

A. Your Healthwatch

(1) Dental survey launched



Healthwatch has launched its patient survey on dental services.

The survey is for people who used, or tried to use, any type of dental service after 25 March 2020 i.e. the date when routine dental services were forced to stop due to COVID-19.

You can also choose to enter a free prize draw for a chance to win one of three £20 gift vouchers.

[Click here](#) to take the survey

Or, cut and paste this link into your web browser -
<https://wh1.snapsurveys.com/s.asp?k=159378908011>

Or, visit the [Healthwatch website](#)

We would recommend completing this survey on a laptop, PC, or tablet.

You can complete the survey on your own behalf, or someone else's behalf.

What is the survey about?

- We are keen to understand more about your experiences of using dental services after they were affected by the coronavirus (COVID-19). On 25 March, routine treatment was stopped.
- We also want to hear your ideas for how dental services can operate in the future building on any positive changes that occurred as a result of COVID-19 e.g. are alternatives to face to face consultations (phone, video) useful?
- We have already been hearing from patients who have told us about issues in accessing dental services and getting treatment.
- Share your experiences and ideas and help shape the future of dental services

Please do share our survey amongst your contacts

Our survey is timely with [the announcement from NHS England](#) that “From 20 July 2020 we expect that all dental practices should have been able to mobilise for face to face interventions”. However, it is recognised that capacity is constrained and that it may not be possible to return to the same levels of activity seen pre-COVID. But it is expected that practices should be making all possible, proactive efforts to be delivering as comprehensive a service as possible. [We have updated our guide to dental services to reflect recent changes.](#)

(2) Care Homes forums

A reminder of our forum for family and friends of residents in care homes across the city.

COVID-19 has been a difficult time for care home staff and residents. Both residents and their family and friends have had to adapt to new restrictions. Healthwatch is offering a space to relatives and friends of care home residents to talk about their experience with others in a similar situation. This will be a supportive space, allowing participants to share with each other, the challenges of this emotional journey. Families and friends will have the opportunity to join anonymously to ensure they feel comfortable talking to others about their personal experience.

We have approached care homes across the city to help us reach the family and friends of residents. For more information [please visit our website](#).

(3) Healthwatch reports published

This week we published three reports which are all available on our [website](#).



(1) What does the published data on COVID-19 reveal about the impacts of the virus on our city?

Since the coronavirus was recognised as a global pandemic, we have been presented with an ever-increasing amount of data describing the impacts of the virus (COVID-19).

But what does this data say about the impacts for our city and its residents? What are transmission rates like in our city, and how many people have sadly died, directly or indirectly, from the virus? Have certain areas of the city been more affected than others? Which groups have been adversely affected, if any? And what has been the impact on our local hospitals and social care services?

In an attempt to answer these questions, Healthwatch Brighton and Hove has examined a range of published data examining the wider health and societal impacts of the coronavirus (COVID-19). Our findings indicate that Brighton and Hove has been less affected by the virus than other areas. But the published data is not always transparent and may be masking the true picture. We have been unable to identify local data showing daily death rates or hospital admissions and discharges related to COVID-19. Or any data showing the impacts for at risk groups such as those from the BAME (Black and Asian and Other Minority) community.

Our Council has taken up the challenge and is already publishing some excellent daily data on its website and they are to be applauded for that. But more data is needed so that the public can fully understand the impacts from this virus - and this data must be transparent. We understand that the Council are hoping to issue more data in due course.

Our report is timely given the [Health Secretary's announcement today of an urgent review into how coronavirus deaths have been recorded in England](#).

[Read our report to learn more about what the data is really showing.](#)

Two reports examining the environments of our hospitals

These two reports look at what good hospital environments look like from the patient's perspective. They show how much work and effort goes in to maintaining our local hospitals. Our findings reflect well on our NHS Trusts who have praised us for highlighting things which need addressing. We would like to express our sincere thanks to our dedicated volunteers who undertake this important work. Their efforts have led to hundreds of improvements which will ultimately benefit thousands of patients.



