

This update is split into the following sections:

- (1) Your Healthwatch: news about our work and that of Healthwatch England
- (2) Health and social care updates (page 10)

## (1) YOUR HEALTHWATCH

### (A) Healthwatch awarded a three-year contract renewal.

At Brighton and Hove Council's [Adult Social Care and Public Health Sub-Committee](#) (8<sup>th</sup> June), Councillors voted to award a new three-year contract (until March 2025) to Healthwatch Brighton and Hove Community Interest Company (CIC).

Brighton and Hove City Council is required by law to have a "Healthwatch service" - to gather and champion the views of patients and those using health and social care services and identify areas for improvement. And the provider has to be a social enterprise. Healthwatch Brighton and Hove (CIC) has been providing this service since 2013.



Labour councillor Theresa Fowler said that she wanted continuity of service, adding: "Healthwatch has done a fantastic job during the pandemic. As we're coming out of the pandemic, it would not be good to risk a change of this kind."



We are extremely proud and honoured to have been awarded this direct contract renewal which we hope is testimony to the ongoing efforts of the current team, our Board of Directors, Young Healthwatch and our amazing volunteers over the past 8 years. We look forward to continuing to work with you on the health and social care issues that matter to you.

### (B) We're recruiting

Healthwatch Brighton and Hove is recruiting for a Project Assistant to join our small, dedicated, and friendly team. The post is temporary, funded initially until 31<sup>st</sup> March 2022, but we hope to extend it subject to funding availability.

- 20 hours per week, ideally someone who can work up to 4 hours each day, although some flexibility is possible.

- Minimum Brighton & Hove Living Wage rate of £9.50 ph. - negotiable for the right candidate
- Working remotely from home, with monthly meetups in Brighton

Healthwatch is the official watchdog for health and care, and if you are passionate about making a difference to the health and care of local people, then this position could be for you. You can see a short video about how we work [on our website](#)

To apply, please send a CV and covering letter to [office@hwbh.co.uk](mailto:office@hwbh.co.uk) by midnight **Tuesday 29<sup>th</sup> June 2021**. Your letter should describe your interest and suitability for the post, referring to the Job Description and Person Specification attached. We will hold interviews after the closing date for applications.

**[For more information visit our website.](#)**

If you would like to discuss this role, then please contact Will Anjos (Project Coordinator) at [will@hwbh.co.uk](mailto:will@hwbh.co.uk) and a telephone chat can be arranged.

## **(C) Join our new public engagement panel**

**Healthwatch Brighton and Hove is inviting you to join our first informal and relaxed ‘public engagement’ meeting on Monday July 12<sup>th</sup> at 2pm.**

**Healthwatch Brighton and Hove gathers public opinion on health and social care services from across the community and uses this information to recommend improvements.**

We are setting up an online meeting to ask for your opinion about the work we plan to do (first half of the meeting) and for you to make suggestions on any areas of work you would like us to consider doing (second half of the meeting). The meeting will last approximately one hour.

We are hoping that the first group will be attended by around 10 members of the public, but we would like to establish a group with around 30 members who can join in future meetings.

At our first meeting, we will also ask for your ideas about how this group should be run - how often we should meet - every 3 months, every 6 months? What opportunities are available to share your views at different times outside of the meetings, etc?

We know everyone has different commitments, and we are flexible for you to join us only for this meeting or to become a regular member.

If you are interested in joining us, please reply to [Lester@healthwatchbrightonandhove.co.uk](mailto:Lester@healthwatchbrightonandhove.co.uk) by 30<sup>th</sup> June or earlier and he will send you an agenda and details about how to join the session.

## (D) Healthwatch celebrated Volunteers' Week 2021



Volunteers' Week is an annual celebration of the contribution people make across the UK through volunteering. Healthwatch used this opportunity to say a BIG THANK YOU to our wonderful volunteers.

You can read about the work that some of our volunteers do for us, and why they enjoy it [here](#).

