**HW_Surrey**

**‘Making a difference’**

Q1 2017 Outcomes

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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

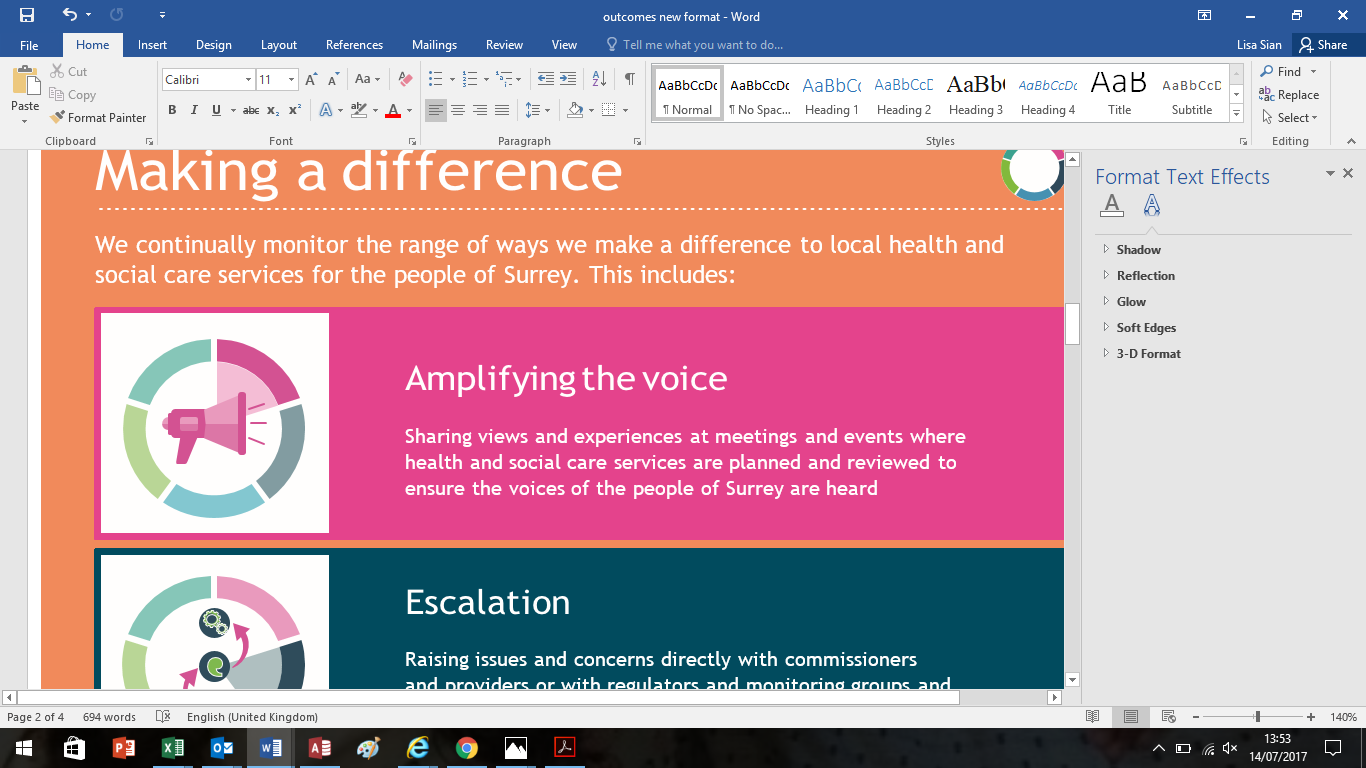
Projects

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.



