



# Activity and outcomes quarterly report

**Quarter 3: October to December 2017**



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## Healthwatch Surrey to recruit 7 Citizen Ambassadors to Surrey Heartlands Health and Care Partnership

Working closely with Surrey Heartlands Health and Care Partnership (STP), we created a new Citizen Ambassador (CA) role so local people can independently influence and improve the development of services and ensure the views of patients, their carers and families are represented at all levels of any proposed changes.

This unique opportunity will see Citizen Ambassadors bring their own insight, and those from local people and communities, to discussions with health and care managers and clinicians as they develop a range of different services throughout the STP.

We are currently recruiting one Citizen Ambassador for each of the following transformation programmes:

- Urgent and emergency care, out-of-hospital care and primary care
- Mental health

- Women and children's services
- Cardiovascular services
- Musculoskeletal services
- Cancer
- Digital

## Healthwatch challenge long waits for CAMHS

Having already raised the issue of long waiting times for some services at senior levels in the local NHS, we gave evidence to the Adults and Health Select Committee in November.

This led to media coverage of the issue across local print and radio media. We were able to support parents of children currently using CAMHS to share their experiences in interviews with BBC Surrey and Eagle Radio.

The service and commissioners are currently working on improvement plans.



## 57 people shared their in-depth experiences of leaving hospital

Volunteers and staff visited a number of wards at St Peter's Hospital and Royal Surrey County Hospital in October 2017 to speak to patients, carers and families about their experiences and expectations of the hospital discharge process.

Alongside an online survey we gathered the experiences of 57 people regarding their communication and information needs throughout the discharge process and a summary report is due to be published early 2018.

## Online GP report published

Nearly 300 people gave their views and experiences of using Online GP services during Get Online Week.

In our report, users of GP Online services suggested some key areas that could be improved. These included; awareness and information about services, sign up process, appointment availability and types of services offered online. To read the full report, visit [www.healthwatchesurrey.co.uk](http://www.healthwatchesurrey.co.uk).



# Key dates and plans for the next three months



## Healthwatch Surrey Board Meeting in public

Tuesday 23rd January

Wyatt Room, Wilfrid Noyce Centre, Godalming, GU7 1DY

2.00pm - 4.00pm

All welcome

## Publications

The following reports relating to our key priority areas will be produced in Q4:

- Hospital Discharge survey report (February)

## Care Home Enter & View visits begin

During January and February, volunteers and staff will be undertaking 20 Enter & View visits to care homes to find out people's experiences of mealtimes and the care they receive in general.



## Eagle Radio winter campaign

Following the success of the summer campaign in raising awareness, a new winter campaign will run from January to March 2018 with a refreshed radio advert airing alongside our original advert.



## Engagement events

During the next three months, our engagement team will be busy visiting supermarkets, high streets and community events across Surrey to hear about your experiences of health and social care.

- YMCA Redhill, 24th January
- Frimley STP Carers Event, 24th January
- SABP Autism and ADHD Members event, Princes Hall, Aldershot, 6th February
- St Stephen's House, 28th February, 10am-12pm
- Oxted Therapy Unit, 20th February
- Hurst Farm Surgery (TBC)
- Heatherside Surgery (TBC)
- Emberbrook Health Centre (TBC)
- Pond Tail surgery (TBC)

For further details of these and other events, please visit our website at:  
[www.healthwatchsurrey.co.uk](http://www.healthwatchsurrey.co.uk)

# What we do



We are an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care services.

We engage with and listen to what people from all parts of the community say so that we can offer reliable evidence that can be trusted. That way, we will have the credibility to speak with a voice that is heard and taken seriously by decision makers.

## Getting out and about and hearing from the people of Surrey

Our community engagement work enables people to share their views and concerns about local health and social care services. This can include using our 'enter and view' powers to visit health and social care services across Surrey.

### Influencing change and improvements

We provide evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans. This includes reports and recommendations to influence the way services are designed and delivered.

We can also report concerns about the quality of care to the Care Quality Commission so they can take action.

