

# Activity and outcomes quarterly report

Quarter 3: October - December 2018



# Contents

What we do	3
News highlights	4
Key dates and plans for next three months	5
Raising awareness of our work	6
Getting out and about and hearing from the people of Surrey	7
What we've heard	8
We raised issues and concerns as a result of what you told us	10
Priorities	11
Information, signposting and advice	12
We help and support with NHS complaints	14
Our Volunteers	15
Making a difference	17
Summary of outcomes	18
Amplifying your voice	18
Escalation	19
Relationships	19
Empowering people	20
Projects	20
Meet the team	21



# 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.





## Meet our new team members



During Q3 we were busy recruiting a new Communications Officer. Laihan Burr Dixon joined us at the beginning of January 2019. She has a background within media, PR and communications.

Laihan will be overseeing all our internal and external communications and working closely with the team to raise awareness of the services we offer.



Michael Freaan is our new Mental Health Citizen Ambassador. Michael will be working closely with Healthwatch Surrey and Surrey Heartlands Health and Care Partnership, to gather feedback from local people to feed into Surrey Heartlands and help shape mental health services.

## Get online week

During the 15th - 21st of October 2018, Surrey County Council and partners hosted an initiative to get more people online. We organised events to help promote GP online services and to hear people's experiences of using them. We visited 7 surgeries across Surrey and spoke to 242 people about their experiences of GP online services.



## New care at home phase 1 report published

Healthwatch Surrey has set out to answer the question 'In Surrey, do Domiciliary Care Users have a voice?'. During phase one of our project, we spoke to 13 care at home agencies, asking them about their compliments, complaints and comments procedures. From this, we have reported many key findings and raised some important questions that we will be looking into in phase two of the project. To see the report in full, please visit the website.



## Citizen Ambassador Update

With Michael joining the team, we now have 7 Citizen Ambassadors, each representing a different workstream within Surrey Heartlands (Cancer, Musculoskeletal, Out of Hospital, Women and Children, Cardiovascular, Mental Health and Digital Transformation). The Citizen Ambassadors took part in engagement training in December and continue to engage with the residents of Surrey gaining feedback to feed into their relevant workstreams. The Citizen Ambassador role is to ensure that local people's voices are heard in discussions about service change and transformation within Surrey Heartlands.



# Key dates and plans for the next three months



## Healthwatch Surrey Board Meeting in public

Tuesday April 30th 2019

Reigate Baptist Church  
Sycamore Walk,  
Reigate,  
RH2 7LR

2.00pm - 4.00pm

All Welcome

## Publications

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

- **Care at Home - phase 2 report**
- **Commissioner response to our Hospital Discharge Checklist**

## Engagement events in Q4

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

### January 2019

- St Helier Hospital, 8th Jan 10am-12pm
- Sheerwater GP Surgery, 14th Jan 10am - 12pm
- Epsom Hospital, 29th Jan 10am-12pm

### February 2019

- Royal Surrey County Hospital, 4th Feb 10am - 12pm
- The Villages GP Surgery, 5th Feb 10am -12pm
- Aldershot Centre for Health, 19th Feb 10am-12pm

### March 2019

- St Peter's Hospital, 4th March 10am-12pm
- East Surrey Hospital, 5th March 10am-12pm
- Frimley Park Hospital, 14th March 10am-12pm
- Woking Market, 20th March 10am - 12pm
- Oxshott Medical Centre, 26th March 10am-12pm

For further details of these and other events, please visit our website.

## Volunteer Awareness

In February, we will be running a volunteer recruitment drive to promote awareness of volunteering with Healthwatch

Surrey and the different roles we offer for volunteers. This will be accompanied by a local radio campaign, social media and volunteering video. We hope to attract new volunteers from across Surrey to join our local area teams.



## The Big Picture

Working with local health and care partners, NHS North West Surrey CCG has launched 'The Big Picture' - an opportunity for local people to join an open discussion about the future of care delivered outside of hospital.

Over the last quarter and continuing Q4, we will be helping North West Surrey promote The Big Picture. More information can be found on the local news section of our website.

# Raising awareness of our work



**Webpage views - We had 9,311 web page views and 2,685 unique web visitors in Q3.**

**Facebook likes: 568 +2.7%** **Twitter followers: 2614 +1.16%** **E-bulletin subscribers: 882**

## Campaign Highlights

We can't be an effective Healthwatch unless people know about us when they want to share an experience. Therefore, awareness raising is an important part of our work.