### **Amplifying your voice**

### **Amplifying the voice**

* During Q1 we attended a meeting run by an HIV group at Chertsey House, St Peters Hospital to hear about their experiences of sexual health services. 1/4 of people that attended stopped to share an experience with us. We shared these experiences with commissioners and challenged the consultation NHS England and Surrey County Council had done with the public before making changes to local services.
* We challenged leaders of the STP to learn from the Safe Discharge & Transfers Work stream launch event:

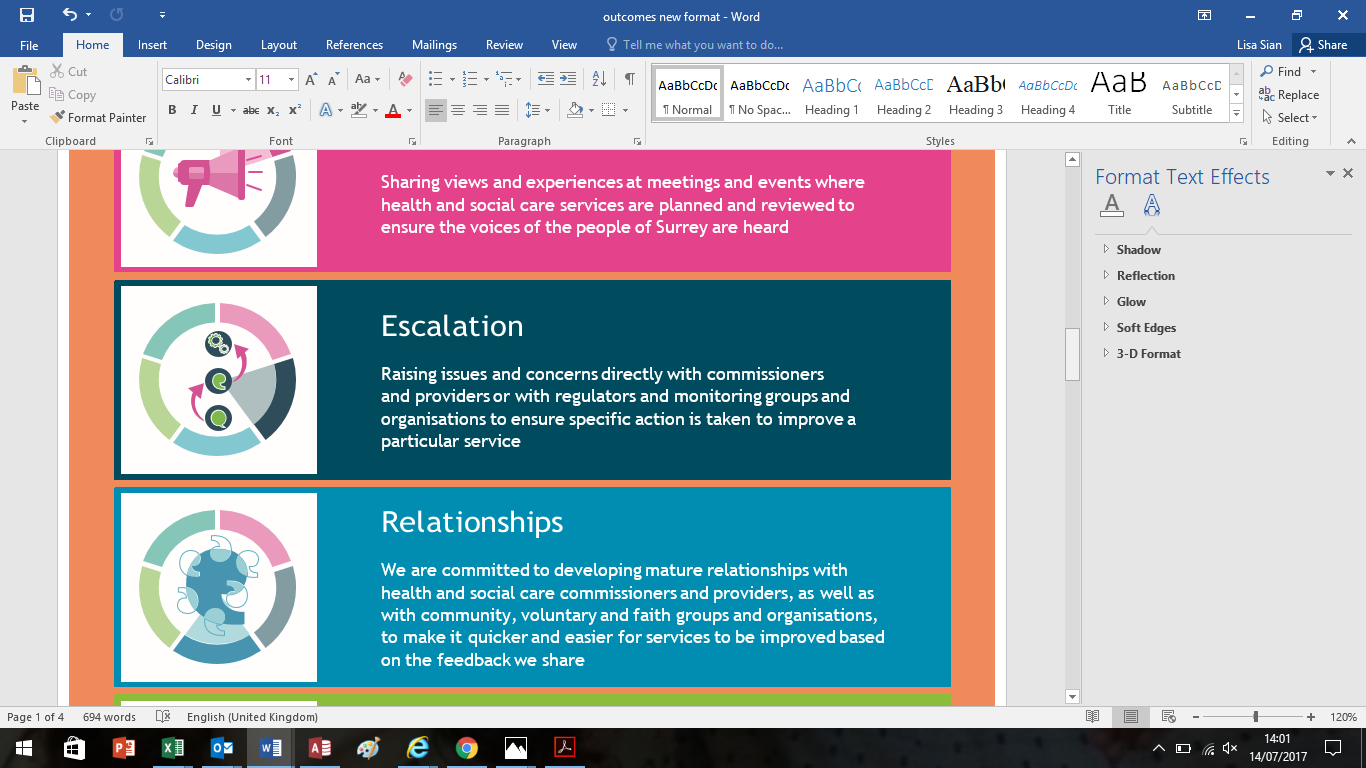
*"The aim of the event was to reach and engage a broader audience, but it failed to do that; what have you learnt and what will you do next time to secure participation of more local people?"*

* Media coverage is one of the 'inputs' into the risk rating and role of the oversight of the Quality Surveillance Group. We raised the fact that Ashford & St Peters had been in BBC News in relation to a lack of follow-up care, which had led to 22 serious incident reviews. We challenged the group to:

- assure itself whether this was still an issue or not

- how/whether the group would become aware of this issue again in the future (the metric​s we look at don't seem to cover it) ​.