Fran McCabe, Chair of our Board of Directors, and city and health leaders all said a personal thank you to our volunteers:



**“In Volunteers Week 2021, I would like to acknowledge and celebrate the work of Healthwatch volunteers, not just for the week, but for the years you have loyally contributed to Healthwatch work. We could not fulfil our role without you. It is a tribute to volunteers that despite COVID we have received more help from our local communities than ever before. We at Healthwatch can never thank you - our volunteers - enough for giving your time and your expertise. Maybe next year when we can put some of this awful COVID experience behind us, we can have a proper celebration of your work. In the meantime, thank you.”**

– Fran McCabe Healthwatch Brighton and Hove Chair

**“We are grateful for the help and support of the Healthwatch volunteers, who give their time to help continually improve health and care services. We would like to offer particular thanks for all those who have volunteered over the past year; it has been a difficult year for most people, and for people to continue to give their time freely to Healthwatch, and to the wider health and care system, has been just amazing. A most sincere thank you to you all.”**

– Jane Lodge, Associate Director of Public Involvement Sussex NHS Commissioners

**“The volunteers really care about the people they are supporting and always want to go the extra mile to ensure their needs are met. They continually show their professionalism, often managing difficult conversations when they phone people who have left hospital. This service has made a marked different to people’s experiences after leaving hospital, providing a safety net and a friendly voice at the end of the phone in what has been a particularly challenging year.”**

– Jess Harper, Commissioning & Performance Manager - Health & Adult Social Care Brighton and Hove City Council



Connor is one of our volunteers who helps answer patient calls as part of the Sussex Health Care Partnership COVID-19 Vaccine Helpline. His efforts - and those of the entire volunteer team - were recognised by the Sussex Health and Care Partnership on Twitter



- [To read more, please click here](#)
- [Here is a video Volunteer Week - YouTube](#)

## (E) Healthwatch Brighton and Hove report: Your views and ideas on Community Diagnostic Hubs



In April, we spoke to patients from Brighton and Hove and asked them to share their diagnostic experiences, and views about new Community Diagnostic Hubs (CDHs).

Our study was carried out from start to finish in just two weeks (1st - 14th April) in order to meet NHS England and NHS Improvement (NHSEI) deadlines.

We spoke to 21 people from communities whose voices are often less heard: people with Black, Asian and minority ethnic backgrounds, people from the gay, lesbian, bisexual and trans community, younger people (under 25), and those with complex clinical conditions. We asked them to give us their views on a draft version of patient expectations for CDHs and ways to improve these. We also carried out semi-structured interviews with people who wanted to share their experiences and ideas.

We have fed people's ideas back to NHS England who have incorporated these into draft national guidance. We are now working with NHS Commissioners on the development of local Hubs.

### What did people tell us?

**Top of the list is good communications.** This includes good interpersonal skills, clear information as regards the process and about their condition. Good communication

needs to be an ongoing proactive process that keeps patients fully informed about what is happening to them, with whom, where, and in what timescale - and that meets their language preferences and needs.

The stories people have told us about recent diagnoses describe less than satisfactory experiences, with people's lives being on hold and "in limbo".

Whilst people from the groups we spoke to did have some specifics related to their communities, their needs mostly related to been listened to, treated with dignity and their whole person being addressed. However, some people with language and cultural needs will need some additional sensitivities when arranging services, such as translators and awareness of religious needs, awareness of gender issues and the availability of sign language services.



The Healthwatch report examining people's experiences of being diagnosed and their ideas for improving the system bring a real focus to the debates and decisions that need to be made with and on behalf of the population we serve and will help inform the next stage of planning and thinking. At a time when the NHS is looking to bring about transformational change that is designed to increase equity of access and improve outcomes it is important to us that the patient voice is heard. We have invited Healthwatch to join our Network Diagnostic Working group and look forward to working with them to help ensure that patients are at the heart of how we design the system.

— Ian Francis Associate Medical Director, Imaging lead Queen Victoria Hospital NHS Foundation Trust



### What are Community Diagnostic Hubs?

Community Diagnostic Hubs are intended to improve diagnostics across England. In November 2020, the [Diagnostics: Recovery and Renewal review](#) led by Sir Mike Richards outlined several projects that could be delivered to improve diagnostics across England. The need for radical investment and reform of diagnostic services had already been recognised by the [NHS Long Term Plan](#) published in 2019.

One of the recommendations from the Richard's review was to create Community Diagnostic Hubs (CDHs). These would be health centres based in the community, closer to the patients, that would provide diagnostic testing for them. The goal is that patients will be able to visit this facility (or facilities) and, where possible, have all their tests done in the same place and on the same day. There are many aims for the CDHs which are still being finalised but one of the key ones is to improve the patient experience in diagnosis. CDHs could prevent patients bouncing around the system, from healthcare site to healthcare site, from specialist to specialist, and instead enable them to visit one site in one day and receive a clear and timely diagnosis.