This quarter our campaigns focussed around Mental Health (coinciding with World Mental Health Awareness Day, 10th October), the publication of our Abraham Cowley Enter & View report, promotion of the national Winter Wellness campaign, our Community Cash Fund 2019 pre-launch and our Countdown to Christmas.

## Awareness Initiatives

In December we began our pre-launch of the Community Cash Fund which included a mail out of posters and postcards to over 200 community venues across Surrey. This included; Libraries, Leisure Centres, Community Centres, Citizens Advice and Church Halls. We also featured in a number of partner newsletters including; Surrey Community Action, Surrey Coalition and the CVS newsletter.

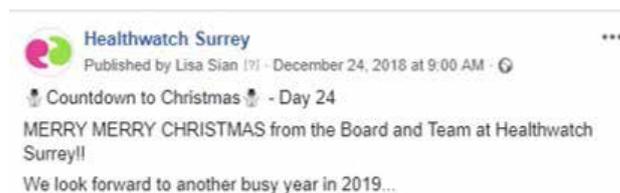
During Q3 we distributed over 1800 of our information and advice leaflets and attended the following events to raise awareness; Home Start Waverley AGM, Surrey Coalition AGM, Independent Mental Health Network Community Connection event, the Black, Asian and Minority Ethnic (BAME) Communities Carer Engagement Event and the Surrey Heartlands Maternity Voices partnership event.

## Healthwatch Surrey in the Media

In November we were interviewed by BBC Surrey about our findings following our Enter & View visit to Abraham Cowley Unit. We were also featured in Get Surrey for our work on Sexual Health and provided comment to the Farnham Herald about our discharge work.

## Countdown to Christmas

During the 1st-24th December we ran a daily 'Countdown to Christmas' with each day focussing on a key highlight or outcome from the past year. This activity, combined with the pre-launch of the Community Cash Fund, meant we had great Facebook results for December. We reached 12,000 people and with 924 post engagements (clicks, comments, shares) through our organic (unpaid) listings.



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



## Listening Events

We have enjoyed holding events all across Surrey throughout Q3 to hear your experiences and views. We heard from people at high streets, GPs, district hospitals and other community locations such as the Samson Centre for Multiple Sclerosis.

## High Streets

We visited Addlestone High Street, The Square Shopping Centre in Camberley and Elmsleigh Centre in Staines to speak to shoppers, families and workers about the health and care services they use.

## Hospitals and GPs

We visited a number of services in Q3 including: Farnham Community Hospital, East Surrey Hospital, St Peter's Hospital, Royal Surrey Hospital, Epsom Hospital, Frimley Park Hospital, Knowle Green Medical Practice, Holmhurst GP Surgery, Frimley Green Medical Centre and Shadbolt Surgery.

## Alternative Providers

We also visited a number of alternative providers including: Samson Centre for Multiple Sclerosis, Fairlands Dental Practice and Bridgewell House.

## Reactive engagement event

Reactive engagements are initiated by our Escalations Panel in response to experiences we have gathered which need further investigation. This quarter we carried out reactive engagement at Goldsworth Medical Practice, St John's Family Practice in Woking, Buryfields Sexual Health Clinic, Guildford and the Grove Medical Centre in Egham.



Kathryn our Engagement Officer, at Shadbolt Surgery



Martin Edge, Citizen Ambassador, at Farnham Road Hospital.



Our Surrey Health Volunteers at The Square, Camberley.

