



Activity and outcomes quarterly report

Quarter 1: April to June 2017



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Report on access to GPs published



Our latest report explores the 'GP Journey' of people from 14 seldom heard communities about their GP experiences, from registering with the GP, through to visiting the practice and accessing further treatment.

Building on our previous work on GP access, we interviewed 120 people from different backgrounds including people with long term conditions, people with disabilities and people for whom English is a second language.

People told us that although they were happy with the care they received from their GP,

booking and communication could be a problem. Other themes identified included a lack of signposting to specialist care, a desire for continuity of care for long term conditions and a lack of awareness of patient participation groups (PPGs).

We are writing to the commissioners of GP services and practices throughout Surrey to seek their response to our findings and we will be publishing a report about what we find out in August.

You can also view an accompanying video on our website.



Healthwatch Surrey nominated for national award

We are delighted to have been shortlisted for a national award that celebrates the difference local Healthwatch have made to health and social care in the past year.

Our work highlighting the experiences of people living with mental ill health in Surrey and the 'life saving' work of the Surrey Safe Havens has been shortlisted for the 'Diversity and Inclusion' award.

We were awarded 'highly commended' at the awards ceremony on 6th July.

New website launched

Over the last couple of months we have been busy working on a new Healthwatch Surrey website.

The site has been designed to make it easier for you to share your feedback with us, find out about our latest news, events and opportunities for you to get involved. Please let us know if you have any feedback about our new site.



Key dates and plans for the next three months



Healthwatch Surrey Board Meeting in public

Tuesday 25 July 2017

Blue Room, High Cross Church, Knoll Rd, Camberley, GU15 3SY

2.00pm - 4.00pm

All welcome

Publications

The following reports relating to our key priority areas will be produced in Q2

- 'My GP journey' - Impact Report (August)
- Mental Health in schools - Magna Carta findings (September)

Community Cash Fund 2017/18

In July we will be launching the third Healthwatch Surrey Community Cash Fund.

We are calling for applications for grants of up to £1,000 from small community groups, projects and individuals for ideas that will help support wellbeing and build resilience in our communities.

We are also looking to support projects that will make it easier for people from disadvantaged or seldom heard groups to share their experiences of health and social care in Surrey.

Community Cash Fund healthwatch Surrey

Funding Available

Have you got an idea that will:

- make it easier for people to share their experiences of health and social care?
- help improve the wellbeing of people living in Surrey?

We are offering grants of up to £1,000 to individuals, projects and groups

For more information and to apply:
Visit www.healthwatchsurrey.co.uk
Call: 0303 303 0023
Text: 07592 787 533

Applications must be received by Friday 6th September. Winners will be announced on 16th September.

For more information and to apply, please visit the Healthwatch Surrey website.

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.

- Thursday 20th July, Red Practice, Walton-on-Thames, 10am-12pm
- Friday 21st July, Park Road Surgery, Camberley, 10am-12pm
- Wednesday 9th August, Royal Surrey County Hospital, 10am-12pm
- Wednesday 16th August, Frimley Park Hospital, 10am-12pm
- Saturday 28th August, Mytchett Family Fun Day, Mytchett Community Centre, 1-5pm
- Thursday 14th September, Positive Behaviour Support Festival, Cobham, 10am-4pm
- Saturday 17th September, Epsom and Ewell Family Fun Day, Hook Road Arena, 11.30am-4.30pm

Check our website for dates and details of all events.

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 held 24 events across Surrey as part of our listening tour. This included district and community hospitals, hubs, council offices and high streets from which we heard more than 300 experiences.



26th April, St Peter's Hospital



21st June, Guildford North St



24th May, Godalming High St

New ways to engage

CQC Inspection

We took part in a new method of CQC inspection which involved Healthwatch Surrey facilitating focus groups with children, young people and adults in mental health hospitals and rehabilitation services.

The CQC report will be published later this month and a review of the pilot will follow.

Training volunteers to engage

We trained our group of Surrey Health volunteers so they can carry out engagement events in the future.

Reactive Engagement

Sexual Health Services

We were asked to attend a meeting for patients of the Blanche Heriot Unit at St Peter's Hospital to hear from commissioners about the future of the service, which provides sexual health and GUM clinics.

The 22 experiences shared with us and the insight gained prompted Healthwatch Surrey to write to the commissioners of the services about how patients and public had been engaged in the proposed service change. We will continue to monitor this situation closely.

