



**Healthwatch Surrey**  
Annual Report 2013/14

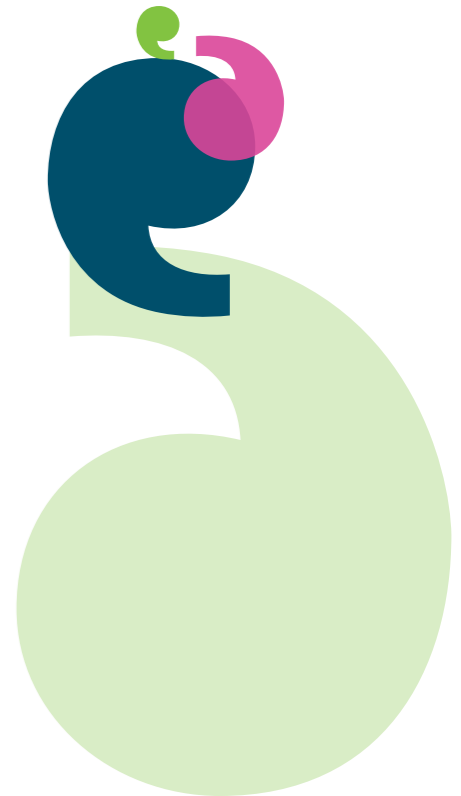


This Annual Report will be made available to the public through a variety of means and formats including:

- On our website: [www.healthwatchesurrey.co.uk/annual-report](http://www.healthwatchesurrey.co.uk/annual-report)
- Printed copies: available at local events or on request from our helpline: 0303 303 0023 or email: [enquiries@healthwatchesurrey.co.uk](mailto:enquiries@healthwatchesurrey.co.uk)
- Dissemination through stakeholders

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## Chairman's welcome



**I am delighted to introduce the first Healthwatch Surrey Annual Report. Much has been accomplished in the last year.**



We look forward to building on the work that has started but we know there is still much to do in pursuing our vision:

*'To improve health and social care services and outcomes for people in Surrey'.*

We further this by being an independent consumer champion ensuring that the voices of consumers and those who use services in Surrey reach the ears of the decision makers.

The recent changes in the Health and Social Care environment in Surrey have been substantial, with all parts of the system having to come to terms with new working relationships, responsibilities and interactions. For many of the new types of organisations there were long lead-in periods, allowing time to think through and shape operations ahead of the formal change-over date at the beginning of April 2013. Healthwatch Surrey had no lead-in, so the past year has been one of laying the foundations on which to build an effective 'voice of the consumer', that works with the system while being independent from it, and focuses on helping to bring about positive change.

The Healthwatch Surrey service commenced in April 2013 and an independently governed Community Interest Company (CIC) was formed in October 2013. It was a privilege to be asked to become the company's first Chair, but I must pay tribute to my colleague board members, the staff across the organisation

and our growing numbers of volunteers, all of whom have contributed significantly to building our operations and developing the vision and plans to ensure Healthwatch Surrey fulfils its potential.

Our work since incorporation is covered in this report. It demonstrates how we have started to listen to consumers to gain a better understanding of people's experiences of health and social care in the County. These represent the start of a growing databank of knowledge and information, which is already enabling us to share objective and data-driven evidence with system partners and so prompt and contribute to improvements in health and social care services.

On 1 April 2014, the Healthwatch contract was novated to Healthwatch Surrey CIC, meaning that from this point the Healthwatch Surrey service is fully the responsibility of the company, rather than the original tender partners. This is a responsibility we take very seriously and will discharge to the best of our combined abilities.

The first year for any new organisation is challenging and my thanks go to Surrey County Council for the substantial support and encouragement provided to us. This has come through both its Healthwatch commissioning team and through the leadership Council members and officers have shown, particularly in the Surrey Health and Wellbeing Board and Surrey Health Scrutiny Committee.



**'To improve health and social care services and outcomes for people in Surrey'**

Great encouragement has also come from the leaders of Surrey's health and social care commissioning and provider organisations. They have welcomed us and are increasingly recognising the important role Healthwatch Surrey can play as their independent and objective 'critical friend'. A reflection of this is the growing number of requests for us to participate in forums where our consumer perspective can help colleagues across the system make more positive, relevant and rapid progress. Earning and maintaining your trust and building on these relationships is critical to our future, but more importantly, we believe it is vital to the future success of the Surrey health and social care system itself.

I would like, therefore, to thank everyone who has helped Healthwatch Surrey to establish itself over the last year. Above all I single out the people of Surrey who have shared with us their experiences of health and social care services in the County. It is you that we serve.