## (F) Healthwatch Brighton and Hove Annual Performance Report 2021

We have published our annual performance report which demonstrates what we achieved between April 2020 and March 2021.

### Headlines:

- We reviewed 72 different services.
- 7,224 people engaged with us online or via telephone.
- 33% of people we engaged with had disabilities; 12% were LGBTQ+; and 13% were from ethnic minority groups.
- 330 people contacted our information line. The main reasons people contacted us were about COVID and accessing dental services.
- We published 32 reports.
- We undertook 9 projects undertaken in collaboration across the Sussex Integrated Care System.
- Our published reports generated 187 recommendations and approximately 50% of our recommendations led to service improvement (other recommendations are in progress).
- We attended 612 decision-making meetings (excluding Board).
- We had a total of 63 volunteers.
- We have 1,527 newsletter subscribers (individuals and organisations).
- We engaged in 19 press interviews.
- 64,000 people viewed our website.

[Click here](#) to read the full report. You can also read our [Healthwatch Brighton and Hove activity report covering July 2020 to February 2021](#)

## (G) Patients Want Control Over Their End of Life Planning



In May, [DyingMattersWeek](#) highlighted the importance of discussing your preferences for end of life care. On Wednesday 12<sup>th</sup> May Healthwatch in Sussex held an online webinar for people to come together and talk about this important life-cycle event. Over 80 people heard from guest speakers about End of Life.

Sussex patients told Healthwatch they wanted more control over what happens to them at the end of their life. Patients, loved ones, and healthcare representatives discussed this and more, in a recent webinar dealing with this sensitive and difficult issue.

### Patients want:

- To govern their own end of life journey.
- The right to choose.
- To be treated as individual people.
- To be treated with dignity and compassion.
- To have good quality of care.

Recent patient concerns and a hard-hitting report about pre-COVID experiences of Brighton & Hove patients, prompted "Conversations about End of Life: What's Important to you?" A webinar held by Healthwatch in Sussex, where 81 patients and professionals shared their experiences. Speakers talked about end of life companions, using the ReSPECT form to guide end of life plans and about the experiences of other patients. (A Recommended Summary Plan for Emergency Care and Treatment creates a summary of personalised recommendations for a person's clinical care in a future emergency in which they do not have capacity to make or express choices).

Results of our webinar will be shared across the system, including at the Brighton & Hove End of Life Steering Group, feeding into wider discussions on service delivery.

This is what participants said to us:



"At the end of life, you still want to be touched and spoken to - this is often the last thing a patient will remember."

"Share with loved ones what you, the patient, really want, because one day loved ones may have to advocate on your behalf."

"The key issues here are about people as people."

**Fran McCabe, Chair of Healthwatch Brighton and Hove, said:**

"A year ago, I co-led the review of pre-COVID end of life patients in Brighton and Hove, where patients asked for a dignified process, not an event. This webinar re-confirms our findings in that report. It is now time for us to campaign for better services and better care for this vulnerable group of patients who deserve the right to control their final journey."



To read the full write-up of the webinar, the report "A Good Send Off - One Year On" and to watch the recording, please [click here](#). The write-up also includes useful information for end of life planning and support.

### **Read more.**

You can read a [Healthwatch England guide](#) which explains why it is important to have a plan in place, should you or a loved one become critically ill with coronavirus.

## **(H) Healthwatch England report: Exploring vaccine confidence**



**On 7<sup>th</sup> June, Healthwatch England launched a new report that explored vaccine confidence among people from African, Bangladeshi, Caribbean, and Pakistani backgrounds.**

## Key report findings

The research uncovered six ways to increase public confidence:

1. **Individual agency:** Give people the ability to decide about the vaccine by providing them with all the information.
2. **Independence:** People are more likely to trust organisations and people, like doctors, scientists and the NHS, when they act independently from the Government.
3. **Transparency:** Transparency and trust go hand in hand. It is essential to make all information about the vaccine public and accessible.
4. **Experience:** The public trust and rely more on the experiences of frontline healthcare workers, local doctors and everyday people.
5. **Targeted messaging can miss the mark:** Black and Asian people felt singled out and forced into a decision through targeted campaigns. Reaching out to these communities and engaging locally and directly was more effective.

The Government and NHS can also apply these lessons to future public health campaigns to build trust and help tackle health inequalities more broadly.