GP services

Prompted by experiences shared with us, we carried out two reactive engagement events at Chobham and West End Practice and South Park GP Surgery.



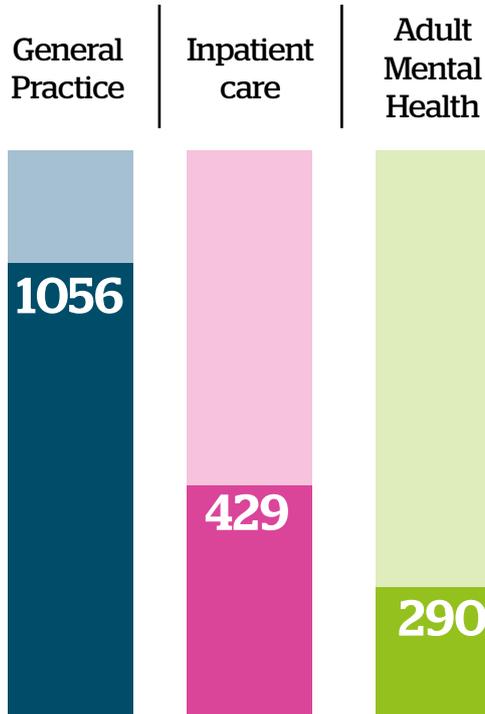
16th June, Runnymede Council offices

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

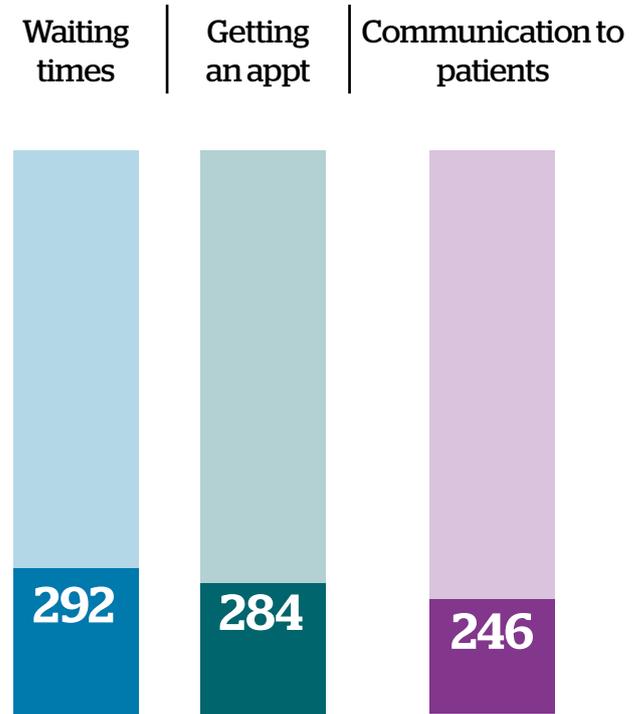
We record of all the feedback and suggestions we get from meetings and events we go to, via Citizens Advice, from people contacting us directly (through our website, email, helpdesk and social media) and through our network of volunteers.

We have heard 3,524 individual experiences.

The most frequently mentioned services were:



The most frequently mentioned topics were:

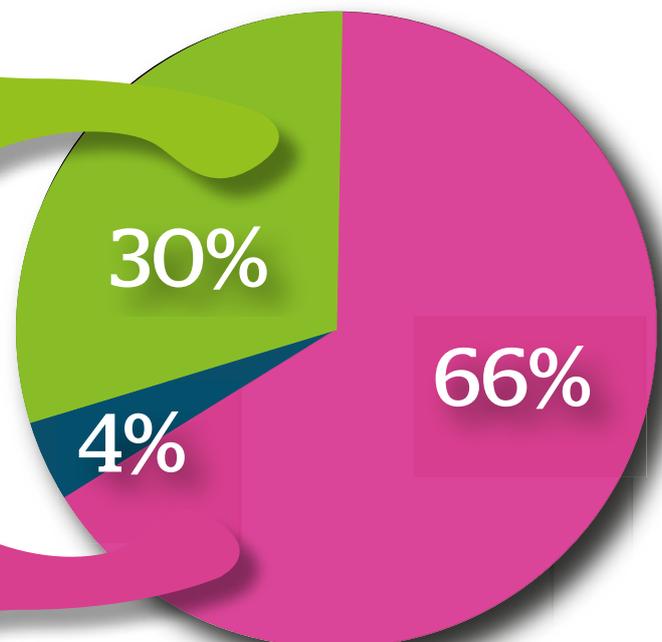


The services with the highest proportion* of **positive** experiences:

- Respiratory care
- 111 and Out-Of-Hours
- Community Hospitals

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

- Nursing Care Home
- Care Assessments
- Child and Adolescent Mental Health



● Positive: 30%
 ● Negative: 66%
 ● Neutral: 4%

* = 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, email, social media). We use the feedback in a range of ways:

Recent Improvements

This quarter, this included:

- 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.
- In response to an experience shared about the cancellation of a pain clinic appointment and a re-appointment being made 4 months into the future, the Royal Surrey County Hospital lead pain nurse reviewed the notes of patients cancelled from these clinics and brought appointments forward.
- We escalated concerns about South Park Surgery (Reigate) to NHS England about the service continuing to register new patients ahead of its closure. NHS England confirmed that action is now being taken to ensure the practice's patient list is closed to new patient registrations.



We identified a theme in our data that people were not having a good experience of the PALS service at Epsom Hospital. Our Escalation Panel shared this with Surrey Downs CCG (lead commissioners) 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 became aware of people not being able to access Child and Adolescent Mental Health services in good time. Guildford & Waverley CCG (lead commissioners) confirmed that an action plan developed in December is monitored via the monthly contract review meeting and Healthwatch is kept updated.



Escalations

13 particularly concerning experiences were escalated promptly to the Care Quality Commission (2), Adult Social Care Quality Group (2), CCGs (7) and Providers (2).

Focus on Care Homes

"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".

"Limegrove, which is one of the care homes visited has a weekly bus trip now taking place".

"We have increased the number of hours available to dedicated activities co-ordinators and we now employ two people that help co-ordinate activities".



Information, signposting and advice

Enquiries via
Healthwatch Champions*

433

citizens
advice

Helpdesk calls

105



*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
- Community Dental service
- Advocacy
- Age UK
- Department of Work and Pensions (DWP)
- Kingston Advocacy Group (KAG)
- Surrey Safeguarding
- Macmillan
- Care Quality Commission (CQC)
- Social services
- Care Choices
- Community Mental Health Team
- NHS Choices
- NHS England
- Healthwatch

Case study



Helpdesk provides information and advice to cancer patient

A gentleman contacted our helpdesk to share a story relating to the NHS 111 service.

He was a cancer patient who had been taken ill and had called NHS 111 for advice. During the call with NHS 111 he was referred to a supervisor and was told he should see a doctor urgently that day.

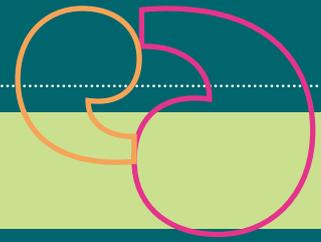
The gentleman was informed that NHS 111 would contact his surgery to ensure he received a house visit and was told stay in bed.

No doctor arrived.

He rang the surgery the next day who reported no contact had been made from the NHS 111 service. It transpired he had problems with his liver and kidneys caused by the illness.

The helpdesk advisor advised the gentleman of his right to make a complaint and provided details of how to do so via NHS Complaints and gave contact details for Advocacy in Surrey should need support.

Case study



Healthwatch Champion helps homeless man to access GP services

A man in his early 60s visited a Citizens Advice having returned to the UK from living abroad. He was in poor physical health, homeless and sofa-surfing with friends. He had used the local food bank and had applied for help under the Surrey Local Assistance scheme.

He told the advisor that he had tried to get a GP appointment at local surgeries without success, as he needed to supply proof of address.

The advisor explained that his nearest GP practice taking homeless patients was Ashford Health Centre. The man had unsuccessfully tried to register there and had been asked for his address.

The advisor contacted the health centre on his behalf and confirmed the practice is still commissioned to register homeless patients. The advisor explained this to the man who said he would return to register at the health centre.

Help given to make a complaint to local hospital

A lady approached Citizens Advice needing help writing a letter of complaint to St Peter's Hospital.

Following an initial operation on her hand, the lady experienced a deteriorating use of her hand. Despite further surgery and treatment this had not improved and she had been told that nothing else can be done. She was told by the consultant that she seems worse than before her surgery.