*Peter Gordon, Chairman*



# Introduction



## We are the consumer champion for health and social care in Surrey.

We are here to improve health and social care services and outcomes for people in Surrey. We do this by being an independent consumer champion ensuring that the voices of people in Surrey reach the ears of the decision makers.

We also have the power to 'enter and view' health and social care services across Surrey where there is an identified pattern of issues or concerns as well as produce reports and recommendations to influence the way services are designed and delivered.

- We:
- enable people to share views and concerns about local health and social care services
  - provide evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans
  - provide, or signpost to, information about local services and how to access them.

### Our values

- Approachable
- Responsive
- Collaborative
- Courageous
- Ambitious
- Constructively challenging
- Open and transparent
- Clarity of purpose
- Leading and promoting change
- Equality

### Eight principles guide us in our work:

- Our work is of a high quality
- We focus on the needs of residents
- We do not make false promises
- We communicate what we find
- We aim for improvement of services
- We believe sharing good practice is beneficial
- We advocate for positive change
- Our purpose is added value not finding fault



## Background

We are one of 152 local Healthwatch organisations set up as a result of the Health and Social Care Act 2012.

The Healthwatch Surrey service started in April 2013 with a contract awarded by Surrey County Council to Help & Care, Surrey Independent Living Council and Citizens Advice Surrey. The contract included setting up an independently governed Community Interest Company (CIC). The Healthwatch Surrey CIC was formed in October 2013 and the contract was novated to Healthwatch Surrey CIC on 1 April 2014.

We work with three partners to deliver the Local Healthwatch service in Surrey:

Citizens Advice Surrey provides face-to-face information, signposting and advice via its network of 12 Citizens Advice Bureaux (CABx) and outreach services across the county.

Help and Care is responsible for evidence and insight. They collate information about patient, service user and carer experience and views, data and feedback from local and national sources to identify trends and themes. Help and Care is also responsible for providing information, advice and signposting from the Healthwatch Surrey helpdesk and website.

Surrey Independent Living Council (SILC) leads community research and engagement work, including recruiting volunteers to support engagement and enter and view work.

The three organisations work together and employ a number of staff who, with a number of volunteer roles, make up our Healthwatch Surrey team.

Our service operates in a very large and complex health and social care system in Surrey. The commissioners and providers of NHS and social care services includes the County Council, 11 district and borough councils, six NHS Clinical Commissioning Groups, one NHS Local Area Team, five hospital Trusts, one mental health services provider, three community healthcare providers, 132 GP Practices, one ambulance trust, dentists and orthodontists, opticians, pharmacies, domiciliary care providers, residential care and nursing homes, learning disability services, carers services, occupational therapy services, adult social care and children's services.



People can share their experiences of local services and get information about services through:

- a dedicated local rate contact number: 0303 303 0023
- TextRelay: 18001 0303 303 0023
- SMS text message: 07592 787 533
- email: enquiries@healthwatchesurrey.co.uk
- the website: www.healthwatchesurrey.co.uk
- twitter: @HW\_Surrey
- dropping in to any Citizen's Advice Bureau in Surrey



\*Role evolved into new Chief Officer role employed directly by Healthwatch Surrey

Employed by Healthwatch Surrey

Employed by Help & Care

Employed by Surrey Independent Living Council

Employed by Citizens Advice Surrey



# Our statutory activities

We have grouped our statutory activities into three areas:

- community research and engagement
- evidence and insight
- information, signposting and advice

The table below shows how our statutory activities fit into these headings. We have service level agreements with each of our delivery partners to lead and deliver all of this activity.

## Community research and engagement

Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services

Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved

Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known

## Evidence and insight

Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England

Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England

Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues

Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

## Information, signposting and advice

Providing advice and information about access to local care services so choices can be made about local care services

## Community research and engagement

Our community research and engagement activity can be grouped into four key areas:

### Conversations and observations

Activity where we have been involved in consultations, public events/debates and intelligence collection exercises in order to build up our understanding of public, patient and carer experience in Surrey.

### Consumer voice, influence and intelligence

Activity where we have brought the voice of consumers in Surrey to commissioners and service providers or have provided evidence and information (provided by the public) to the attention of regulators, commissioners and service providers.

### Communication and liaison

Activity where we have communicated health and social care information and issues to a wider audience. This includes media contact, attendance at events and presentations.

### Awareness and promotion

Activity aimed at raising awareness about the existence and functions of Healthwatch Surrey.



### Engagement with the public

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. In this way, we have the credibility to speak with a voice that is heard and taken seriously by decision makers. We can only do this if people know we're here. During our first six months, we therefore distributed information, including at over 30 locations across all 11 boroughs and districts to help raise awareness about our role. This included shopping centres, High Streets, railway stations and hospitals.