# What we've heard

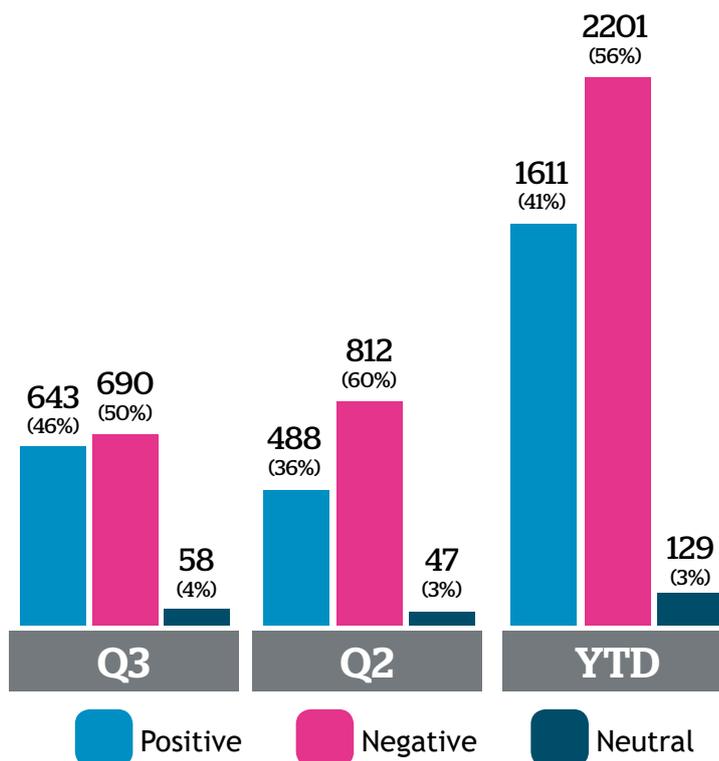


## We analyse what we've heard

We heard **1,391** detailed experiences during Q3 through our Helpdesk, Citizens Advice Healthwatch Champions, Independent Health Complaints Advocacy and our various engagement events and meetings.

50% of experiences received were negative. 45% of experiences were about GPs (599 experiences) and 34% about Hospitals (456 experiences).

The highest proportion of **positive** sentiment was about emergency care and the highest proportion of **negative** sentiment was about mental health.



## What we've heard most about

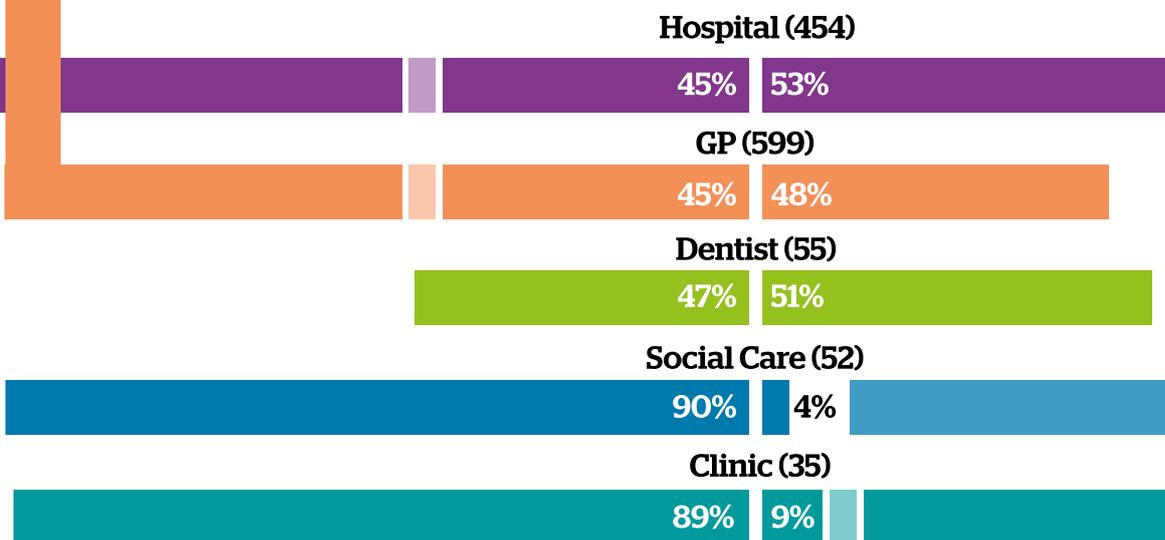
Service	Positive	Negative	Neutral	Total
General Practice	285	264	38	599
Dentistry ("High Street" dentistry)	28	26	1	55
Inpatient care (treatment in hospital)	30	24	1	55
Accident and emergency	20	26	1	47
Adult social care	2	42	3	47

We spoke to **180** people about their experiences of hospital. Inpatient care was the most talked about area (55 experiences)  
 Everything we heard about ENT was positive (10 experiences)  
 Everything we heard about respiratory care was negative.

Our volunteer, Liz Sawyer, sits on the patient working group regarding sexual health services/clinics. Liz and Katharine, our Projects and Engagement Officer, visited Buryfields clinic as part of a reactive engagement event in Q3.

We spoke to **276** people about their GP experiences  
 We heard about **89** different GP surgeries during the quarter  
 We spoke to **242** people about their experiences of GP online services

**Negative experiences**      **Positive experiences**



See page 11 for an update on our care at home work

(As a proportion of all comments about the topic. Other comments received had a neutral sentiment.)