### Information, signposting and advice

We provide, or signpost to, information about local services and how to access them through our telephone helpdesk (0303 303 0023), local Citizens Advice, website and social media.

### Independent health complaints advocacy

In partnership with Advocacy in Surrey, we are able to provide free, independent support and assistance to people who might need support to make a complaint about an NHS service. We work to ensure people can represent their own interests as far as possible and not to offer advice on how we think an individual should act.



# Getting out and about and hearing from the people of Surrey



## Listening Events

We have been out and about all through Q2 to hear experiences and views from the people of Surrey. This included family fun days, high streets, GPs, district hospitals and school summer fairs.



Get Online Week, October



SCA Funding Fair



Let's Celebrate! Event

## Hospitals and GPs

We visited a number of GP surgeries including: Witley Surgery, Stanwell Road Surgery, The Mill Medical Practice, Greenfield Surgery, Park House Surgery, Binscombe Medical Practice and Caterham Valley Medical Practice. We also talked to patients, carers and families at Milford Community Hospital, Royal Surrey County Hospital, St Peter's Hospital (A&E), Epsom Hospital (A&E) and East Surrey Hospital discharge lounge.

## Awareness Events

We attended a number of community events during the quarter to help raise awareness of Healthwatch Surrey with local people and organisations. This included: Surrey Community Action (SCA)

Funding Fair, Surrey Armed Forces Drop-in in Woking and a We Are Surrey event in Egham.

## Reactive Engagement

### Joseph Palmer Centre

On 29th October, we visited Joseph Palmer Centre in Chertsey to speak to patients about their experiences of using this mental health service. Our visit was a result of a number of negative experiences we had received about the service.

## Community Cash Fund

### Let's Celebrate!

In October, we held our annual Let's Celebrate event at Dorking Halls. The event, compered by Mark Carter from BBC Surrey, saw winners from the 2016/17 fund present their projects and the 2017/18 winners announced.

## New ways to engage

### Engagement with council staff

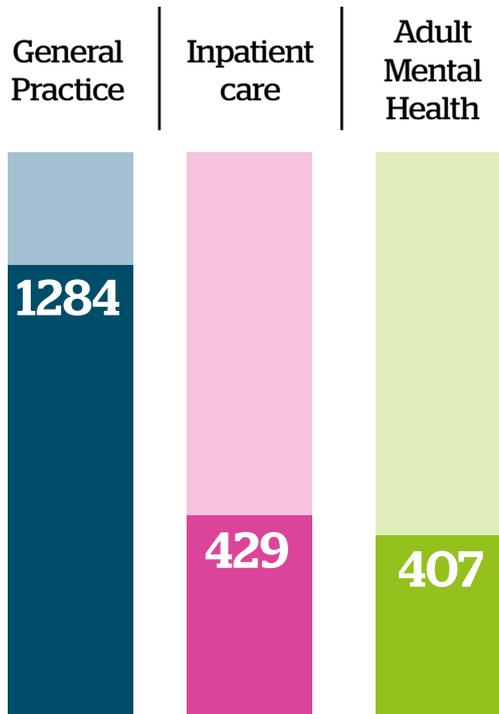
We spent time at the Reigate & Banstead Town Hall and Earlswood Depot speaking to staff about their experiences of health and care services in East Surrey.