In more recent months, we have visited the busiest GP surgeries and nearby pharmacies, community centres and community hospitals in all 11 boroughs and districts to continue to raise our profile and to start getting peoples' experiences and information about the issues that are important to them.

### Engagement with commissioners and providers

It is crucial that we develop a strong, open, productive relationship with the organisations commissioning and providing health and social care services in Surrey to ensure we can influence, inform and, if necessary, challenge their decisions and plans.

We have spent time going out to meet Board Members and senior managers involved with communications, patient experience, complaints and public engagement from all six Clinical Commissioning Groups, all community and hospital service providers and local councils. These meetings have enabled us to establish how we will work with each of them to ensure the best outcome for the local public.



### (Engagement with commissioners and providers continued)

As part of our work with the providers of NHS services, we responded to six sets of quality accounts and have got involved with a number of other initiatives including:

- taking part in the 24 hours hospital insight project at Ashford and St Peters Hospital NHS Foundation Trust
- co-hosting a listening event with Epsom & St Helier NHS Foundation Trust
- participating in listening events and focus groups that were part of the Care Quality Commission's new inspections of NHS Trusts
- giving feedback based on what people had told us to the CCG and media during the process of engagement with the people of East Surrey as part of the Better Service Better Value (BSBV) review of acute hospital services in West London and East Surrey.
- continuing to work with Surrey Disabled Peoples Partnership (SDPP) and the Health Scrutiny Committee (HSC) to improve the experience for people using Patient Transport Services (PTS)
- participating in a survey of A&E at East Surrey Hospital.

### Volunteers

Although we have a team of paid staff, we could not function without a network of volunteers. Volunteers support our work by:

- providing information, advice and signposting via the 12 Citizens Advice Bureau in Surrey
- raising the profile of Healthwatch Surrey
- helping to deliver engagement work in their communities
- being active connectors in their own local area
- feeding back the views of their communities and local people, as well as attending meetings
- supporting Enter & View and PLACE assessments to providers of care - making observations and having conversations with patients, users, carers and staff.

Above all else, our Healthwatch volunteers are committed to improving health and social care services in collaboration with the Healthwatch team.

We have held two volunteer information and awareness events where potential volunteers could find out more about volunteering with us in an informal group setting. Each session focused on communication, confidentiality, organisational skills and group working.

If you, or someone you know, is interested in volunteering with us please go to:

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

or phone: 01483 533043

[www.healthwatchsurrey.co.uk/content/volunteering-opportunities](http://www.healthwatchsurrey.co.uk/content/volunteering-opportunities)

### Engagement with the voluntary (third) sector

We have developed strong links with the voluntary (third) sector to increase awareness about Healthwatch Surrey with their members and to explore any opportunities for joint or shared work. Throughout the year, we have:

- given presentations at voluntary organisations' groups and meetings
- attended other organisations' events
- called and attended meetings.

### Seldom-heard groups

We set aside a budget to enable us to work with groups that we are already successfully involved with and representing some members of our community whose views are not heard very often, if at all. We have commissioned three Surrey organisations (Surrey Youth Focus, Surrey Minority Ethnic Forum, Sight for Surrey) to undertake community engagement work on our behalf in the following areas:

- researching the views of **young people**
- engagement with **black and minority ethnic** communities
- gathering data and case studies of people's experiences when accessing health care with regard to **diabetes and possible preventable sight loss**.

### Enter and View and PLACE assessments

We supported some of our volunteers who will be our Authorised Representatives to carry out 24 patient-led assessments of the care environment (PLACE) following requests from acute, mental health and community hospital provider organisations throughout Surrey.

Our Enter and View powers mean that we can arrange for our volunteer Authorised Representatives to observe matters relating to health and social care services. This could be as part of a project or to follow up on issues that have been identified.

To prevent duplication with the PLACE visits we have been part of and the wide range of Care Quality Commission visits and inspections that have been carried out throughout Surrey this year we have not needed to undertake any Enter and View activity.

### Social Media

Twitter has been an important tool in helping us to raise our profile and to engage with members of the public, stakeholders, media and others that we may not have otherwise reached. We regularly use twitter to share events, news, opportunities to get involved, project updates and to gather soft consumer intelligence. We have gained almost 1,000 followers during our first year.



## Evidence and insight

We have been collecting data, stories, experiences and comments through all of the activity that we do and we have started to collate all this information in one place using our Customer Relationship Management (CRM) system.

We started the year with lots of information being collected in many different places and so we have been working hard to bring it all together. This is so we can analyse it easily and produce good reports that provide us with the evidence we need to take action when we need to. This has not been an easy task as we have been scrupulous about data security and confidentiality and we have focussed initially on the importance of **how** we collect stories rather than **where**. However, as the year has progressed we have increased our focus on collecting the data in one place and this is beginning to reap rewards.