The lady is on constant pain relief and has difficulty carrying out everyday activities and hasn't been able to return to work. She was given an appointment at her local Citizens Advice where the advisor assisted the lady to draft her complaint letter. She was also given details of the Advocacy service but chose not to be referred.

Citizens Advice help lady get essential medication

A lady with Aspergers recently moved to Surrey from London. She had medical conditions for which she needed regular medication. The lady contacted Citizens Advice because she had run out of her medication and having contacted Camberley Health Centre, was told she couldn't register without proof of address.

The advisor called another local surgery on her behalf who was happy to register her as a new patient without proof of address.

Consequently, the lady had been able to get the medication and support she needed from her new GP. Without the support of the Citizens Advice, the lady would not have got this as she believed that proof of address would be needed at all surgeries in the area.

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 - April to June 2017

Individuals supported: 79

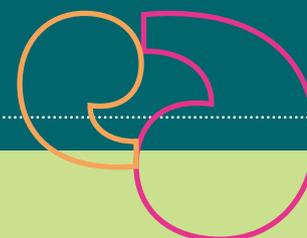
New referrals: 43

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

- acute hospitals
- GP services
- mental health services

"My advocate always supported me and I know I would have found it hard to sort things out on my own"

Case study



Advocate supports mother to make a complaint to Children and Adolescent Mental Health Services (CAMHS).

A mother, living in Surrey, contacted our Independent Health Advocacy Service to get help making a complaint against CAMHS as she believed their lack of understanding, communication and support had led to her son being unfairly disadvantaged in terms of his education. In an initial meeting, the advocate took all

the information and helped to summarise it in a way to present to the CAMHS team. They then attended the local resolution meeting with CAMHS, which led to the following outcomes: a care plan; a recommendation from CAMHS that her son should be homeschooled and an urgent review of his current Education Health Care Plan.

The support of the advocate

meant that the mother was able to discuss her son's care in a rational and prepared way. The CAMHS team recognised that communication had broken down and actions had not been followed up. The client was very happy with the support provided and now believes her son will get all the support he needs to be home tutored.

Our volunteers



PLACE assessments

During Q1 our volunteers supported two acute trusts and four community hospitals in carrying out Patient Led Assessments of the Care Environment (PLACE).

The assessments give patients and the public a voice that can be heard in any discussion about local standards of care, in the drive to give people more influence over the way their local health and care services are run.

Escalation Panel

We now have a new volunteer sitting on our Escalation Panel. The panel decide on actions to take in regards to Service Providers with above average negative sentiment, as well as individual cases of concern.

Epsom Health and Care '@Home'

We successfully recruited and trained 7 volunteers for the Epsom Health and Care @home project.

The Epsom Health and Care @home service is for people aged over 65 who are very frail and living in Epsom and the surrounding areas (including Leatherhead).

The volunteers will be carrying out interviews in pairs with the patients and carers giving them the opportunity to independently feedback on the Epsom Health and Care @home which will be fed into a formal evaluation of the service and help shape and improve it for other patients in the future.

"Our volunteers gave
413 hours
of their time this quarter"

Surrey Heath Volunteer Group

A Healthwatch Surrey volunteer group has now been developed in Surrey Heath. Six members have been holding regular meetings to decide on group priorities. Following training they have attended an engagement event in Camberley Mall where they recorded 58 experiences. They have also attended CCG meeting and have diarised other local CCG events.



Volunteer Barbara Smithin speaking to members of the public at The Mall, Camberley.

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

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:



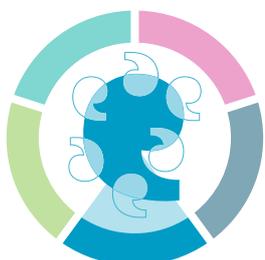
Amplifying your voice

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.