(2) Patient Led Audits of the Care Environment. A Healthwatch report of the scores achieved by local Trusts in 2019

[Healthwatch PLACE results report 2019 \(July 2020\)](#)

This report examines the outcomes from the annual Patient-Led Assessments of the Care Environment programme, or [PLACE](#). Since 2014, Healthwatch has supported two of our local Trusts to complete their annual PLACE assessments: the Brighton Sussex Universities Hospital Trust (BSUH) and the Sussex Partnership Foundation Trust (SPFT).

Following the [publication](#) of the 2019 PLACE scores Healthwatch undertook some analysis of the data to gain a better picture of what these revealed about our local hospitals (NB Healthwatch does not produce the raw PLACE data). Over the course of a month a team of dedicated volunteers visited 4 hospitals, 19 wards, 9 departments and 3 specialist mental health services, contributing over 75 hours of their time.

PLACE and its scores and findings provide a useful snapshot of what our healthcare settings are like. Hospital environments are assessed against six standards: (1) Cleanliness, (2) Food, (3) Privacy, Dignity and Wellbeing, (4) Condition and Appearance, (5) how well the needs of patients with dementia are met, and (6) how well the needs of patients with a disability met.

Both Trusts achieved excellent scores for Cleanliness, at just under 100%. The scores for most of the six standards were also good or very good. SPFT achieved consistently high scores for each standard. Mirroring the national trend, the scores for Dementia and Disability were sometimes lower than might be hoped at BSUH.

(3) Environmental audits of the Brighton and Sussex University Hospitals Trust (April 2019- March 2020)

[Healthwatch Annual Environmental Audit Report 2020](#)

“ We would like to thank Healthwatch for the ongoing work undertaken by a dedicated team of Healthwatch volunteers who, on a monthly basis, conduct environmental audits in various areas of the Trust. These audits lead to recommendations and an action plan, which is re-audited at a later date. This work has been the catalyst for positive change.
”
Senior nurse at BSUH

Since December 2016, Healthwatch has worked in partnership with Brighton and Sussex University Hospital NHS Trust (BSUH) to conduct monthly visits across the estate. A team of dedicated volunteers undertake Environmental Care Audits where the focus is on how safe, welcoming, organised, and caring our hospitals are. These monthly visits act as “mini-PLACE”. PLACE happens only once a year and the results do not always reflect what

things might 'look like today.' Our monthly audits provide a regular supply of information to BSUH enabling them to act on our findings sooner.

This is the third Healthwatch annual report which summarises the findings from these audits, and specifically those undertaken from April 2019 to January 2020. Earlier annual reports from [2017/18](#) and [2018/19](#) are available on our [website](#) .

Between April 2019 to March 2020:

- Our dedicated team of volunteers undertook seven audits
- We provided BSUH with 129 recommendations to improve the environments of our hospitals.
- We awarded scores based on the NHS 15 steps challenge and all of these were higher than in previous years.
- In December 2020, we added food tastings to our monthly audits allowing volunteers to sample the variety of food which is available to inpatients.

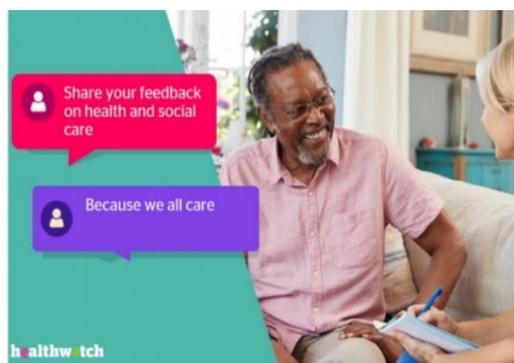
(4) Blog by Sir Robert Francis, Healthwatch England Chair

COVID-19: How your experiences during the pandemic can help the NHS

With Members of Parliament looking into the delivery of health and care during the COVID-19 pandemic, our Healthwatch England Chair, Sir Robert Francis, reflects on how people's experiences can help the NHS learn for the future.