## What we've heard (in 12 months up to December 2017)

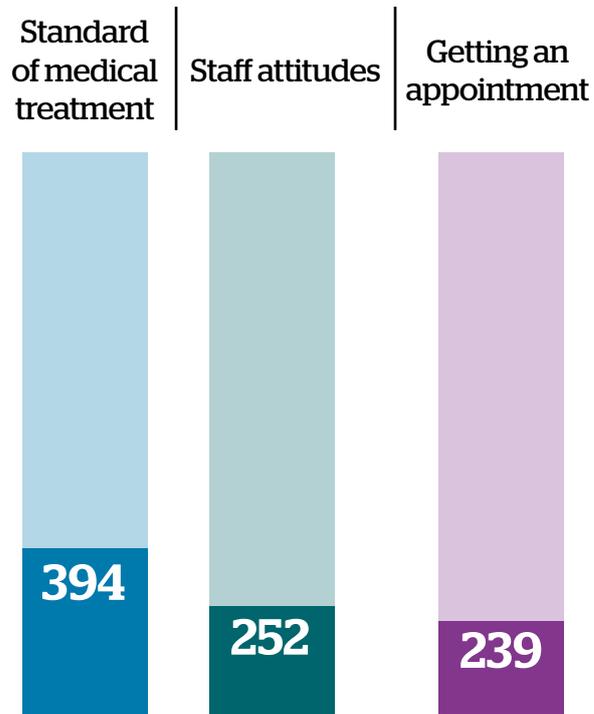
We record all the feedback and suggestions we get from meetings and events we go to, via Citizens Advice, from people contacting us directly (through our website, email, Helpdesk and social media) and through our network of volunteers.

We have heard 4,302 individual experiences.

The most frequently mentioned services were:



The most frequently mentioned topics were:

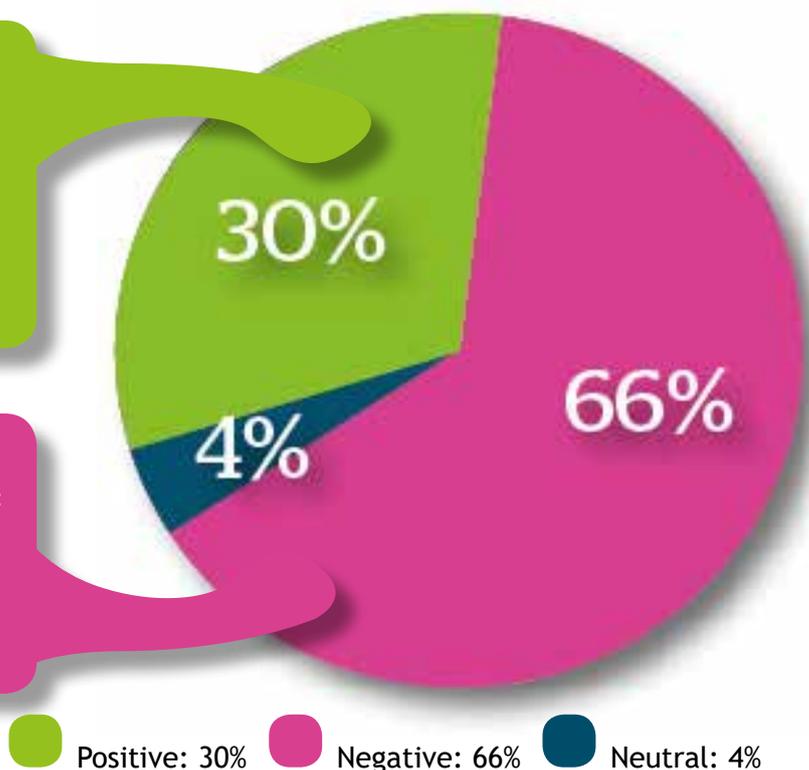


The services with the highest proportion\* of **positive** experiences:

- Haematology (75%)
- Optometry (61%)
- Ambulance (60%)

The services with the highest proportion\* of **negative** experiences:

- Audiology (100%)
- Nursing care home (90%)
- Autism/ADHD (89%)



\* = of services mentioned at least once a month

# Influencing change and improvements

We keep a record of all the feedback and suggestions we get (from meetings and events, people contacting their local Citizens Advice and through our website, helpdesk, e-mail, social media). We use the feedback in a range of ways:

## Escalating concerns about CAMHS



We have actively used local media to amplify the voices of children experiencing issues with emotional wellbeing. Having raised concerns about timely access to some Children and Adolescent Mental Health Services at senior levels in the local NHS, we shared our evidence with local politicians on the issue.

After presenting our evidence to the Children's Health and Education Select Committee we issued a press release to highlight our concerns and worked with BBC Surrey, Eagle Radio, Get Surrey and the Surrey Advertiser to cover the issue. As part of this work, we were able to enable parents and carers who'd spoken to us to share their experiences of CAMHS with journalists.