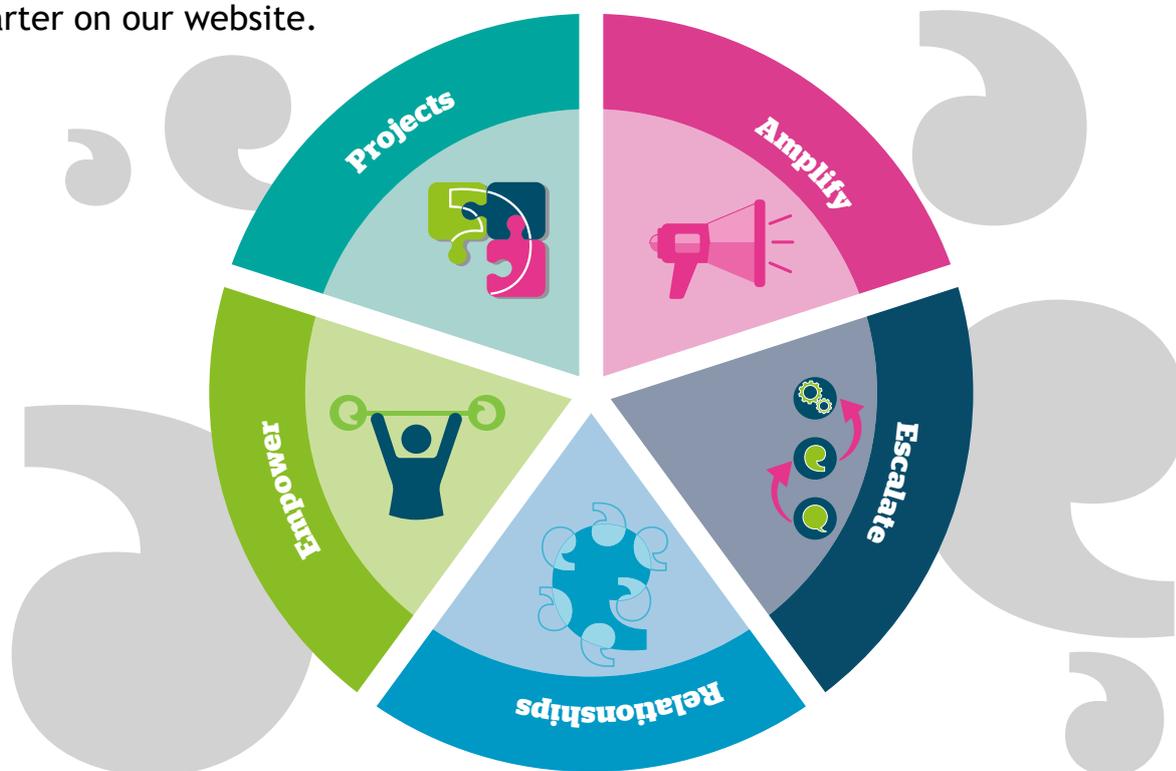
Projects

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

- We attended a meeting ran by an HIV group at St Peter’s Hospital to hear about their experiences of sexual health services. A quarter of those attending shared their 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 sexual health services.
- We challenged leaders of the Surrey Heartlands Sustainability and Transformation Partnership (STP) to learn from the Safe Discharge and Transfers Workstream 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 help more local people participate”.
- Following the Q1 Guildford & Waverley ‘What we’ve heard’ meeting’ 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”.



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

- We attended the Quality Committee at North West Surrey CCG and were able to raise concerns that had been shared with us around potentially inappropriate discharge.
- We escalated concerns to NHS England about South Park surgery registering new patients ahead of closure. They responded “in regards to your concern ... I can confirm that action is being taken to ensure the practice list is closed to new patient registrations”.
- We provided evidence to Surrey County Council Childrens Rights department to raise awareness of the concerns we are hearing about CAMHS.
- In response to an experience shared about the cancellation of pain clinic appointments and long waits for reappointments, the Royal Surrey Hospital Lead Pain Nurse, reviewed the notes of patients cancelled from clinics and brought these forward.
- We received disturbing reports from a lady who had observed poor care during the night at St Peter’s Hospital. We passed it on to the hospital and CCG who will discuss at their next Quality Review meeting and seek assurances which will be shared with us.



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

- The CQC invited Healthwatch Surrey to facilitate three engagement sessions as part of their inspection of Cygnet Hospitals in Woking. Russell Hackett from CQC said: “I have been receiving rave reviews about your engagement sessions this week. Thank you for your excellent contribution to our inspection process and for the rich material you gathered”.
- We were invited by Tandridge Health and Wellbeing Board to attend and play an active part in their Small Grants programme 2017/18.
- 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.
- We agreed with Surrey County Council that an introduction to Healthwatch Surrey would be included in training materials for all newly elected Councillors as part of their induction.
- As part of the Surrey Safeguarding Adults Board we were able to contribute to a programme of scrutiny looking at safeguarding aspects of hospital discharge arrangements in Surrey. We compiled a confidential report on recent experiences shared with us: ‘Safety concerns when people leave hospital’ and presented to the panel in April including suggestions for key lines of enquiry, and cases within it were referenced throughout the session.