Healthwatch England will continue to play their part by pushing for a sharper focus on hearing the views of those the system currently overlooks and ensuring their feedback results in better health and care for everyone.

➤ [Find out more](#)

## (I) Healthwatch England report: Digital exclusion from remote GP appointments

The logo for Healthwatch, featuring the word "healthwatch" in a lowercase, sans-serif font. The "h" is white, "ealth" is blue, and "watch" is white. A green dot is positioned above the "a" in "watch".

On 16<sup>th</sup> June Healthwatch England launched a report [Locked Out: Digitally excluded people's experience of remote GP appointments](#).

Working with local Healthwatch, they spoke to people more likely to experience digital exclusion, to understand how this has affected their access to care during the pandemic.

### Key report findings:

- People are digitally excluded for various reasons including digital skill level, affordability of technology, disabilities, or language barriers.
- Services frequently overlooked individual support requirements.
- There is no one size fits all solution when it comes to using remote appointments.
- Staff at GP Practices acknowledged that a better balance between face-to-face and remote methods is needed.

### What Healthwatch England are calling for?

NHS care will increasingly be delivered through digital methods. We support calls for



access to the internet to become a universal right to ensure the NHS remains free at the point of use.

This comes at the same time that [NHS England has issued new guidance to GP practices across the country on facilitating more face-to-face appointments for patients.](#)



Healthwatch Brighton and Hove has also looked at what people think of the recent move to remote appointments. The move to more digitally-led healthcare has worked well for some but excluded others over the past year.

[Interviews about remote appointments](#): in 2020, we undertook 106 phone interviews to explore people's opinions of accessing health and social care services during the pandemic and to hear what they had to say about remote appointments.

And we explored [Digital Exclusion through our Briefing report](#). This report looked at the different definitions of digital exclusion, why people are digitally excluded, why is it important, and its extent nationally and locally. It also looked at local efforts to increase digital inclusion.

We are continuing to explore what digital exclusion means for people: some are happy to have a phone or video consultation with their GP, whilst for others this option is not workable, and they may prefer a face to face appointment. We will be delivering further projects on this topic this year so do look out for these and share your views.

You may also wish to take part in a new survey launched by Sussex NHS Commissioners who are developing a new remote consultation service to support patients to access their GP Practice by using digital technology including text message, video calls, and online websites. More information on this can be found below under the Health and Social Care Updates section.

## (2) HEALTH AND SOCIAL CARE UPDATES

### (A) Dental crisis



Since the start of the COVID-19 pandemic in 2020, Healthwatch has seen an increase in the number of people sharing their experiences of trying to access NHS dental care. Our Healthwatch reports (accessible at the end of this article) highlight some of the local impacts. In May, Healthwatch England reported on the twin crisis of access and affordability and called for a radical rethink of NHS dentistry which was picked up by [national news](#) and debated in [Parliament](#)

Access to NHS dental care continues to be a problem for people across England, with the Healthwatch network recording a 22% rise in calls and complaints about dentistry between January and March 2021. Queries concerning dental services from patients in Brighton and Hove also increased by 21% compared to the same time last year (April and May), and we were contacted by 76 people between January to May 2021, compared to a total of 38 in the whole of 2020.

[The Healthwatch England review of 1,375 people's experiences](#) found a lack of consistency across the country when it comes to accessing a dental appointment. Whilst some people were asked to wait an unreasonable time of up to three years for an NHS appointment, those able to afford private care could get an appointment within a week.



In Brighton and Hove, we are aware of patients being advised that they will need to join a waiting lists of up to 6 months before they can be seen for NHS treatment. And recently we were contacted by a local charity who advised us that 19 different dentists had told them that they did not have the capacity to see patients, even those with an urgent dental need. We have raised this with the local Commissioner responsible for dental services and await their reply.

The Healthwatch England report also highlighted that whilst some people were charged £400 to get one tooth out, one individual was asked to pay over £7,000 for their dentures privately. But private treatment is not an option for everyone, with many people now struggling to pay even for NHS treatment.