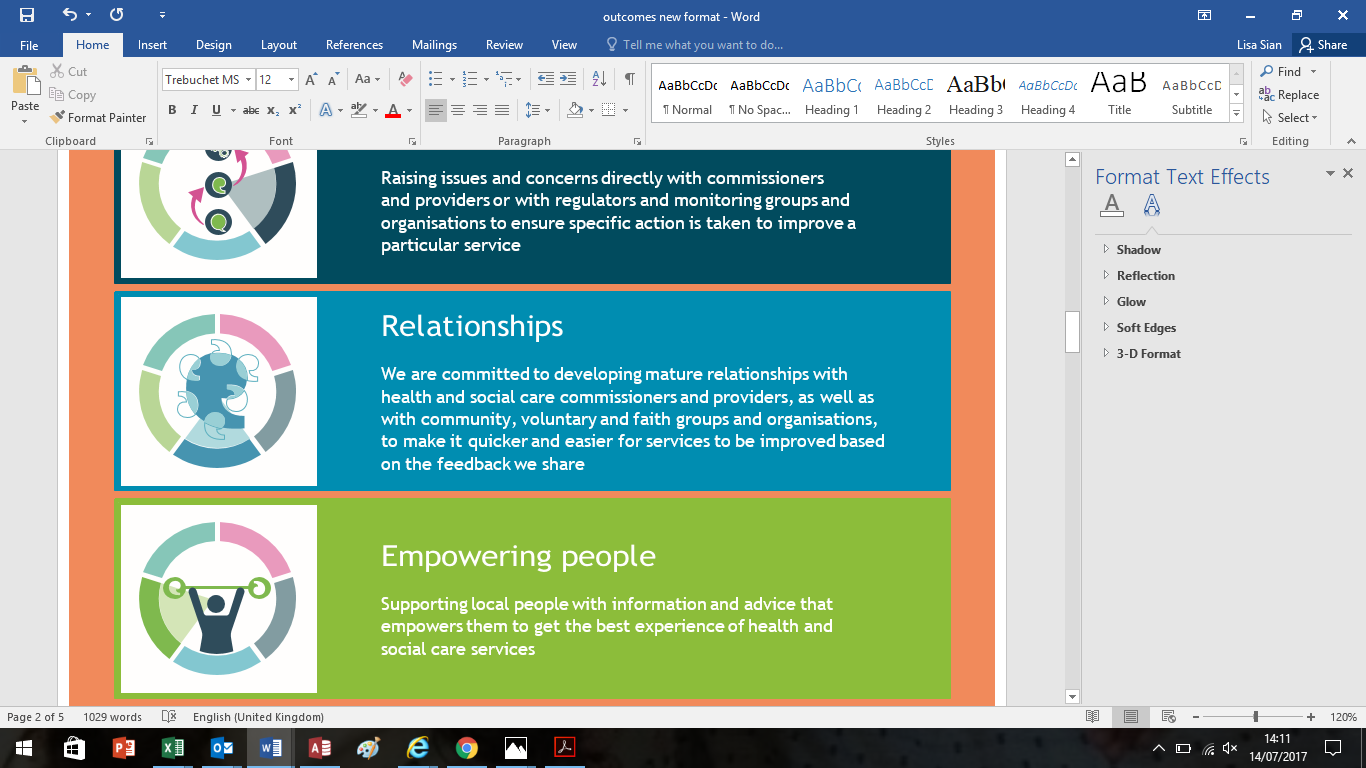
* During a discussion about the role of DoLS (Deprivation of Liberty Safeguards**)** in safeguarding and delays in people getting assessments at the Surrey Safeguarding Adults Board meeting, we shared a recent experience of a family being advised by a care home to visit A&E to get a DOLS assessment quickly, which would enable the care home to provide the services they needed. ​​​
* Following a ‘What we’ve Heard’ (WWH) meeting with Guildford & Waverley, Helen Collins the Associate Director for Quality & Improvement remarked: "The experiences that Healthwatch Surrey share with us remind us why we're all here... they sensitise us to the experiences people are having day-to-day".
* Through our membership of the Surrey Safeguarding Adults Board we were able to shape, contribute and participate in a programme of scrutiny looking at Safeguarding aspects of Hospital Discharge arrangements in Surrey. A confidential report 'Safety concerns when people leave hospital' (which highlighted recent experiences reported to Healthwatch Surrey) was presented to the panel in April 2017. It included suggestions for key lines of enquiry, and cases within it were referenced throughout the session. ​