# We raised issues and concerns as a result of what you told us



We record 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:

## Escalations

Through the work of the Escalations Panel, we escalated 17 individual issues: 13 issues to providers from our reactive engagement events, 2 issues to commissioners, 1 to regulators, 1 additional issue to provider. No experiences were escalated to MASH this quarter.

We raised a concern about the Abraham Cowley unit with the NHS England Surrey & Sussex Quality Surveillance Group (and Surrey Heartlands Quality Committee), prompting a commissioning and regulatory discussion and action to explore the issues.

## Taking the voice of local people and sharing it in local decision-making forums

- Health & Wellbeing Board
- Health, Integration and Commissioning Select Committee
- NHS England Quality Surveillance Group
- Safeguarding Adults Board
- North West Surrey Primary Care Co-Commissioning
- Surrey Heartlands Joint Committees in Common
- Surrey Heartlands Quality Committees in Common
- Children & Young People's Partnership Board
- North Joint Quality and Safety Committee

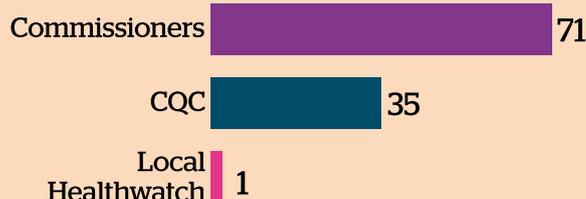
We challenged the reporting processes of the Safeguarding Adults Board to improve the level of assurance it gets about the safety of people with Learning Disabilities who are admitted to Assessment & Treatment units.

We informed the Children & Young Peoples Partnership Board of the poor experience some families are having of Specialist Educational Needs services and the lack of integration of support services, sharing direct quotes to illustrate the situations people find themselves in.

## Total number of stories shared - 107

These are issues that are not of immediate concern, however, we share these with the intention of adding into the data of providers, commissioners and regulators. We shared 78 experiences with commissioners and the CQC as

part of our regular 'What we've heard' meeting series as well as 1 issue outside of these meetings. We also shared 27 experiences about cancer services with Macmillan Integrated Cancer Care Team Project Lead, Guildford & Waverley CCG and 1 experience with local Healthwatch.





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.

## We are planning our next care homes project

After the very positive response to last year's Care Homes report 'What I want ... within reason' we are now planning and scoping a fresh project for 2019.

We have taken inspiration from a variety of sources such as conversations during our engagement events, discussions with our VCFS and system partners, and other local Healthwatch. We now have a long list of ideas and are in the process of choosing a project that adds real value to the people of Surrey.

## Response from Commissioners to our report into mental health services

The mental health Commissioners, Surrey Mental Health CCG Collaboratives and Surrey County Council, responded to our report "How to help...". They thanked us for our work, and as a result of the issues raised, we will be working with them on initiatives including their review of the contracted quality schedule for mental health services and learning more about care planning practices.

We are also in the early stages of planning our next project under our Mental Health priority and are keen to hear about concerns or areas you feel would benefit from a focussed investigation. Please get in touch, see page 21 for our contact details.

## First phase of our care at home project is completed

Our care at home project is investigating the power of the service user voice in paid-for domiciliary care. Phase 1 of the project is now complete, and the report has been published. We will be making recommendations when phase 2 is complete but have already fed back to the Commissioners at Surrey County Council on key findings around care worker training, client engagement KPIs and complaints procedures.

Phase 2 is now under way, we are talking to care workers and shortly will begin talking to service users. We hope to publish the report in early Spring 2019.

## Hospital discharge checklist

Our discharge checklist has been delivered to Royal Surrey County hospital, Milford hospital and Haslemere hospital. We are in discussion with the other hospital trusts about the checklist and we are working to raise awareness of it among our partners and key service user groups. We will solicit feedback from the hospitals in late winter. The checklist questions can be downloaded from our website.



# Information, signposting and advice

Our information and advice service helps to signpost people to the right health or social care service or organisation for their needs (such as: Age UK, Mind, Care Quality Commission and Social Services). We can also offer information if they want to share their experience or make a complaint.

Our specially trained Healthwatch Champions can give face-to-face advice from five Citizens Advice offices, as well as a dedicated Helpdesk telephone number for people to call in confidence.