Click [here to read his blog](#), and five lessons for the future:

1. Interruptions to care should be minimised
2. Invest in good communication and accessible information
3. Safety test any changes to the process
4. Make sure dentistry is more prepared to provide care
5. Go digital but not by default



Healthwatch England are running their "Because We All Care" campaign which aims to help services identify and, more importantly, address issues and support people experience by encouraging feedback of health and social care services across England. **If you would like to share your experiences, please:**

Complete our dental survey (above)

Contact us by email to share your stories, and ask questions:

office@healthwatchbrightonandhove.co.uk

Or take part in Healthwatch England's national 5 minute, confidential [online survey](#).

B. Health and social care updates

(1) New survey for people from Black, Asian and minority ethnic communities to share their experiences of COVID-19



The Trust for Developing Communities has launched a survey on behalf of the Clinical Commissioning Group for people from Black, Asian and minority ethnic communities to share their experiences of the coronavirus pandemic.

- [Click here](#) to access the survey
- Or, cut and paste this link into your web browser is <https://www.surveymonkey.co.uk/r/BrightonandHovecoronavirussurvey>
- Or, visit [TDC's webpage](#)

The results will inform understanding of the issues and shape support and services going forward. The closing date is 31st July.

The Trust for Developing Communities is delivering this as a part of a wider project in partnership with Fresh Youth Perspectives, Hangleton and Knoll Project, Sussex Interpreting Services, The Network of International Women and Voices in Exile.

(2) Royal College of Physicians report on GPs



Royal College of
General Practitioners

The Royal College of General Practitioners has just [published its report on general practice post-Covid-19](#). Pleased to see that the first appendix is about patient experience. The report states:

“The Covid-19 pandemic has the potential to change general practice radically and permanently. The pace of change has demonstrated the remarkable adaptability of general practice. Now, as we start to transition towards a ‘new normal’, we have an historic opportunity to embed or accelerate those changes which have been for the better, while discarding those which are detrimental to the profession, to the NHS and to the communities we serve.”

This report focuses on the following three key features of the COVID-19 response which, they believe, have the most potential for transforming general practice.

1. **New ways of working enabled by digital technology:** Before the crisis, over 70% of GP consultations in England were carried out face-to-face prior to the COVID outbreak; within weeks the figure was 23%. Digital technology has also enabled new ways of working across organisational boundaries in the health and care sector and has the potential to contribute to remote diagnosis and monitoring of disease.
2. **Reducing workload by eliminating unnecessary contractual and regulatory compliance activities:** There has been a welcome relaxation of the bureaucratic and administrative burdens imposed on general practice, and flexible approaches which have enabled GPs to devote more time to clinical care for patients.
3. **GPs have played a key public health role in the pandemic response, including targeting support for our more vulnerable patients, addressing health inequalities, helping patients to self-care, and more.** GPs and their teams will also play a key role in managing the long term physical and psychological consequences of Covid-19.

(3) An update on GP services

[This update was published by NHS England last Thursday, 9 July](#) and includes an update to GPs. It states:

“From 1 July 2020 practices should resume the following services if these have been deprioritised: • New patient reviews (including alcohol dependency) • Routine medication reviews • Over-75 health checks • Clinical reviews of frailty.

We recognise that practices will likely have a backlog of reviews and ... Healthcare professionals should discuss with the patient, their carer, or their advocate the most suitable and safe way to conduct reviews and checks. Where they can be delivered safely on a face to face basis this should be offered. Where this care cannot be delivered safely face to face ... the review could be conducted remotely, with as much of the physical review completed as is practicable in these circumstances - or in exceptional cases by home visit.”