[Consistent problems that people report](#) concerning dental services are:

- **Delayed and unequal access.** This is the most common query we are hearing about in Brighton and Hove.
- **Disrupted care.**
- **Pressure to go private.** Local residents are also telling us that this is happening to them.
- **Being left in pain.**
- **Poor information.** This was a finding from our recent "[Review of dental websites and out of hours telephone messages reconfirms earlier concerns](#)", March 2021

You can read the full Healthwatch England report by [clicking here](#)

### Healthwatch England is calling for equitable and affordable dental care

Reform of dentistry has been underway since 2009. Earlier this year, it was announced that NHS England would be taking over the process from the Department of Health and Social Care, but reform plans have yet to be announced.

In a [recent report on the future of the NHS](#), the Lancet Commission stressed ‘an absence of affordability is a major barrier to dental care’ and suggested an abolition of patients’ co-payments to access and receive dental care. Healthwatch is calling for greater ambition and urgency from NHS dental reform plans to create more equitable and affordable dental care.



**Imelda Redmond CBE, National Director of Healthwatch England, said:**

The twin crisis of access and affordability hitting NHS dentistry means many people are not able to access timely care - and the poorest are hardest hit. Those human stories show that oral health is a social justice and equity issue.

Reform of dental contracts needs to be a matter of urgency for this Government. New arrangements should include making access to NHS dental services equal and affordable for everyone, regardless of where people live, their income and ethnicity. Failing to act now will result in long-term harm for thousands of people, putting even greater pressure on the already overstretched healthcare system.



### Case study: the impact on individuals



Gwen Leeming from Brighton has been suffering over the last couple of years with bad infections in two of her back teeth. She would take paracetamol and salt water to help her sore mouth and throat. After being told by her NHS dentist last autumn they are only open for private patients, it took her six months to see an NHS surgical dentist.

“I am a 72-year-old who has worked and paid National Insurance for over 50 years, so I can’t get health insurance any longer. As I live on limited income, which is supplemented by housing benefit, I can’t afford extra costs like private dental care.

I’m one of the many victims of our broken dental care system. It particularly is failing older patients who suffered (indeed still suffer) from the impact of 1960’s school dentists.”

### What needs to happen?

Healthwatch believes that action in four areas needs to be taken to address the issues that people have shared with Healthwatch.

1. **A more rapid and radical reform of the way dentistry is commissioned and provided** - recognising that the current arrangements do not meet the needs of

many people who cannot access NHS dental care in a timely way and acknowledge issues faced by the dental profession.

2. **Using the reform of commissioning to tackle the twin crises of access and affordability** - ensuring that people are not excluded from dental services because of lack of provision locally or difficulty in meeting charges. Currently, there are significant inequalities that must be removed. New arrangements should be based on maximising access to NHS dental services, with particular emphasis on reducing inequalities.
3. **Greater clarity in the information about NHS dentistry** - improving information, including online, so that people have a clear picture of where and how they can access services, and the charges they will need to pay. Particularly, the reform must address dentistry 'registration' which causes significant confusion for both services and patients.
4. **Look at using dental practices to support people's general health** - harnessing opportunities, such as the development of Primary Care Networks, to link oral health to other key issues such as weight management and smoking cessation.



Locally, Healthwatch Brighton and Hove has used your feedback to escalate our concerns about the current dental crisis and how this is negatively affecting local residents.

Access to NHS dental treatment remains the second most common reason why people contact us for advice and support. We have shared your stories with Healthwatch England, and this is reflected in their most recent report which is now having an impact at the national level.

Although NHS dental services are not commissioned locally which means that local decision makers are unable to implement direct change, city leaders have previously responded to our findings and agree that change is needed.

Healthwatch Brighton and Hove also meets with local dentists and NHS England on a regular basis which enables us to raise your concerns and seek answers. Urgent change is needed, particularly to the current NHS dental contract which unreasonably restricts the amount of NHS treatment that dentists are able to offer.

We will continue to monitor the situation and escalate concerns. But please do get in touch and share your story by emailing [office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk) or by [clicking here](#).

#### Previous Healthwatch reports on dentistry

- [Press Release: Healthwatch warns of broken dental system](#), March 2021
- [Dental Services during COVID-19](#), January 2021
- [Dentistry: the impact of COVID](#), December 2020

#### Care Quality Commission

- In May, the CQC looked at the impact of the pandemic on access to dental services and gave examples of the innovative ways that local services have

collaborated to care for people with cancer, or suspected cancer. Read their report by clicking this link: [Access to dental services during the COVID-19 pandemic](#)

## (B) Coronavirus (COVID-19): information about seeing a dentist



Please be assured Healthwatch is aware of the issues that are affecting many people, and we continue to gather and feedback your concerns to those responsible for delivering dental services. You can read about our work [here](#).