### **Escalation**

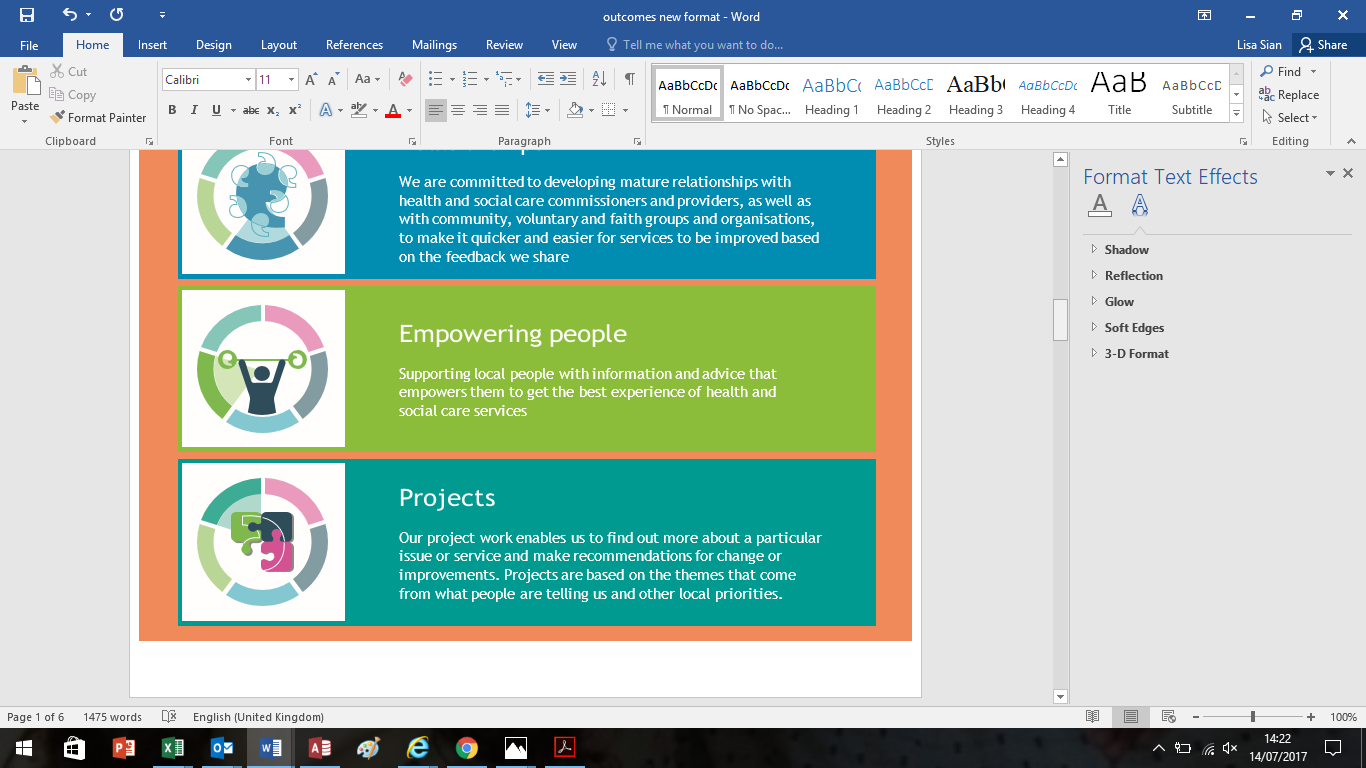
* We escalated concerns about South Park Surgery, Reigate to NHS England.  NHS England responded; "In regards to your concern about South Park Surgery continuing to register new patients ahead of its closure, I can confirm that action is being taken to ensure the practice's patient list is closed to new patient registrations". NHS England also addressed and explained other concerns and gave us their plan to help patients find alternative GPs.
* We attended the Quality Committee at North West Surrey CCG (Clinical Commissioning Group) and were able to raise concerns that had been shared with us around potentially inappropriate discharge from St Peters hospital.
* We provided a statement to SCC (Surrey County Council) Children's Rights Department to raise awareness about the concerns we are hearing about CAMHS services.
* In response to an experience shared about cancellation of a pain clinic appointment and re-appointment being given months ahead the Royal Surrey County Hospital pain lead nurse reviewed the notes of patients cancelled from these clinics and brought appointments forward.
* We identified a recent theme in our data that people were not having a good experience of the PALS service at Epsom Hospital. The Escalation Panel shared this with the CCG and sought assurance that the service was now performing well. A formal response was received from ESTH NHS Trust: *“We are aware of the issues concerning PALS... and are actively recruiting to be able to offer a full five day onsite ​service at Epsom [by the end of September]”.*
* We received disturbing reports from a lady who'd observed poor care during the night at St Peter’s Hospital. We passed this on to the hospital and the CCG.  The CCG will raise it with the hospital at their next quality review meeting and seek assurances which they will share with us.
* A care home in East Molesey has been closed by the Care Quality Commission following safety concerns raised by a Healthwatch Surrey volunteer whilst carrying out enter and view into this home.