Public Health England colleagues have also recommended that the routine call for shingles vaccination programme is re-instated from 1 July 2020. Some individuals who were eligible for the Shingles (catch-up) vaccination programme may have turned 80 years during the COVID-19 pandemic. PHE has advised that, if someone who has previously not been vaccinated for shingles and has turned 80 years since 1 February 2020, they could still benefit from the vaccine and should be offered this on an opportunistic basis (unless contraindicated) between now and 31 December 2020.

All this and more can be viewed on the web [here](#)

(4) Results from the national GP survey

Results from the national GP survey have been released showing that Brighton and Hove residents are happier with their doctors' surgeries than the rest of the country. The [data can be found here](#) but is quite detailed, and the [Argus has published an article](#) explaining some of the key findings.

Healthwatch conducted its own review of GP practices at the same time as the national survey. We took the joint decision with our CCG to postpone publication of our report due to the coronavirus pandemic but hope to publish very soon. We captured views from almost 1,000 people about all 35 practices and five branch surgeries across the city, about patient satisfaction, quality of care, accessibility, health screening, and the surgery environment. We also made comparisons with our earlier 2018 GP Review and where some questions were similar, with the NHS National GP Survey.

Key Findings

- Patient satisfaction was 89% (high or very high). However, this is within a climate of increasing GP caseloads, practice closures and mergers.
- There are 2,479 patients per doctor in Brighton and Hove, whereas 1,825 is the England average.
- 74% people said that a phone or online consultation had fully met their health issues.
- 86% of people reported that their surgery was located close enough for easy access
- The virus response has required many more telephone and online consultations with early evidence of high patient approval ratings.

We made 26 recommendations, summarised as patients wanting: longer and more flexible opening hours; continuity of care with the same GP; reduced waiting times for routine appointments; better awareness of preventative services, and better and longer care for mental or emotional issues.

(5) Guidance on the different types of coronavirus testing available

The government has [published guidance](#) for the general public on the different types of coronavirus (COVID-19) testing available, including which types of test you should use and when, and what you should do when you receive a test result.

Tests are used to find out whether someone has a current or past infection. For coronavirus (COVID-19), there are 2 categories of tests: virus tests and antibody tests.

(6) Face coverings in shops and supermarkets from 24 July

The government has announced that [face coverings to be mandatory in shops and supermarkets from 24 July](#).

This page explains when to wear a face covering and how to make one: [Face coverings: when to wear one and how to make your own](#)

A reminder that it is the law that you must wear a face covering when travelling in England on a: - bus or coach - train or tram - ferry or hovercraft or other vessel - aircraft - cable car. Brighton and Hove Buses has provided some information explaining what this means, and what exclusions apply. You can find more information on our [website](#).

(7) COVID-19, cancer, and the impacts on young people

The Teenage Cancer Trust has published a report called "[Cancer x coronavirus: the impact on young people](#)"

Summary findings:

- 81% of respondents had been asked to shield, and of these, nearly all (91%) said they had been affected by shielding
- During the pandemic, young people with cancer found accessing a physiotherapist (69%) and psychologist (53%) more challenging than normal
- Of everyone in their treatment team, young people with cancer were most likely to see a Teenage Cancer Trust Youth Support Co-ordinator more often than they were before the pandemic
- Seeing friends and family (53%), accessing work or education (44%) and young people's mental (27%) and physical health (25%) were all areas that young people felt were difficult to manage during the pandemic

C. Local COVID data

(1) Local data on COVID and statistics published by the Council

Covid-19 - key statistics for Brighton & Hove

You can find key local data around Covid-19 on the [Brighton and Hove Council website](#), including:

- the number of times people have been assessed through NHS helplines as having symptoms of Covid-19
- the number of confirmed cases of Covid-19
- the number of deaths in 2020 in Brighton & Hove

The graphs (see below) are updated daily during the week, except for the number of deaths which will be updated weekly:

- Up to 15 July there were 779 confirmed cases (8 in the last week) out of a local population of 290,885. These are cases following a test conducted within an NHS or commercial laboratory setting.
- Up to 3 July, there had been 158 coronavirus-related deaths. These are cases where Covid-19 was recorded on the death certificate.