### Key messages for patients who are trying to find NHS dental treatment

- Patients can contact a dentist if they require urgent or emergency medical help. This does not have to be the dental practice you are registered with, and you can contact any practice.
- Face to face dental appointments have resumed but the number of available slots has been significantly reduced due to COVID hygiene and safety measures to keep patients and staff safe.
- Non-urgent care has been paused, apart from those with the greatest clinical need, including for those that have a regular dentist.
- Many practices do not have the capacity at the moment to take on new patients unless it is for urgent care.
- The best way to find closest practices is via nhs.uk website <https://www.nhs.uk/service-search/find-a-dentist> or call Sussex Dental Helpdesk on 0300 123 1663 (Monday - Friday 8 am - 4 pm)
- **When patients ring a practice, they are advised not to ask if the practice is taking on new patients as that may be interpreted as a request for non-urgent care. Instead, patients should say that they have an urgent dental need. All practices should be providing urgent care at the current time.**
- Patients will often be assessed via the phone in the first instance. The first part of urgent care is very likely to involve remote advice, pain relief, and antibiotics with the dentist using their clinical judgment whether as to whether face to face care is also required.
- A dentist may make a referral for you to one of the Urgent Dental Care Hubs in Sussex. Please note that you cannot self-refer to one of these Hubs.

### If you require urgent dental treatment, you can contact one of the following out of hours services:

Brighton and Hove - if your own dentist is closed:

- the Emergency Dental Service will give you an appointment at one of several practices around Brighton and Hove. Contact: 03001 231663 (09:00-17:00 Monday to Friday).
- iDental Care Limited offers emergency NHS out of hours dental service. Call: 03000 242548 (17:30-22:30 Monday-Friday, 9:00-17:30 weekends)

Crawley - 01293 518541

Worthing - 01903 230364  
Chichester - 01243 793697  
Haywards Heath - 01444 440695

### Home care

We have produced some advice about how to deliver self-care for common dental issues such as toothache, wisdom teeth pain, ulcers, lost crowns and knocked-out teeth. This can be accessed on our [webpage](#).

## (C) Remote Consultation Survey



The Sussex NHS Commissioners are developing a new remote consultation service to support patients to access their GP Practice by using digital technology including text message, video calls, and online websites.

They want to hear about your experiences of using remote consultations through our [survey](#). The survey should take approximately 5 minutes to complete. **Please complete the survey by Friday 25<sup>th</sup> June 2021.**

If you need this survey in an alternative format or other language, or if you have any queries, please contact the Public Involvement Team at Sussex NHS Commissioners on the following:

**Email:** [sxccg.involvement@nhs.net](mailto:sxccg.involvement@nhs.net)

**Call:** 01903 708 411

**Post:** FREEPOST - RTUZ-ECYG-ERRK

**Attn:** Public Involvement Team

NHS Brighton & Hove Clinical Commissioning Group

Hove Town Hall, Norton Road, Brighton, BN3 4AH

Deaf British Sign Language (BSL) users can contact us between 9am - 5pm Monday - Friday through the Video Relay Service (VRS) 'SignLive'. Simply download the SignLive app at <https://signlive.co.uk/login/>, register your details, and search for NHS Brighton and Hove in the Community Directory. If the call goes to answerphone please leave a message, with your name and SignLive ID code and we will call you back as soon as possible.

## (D) East Brighton Residents: have your say about Healthcare



The Trust for Developing Communities

**A group of local residents helped designed this survey in partnership with The Trust for Developing Communities and Wellsbourne Healthcare CIC.**

Have you have had a positive or negative experiences of accessing health services (*local GP's, Clinics and Pharmacies*) in Whitehawk, Bristol Estate or Manor Farm? Or do you have other ideas around healthcare in the BN2 5 area you would like to share?

Some examples might be, did you get enough time? Was accessing the service easy? Or did you feel safe when using the facilities?

The information you provide will help to identify what services you use, how to improve them and where there may be gaps you think community and services should be responding to. Your data will be kept safe, not shared with anyone without your express permission.

By taking part in the survey you agree with TDC's Data Protection Policy and for your data to be used accordingly [Tdc Data protection policy](#)

<https://www.surveymonkey.co.uk/r/accesstohealthservices>

The deadline for responses will be Wednesday 30<sup>th</sup> June.