## Escalations

Over 29 experiences were escalated to the Care Quality Commission, 26 escalations were made to providers, 15 to Commissioners, 1 to the Children's Health and Education Select Committee and 1 to the NHS England Quality Surveillance Group.



## Take the voice of local people and share it in local decision-making forums

This quarter, this included:

- The Health & Wellbeing Board
- Adults & Health Scrutiny Board (incl. Surrey Heartlands and Sexual Health Services sub-groups)
- Surrey Priorities Committee
- NHS England Quality Surveillance Group
- Children's & Young People Partnership Board
- Safeguarding Adults Board
- North West Primary Care Co-Commissioning Board
- Surrey Quality Assurance Group (Adult Social Care).

## Project reports and Recommendations

Four reports have been published this quarter:



- **Healthwatch Surrey Impact Report: 'Keeping the light on' (October 2017)** - documenting the impact of our report Keeping the light on (March 2017).
- **Epsom & St Helier 2020-2030: Raising Awareness (October 2017)** - a report our work to raise awareness of the Trust's plans for delivering care in the future.
- **Epsom Health and Care @Home: People's experiences of integrated care (November 2017)** - a project to supplement the existing Epsom Health and Care @ Home service evaluation.
- **Even better if...: People's experiences of GP online services (December 2017)** - a contribution to the development of online services and a report on our activity to raise awareness of the services.



# Information, signposting and advice

Enquiries via  
Healthwatch Champions\*

**713**

citizens  
advice

Helpdesk calls

**127**



\*Specially trained Healthwatch Champions are based in five Citizens Advice and can offer information and advice via the telephone and face-to-face.

## Where people were referred and signposted to

- Citizens Advice
- Age UK
- Advocacy
- Action Against Medical Accidents (AvMA)
- Care Quality Commission (CQC)
- Community Dental Service
- Community Mental Health Team
- NHS Choices
- PALS
- North West Surrey CCG
- MIND
- Multi-Agency Safeguarding Hub (MASH)
- NHS England
- Other Healthwatch
- GP

## Case study



### Signposting to Advocacy

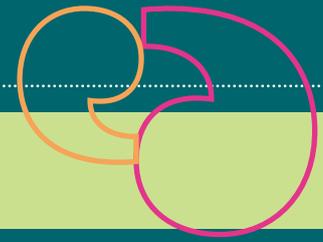
Ben\* contacted the helpdesk as he was due to attend a meeting to review his social care package. He felt daunted by the prospect of the meeting and was concerned that he may not be able to present his case properly. The helpdesk gave Ben the contact details for Advocacy in Surrey so that he could inquire about having an advocate attend the meeting with him.

### Help with accessing mental health services

Chloe\* needed support from her community mental health team and contacted the helpdesk for information on how to get this. She gave the helpdesk permission to call the community mental health team who confirmed that she was eligible for help and the helpdesk explained what she need to do to register.

\*names changed to protect identities.

# Case study



## Help to register with GP

A lady was unable to register with her local GP and attended her local Citizens Advice for help.

She had been told by her local GP that she must show 2 proofs of address in order to register, however, Citizens Advice were able to tell her that registration of a patient at a GP practice cannot be refused on the basis of inability to provide proof of address.

The lady then went back to her local GP with this information and was immediately able to register as a permanent patient and obtain the assistance she needed.

## Help to find support after discharge from mental health care

A gentleman suffering from mental ill health as well as other health problems contacted his local Citizens Advice for assistance.

He had recently been discharged from a mental health care unit without any checks to ensure that he had a safe place to live.

He has since found accommodation, however, there is no fridge, bed or furniture which was having a detrimental effect on his mental health. Citizens Advice signposted the gentleman to the Surrey Heath Housing Office to help with his financial arrangements, and to Surrey County Council to assist with sourcing furniture. He was also signposted to his local Besom for food and ongoing support.