Our CRM can securely store all the information we need and can analyse all the data, stories and feedback that we receive into comprehensive reports. This has helped us to identify some important themes for our work plan and has provided evidence for our projects and reports.

### Stroke pathway project

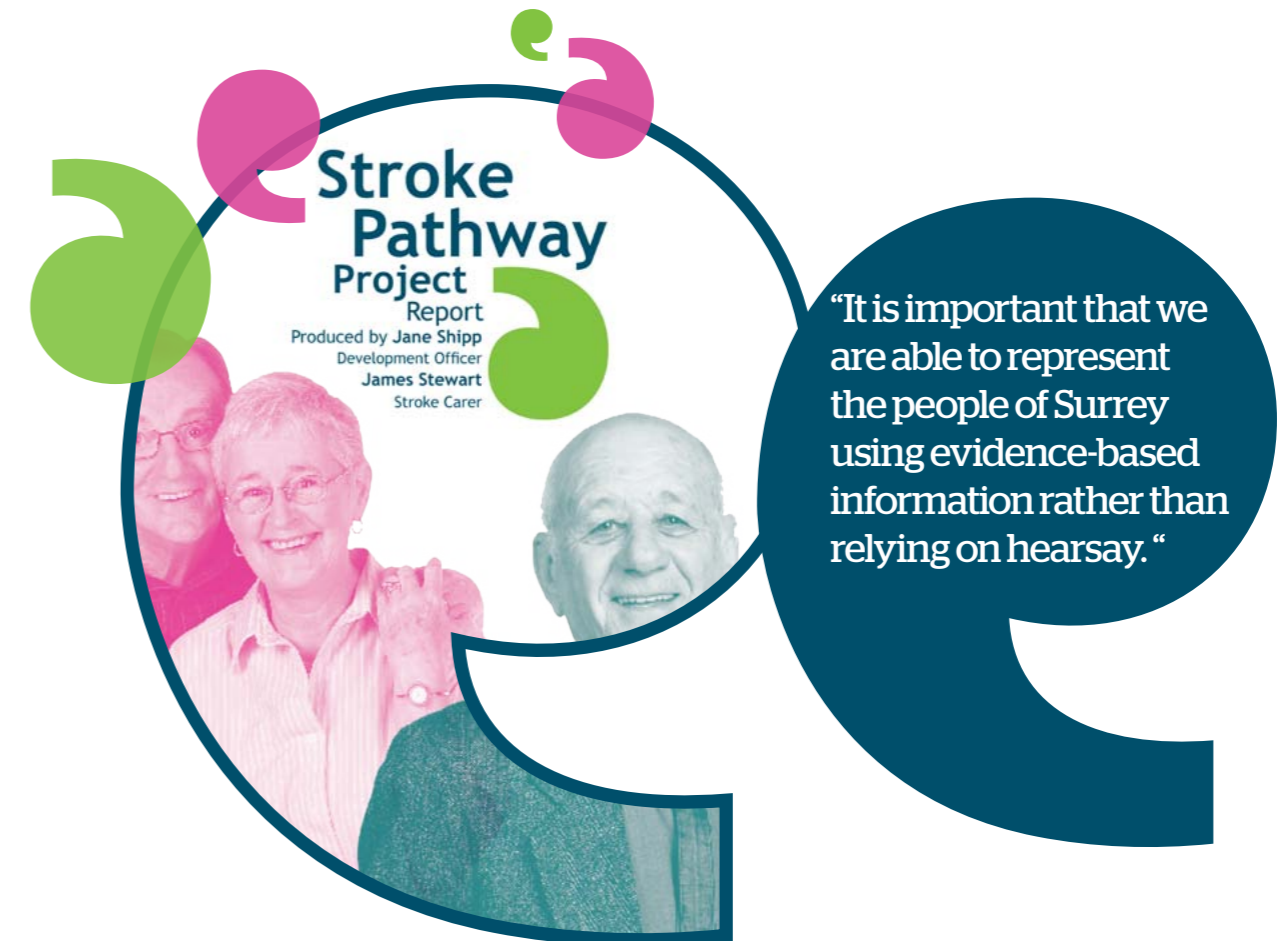
We built on the legacy of our predecessor organisation, the Surrey Local Involvement Network (LINK) and have published a report of the findings and recommendations following their review of stroke rehabilitation services. The review was carried out using a new approach developed for Healthwatch to get a better understanding of the services and issues for people in Surrey who have been discharged from an acute hospital after a stroke.