### (E) Macmillan Horizon Cancer Centre: survey about supporting men Living with and affected by Cancer



The Macmillan Horizon Centre has highlighted that just over 30% of the people they record as accessing support from the Centre are men. Whilst this is not uncommon for Cancer Information and Support Centres across the UK, they would like to have a better understanding of why this is and to explore what more we could do to provide more support to men.

If you have any thoughts or experience on this, they would very much appreciate you taking time to complete the survey: <https://www.smartsurvey.co.uk/s/UG8WWN/> They will be discussing the results of the survey at a virtual Open Forum meeting on July 28<sup>th</sup> (11:00 - 13:00). Please get in touch if you would like to join that meeting.

### (F) Choose if data from your health records is shared for research and planning



NHS Digital have recently announced plans to allow an [NHS](#) system to extract patient data from doctors' surgeries in England. The new data-sharing system was due to start in July but has now been pushed back to 1 September.

You can [read NHS Digital's response to the false information about the national data opt-out](#).

- There is no deadline for opting out of sharing your data. You can opt out at any time.

- NHS Digital will never sell your data.
- There are strict rules about how the NHS can use your data. It is only shared securely and safely.
- Shared data helps the NHS. It has been used to find the first treatment for coronavirus and for vaccine research.

Your health records contain a type of data called confidential patient information. This data can be used to help with research and planning. We have seen that in response to COVID-19 and the successful rollout of the vaccine programme. The vaccine rollout could not have been delivered without the use of data to ensure it reached the whole population, prioritising them in the most effective way. It has been used to help better understand and develop cures for serious illnesses, such as heart disease, diabetes and cancer. Making better use of data will benefit millions of people right across the country. It will rapidly improve people's care and health.

However, to provide more time to speak with patients, doctors, health charities and others to strengthen the plan even further, the collection of GP data for Planning and Research in England has been deferred from [1 July to 1 September 2021](#).

### Your choice

You can choose to stop your confidential patient information being used for research and planning. You can also make a choice for someone else like your children under the age of 13. Your choice will only apply to the health and care system in England. This does not apply to health or care services accessed in Scotland, Wales or Northern Ireland.

You can stop your confidential patient information being used for research and planning. Find out [how to make your choice](#). This information is also available in [other languages and formats](#)

If you are happy with your confidential patient information being used for research and planning, you do not need to do anything.

### Overview

1. [How confidential patient information is used](#)
2. [When your choice does not apply](#)
3. [Make your choice](#)

## (G) Cervical screening leaflets



These publications explain NHS cervical screening. They include information about:

- who is eligible for screening.
- the cervical screening process.
- what screening looks for.
- primary human papillomavirus (HPV) testing
- what HPV is.



A simple animation showing screening tests offered to women throughout their lives, including cervical screening, is available:

- in [English](#)
- in [the 10 other most requested languages](#)

### Documents

[Cervical screening: helping you decide \(English\)](#)

[Cervical screening: helping you decide \(Arabic\)](#)

[Cervical screening: helping you decide \(Bengali\)](#)

[Cervical screening: helping you decide \(Simplified Chinese\)](#)

[Cervical screening: helping you decide \(Traditional Chinese\)](#)

[Cervical screening: helping you decide \(French\)](#)

[Cervical screening: helping you decide \(Gujarati\)](#)

[Cervical screening: helping you decide \(Polish\)](#)

[Cervical screening: helping you decide \(Portuguese\)](#)

[Cervical screening: helping you decide \(Punjabi\)](#)

[Cervical screening: helping you decide \(Urdu\)](#)

## (G) Prostate Cancer Awareness



In the UK, prostate cancer is the most common cancer to affect men and it is estimated 1 in 8 men will get prostate cancer in their lifetime.

There are three main risk factors:

- **getting older:** it mainly affects men aged 50 or over and the most common age for men to be diagnosed with prostate cancer is 65-69 years
- **a family history of prostate cancer:** compared to a man with no family history, the risk is 2.5 times greater if a parent or male sibling has been diagnosed
- **black ethnicity:** one in four black men will get prostate cancer in their lifetime.



**Men: have you got a spare 30 seconds today?**

You can find out your risk of Prostate Cancer using ProstateUK clever risk checker [prostatecanceruk.org/risk-checker](http://prostatecanceruk.org/risk-checker)

Lots more information and resources, including translated materials, are available on the [Healthwatch website](#).