## Help with prescription charge exemption

A gentleman sought advice from his local Citizens Advice for help in challenging a penalty charge he had received in respect of prescription charges.

The gentleman had received a fine of nearly £150 for claiming prescription charge exemption. The gentleman was unable to afford his medication after paying his rent and bills. His GP had advised that he should qualify for exemption and his Citizens Advice adviser contacted the NHS Business Services Authority on his behalf. He was advised to apply for a pre-paid prescription certificate and to submit an application to claim full exemption or a reduction in charges, as well as appealing against his fine.

The gentleman was grateful for the advice and assistance.



# Independent health complaints advocacy



In partnership with Advocacy in Surrey, we are able to provide free, independent support and assistance to people who might need support to make a complaint about an NHS service. We work to ensure people can represent their own interests as far as possible and not to offer advice on how we think an individual should act.

We find that most people tend to refer themselves to the service. Other referrals come from voluntary organisations, people's family and friends, Healthwatch Surrey and Surrey Hubs.

## Advocacy work - October to December 2017

Individuals supported: 57

New referrals: 34

The highest number of complaints (for the new referrals) were about:

- Acute hospitals
- GP services
- Mental health services

"I could not have got through the process without your support"

## Case study



### Advocate supports gentleman to share his concerns about ambulance waiting times

After suffering a fall at home, a gentleman contacted our advocacy service for assistance in providing feedback on his experience of the ambulance service.

He had suffered a fall at home and was unable to move or get up. His wife called 999 3 times as it took over 3 hours for an ambulance to arrive.

He was unhappy at having to wait for so long as he was in severe pain and discomfort.

Advocacy in Surrey visited the gentleman at home and sent a letter on his behalf.

Acknowledgement of the letter was received within a week and a written response soon after.

The gentleman was very happy with the response

which explained that the ambulance service will now be discussing and reviewing waiting times and resources with commissioners.

# Our volunteers



## Admin Help

Volunteer Stasi (pictured below) helps us in the office every Thursday, providing administrative support to the delivery team.

## Volunteer Christmas Party

As a thank you to all our hardworking volunteers, we all got together in December to celebrate the invaluable contribution our volunteers make to the work we do.



Volunteer Stasi and Project Officer Natasha at the Volunteer Christmas Party, photographed as part of our Facebook Advent project to share highlights from 2017.

## Community Engagement

Volunteers supported us with Engagement events at St Peter's Hospital this quarter.

For the first time, volunteers in Surrey Heath also held their first engagement event at Camberley Health Centre without staff assistance.

## Hospital Discharge project

Volunteers visited wards at St Peter's Hospital and Royal Surrey County Hospital to speak to older patients, their carers and families about their experiences and expectations of hospital discharge process.

"Our volunteers gave  
**559 hours**  
of their time this quarter"

## Get Online Week

Volunteers helped to survey patients attending 8 GP surgeries about their views and experiences of using GP Online services such as online appointment booking.

During these events, volunteers also helped to raise awareness of these services and provide guidance about how patients could register to access GP online services.



Volunteer Jane Owen (left) at the Fountain Practice in Ewell during Get Online Week

## INTERESTED IN BECOMING A VOLUNTEER?

For more information on volunteering opportunities at Healthwatch Surrey please get in touch.

Tel: 0303 303 0023

Email: [enquiries@healthwatchsurrey.co.uk](mailto:enquiries@healthwatchsurrey.co.uk)

Text: 07592 787533



# Making a difference



We continually monitor the range of ways we make a difference to local health and social care services for the people of Surrey. This includes:



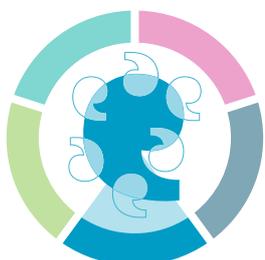
## Amplifying your voice

Sharing views and experiences at meetings and events where health and social care services are planned and reviewed to ensure the voices of the people of Surrey are heard.



## Escalation

Raising issues and concerns directly with commissioners and providers or with regulators and monitoring groups and organisations to ensure specific action is taken to improve a particular service.