The report included findings from the LINK's 'enter and view' visits to rehabilitation units in community hospitals to investigate standards of care and from talking to patients, carers and people who have recovered from a stroke to find out their personal experiences of services. The report took account of national guidance and made a series of recommendations.

We presented the report to Surrey's Health Scrutiny Committee, with a follow-up discussion six months later.

"The report was well received both within our own association and with our Commissioner, in our view it is an on-going piece of work and not time limited. The Stroke Association would like to thank you and Healthwatch for all your efforts in the last few months in trying to improve the services and support for stroke survivors in Surrey"

The Stroke Association



We have shared the report widely and had ongoing discussions with all the Surrey Clinical Commissioning Groups (who commission the stroke rehabilitation services), Social Care commissioners and the organisations who run the NHS community rehabilitation services in Surrey. We did this to reinforce the importance of the service for stroke survivors, carers and their families post discharge from acute hospital.

Progress is taking place with improvements in the experiences for people on the ground beginning to be part of commissioning plans but we will continue to monitor the progress to ensure it happens.

The progress with the recommendations include:

- Surrey County Council approved funding of £115,600 for the Stroke Association Stroke Support Workers from Better Care Funding. This replaced the short-term Whole System funding which came to an end.
- East Surrey CCG's Director of Nursing & Quality visited the stroke services at East Surrey Hospital and post discharge pathway to discuss the patient experience of discharge from the Hospital.
- East Surrey CCG is considering options from First Community Health and Care for the delivery of the community rehabilitation service in the east of Surrey.
- NW Surrey CCG has included recommendations from the report in its draft strategic commissioning plan as some of the key changes to the current model of commissioning.

### GP appointments project

In line with our remit to enable people in Surrey to share their views and concerns about local health and care services, we followed up one of the main areas of concern recorded by the CABx, our dedicated helpline, and during engagement activities in GP practices, and investigated the appointment booking process for GP surgeries in Surrey.

We had a good take up of our survey, with over 1100 responses received. The full report will be published in summer 2014, but initial analysis shows that a large number of respondents are unhappy with the booking system at their GP surgery. Frustrations include:

- the amount of time and difficulty involved in phoning for an appointment  
*"The only way to get an appointment is to sit by the phone at 8.30 and keep calling. Today I had to make 65 re-dials before getting through"*
- the associated costs of calling  
*"The telephone answering service is so slow, I ran up a bill from my home phone of £30 without actually speaking to anyone"*
- the stresses of queuing for same day appointments  
*"...at 7am you can wait in a queue stretching out into the car park and you may or may not get an appointment that day"*

Access for people who cannot telephone at specified times due to work or school runs, or who have additional needs that are not catered for such as a hearing loop or wheelchair access to appointment rooms were also areas of concern.

The most popular methods for booking appointments were person-to-person telephone calls, followed by online booking. Nearly 80% of practice managers said that online booking is available at their surgery but less than 40% of patients said it was an available option at their GP Practice.

The NHS England patient online initiative is providing funding so that by April 2015 all GP practices will offer online services 'as an additional service to the traditional telephone and face-to-face means of interacting with a GP practice'. Our survey suggests that within Surrey, this is an area that will need further work either in terms of providing the service, or in ensuring that patients are aware that online appointment booking is an option.

Twelve percent of comments received were from patients who just wanted to say how happy they were with their GP practice, and a further 9% wanted to pass on ideas and good practice that they felt worked well in their surgery.

*"Very helpful and polite reception staff. GPs all go the extra mile to try to understand and resolve my issues."*



*"The introduction of telephone consultations has been a great benefit".*

*"Brilliant! I even got an appointment at 7.10am as I work quite a way away."*

*"Excellent system for same day appointments. To see a particular GP, the appt may be a 2-3 day wait. Works well."*

*"My GP Surgery is excellent, it has two 'surgeries' per day with a drop in service. If there by a certain time, you can be seen."*

These and similar comments were used to draw up a 'Patient Wish List' for booking appointments with their GP, a template for what patients feel works well.

The volume of responses to this survey and the number of people providing additional comments and ideas for service development show that patients are keen to see services be successful and to support their improvement.

The report will be circulated not only to GP practices, but also to NHS England Surrey and Sussex Area Team who commission GP services, Surrey Health Scrutiny Committee, Surrey Health and Wellbeing Board and Surrey Clinical Commissioning Groups in line with our remit to provide evidence-based feedback to commissioners and providers to influence and inform decisions and plans.



### Complaints Project

We have carried out an online desktop survey, prompted by the Healthwatch England review to find out how easy it is to find details on how to complain and the complaints procedure. The research looked at the websites of the Surrey Clinical Commissioning Groups, acute trusts, community providers, Ambulance Service and Surrey County Council (who provide adult social care) to review the amount, quality and usefulness of the information on how to make a complaint and the complaints procedure, as well as information provided about support organisations.