## (H) Learning Disability Week 2021



**This week is Learning Disability Week where the theme is art and creativity.**

For many people with a learning disability and their families, getting creative has been a way to stay connected and positive through the challenges of last year. There are lots of available resources at [Mencap](#) and you can access local support via [SpeakOut](#).



**Brighton and Hove Council has launched a new Easyread section on their website. The council already makes information available as Easy Read, but the new section will keep it all in one place.**

People with a learning disability or those that have trouble reading can find websites difficult to understand. Easy Read uses pictures and short sentences to explain. You can find information on:

- how to contact the Council
- health
- Covid-19
- council services

### **What they're doing next**

They are developing more information on:

- work, volunteering, learning and education.
- activities, social life, leisure and sport.
- support and housing.
- local organisations for information, advice and support.

If someone you know struggles to read the usual web pages, please visit [www.brighton-hove.gov.uk/easy-read](http://www.brighton-hove.gov.uk/easy-read)

### **Easy Read Guides**

- [How to stop the spread of coronavirus \(COVID-19\)](#)
- [Screening tests for you and your baby: easy guides](#)

- [Easy Health](#) - easy read leaflets in one place
- [Books Beyond Words](#) - books to support people who find pictures easier to understand than words.
- [Resources from the Down's Syndrome Association](#)
- [Learning Disability England](#)

## (I) Carers' Week 2021

Last week was Carers' Week 2021 (7<sup>th</sup> - 13<sup>th</sup> June)

### What is Carers Week?

Carers Week is an annual awareness campaign that celebrates and recognises the vital contribution of the UK's unpaid carers - supporting family members and friends who are older, have a disability, mental or physical illness or need extra help as they grow older.

This year, carers across the country are continuing to face new challenges as a result of the COVID-19 pandemic. Many people are taking on more caring responsibilities for their relatives and friends who are disabled, ill or older and who need support. They need to be recognised for the difficulties they are experiencing, respected for what they are doing, and provided with information, support and understanding. So, during Carers Week, organisations came together to help Make Caring Visible and Valued.

To find out more about Carers Week please visit their website [www.carersweek.org](http://www.carersweek.org)

### Special offers for Carers Card holders

The Carers Card for Brighton & Hove offers savings and discounts from local businesses throughout the year. It is free to people that care for children, young people and adults in the Brighton & Hove area.

Carers Card holders can get:

- café, restaurant and shop discounts.
- gym, fitness and wellbeing classes or membership offers.
- music, entertainment or cinema tickets at a reduced rate.
- taxi, bus and car hire discounts, as well as parking permits.

Have a look at all the [offers available to the Carers Card holders](#). If you do not have a Carers Card, you will need to book in a free assessment to get one. [Find out more and apply for a card](#).

### Get support while you care.

If you are an unpaid carer for family members or friends, you can [contact The Carers Hub](#) to access a range of support and information from their dedicated advice and assessment support services:

[Sign up to the Carers Digital Newsletter](#) to keep up to date with the digital support and services that are available, as well as a range of resources to provide you with a break.

### **Support for young carers**

The [Young Carers Project](#) supports children & young people aged 6-17 years, who are helping to care for someone in their family, with a disability, mental health condition, substance misuse issue or long-term illness. Young Adult Carers aged 16-25 can also get specialised support.

### **Support for employers and employees who also have a caring role.**

An estimated 1 in 7 employees provide unpaid care for a family, friends or a neighbour. This can have a serious effect on them and also their employer.

The Carers Centre offers specialist support and advice for employers and employees as well as a regular monthly peer support group for working carers or those wishing to return to work.

- [Advice for employees.](#)
- [Advice for employers.](#)

### **Employers for Carers scheme**

Organisations in Brighton & Hove with fewer than 250 employees can become part of the free Employers for Carers scheme. This gives you access to a range of digital resources to support employees who are carers. Larger organisations can also join the scheme with costs dependent on the number of employees.



## Join Healthwatch!

You can sign up to receive regular bulletins and information from Healthwatch.

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

Share your experiences of health and social care services with us:

### Have Your Say

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

Cal 01273 234040

#### Follow us!

Facebook @healthwatchbrightonandhove

Twitter @HealthwatchBH

Instagram healthwatchbh

Website: [www.healthwatchbrightonandhove.co.uk](http://www.healthwatchbrightonandhove.co.uk)