**778 people have received help via our Helpdesk and our Healthwatch Champions this quarter.**

**0303 303 0023**

**Face-to-face** 656

**Helpdesk** 122

## Help understanding dental charges

Malik had been to the dentist and was given a form to sign by the receptionist. He didn't really understand the form but signed anyway. The form was to claim free dental treatment on the basis of receiving an income-related benefit. Malik received a fine for wrongly claiming the cost of dental treatment and he arranged a payment plan. He contacted his local Citizen's Advice to find out if he could get help paying in the future. The adviser checked and found that Malik was eligible for help through the low-income scheme. She helped him fill in form HC1 so he could get a contribution to health costs.

## Help with making a decision regarding vaccinations

Michael needed to get a vaccination but was struggling to get it through his GP and was considering raising a complaint. The Helpdesk researched the vaccination and gave Michael information about shortages and the current availability and cost and helped him make an informed decision.

*Names have been changed to protect identities*

---

## Help understanding hospital charges

Ana has lived and worked in the UK for nearly a year. She was admitted to hospital a number of times with some stomach problems. Ana thought that she only needed to show her National Insurance number to receive treatment from the NHS. She received a letter advising that she owed over £2000 and then received an email saying that the immigration service would now be informed, she decided she needed to take some action and contacted Citizens Advice. The Adviser spoke to the overseas support officer at the hospital who was extremely helpful and explained and agreed the documentation and evidence that would be acceptable, and the debt was written off.

## Help with travel to hospital appointments

Patrick and Barbara are both in their 80s and rely on public transport. They were both given hospital appointments in the evening when there is no public or voluntary transport available. They can't afford the £40 taxi fare to get there and back. Barbara was able to rearrange her appointment at a time when voluntary transport was available. Unfortunately, Patrick's doctor was unavailable for an alternative appointment, so he tried to see if he could attend at a different location, but he couldn't. The Helpdesk provided advice on how Patrick could apply for the NHS Low Income Scheme which can assist with costs of travel and gave him details of his local CCG.

## Help signposting to home adaptation organisations

Meera has had operations on her hip. She has had a home assessment, but, when she told her physiotherapist how she was getting up the stairs, she was advised that this was not appropriate in her condition and that she needed a rail on the wall in addition to using the bannister. She contacted the Helpdesk to find out how to get a hand rail. She was told about a variety of organisations that provided home adaptations in her area which will make her stairs safer for her to use.

*Names have been changed to protect identities*

# We help and support with NHS complaints



**Our independent health complaints advocacy service helps people to make complaints about an NHS service. We provide free, confidential, independent support and assistance to anyone living in Surrey who needs to make a complaint.**

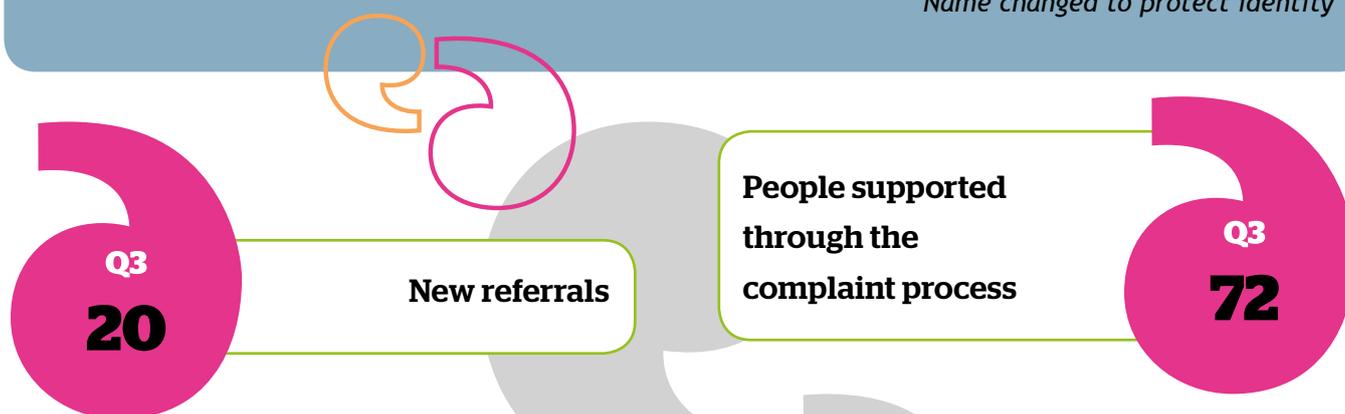
People can use the service to make complaints about hospitals, GPs, mental health services, nurses, pharmacists, dentists, opticians, 111, walk-in centres, NHS-funded private care and more.