## Relationships

We are committed to developing mature relationships with health and social care commissioners and providers, as well as with community, voluntary and faith groups and organisations, to make it quicker and easier for services to be improved based on the feedback we share.



## Empowering people

Supporting local people with information and advice that empowers them to get the best experience of health and social care services.



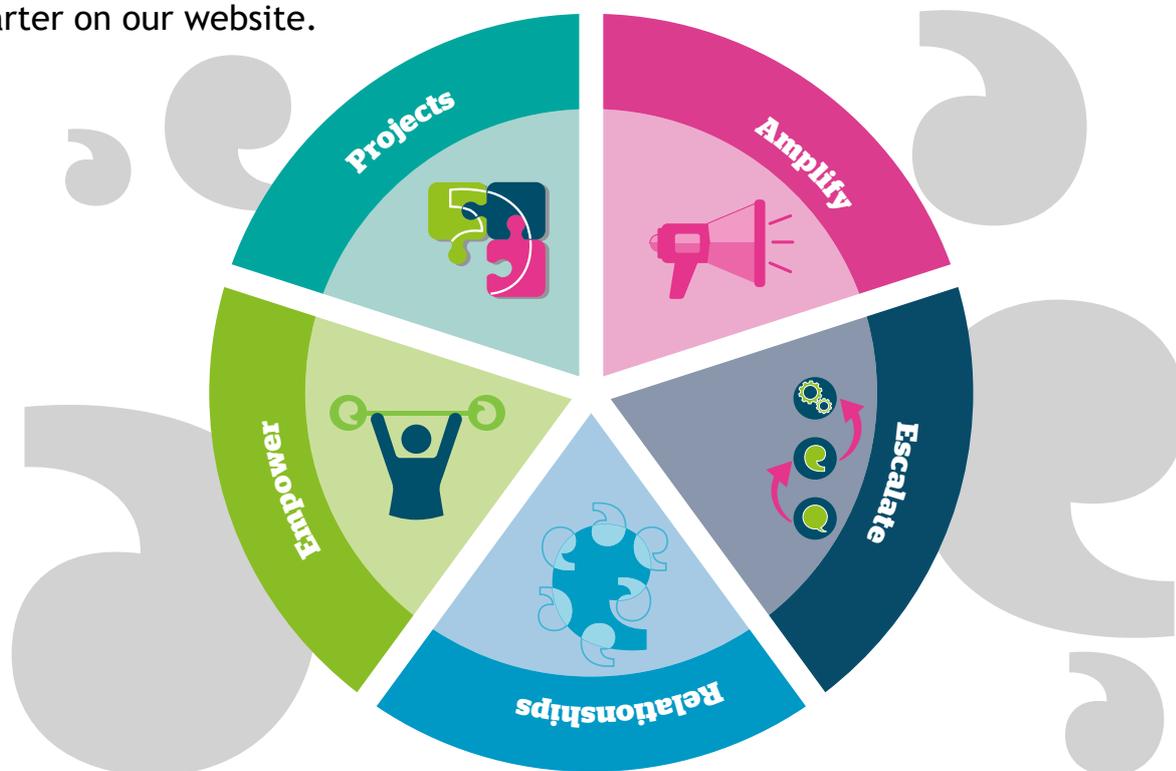
## Projects

Our project work enables us to find out more about a particular issue or service and make recommendations for change or improvements. Projects are based on the themes that come from what people are telling us and other local priorities.

# Summary of outcomes



The following pages highlight a wide range of ways we have made an impact on the way health and social care services are planned, commissioned and delivered. Some of our key outcomes are summarised in this section. You can find all our outcomes for this quarter on our website.