Our initial analysis showed that there is considerable variation between providers.

Following our recent engagement work in GP surgeries, it became clear that there is also a problem for patients knowing how and where to complain when they have a problem with their GP practice. As a result, a second phase has been added to this project, to look at the availability and ease of access to information on the complaints process in GP practices.

Once the second phase is completed, the two parts of the project will be combined into a report for completion in 2014/15.

### Quality Surveillance

We are an active member of the NHS England Surrey and Sussex Local Area Team's Quality Surveillance Group. The group includes representatives from the Care Quality Commission, Monitor (the NHS Foundation Trust regulator), Clinical Commissioning Groups, Social Care and the Local Area Team.

We are able to use our membership of this meeting to raise concerns that we have heard and to get early notice about potential quality issues and be part of the discussions to improve quality.

### Health and Wellbeing Board

We see the Health and Wellbeing Board as a key partner and we aim to actively inform decision-making and contribute to the development of the Health and Wellbeing (Healthy Surrey) strategy.

Our Chair, Peter Gordon, is the Healthwatch Surrey representative on the Board and other senior staff have attended meetings in 2013/14. We have worked to establish Healthwatch as a new and positive critical friend, using our experience and knowledge based on our engagement with residents of Surrey and contributing the consumer voice to Board deliberations. We gave a presentation to the Board as part of this approach and received positive feedback from members.

## Health and Wellbeing Surrey

### Healthwatch England and the Care Quality Commission (CQC)

We did not hear or see anything which provided us with any evidence to make any referrals for investigations to Healthwatch England or the CQC during 2013/14.

### Good work highlighted by Healthwatch England

The review of stroke rehabilitation services in Surrey (see page 14) was used to highlight the good work of Local Healthwatch as part of the launch of Healthwatch England's first annual report.

We gave a presentation about the review at Healthwatch England's annual report launch in London. Katherine Rake OBE, Chief Executive of Healthwatch England said:

*"The work done by Surrey highlights the very real difference local Healthwatch are already starting to make on the ground. By tapping in to the experiences of those receiving specialist stroke treatment, both in hospitals and in the community, they have already been able to provide commissioners and providers with new insight into how to develop people shaped services."*

### CQC inspections

The Care Quality Commission (CQC) has undertaken a radical review of how it inspects hospitals this year. The new inspections involve significantly larger inspection teams that include clinical and other experts, and trained members of the public. The teams spend longer inspecting hospitals and cover every site that delivers acute services.

The views and experiences of local people also play a vital role in shaping the inspections from the beginning and, using the stories and experiences we have collected, we were able to give the CQC our views in advance of their inspections of the NHS Trusts in Surrey. We have also been involved in a number of focus groups and attended the listening events set up by the CQC so the public can share their views and experiences.



## Information, signposting and advice

Through our unique partnership with Citizens Advice Surrey and Help & Care, we were able to offer a telephone information, signposting and advice helpline that operates 9am-5pm Monday to Friday and a High Street presence through the 12 Citizens Advice Bureaux (CABx) in Surrey from the first day of our existence.

Looking at 2013/14 as a whole, and combining the figures for Citizens Advice Bureaux with those of the Healthwatch Surrey helpline, approximately 4,700 health or social care issues / enquiries were recorded from over 2,500 individual contacts from members of the public under our information, signposting and advice activity.

The highest numbers of issues raised are under four main categories:

- Hospital services (818)
- Community care (710)
- Social care (690)
- General practice (650).

Within each category there are clearly identifiable sub-topics that account for significant numbers of enquiries, as follows:

- Hospital services - quality of care / treatment
- Community care - availability of care / treatment, plus costs and charges for care
- Social care (including residential care) - eligibility (for services) and quality of care / services
- General practice - access to GP and quality of diagnosis / care / treatment

This shows that 'quality' is a key concern for patients / service users across both the health and social care sectors, and is something we have factored into our work plan for 2014/15.

### Helpline

During 2013/14, our team of helpline advisers received just under 500 calls.

The health and care system can be very complicated, people are often unaware of what services there are or how best to access them. Our helpline advisers assist callers who:

- need help to navigate their way through the complex NHS system
- want non-clinical information about local health or social care services
- want to find out more about Healthwatch
- want to provide feedback, comments and experiences of local services
- want support with finding out services available to them
- want guidance or help to make a complaint
- need signposting to another organisation
- need to be referred to another service (eg: Citizens Advice or Advocacy)

If the enquiry is straightforward, our helpline advisers will give the required information straightaway. If a caller's situation is more complex, our team will do some research to find the best options and get back to them with the information they need.