The most common complaints our advocates helped with in Q3 were around hospitals and GP surgeries.

## Support with a complaint about a GP Surgery

Jim had a number of complaints about his GP surgery including issues in getting an appointment, problems with prescriptions, and concerns with treatment he had received. He wrote a letter of complaint to the surgery but was unhappy with the response and generally felt that his complaints were not being taken seriously. Jim and his partner requested a meeting with the surgery, however, were offered an inconvenient time and heard nothing further from the surgery when they requested an alternative date. They decided to contact the Advocacy service for help. They were appointed an advocate who discussed their outstanding issues and outcome that they wanted. They also drafted and sent an agenda to the surgery with the approval of Jim and his partner and met with Jim's representative before the Local Resolution Meeting. The Doctor addressed all of Jim's issues satisfactorily and Jim and his representative felt that the surgery had learned lessons and no further action was necessary. They were satisfied with the support of the advocate throughout and felt the service was very efficient and professional.

*Name changed to protect identity*



## New advocacy provider

Our advocacy service is now provided by Surrey Independent Living Council (since April 2018).

**Tel:** 01483 310500

**SMS:** 07704 265377

**Email:** [nhsadvocacy@surreyilc.org.uk](mailto:nhsadvocacy@surreyilc.org.uk)



# Our volunteers



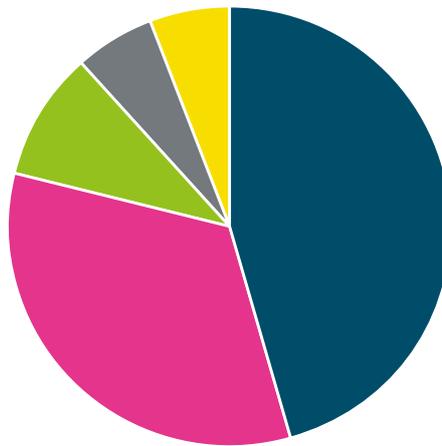
## Volunteer Led Engagement

The Surrey Heath volunteer team led their own Healthwatch Surrey events without staff attending this quarter. They visited the Pine Ridge Sure Start Children's Centre and the Smarties Mother and Toddler group in Camberley, where they collected 51 unique experiences.

These experiences formed part of the data reviewed at the escalations panel for the first time. The Surrey Heath volunteers plan to visit more Voluntary, Community and Faith Sector (VCFS) groups to collect the experiences of local people in Q4.

### Source of experiences

- Engagement
- Helpdesk
- Volunteers
- Citizens Advice
- IHCA



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

## Volunteer Successes

Angus has done a fantastic job of representing us at the Surrey Heartlands Quality Committee in Common Meeting this quarter. The chair of the committee applauded Angus' great contribution to the meetings and commented that he had generated a number of actions for the Commissioners to take away to work on.

## Welcoming New Volunteers

This year, we have welcomed 14 new volunteers to our team, increasing the total number of volunteers who support us by 40%. Eight of these volunteers joined us in Q3.

We plan to launch a volunteer recruitment campaign in Q4, to expand our existing volunteer groups and establish new ones. In preparation for this, our Volunteer Officer has revised our existing volunteer roles and developed three new roles: Community Listeners, Community Influencers and Community Promoters. You can find out more about these roles on the volunteer section of our website.





## Engagement Training

This quarter, our engagement team have been working closely with our volunteers to ensure they are all well trained and confident in assisting with engagement events. 18 volunteers, including 6 new volunteers, attended a training workshop on 11th December to learn how to approach members of the public at listening events, how to signpost them to local services, how to collect quality experiences and how to adhere to confidentiality and GDPR. The event was also a great opportunity for our volunteers to get to know one another.



## Five new Directors joined our Board

In October we welcomed five additional Directors to our Board, Andrea Lecky, Don McIntosh, John Bateson, Tacye Connolly and Maria Millwood. Following their induction in October the new Directors have attended their first Public Board meeting and a number of working sessions. The new Directors bring a wealth of new skills and experience and we look forward to working with them in 2019. Board Directors are volunteers and give their time to provide a vital role in governing the work of the Healthwatch Surrey delivery team.

