to the Sussex Integrated Care System (ICS) to inform strategic action on homelessness—one of its top system-wide priorities.

Improving access to healthcare for people who are living in temporary accommodation

We found that living in temporary accommodation can often create barriers to accessing consistent and equitable healthcare.

Findings revealed that 53% of respondents were in work but unable to secure affordable housing due to high demand and limited availability.

98% of respondents highlighted key positives of living in temporary accommodation: feeling safe and secure, having a roof over their heads, gaining independence and privacy, and receiving swift, professional support from Crawley Borough Council's housing team.

Key themes included: limited cooking facilities, safety concerns, inconsistent provider policies, disrupted relationships and sense of belonging, impacts on children and young people, lack of information, language barriers, and in-work poverty.

What difference did this make?

The Local Community Network (LCN) partnership is actively addressing the key themes identified, developing a targeted action plan to drive meaningful change and support those affected.

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us.

This year 992 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can trust.
- Helping people access the services they need.
- Supporting people to look after their health.
- Signposting people to additional support services.



Signposting to affordable dental care

We helped a domestic abuse survivor who couldn't afford private dental care and was struggling to eat due to problematic dentures.

By researching local NHS options, connecting her with specialised dentists, charities, refuges, and training colleges, our team provided practical support and valuable resources, empowering her to access affordable dental treatment and improving her overall wellbeing.

Helping to address barriers

We helped a stage 4 cancer patient with mobility challenges by guiding her to seek suitable ground-floor housing and immigration support.

Addressing critical barriers to her care and daily life. This support improved her ability to communicate with authorities and highlighted the need for better coordination between health, housing, and support services to enhance her quality of life during treatment.

Informing and empowering people

We provided crucial emotional support and clear guidance to a breast cancer survivor who experienced a delayed diagnosis due to a GP's oversight.

By explaining the complaints and compensation processes, our team helped her make informed decisions while promoting a constructive approach focused on improving healthcare services.

This support empowered her to navigate a complex situation with greater confidence, protecting her relationship with her GP and encouraging systemic change to prevent similar issues for others.

Showcasing volunteer impact

Our fantastic volunteers have given 1,814 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work.
- Collected experiences and supported their communities to share their views.
- Carried out 16 enter and view visits to local services to help them improve.

Promoting Healthwatch West Sussex

- Volunteers attend meetings, forums and workshops across the county to ensure partners in public services and the voluntary and community sector are kept informed of all that we do. These volunteers are called 'Liaison Representatives'.
- Involvement includes attendance at the Sussex Community NHS Hospital Trust Patient Engagement & Experience Committee, The West Sussex Maternity & Perinatal Group, the South East Coast Ambulance NHS Trust Patient Experience and Engagement Committee, the Sussex Cancer Alliance, the West Sussex County Council Customer and Carer Forum, the Queen Victoria Hospitals NHS Trust Patient Experience Committee, The West Sussex County Council Pharmaceutical Needs Assessment Steering Group, plus others.
- Volunteers also support community engagement activities including library pop up events, winter warm up event in Crawley, visits to West Sussex County Council Family Hubs and Chichester College Group Freshers Fairs.

Enter & View

- In 2024/25, our Authorised Representatives have visited **8** Acute Hospital Sites, **6** Community Hospital Sites, **1** Residential Care Home and **1** Hospice.
- Our Enter & View programme enables us to collect and share feedback to our key NHS acute and community hospital partners on a regular basis. It also allows us to visit primary care and adult social care services in response to insight and intelligence.

Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

Eamonn joined the team following his retirement from a high-level corporate career. Eamonn brings valuable lived experience to the role following his experience as a hospital inpatient during the pandemic and as a carer for elderly family members.

"Since joining the team I have been surprised at how much we are able to influence and make better when we visit services. Although it sometimes feels like very small changes or actions, the impact to patients and carers can be significant. When we go back to hospitals and see the improvements to signage that we flagged previously, and patients tell us how much easier it is to find their way around, we know we have made a difference."

Eamonn



Emmanuelle was introduced to us via the University of Greenwich, where she is studying Public Health BSc Hons. Emmanuelle initially signed up to fulfill a 40 hour placement with us but chose to stay involved once her placement ended.

"I really enjoy helping the team with so many different tasks. A highlight for me has been the Online Chlamydia Testing Project, where I helped with online workshops with young people and designing a social media campaign, including producing a video. I am so pleased that this will raise awareness of the available services to more young people and feel proud that the aims and outcomes of the project have been achieved."

Emmanuelle



Be part of the change.

Have you felt inspired by these stories?

Contact us today and find out how you can be part of the change.



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Finance and future priorities

We receive funding from West Sussex County Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£234,696	Expenditure on pay	£246,020
Annual grant for Advocacy Service	£86,729	Non-pay expenditure	£123,524
Additional income	£27,118*	Office and management fee	£33,000
Total income	£348,543	Total Expenditure	£321,069

*49.32% increase in income between 2024-25 in comparison to 2023-24.

Additional income is broken down into:

- £3,993 received from NHS ICB for liaison work.
- £10,000 received from the local ICS for joint Healthwatch in Sussex commissioned support.
- £750 funding received from NHS ICB to support with the Sussex Quota Survey.
- £875 funding received from Healthwatch England to support with the Community Diagnostic Centre survey.
- £10,000 received from University Hospitals Sussex NHS Foundation Trust for Mystery shopping.
- £1,500 received from NHS ICB for a Children's and Young People project grant.