0303 303 0023

Text relay: 18001 0303 303 0023

### Case study

A caller contacted the helpdesk and described how his wife, who is paraplegic, has been awarded continuing health care. He explained how she needs to be reassessed every three months and the caller wanted to know how he could find an advocate to help him and his wife voice their views and opinions. The helpdesk advisor helped the caller to find local advocacy services in Surrey and select one that best met their needs.

All our CAB and helpline advisers abide by quality standards and research protocols to maintain the quality and consistency of the information they provide. They use a wide range of information sources when giving information to the public on Healthwatch matters including:

- NHS Choices
- Healthwatch England
- GOV.UK
- Care Quality Commission
- General Medical Council
- Information from national organisations and charities and SID (the Surrey Information Directory).

The majority of callers to the helpline do so because they know we will record their experience and use it to identify repeated issues, themes or trends in all the things we hear about. Most people call or email because they want us to hear their story.

When people have had a particularly bad experience, we only get involved in offering individual assistance when we fear there might be a real cause for concern for their safety. Otherwise, our helpdesk staff advise people how to make a complaint or seek help or support from the organisation they are unhappy with. If people want to pursue

a complaint and don't feel able to do that themselves, we refer them to SEAP who provide an Independent NHS Complaints Advocacy service.

When we can help with individual enquiries we do so by offering information advice or signposting them to other organisations who can help them.

As well as recording callers' feedback throughout the year, our helpline advisers have helped signpost over 100 people to appropriate organisations who are able to offer further information and support appropriate to their needs (eg: Matrix Advocacy, Social Services Benevolent Fund, PALS, SEAP, NHS Dental Helpline).



### Citizen's Advice Bureau

We can support people through face-to-face advice in any of the 12 Citizens Advice Bureaux (CAB) in Surrey.

Each CAB has a Healthwatch Champion who has been trained alongside CAB managers and supervisors to recognise a Healthwatch health and social care issue or experience so we can capture the information as well as advise the individual.

During 2013/14 the Citizens Advice Bureaux in Surrey assisted approximately 2,400 people with health and/or social care related matters. In total, these client interactions resulted in over 4,500 issues being recorded, ranging from straightforward requests for information (such as details of GPs or NHS dentists available within an area) to assisting people with more complex enquiries, such as exploring the options (and costs) associated with residential care or caring for someone remaining in their own home. The majority of the issues raised related to poor experiences people had with service providers, but some positive stories of very good or excellent service were recorded as well.

In a small number of cases the client was just looking for the bureau to provide a 'listening ear' in a face-to-face conversation and record details of their health or social care 'experience' so that this could be passed on within the Healthwatch Surrey team to play its part in helping to influence commissioners and service providers to make improvements. This has happened where people feel they have either exhausted the complaints process or where they do not have the appetite for, or wish to avoid the stress of, pursuing a complaint. The following case study is a good illustration of this.

### Case study

A mother called in to her local CAB to tell the story of her daughter's poor ante natal care. At 34 weeks of pregnancy her daughter had complained of a lack of baby movement but was told not to worry. A further scan at 36 weeks, under the supervision of a junior doctor, also resulted in no action being taken despite the daughter's continuing concerns at a lack of movement. At the 38 week check-up the midwife could not detect a heartbeat, and an immediate scan revealed that the foetus had died. Following this labour was induced and a still-born baby delivered. During the final scan the client (who was with her daughter at this time) felt that the radiographer handled things very insensitively and in a perfunctory manner.

An inquiry into the baby's death established, amongst other things, that the junior doctor at the 36 week scan stage had failed to show the scan and discuss the case with his senior. The hospital apologised for this but said that the daughter had been given the option to have her baby induced, whilst the daughter claims that the junior doctor had said that this would be inappropriate. These experiences have exacerbated previous mental health problems, with the result the daughter is now unable to work or go out alone. The client feels that her daughter is too unwell to take a case against the hospital any further, but wanted her story to be heard.

### Advocacy

We work closely with SEAP (Support, Empower, Advocacy, Promote), the Independent NHS Complaints Advocacy service provider in Surrey. We also help to promote the service and refer people who contact us about individual complaints if they may need advocacy.

Information about SEAP can be found on their website [www.seap.org.uk](http://www.seap.org.uk)

### Website

Our website includes links to a wide range of reliable information about how to find health and social care services and their quality.

Visitors to the website can also provide feedback using an online form that is reviewed by our helpline advisers.

[www.healthwatchsurrey.co.uk](http://www.healthwatchsurrey.co.uk)



## Looking ahead

We have developed a strategic plan for the future development of Healthwatch and for contributing to the improvement of services and standards in health and social care provision in Surrey. We will prioritise activity to optimise value and impact. Where we make an intervention, it will be based on our vision, and be firmly rooted in evidence and research.