## Amplifying your voice

- Following our Consultation Institute training which gave us greater understanding of the Equalities Act obligations when services are modified, plus our additional research into this issue, we challenged whether the Surrey Priorities Committee or the CCGs carry out an Equality Impact Assessment when making recommendations for changes to thresholds to identify if any group may be disproportionately affected. This challenge was welcomed and will be further investigated.
- Upon hearing that a number of issues relating to improved health and social care outcomes were being developed in Surrey Heartlands and Frimley but not in East Surrey we expressed concern that residents across Surrey were at risk of not having equality of access as STPs develop.
- In a review of the emotional wellbeing and mental health strategy update, we challenged commissioners about whether there is sufficient accessible information available to people between referral, assessment and treatment: **“For example, people being referred to services with a moderate/long wait are unsure what support is available in the interim and how this support fits with the ‘treatment’ phase.”**



For more information, about how we have shared views and experiences at meetings and events to ensure the voices of the people of Surrey are heard, go to page 8.

## Escalation

- A lady contacted the helpdesk to say that there was a 5 month wait for a cervical screening test at her GP surgery. The Escalations panel recommended this be taken to the provider who confirmed that they were 1 nurse down but provided assurance that there should only be a couple of weeks wait for an appointment.
- During the Epsom@Home project we spoke to a lady who was discharged from a local community hospital to a supported living environment. We had concerns for her welfare, as she had mobility problems and felt she would not be able to escape in an emergency. After making an initial referral, we did not receive an update in response from the Multi Agency Safeguarding Hub. After chasing, MASH referred us to the Locality Social Work Team. After we chased this team several times, the matter was escalated to the Area Director but a week later still no response had been received. The following week we met another Area Director and made enquiries about what a reasonable expectation was about a response to a case such as this. The Area Director offered to follow it up herself. The Area Director confirmed: “The alert became a safeguarding referral (two other referrals were received - from the housing provider and from the ambulance). When SCC carried out the initial assessment, before discharge from [the community hospital], she had capacity and expressed a wish to go back home. The fire service visited after the safeguarding alerts and “confirmed she is safe”. A package of care now has been put in place.



For more information, about how we have raised issues and concerns to ensure specific action is taken to improve a particular service, go to page 8.

## Relationships

- We visited Ashley Practice Patient Participation Group (PPG) in Ashted, and Abbey Practice PPG in Chertsey to give presentations about Healthwatch Surrey and our work.
- For the first time in our history, we engaged in Roma Traveller families’ own homes and gained insight into their health and social care needs and perceptions. “Health is like the weather, it comes and it goes”.
- We were invited to the Surrey Children and Young People’s Mental Health Transformation Board (discussing projects that are ongoing to help children and young people experiencing mental health difficulties - including crisis services, support programmes available for schools, and support for young offenders)
- We were invited to attend the Helping Hands Dementia Workshop in Godalming. Also in attendance was Helping Hands CEO Tim Lee and Secretary of State for Health Jeremy Hunt.
- We responded to interview requests from BBC Surrey and Eagle Radio, found and supported members of the public to share their experiences with journalists, either pre-recorded (Eagle) or live (BBC Surrey).
- We received over 30 experiences after the National Autistic Society included our contact details in their e-bulletin.



For more information, about how our relationships are making it quicker and easier for services to be improved, based on the feedback we share, see our Q2 outcomes report.

## Empowering people

Our information, advice and advocacy services enable us to help with individual queries. This means we help individuals in a wide range of ways on a daily basis. Some of the ways we have empowered people this quarter included:

- During Q3, we produced a 4-page summary leaflet for GP practices to distribute to patients explaining the benefits of GP online services and how to sign up.
- We have distributed over 1,500 information and advice leaflets, signposting people to our telephone helpdesk, NHS complaints advocacy and to Citizens Advice services.
- We met a lady at a local hospital whose son was 5 and had multiple disabilities. She explained that she was using a toddler push chair as she had not been able to get a suitable push chair to cater to his disability despite asking for help from the local council and a local charity. We contacted Family Voice for advice and sent the lady 4 different options for how she could get a suitable push chair.



that empowers them to get the best experience of health and social care services, go to page 9, 10 and 11.