Deaths recorded by Brighton and Sussex University Hospitals NHS Trust

The trust's total number of deaths since the beginning of the outbreak is 147. This data is published by [NHS England](#) and is available here: [COVID 19 total announced deaths 9 July 2020](#)

For interest (comparisons are not appropriate) other Sussex Trusts have recorded the following numbers of deaths:

Brighton and Sussex University NHS Trust	147 (144 last week)
East Sussex Healthcare NHS Trust	93 (90 last week)
Surrey and Sussex Healthcare NHS Trust	259 (257 last week)
Sussex Community NHS Foundation Trust	18 (no change)
Western Sussex Hospitals NHS Foundation Trust	113 (no change)

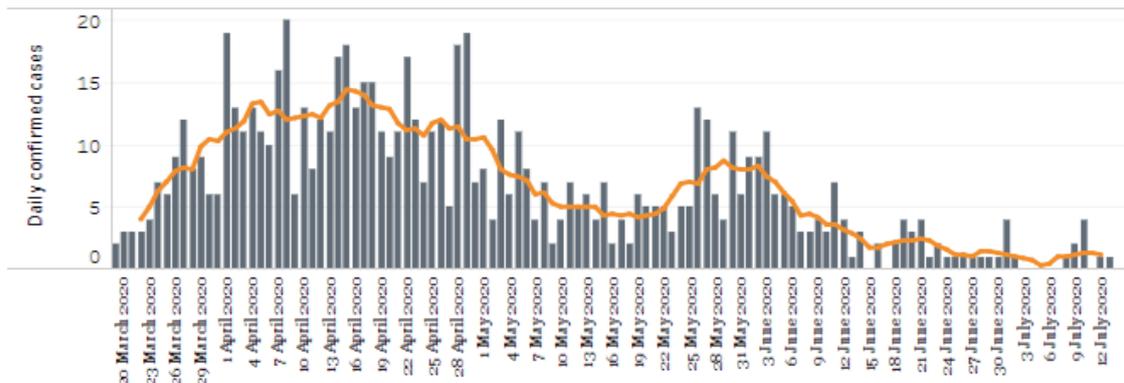
National data

This link provides government data on the [Number of coronavirus \(COVID-19\) cases and risk in the UK](#). The data shown below is taken from the [Brighton and Hove Council website](#) and [published by the Office for National Statistics](#).

COVID-10 confirmed cases following a test conducted within the those carried out by commercial laboratories.