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 Q1 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:

- Following feedback, we spoke to Surrey County Council about 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 that they will now look into adding the links for these services to the 'Healthy Surrey' mental wellbeing page.
- We supported a Safe Haven user to speak about her experiences of using the Safe Haven service on BBC Radio Surrey.
- Our Healthwatch Champions at Citizens Advice helped two people with no proof address access GP services in Surrey (see page 10 for case studies).
- Through our advocacy service, a mother was able to make a complaint against CAMHS and achieve a resolution which will ensure her son's education is no longer disadvantaged.



information about how we are supporting local people with information and advice that empowers them to get the best experience of health and social care services, go to page 9, 10 and 11.

Projects

- We shared our 'Keeping the Light On' report with Healthwatch Norfolk, to share with local commissioners who will use it to inform their decision about whether to commission a similar service.
- During the Safe Havens project, an assault was reported outside one of the Safe Havens. As a result the risk assessment used by all local Safe Havens has been updated.
- Commenting on our Safe Havens report 'Keeping the Light On', commissioners said "Its always valuable to receive feedback from people that have experience of our local services and to have those collected by an independent organisations. The quality of the information from the individual accounts are powerful."
- We presented findings of 'My Way, Every Day' to owners and managers of care homes at the Surrey Care Association. Reports were shared and a number of posters taken away.
- 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. 71 (76%) explored ways in which family, friends and volunteers can take a greater role in supporting meaningful activities.



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



Following review, we have opted to continue with the four thematic priority areas below. This is a result of continued negative sentiment heard frequently about services within these areas.

Early Intervention in Mental Health

Our report 'Keeping the Light On', in which Safe Haven service users give their view on mental health services and the Safe Haven provision, has been published and the accompanying Impact Report has been compiled.

We continue to hear about issues surrounding discharge from inpatient mental health services, particularly regarding poorly communicated and inconsistently delivered follow-up care. We plan to conduct a targeted project to understand more about these experiences, leading to a report with recommendations.

We frequently hear about Children and Adolescent Mental Health services (CAMHS), particularly concerns regarding long waiting times. We are in discussions with commissioners of Children and Young Peoples' services to understand how we can best focus our resources to address this issue.



Amplifying the voice of Care Home residents

We have produced an Impact Report following 'My Way, Every Day' showing a selection of outcomes, including a care home closure by the CQC.

We now seek to conduct a second programme of Enter and View visits into local homes, leading to a report with recommendations. The focus of this will again be person-centred care, however within this we will also be observing mealtimes to uncover good practice around promoting adequate nutrition, hydration and respecting residents' individual choice.

Investigating the experience of Hospital Discharge

The Hospital Discharge Survey, a compilation of experiences of hospital discharge, has been published in collaboration with local Healthwatch served by Frimley Health NHS Foundation Trust and is now available on our website.

We are currently working with the Epsom Health and Care @ Home service, who provide

integrated care for over 65s being discharged from Epsom Hospital, to gather service user experiences of this joined-up approach. We also plan to undertake a project collating what discharge leads, patients and families would like to know prior to discharge, with the aim of creating a discharge checklist that can be used by patients and ward staff.

Improving the experience of making a GP appointment

The 'My GP journey' report is now published, focusing on experiences of seldom heard groups in relation to GP access. Key themes identified were difficulty booking appointments, lack of staff awareness of conditions, and low uptake of online booking.

We have plans to take part in 'Get Online' week 2017, where our volunteers will visit GP surgeries to promote online services, gather experiences of using these services, and information about any associated barriers. We also seek to undertake a project scoping out the appetite from GP surgeries for more information regarding conditions that affect communication, e.g. dementia

Meet the team



Kate Scribbins
Chief Executive



Matthew Parris
Evidence and Insight Manager



Lisa Sian
Operations Manager



Jade Parkes
Engagement Officer



Lauren ter Kuile
Projects and Communications Officer



Jacquie Pond
Engagement Officer



Samantha Botsford
Administration Officer



Natalie Hoare
Volunteers Officer



Erika Lorimer
Marketing and Business Administration Apprentice



Natasha Ward
Projects Officer



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