Our strategic objectives for 2014/15 are:

- Healthwatch Surrey is the respected, trusted and credible voice of the consumer within the health and social care system in Surrey. We are integrated within the system while maintaining our independence from it and our objective perspective.
- Healthwatch Surrey's role, function and services are known and understood by consumers who readily contact us.
- Decisions Healthwatch Surrey takes, the contribution we make and our influencing, are based on robust evidence and knowledge.
- Healthwatch Surrey operates and is seen as 'one company' with a unified approach. Our customers interface with 'Healthwatch Surrey' regardless of how, why or where they come into contact with us.
- Healthwatch Surrey has robust strategic and operational plans, backed by processes that enable regular review and updating.
- Healthwatch Surrey has comprehensive performance measures in place that clearly demonstrate how we are performing and assist our continuous improvement.
- The Healthwatch Surrey social enterprise has secured a growing and sustainable future.



# Governance

## Board membership

The Healthwatch Surrey Board is made up of six independent and three member-nominated Directors.

An independent appointments panel consisting of experienced voluntary, community and faith sector senior trustees and chief executives was set up to appoint the Chair and five Non Executive Directors. The independent Directors, who are all volunteers, are:

- Peter Gordon (Chair)
- Paul Biddle
- Paul Charlesworth
- Jason Davies
- Simon Parish
- James Stewart

The member-nominated Directors represent the Healthwatch partners who deliver the statutory activities. They are:

- Norma Corkish (Citizens Advice Surrey)
- Marianne Storey (Help and Care)
- Richard Davy (Surrey Independent Living Council).

## Equal opportunities

Healthwatch Surrey is committed to valuing diversity and working with equality as a core value.

We will treat individuals with dignity and respect and provide an environment for our staff and volunteers that is free from prejudice, bullying, harassment and unlawful discrimination. We will take action to challenge inappropriate behaviour and discriminatory practice.

In developing our services to the public we seek to ensure that access is equitable for all. This will include, wherever practicable, making specific access arrangements for clients with disabilities or learning difficulties, or any other protected characteristic which may apply, such as religion and belief. We aim to ensure that none of our policies discriminate directly or indirectly against any group or individual.

Healthwatch Surrey is an Equal Opportunities employer.

## Finance

Below is the summary of Healthwatch Surrey's financial position at the end of the year. The year-end financial position for the company was a £19,740 underspend which the Board wish to carry forward to 2014/15 in order to carry out all of the many priorities it has identified in its work plan for the year.

1 April 2013 - 31 March 2014			
	Full year budget (£)	Actual to date (£)	Variance (£)
Staffing costs	358,111	353,387	4,724
Management, training and supervision	62,864	56,927	5,937
Overheads	26,025	25,006	1,019
Promotion/marketing	7,000	6,000	1,000
Community engagement and volunteering cost	50,000	41,925	8,075
Other		1,016	-1,016
<b>Total</b>	<b>504,000</b>	<b>484,260</b>	<b>19,740</b>

### Healthwatch Surrey registered office

Healthwatch Surrey (a Community Interest Company):  
Registered office:  
The Annexe, Lockwood Day Centre,  
Westfield Road, Slyfield Industrial Estate,  
Guildford GU1 1RR

Company number: 08737632  
Telephone: 0303 303 0023

### Partner registered offices

- Citizens Advice Surrey: Registered office: 15 - 21 Haydon Place, Guildford, Surrey GU1 4LL. Company number 07540040
- Help & Care: Registered office: 896 Christchurch Road, Bournemouth, Dorset BH7 6DL. Company Number: 3187574. Telephone: 0845 4500418
- Surrey Independent Living Council: Registered office: Astolat, Coniers Way, Guildford, Surrey GU4 7HL. Company number 07877608. Telephone: 01483 458 111

### The Healthwatch Trademark

Healthwatch Surrey uses the Healthwatch Trademark when undertaking work on our statutory activities as covered by our license agreement with Healthwatch England.

# Have your say on health and social care in Surrey

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.

## Healthwatch Surrey:

- Enables people to share views and concerns about local health and social care services
- Provides evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans
- Provides, or signposts to, information about local services and how to access them.

### Contact us:

☎ 0303 303 0023 (local rate number) ✉ enquiries@healthwatchesurrey.co.uk

🗉 Text Relay: 18001 0303 3030023 🌐 www.healthwatchesurrey.co.uk

✉ 07592 787 533 (for text messages) 🐦 @HW\_Surrey

🚶 Pop into any of the Citizens Advice Bureaux in Surrey