## Projects

- Following publication of the Epsom @Home report looking at people's experiences of integrated care, we were invited by Daniel Elkeles to present a summary at the December public board meeting of Epsom & St Helier University Hospitals NHS Trust, meaning our findings and learning points could be shared beyond the @Home service.
- Following our finding in 'My GP journey' that there was a lack of awareness around GP Online services, in October we reached nearly 300 local people to talk about GP online services. This helped raising awareness of this facility and gathered people's views and experiences to be fed back to practices and commissioners.
- The suggestions we made to address issues identified in our Epsom@Home services have been shared with the team. They will discuss the key points from the report with an outside facilitator so that these can be taken forward as points for learning. We have spoken to the external facilitator to ensure that key messages are discussed in appropriate detail. "We would like to thank Healthwatch Surrey, and in particular the volunteers who played such a key role in the project, for their time and commitment. The collaborative approach adopted and the feedback received has provided a firm foundation we will use both for the @home service and for wider Epsom Health and Care integration programmes moving forward."



For more information, about progress with our project work, go to pg. 17.



In order to maximise our impact, we focus our work on a number of priority areas. We review these each year to ensure the issues remain relevant and that we are able to have a positive effect on services on behalf of people in Surrey.

## Early intervention in mental health

We have collaborated with Surrey Youth Focus to support 'The Big Chat', a professionals' workshop where those who work with children and young people in Surrey will discuss ways in which young people can be supported to take care of their mental and emotional wellbeing. It is intended that, through the support of attendees, this conversation will be extended to children, young people, commissioners and service providers to support prevention and early intervention in mental health.

Following comments regarding transition between inpatient and community mental health services (CMHRS), we plan to talk to people about how they could be better supported by CMHRS following discharge from inpatient services. A recent increase in concerns regarding community support has led us to extend this project to include the experiences of all adults who have recently accessed Surrey CMHRS. Focus groups and drop-in sessions will be held in Spring 2018.



## Amplifying the voice of care home residents

A series of 20 Enter and View visits into care homes across the county have been scheduled for January-February 2018. Visits will focus on person-centred care, particularly how this relates to accessing food and drink within the home, and will be led by teams of volunteer Authorised Representatives alongside Healthwatch Surrey staff. Input has been sought from a variety of professionals including Adult Social Care and the Care Quality Commission. Each home will receive an individual report and an overall summary report will be produced on completion of the full programme of visits.

## Investigating the experience of hospital discharge

A final report has been produced and disseminated to the Epsom Health and Care @ Home service relaying people's experiences of discharge from hospital through the integrated service, and the formal response of the service has been published on the Healthwatch Surrey website. The report was also presented at the Epsom and

St Helier NHS public board meeting and shared with other commissioners and organisations.

We visited a number of wards at St Peter's Hospital and Royal Surrey County Hospital in October 2017. Alongside an online survey we gathered the experiences of 57 people regarding their communication and information needs throughout the discharge process and a summary report is due to be published early 2018.

## Improving the experience of making a GP appointment

Following visits to eight GP surgeries and an online survey during 'Get Online' week, we spoke to nearly 300 people in Surrey about their experiences of GP online services. People told us about what is working well and what could be improved and highlighted that awareness of services could be increased. A full e-report was produced and shared with commissioners and NHS England. A short booklet version of the report was produced and distributed to all GP practices in Surrey. Both reports have been published on the Healthwatch Surrey website.

# Meet the team



**Kate Scribbins**  
Chief Executive



**Matthew Parris**  
Evidence and Insight Manager/  
Deputy Chief Executive



**Lisa Sian**  
Operations Manager



**Jade Vlada**  
Engagement Officer



**Lauren ter Kuile**  
Communications Officer



**Jacquie Pond**  
Engagement Officer



**Samantha Botsford**  
Evidence and Insight Officer



**Natalie Hoare**  
Volunteers Officer



**Erika Lorimer**  
Administration Officer



**Natasha Ward**  
Projects Officer



**Sarah Wood**  
Events and Administration Officer



## Contact Us

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 Pop into any of the  
Citizens Advice in Surrey

 [healthwatchesurrey.co.uk](http://healthwatchesurrey.co.uk)

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 /HealthwatchSurrey

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