Confirmed COVID-19 cases in Brighton & Hove



Legend
■ 7-day daily average of confirme...
■ Daily confirmed cases

Confirmed cases up to 15 July 2020:
779

Confirmed cases (rate per 100,000 population) up to 15 July 2020:
268.3

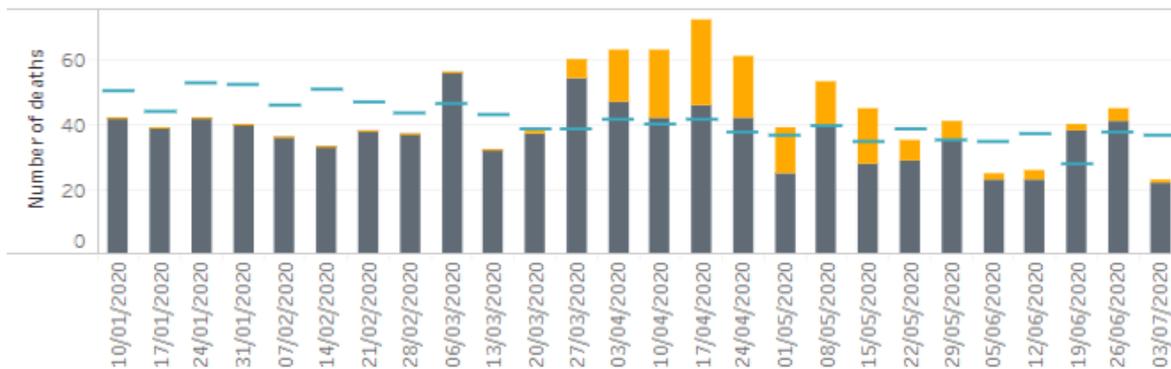
Confirmed cases in the last 7 days:
8

Confirmed cases (rate per 100,000 population) in week ending 3 July 2020:
2.1

The number of deaths of Brighton & Hove residents where Covid-19 was recorded on the death certificate (yellow)



Deaths in Brighton & Hove in 2020



Legend
■ Covid deaths in week (2020)
■ Non-Covid deaths in week (2020)
— 5-Year Average (2014-18)

Number of deaths recorded in 2020, up to 03 July 2020, with mention of COVID-19 on the death certificate:
158

Number of deaths recorded in 2020 in Brighton and Hove, up to 03 July 2020:
1,169

Deaths shown occurred up to 03 July 2020 and were registered up to 11 July 2020.

D. Government COVID updates

(1) COVID-19 data

(a) Infection levels

For up-to-date numbers of coronavirus (COVID-19) cases and risk in the UK, click [here](#). The data reveals that as of 16 July:

- the total number of COVID-19 associated UK deaths stood at 45,119. These are deaths of people who have had a positive test result.
- the total number of lab-confirmed UK cases of COVID-19 stood at 292,552. This is the total number of people who have had a positive test result.

(b) R-number and growth rates

[Last updated on Friday 17 July 2020.](#)

For the UK:

- Latest R number range for the UK 0.7 - 0.9 (no change)
- Latest growth rate range for the UK -5% to -1% (-5% to -2% last week)

For the South East*

- Latest R number range for the South East is 0.8 - 1.0 (no change)
- Latest growth rate range for the South East is -4 %to 0% (no change)

Data is not available at Local Authority level.

**Extra care should be taken when interpreting these estimates as they are based on low incidence and/or clustered outbreaks within this area.

What do these numbers mean?

[The reproduction number \(R\)](#) is the average number of people one person who is infected with COVID-19 may go onto infect. A high R number implies the transmission rate from person to person is increasing, a low number means it is declining. The R number range for the UK implies the transmission rate is declining (for up-to-date numbers of coronavirus (COVID-19 cases and risk in the UK, click [here](#)). Brighton and Hove Council has previously confirmed that it is not possible to calculate meaningful R values at a very local level.

The government has recently started to produce growth rate data. [The growth rate](#) reflects how quickly the number of infections is changing day-by-day. If the growth rate is greater than zero (+ positive), then the disease will grow, and if the growth rate is less than zero then the disease will shrink. The size of the growth rate indicates the speed of change. A growth rate of +5% will grow faster than one with a growth rate of +1%. Likewise, a disease with a growth rate of -4% will be shrinking faster than a disease with growth rate of -1%. The current growth rate for the UK implies that infection rates are shrinking.

Neither one measure, R nor growth rate, is better than the other and both should be considered alongside other measures of the spread of disease, such as the number of people currently infected.

(c) Test and trace

Results from the largest testing programme for coronavirus has [published its initial findings](#). Over 120,000 volunteers tested across England between 1 May and 1 June as part of the country's largest study into coronavirus. The research shows the rates of infection fell during May, the last month of lockdown, halving every 8 to 9 days. These findings show the virus was circulating with relatively low prevalence and was declining in May, ahead of the decision being made to begin to lift lockdown restrictions.

Data from the [NHS Test and Trace statistics \(England\): 2 July to 8 July 2020](#)

NHS contact tracing went live on 28 May.