### **Relationships**



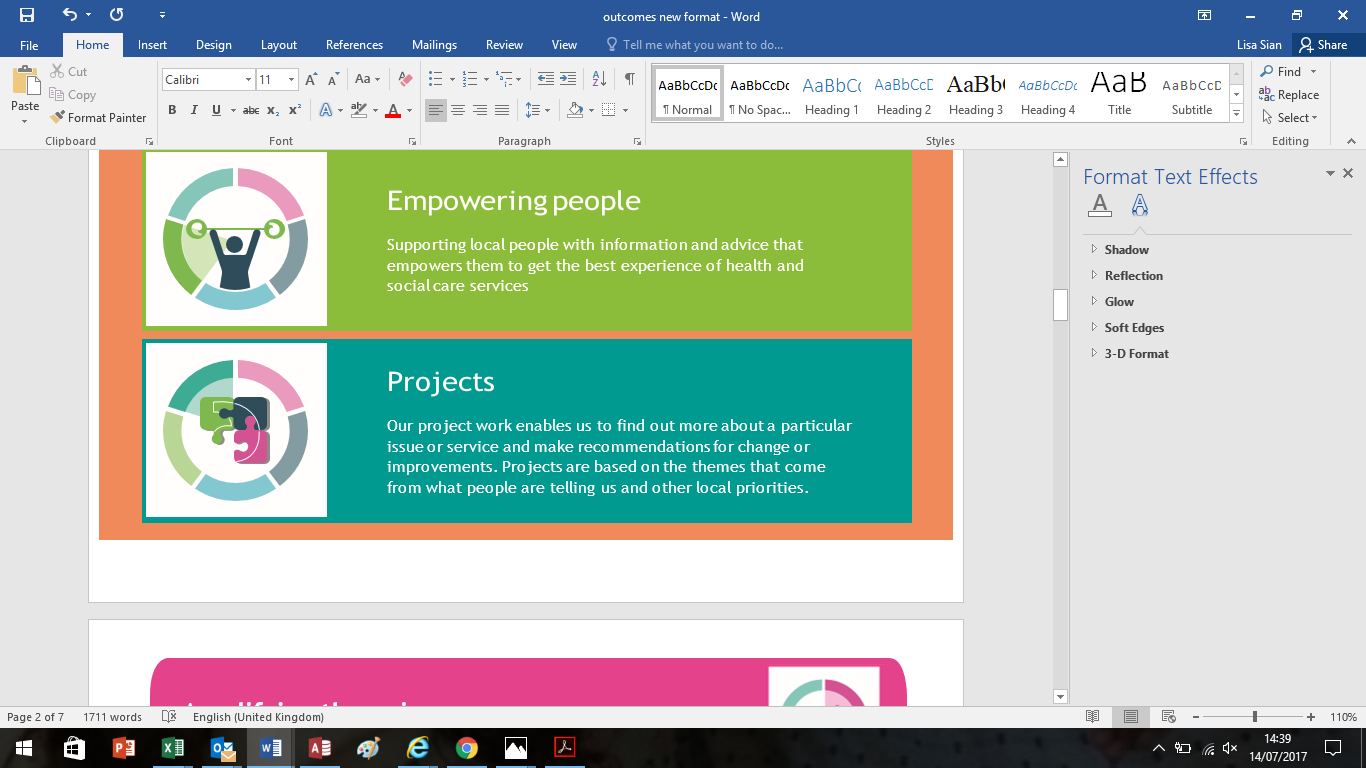
* CQC (Care Quality Commission) invited us to facilitate 3 patient engagement sessions as part of a CQC inspection at Cygnet Hospitals (mental health) in Woking. We facilitated three patient engagement session over 3 days. Russell Hackett from CQC said: “I have been receiving rave reviews about your engagement sessions this week and thank you for your excellent contribution to our inspection process and the rich material you gathered”.
* We are now sitting on East Surrey CCG Bi Monthly Quality and Safety Group.
* Through our East Surrey CCG WWH (What we’ve Heard) meeting in April we were invited to join SASH Enhanced Quality Review group meeting in June. Following this meeting we were asked to submit a paper on discharge experiences at East Surrey Hospital adding value to the SASH review.
* HWS were invited by HWBB (Health and Wellbeing Board) Tandridge to attend and be an active part of the small grants process for 2017/18 in April 2017.
* Guildford First steering committee for improving mental health, and reducing the negative stigma around it, invited HWSy to sit on the steering committee and share ideas/knowledge.
* Children and Young Peoples Partnership Board- a high level board which bring together decision-makers from health, social care, education and policing has invited us to present on who we are and how we might add value to their strategic work, including an opportunity for us to present our Magna Carta work with young people in schools.
* It was agreed with SCC Commissioner that a short introduction to Healthwatch Surrey would be included in the training materials for all newly elected Councillors in Surrey as part of their induction.
* HWSy received an invitation to observe Quality Improvement Inspections being carried out by SECAMb (South East Coast Ambulance Service) in Surrey.
* Surrey Minority Ethnic Forum will publish as an associate member on their website, displaying a description of our service and our contact details including phone number, helpdesk number, freepost address and social media accounts.
* During this quarter the Alzheimer's Society (1789 followers) and Dementia Friends (58.9k followers) retweeted our Tweet about a Dementia Friends training session that was delivered to the HWSY board.

