

# Healthwatch Surrey Impact Report: 'It's difficult to know what to ask' (March 2018)



Responses to 'It's difficult to know what to ask' were received from four clinical commissioning groups (CCGs) and two acute hospitals in Surrey:

All those who responded said that the feedback from local people was 'Very helpful' or 'Helpful'.

Hospitals told us that the feedback from local people had been influential to their ways of working to some extent.

"...good to see a summary of issues presented to focus the mind & enable action to be taken!"  
- RSCH

In response to 'It's difficult to know what to ask', a representative from Epsom and St Helier University Hospitals (ESTH) said, "It is always good to receive feedback as based on this we can review how we can improve".

Royal Surrey County Hospital (RSCH) told us: "We are in the process of developing an internal action plan to address the points raised in this report and improve patients' experience of discharge. We are also working with Healthwatch Surrey in developing a discharge checklist and plan to implement it asap."

Surrey Downs CCG said they would support the hospital discharge process by "Ensuring that these aspects (from 'It's difficult to know what to ask') are covered in service specifications and ensuring that providers undertake frequent sampling from patients".

Guildford and Waverley CCG told us about changes coming up at RSCH which they expect to improve the communication between hospital and Adult Community Health Services: "The local provider RSCH will be...responsible for providing and managing both our local acute services and our Adult Community Health Services. They will have a dedicated Discharge Team in both the Community and Acute Hospitals with a named Nurse lead for each patient."

We will share the report with our providers and look at how the recommendations can be implemented...and identify any other areas of work that need addressing.  
- North East Hampshire and Farnham CCG

Following comments from local people in 'It's difficult to know what to ask', Healthwatch Surrey have produced a checklist highlighting some key questions that people may want answers to in preparation for leaving hospital.



"I took away from this report that we should try and find a way of recording, in a shared care record, which family members a patient would like their care to be open to."

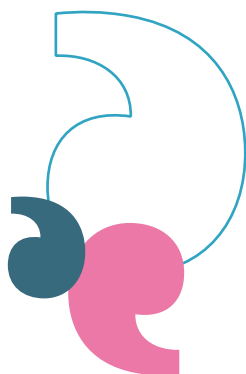
*Commissioner, North West Surrey CCG*

"I think people would definitely be interested in knowing these things... People should be asked where they expect or want to go and definitely should know about medication. It looks good - I think it would be helpful."

*Patient, RSCH (regarding checklist)*

"I think a checklist would be helpful."

*Patient, RSCH*



The checklist has had input from staff and patients at Royal Surrey County Hospital, CSH, Surrey Coalition of Disabled People and Age UK Surrey.

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