Between 2 July and 8 July 2020:

- 320,124 new people were tested for Coronavirus (COVID-19) under Pillars 1 and 2 in England.
- 3,818 new people tested positive for Coronavirus (COVID-19).
- 3,579 people had their case transferred to the contact tracing system. Of these, 2,815 people (78.7%) were reached and asked to provide details of recent close contacts. 2,201 people (78.2%) provided details for one or more recent close contacts and 614 people (21.8%) said that they had no recent close contacts. 618 people (17.3%) could not be reached. An additional 146 people (4.1%) could not be reached at all because no communications details were provided for them.

As a result of this, between 02 July and 08 July 2020:

- 13,807 people were identified as close contacts. Of these 9,811 people (71.1%) were reached and asked to self-isolate.

In total, since 28 May 2020:

- 1,956,198 new people have been tested for Coronavirus (COVID-19) under pillars 1 and 2 in England.
- 34,750 new people have tested positive for Coronavirus (COVID-19).
- 34,990 people had their case transferred to the contact tracing system¹, of whom 26,742 (76.4%) were reached and asked to provide details of their recent close contacts.
- 155,889 (84.1%) close contacts were reached and asked to self-isolate through the contract tracing system out of 185,401 people identified.

NHS test and trace statistics (England) weekly reports are also [now available](#)

This link to the [government website](#) explains all you need to know about how to get a test.

(2) Government announcements

The current situation means that new guidance is being issued daily. Below we have provided links to some announcements which may be of interest.

[Coronavirus outbreak FAQs](#): Frequently asked questions on what you can and cannot do during the coronavirus outbreak.

[Coronavirus: £3bn for NHS to prepare for possible second wave](#)

[Coronavirus: Boris Johnson sets out plan for 'significant normality' by Christmas](#)

[Eat Out to Help Out Scheme: promotional materials](#) Posters, images, and other promotional materials for use by establishments who are taking part in the Eat Out To Help Out Scheme. [Register your establishment for the Eat Out to Help Out Scheme](#)

[Get a discount with the Eat Out to Help Out Scheme](#) From 3 to 31 August, get a 50% discount when you eat in at restaurants that are registered with the Eat Out to Help Out Scheme. The restaurant finder will now give you results within a 2-mile radius of the postcode you use.

[How tests and testing kits for coronavirus \(COVID-19\) work](#) - The different types of tests and testing kits for COVID-19, and the specifications for manufacturers. This has been re-written 'For patients, the public and professional users: a guide to COVID-19 tests and testing kits' to make it clearer how the different types of tests work, and who can use them

[PPE portal: how to order emergency personal protective equipment](#) Healthcare providers can order additional personal protective equipment (PPE) through the portal to top up their existing supplies for COVID-19 in an emergency. Visors can now be ordered from the portal

[COVID-19: guidance for households with possible coronavirus infection](#) and [Guidance for contacts of people with confirmed coronavirus \(COVID-19\) infection who do not live with the person](#) - Guidance for contacts Added updated translations.

[Government confirms allocations of £500 million additional funding for councils](#) Allocations confirmed for individual councils in England to help deliver essential services for residents during the coronavirus (COVID-19) pandemic.

E. Resources, advice, and information

(1) Training course - dealing with stress and anxiety

Several places are left on **Natural ways to deal with stress and anxiety (C2421634)** on **Monday 20th July (9.30am-11am)**. FREE

<https://enrolonline.wea.org.uk/Online/2019/CourseInfo.aspx?r=C2421634>

(2) Mental Health

The NHS has launched a web page to help [people suffering from covid-19 related anxiety](#)

F. Healthwatch Brighton and Hove information and advice

The following Healthwatch COVID-19 guides are available (these are being regularly updated):

[Guide to local health and social care services](#)

[Answers to Frequently Asked Questions](#)

[Dedicated Covid-19 webpage](#)

[Maternity and pregnancy advice and information](#)

Top tips for [staying active and looking after your mental health](#).

Guides which provide information about:

- visiting a [dentist](#)
- [seeing a GP](#)
- [collection of prescriptions](#).

If you need information on a topic, please let us know
office@healthwatchbrightonandhove.co.uk