### **Empowering people**



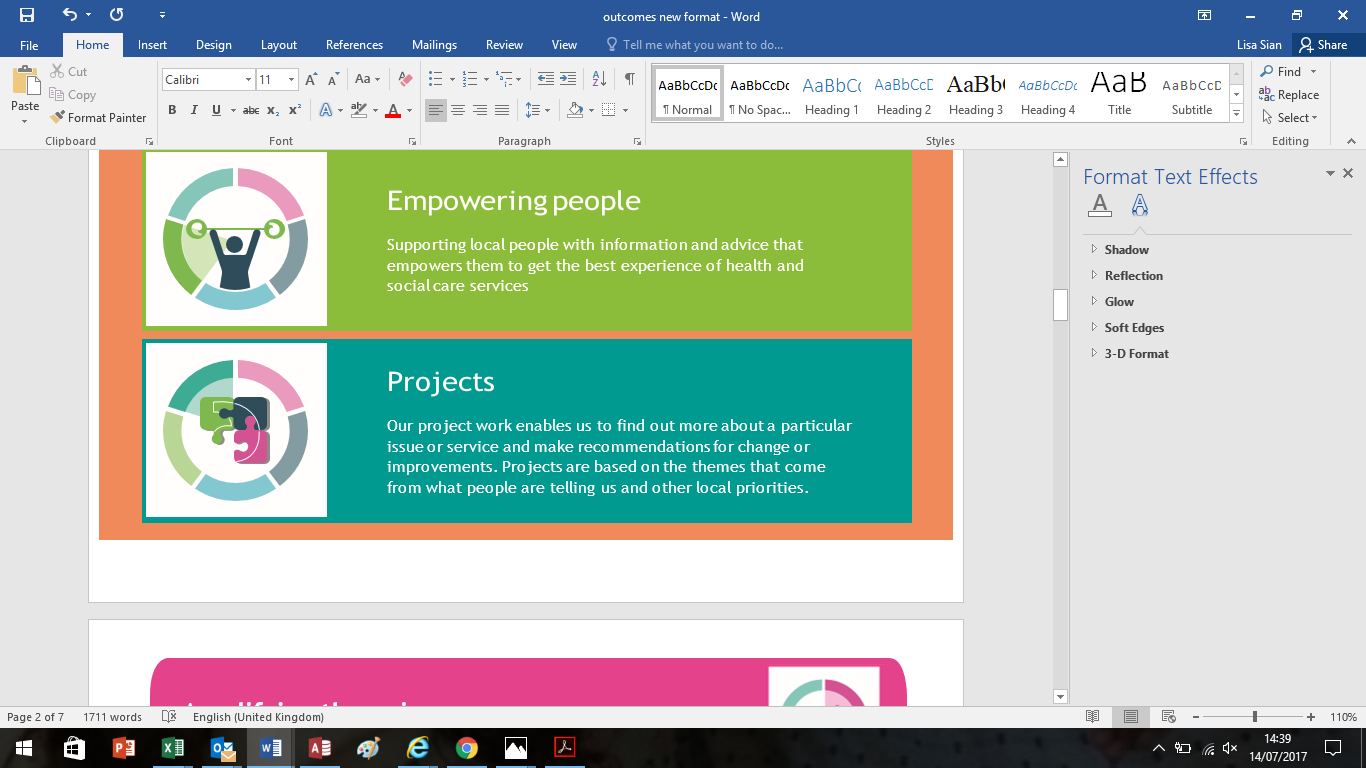
* This quarter we spoke to some key people in Surrey County Council about areas we are looking into following what we've heard about local mental health services (from service users and commissioners). We highlighted a need for service users who smoke, or have issues around alcohol/substance misuse, to be adequately signposted to additional services. We received feedback from the adult social care team at Surrey County Council that they will now look into adding the relevant links for these services to the mental wellbeing page on [www.healthysurrey.org.uk](http://www.healthysurrey.org.uk/).
* A Healthwatch Surrey volunteer attended the Surrey Downs SDT (Safe Discharge and Transfers) Core Reference Group meeting in June, at which the objectives of the programme were being discussed. We challenged the group to add an objective that was more person-centred than existing objectives. The PID was agreed with the objective of 'ensuring more people feel safe and confident when they leave hospital'.
* Supported by HWSy, a Safe Haven user spoke about her experiences of using the Safe Haven service on BBC Radio Surrey​.
* HWS presented at the Wellbeing at Work event Reigate – feedback from the presentation culminated in currently exploring with THINKACTION (IAPT East Surrey) joint engagement working to access the working population and gain their experiences of mental health at work.
* Our Healthwatch Champions at Citizens Advice helped two people with no proof of address access GP services in Surrey.
* Through our advocacy service, a mother was able to make a complaint against Children & Adolescent Mental Health Services and achieve a resolution which will ensure her son’s education is no longer disadvantaged.