For more details about the Board visit [www.healthwatchsurrey.co.uk/about-us/meet-the-board](http://www.healthwatchsurrey.co.uk/about-us/meet-the-board)

## 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

[www.healthwatchsurrey.co.uk/get-involved/volunteer](http://www.healthwatchsurrey.co.uk/get-involved/volunteer)



# 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:



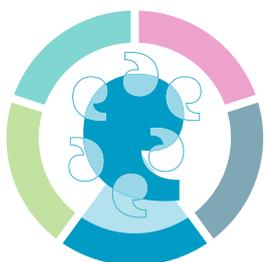
## Amplifying your voice

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.



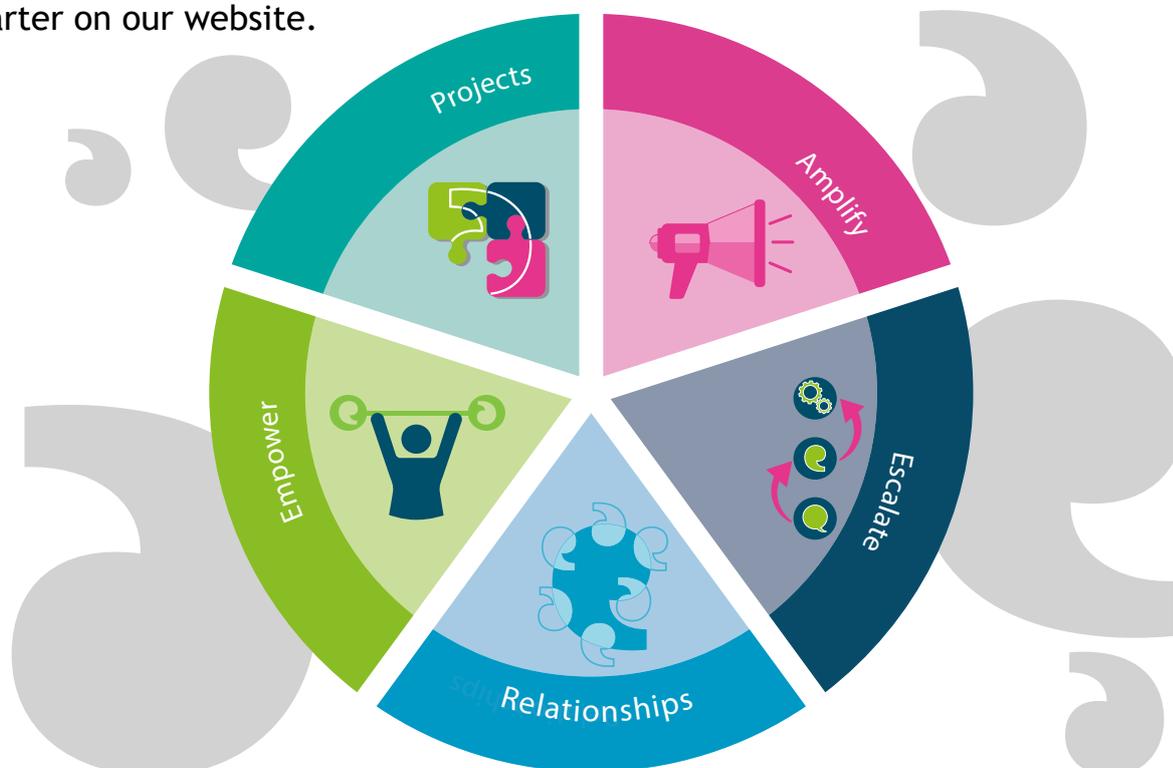
## Projects

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 a challenge, Sexual Health Commissioners responded about action they are taking to consult people in the future;

“Commissioners will continue to work closely with Healthwatch throughout the course of this contract and we are grateful for the valuable contribution they make as a critical friend. Healthwatch are invited to the quarterly contract monitoring meetings and are an active participant. As part of the steps outlined in recommendations ia and ib Surrey County Council Public Health team have ensured application of Healthwatch’s five principles for good engagement in reviewing the recent changes to service delivery for substance misuse services. These principles will be embedded in documented procedures for all future procurements/service reforms.”

This quarter we challenged the Health and Wellbeing Board with regards to social isolation of older carers in Surrey and whether they can do more to support work in this area. We asked for assurance around incorporating lessons learnt (from the independent review of Children and Adolescent Mental Health Services) in the interim plan for new service design and the role of the Health and Wellbeing Board in this. We also asked them to ensure that as metrics for any new priorities for Surrey are developed, at least one patient/service user/public reported metric should be included for each priority area.