Finance and future priorities

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Access to healthcare information and advice.
2. Primary care: General practices and dentists.
3. Secondary care: Outpatients, discharge, palliative care.
4. Adult social care.
5. Mental health for adults, young people and children.

A theme for the new year is focused on amplifying voices that are often unheard.

For example, individuals who have experienced or are currently experiencing domestic abuse or violence. The rising statistics around domestic abuse highlight its growing impact across various areas of health and social care.

We do not hear much in terms of insight and as a result, we are eager to explore this issue more deeply.

Statutory statements

Healthwatch West Sussex is hosted by Help & Care a registered Charity No. 1055056. Registered as a company limited by guarantee and registered in England No.03187574. Registered office at Unit A49, Aerodrome Studios, 2-8 Airfield Way, Christchurch, Dorset, BH23 3TS.

Healthwatch West 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 4 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met 4 times and made decisions on matters such as agreeing a children and young people project and a constitution move from a CIC to a Leadership Board. We ensure wider public involvement in deciding our work priorities.

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 into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and circulate on our social media platforms.

Statutory statements

Responses to recommendations

We did not have any providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

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

For example, in our local authority area, we take information to the Health and Wellbeing Board, Health and Adult Social Care Scrutiny Committee, and Sussex Health and Care Assembly to share insight and escalate concerns.

We also take insight and experiences to decision-makers in NHS ICB. For example, we attend local community network meetings, patient experience groups, steering groups, and task and finish groups. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch West Sussex is represented on the West Sussex Health and Wellbeing Board by Zoey Harries, Healthwatch Manager.

During 2024/25, our representative has effectively carried out this role by offering to support local initiatives by promoting campaigns, sharing insight on areas of focus, and highlighting our projects and work.

Healthwatch West Sussex is represented on NHS Integrated Care Partnerships by Zoey Harries and Joanne Tuck (Deputy and Volunteering Lead) work closely with East Healthwatch and Brighton and Hove Healthwatch to work as one team, with a joined-up approach.

Statutory statements

Enter and View Programme

Locations

April 2024:

St Richards Hospital, Chichester

May 2024:

Worthing Hospital

June 2024:

Princess Royal Hospital, Haywards Heath
Bognor War Memorial Hospital

July 2024:

Crawley Community Hospital

August 2024:

Worthing Hospital

Queen Victoria Hospital, East Grinstead

October 2024:

Red Oaks Care Home, Henfield

November 2024:

St Catherine's Hospice, Crawley

February 2025:

Southlands Hospital, Shoreham

March 2025:

Worthing Hospital

What you did as a result

Verbal reports and feedback given on site at each visit.

Summary [written] reports shared via email, with actions, following each visit.

Actions shared and followed up at Patient Engagement & Experience Committees.

Improvements noted and logged via return visits.

Public reports published for St Catherine's Hospice visit – joint activity with Healthwatch Surrey.

2024 – 2025 Outcomes

Key Projects/Activities	Outcomes achieved
Working with South Downs National Park (SDNP) and Community Transport Sussex, we explored the barriers of accessing the park.	Achieved a Health and Wellbeing Travel Grant for local people, approved April 2024, supporting greater access, improved physical, mental and emotional health and wellbeing.
Exploring Low Uptake for Breast Screening in West Sussex.	Sussex Breast Screening Services utilised the feedback to create an action plan make a number of ongoing changes to improve patient care. (Page 11)
Sussex Healthwatch monthly polls: Memory Assessment Services, Hospital Patient Advice and Liaison Services (PALS), Physician Associates, Pharmacy, Eye Tests, hospital discharge, e-consult, outpatient appointment letters, adult social care services, cancer screening, dentistry, neurodevelopmental services, vaccinations.	Gaining and sharing insight about people's perceptions and experiences and escalating key themes with decision makers.
Healthwatch Annual Stakeholder Feedback Survey.	We received constructive feedback for future improvements, and recognition regarding the impact we have had on health and social care service provision and commission. Feedback was used to create an action plan for the year.
The low uptake of online chlamydia testing among young people in West Sussex.	Gained valuable insight from a survey and interviews and co-designed a social media campaign with young people to raise awareness of the service.
Healthwatch and Broadfield Community Centre teamed up to work collaboratively to learn from those who use and hire the Broadfield Community Centre.	Following a survey, a report of the findings led to a number of actions. This included recognition of the positive role and function the centre has, promoting in other areas of West Sussex and creating a joined up approach with local partners.

Key Projects/Activities	Outcomes achieved
Cancer Care Review to gain insights from individuals with a cancer diagnosis, and those who support, carers, and family members.	The Macmillan Primary Care Nurse Facilitator's (NHS Sussex) worked closely with Surrey and Sussex Cancer Alliance to raise awareness of the importance of Cancer Care Reviews. (Page 10)
Barriers to accessing healthcare support when homeless report.	This report was presented to the Sussex Integrated Care System (ICS) to inform strategic action on homelessness - one of its top system-wide priorities. (Page 13)
Barriers experienced in accessing healthcare and wellbeing services in rural West Sussex (in partnership with Community Transport Sussex).	NHS Sussex received feedback on how they could support rural community needs better.
Healthwatch in Sussex work with Sussex non-emergency patient transport service (NEPTS).	Healthwatch in Sussex was awarded the National 2024 Healthwatch Impact Award. (Page 8)
Crawley Local Community Network Temporary Accommodation Lived Experience Project.	The Local Community Network (LCN) partnership is actively addressing the key themes identified, developing a targeted action plan to drive meaningful change and support those affected. (Page 13)



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