### **Project**



**Care Homes Project**

* "All of the recommendations [in 'My Way, Every Day'] are being reviewed and integrated into our homes."-Laird MacKay, Caring Homes​
* "We have increased the number of hours available to dedicated activities co-ordinators and we now employ two people that help co-ordinate activities." [Due to recommendations in ‘My Way, Every Day’]. -Martin Garbett, The Whiteley Homes Trust
* "Limegrove, which is one of the care homes visited has a weekly bus trip now taking place." [Due to recommendations in ‘My Way, Every Day’]. -Rob Martin, Anchor​
* Out of 93 Service Providers responding to 'My Way, Every Day': 79 (85%) reviewed their activity provision to make sure that people can participate in activities in a flexible way that overcomes health limitations (e.g. physical disabilities or dementia) particularly as needs fluctuate or change.​
* Out of 93 Service Providers responding to 'My Way, Every Day': 66 (71%) reviewed their recruitment processes, induction planning and job specifications to ensure that ‘meaningful activities’ is an integrated part of the care worker’s job role. (After reading ‘My Way, Every Day’).
* Out of 93 service providers responding to 'My Way, Every Day': 71 (76%) explored ways in which family, friends and volunteers can take a greater role in supporting meaningful activities, building on current practice.​
* Local Care Home Forums that seek to share best practice amongst providers have added activities as a topic to their agendas after reading ‘My Way, Every Day’. In one local area the commissioner is asking care homes to make pledges to improve the provision of activities and report back via the forum.
* The approach taken by the regulator – the Care Quality Commission – and Surrey County Council to evaluate ‘meaningful activities’ will be reviewed in light of ‘My Way, Every Day’.
* "A community matron has been employed to assist care homes with identifying areas for improvement and we will be re-invigorating our Care Home Forums which would include activities of various nature".- Commissioner (after reading ‘My Way, Every Day’).
* ​"We will share with [providers] to share success stories via newsletters or through the various care forums across the county. We will also work with providers to highlight the training on offer through the Surrey Skills Academy."-Commissioner (after reading ‘My Way, Every Day’).



### **Project**

**‘Keeping the Light On’ Safe Haven Report**

* “It (‘Keeping the Light On’) makes a positive contribution to the work that we do”. Russell Hackett, Care Quality Commission
* Following 'Keeping the Light On', Woking Safe Haven have adopted service user recommendations to show pictures of the inside of the Safe Haven so users know what to expect.
* HWSy's work with users of Safe Haven crisis support centres was awarded ‘Highly Commended’ (a national award in working with seldom heard groups).
* We shared our 'Keeping the Light On' report with Healthwatch Norfolk, to provide commissioners in Norfolk with an understanding of how people using Crisis Cafe's in other areas feel about the service. This will inform their decision of whether to commission the service.
* During the Safe Havens project, an assault outside of a Safe Haven service was reported. As a result, the central risk assessment used by local Safe Havens is being updated.
* “It is always valuable to receive feedback from people that have experience of our local services and to have these collected by an independent organisation…the quality of the information from the individual accounts are powerful.” - Commissioner​ (commenting on Safe Haven report).