## Escalation

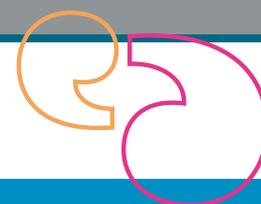
We shared patient experiences regarding triage with Guildford & Waverley CCG, as a result they suggested getting feedback on best practice and compiling tips on best practice for triage to be shared with GPs in Guildford & Waverley.

After sharing patient experiences of waiting for medication before discharge, Guildford & Waverley CCG are taking the patient's comments to share with the chief pharmacist at Royal Surrey County Hospital.

Having contacted a GP surgery directly following an experience from a gentleman who was having difficulty receiving the medication he required, we were able to get to the bottom of the misunderstanding and resolve the issue for the gentleman.

We presented findings of Enter & View visits to Abraham Cowley unit to local politicians and secured more intensive scrutiny of the issue by the Health, Integration and Commissioning Select Committee.

Primary Care Commissioners will be passing feedback back to their practice managers in relation to a patient experience of hearing reception staff discussing confidential information.



## Relationships

We contributed our views on what is working well and barriers to improving health and care outcomes locally as local leaders developed their input into the NHS long term plan.

We entered the collaborative Citizen Ambassador program into the NHS70 category at the Healthwatch England Awards. Surrey Heartlands won the award for the citizen-led approach.

We met with Surrey County Council's Children's Rights department to review work plans and explore areas for collaboration.

We met with the Surrey Carers Commissioning Group to review work plans and explore areas for collaboration.

We were cited in a Get Surrey news article in relation to the work we have done around Sexual Health services in Surrey.

We were invited to give a radio interview with BBC Surrey regarding our report into the Enter & View visit to Abraham Cowley.



## Empowering people

We spoke to 242 patients at 7 GP surgeries providing information regarding GP online booking services.

Our Citizens Advice and Helpdesk provided 778 people with information and advice regarding health and social care services.

Our Advocacy service supported 72 people to make complaints about NHS treatment they have received.

Following a reactive engagement event at a GP surgery in Woking we were made aware of a problem with getting prescriptions processed by the local Boots pharmacy. We have written to Boots and requested a response.

We gave feedback to a GP surgery practice manager about a patient who preferred to book appointments face to face and travels to the surgery to be there when it opens. The patient commented that if it's raining, they have to stand in the rain and wait outside, he wondered if the atrium/ porch area could be opened earlier to provide shelter for waiting patients. The practice manager agreed that they will implement this change for their patients



## Projects

When speaking about the Care Home project, Liz Patroe (Head of engagement for Surrey Heartlands) commented that Healthwatch Surrey work has helped in 'preserving dignity' of care home residents.

The Managing Director of Guildford and Waverley Clinical Commissioning Group, Vicky Stobbart commented on the hospital discharge checklist saying she thought it was 'fantastic'.

We showcased the Hospital Discharge Checklist work to other local Healthwatch at the national Healthwatch conference in October.

We won the 'runner up' award for our work on Hospital Discharge in the Information & Advice category at the Healthwatch England Awards in October.

Surrey Downs CCG commented on our Care at Home report saying they thought 'it was a really strong piece of work and a good area for HWSy to be working on'.



# Meet the team



**Kate Scribbins**  
Chief Executive



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



**Lisa Sian**  
Operations Manager



**Kathryn Edwards**  
Engagement Officer



**Samantha Botsford**  
Evidence and Insight Officer



**Joe Kite**  
Business and Marketing  
Apprentice



**Natalie Markall**  
Projects & Administration  
Officer



**Tessa Weaver**  
Research Officer



**Sarah Browne**  
Engagement Officer



**Zoe Harris**  
Volunteer Officer



**Katharine Newman**  
Projects & Engagement Officer



**Laihan Burr Dixon**  
Communications Officer



**Jade Vlada**, Engagement Officer  
(Maternity Leave)



## Contact Us

-  Telephone  
0303 303 0023
-  Text/SMS  
07592 787533
-  Text Relay  
18001 0303 303 0023

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

 Pop into any of the  
Citizens Advice in Surrey

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

 @HW\_Surrey

 /HealthwatchSurrey

 Freepost RSYX-ETRE-CXBY,  
Healthwatch Surrey,  
Astolat, Coniers Way,  
Burpham, Surrey GU4 7HL