

Activity and outcomes

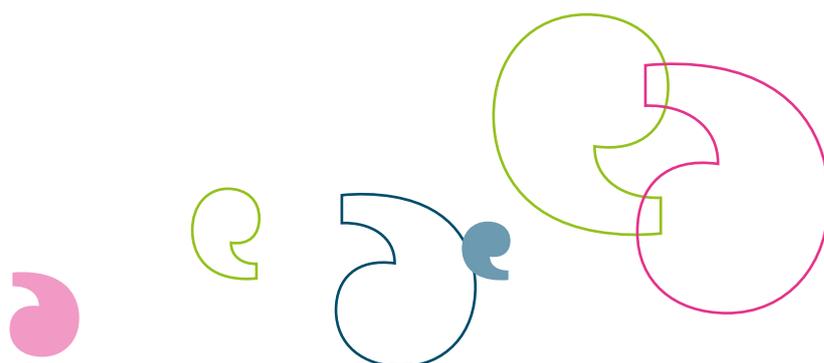
quarterly report

Quarter 1: April - June 2019



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What we do



Healthwatch Surrey is an independent organisation that gives the people of Surrey a voice to improve, shape and get the best from health and social care services by empowering local people and communities.

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 Surrey Independent Living Council (SILC), 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.



Highlights



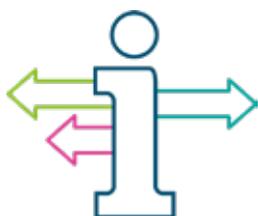
Here are some of our key highlights from April – June 2019. This report details the activity associated with these key highlights and some of the key outcomes we have achieved for people in Surrey this quarter.



People shared **1,618** health and social care experiences with us this quarter



We have **40** Healthwatch Surrey volunteers. In total our dedicated volunteers gave **662** hours of their time this quarter.



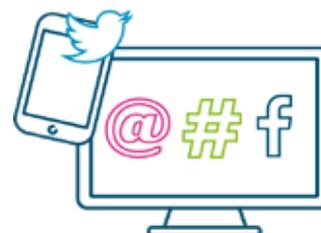
952 people contacted us for information and advice through our Helpdesk, Citizens Advice and Advocacy service.



We spoke to **339** people about their experience of care in a number of health and care settings and community events.



We spoke to **42** people in relation to our Care at Home project and engaged with **47** people through our Outreach work.



We had **7,567** web page views and **2,052** unique web visitors in Q1. We also had **+2.5%** Twitter followers and **+3.6%** more likes on Facebook.

Key dates and plans for the next three months



Healthwatch Surrey Board Meeting in Public

Tuesday 22nd October 2019

Guildford Baptist Church
Millmead
Guildford
GU2 4BB

2.00pm - 4.00pm

All Welcome

Publications

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

- NHS long term plan report
- Frimley ICS Maternity Voices Partnership (MVP) report
- Care Homes report
- Learning Disabilities - Outreach Insight Bulletin
- Carers - Outreach Insight Bulletin

Engagement events in Q2

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

July

- Monday 1st July - Brooklands Shopping Centre, 10-12pm
- Thursday 4th July - The Maybury Surgery, 10-12pm
- Monday 8th July - Priory Park, Reigate, 10-12pm
- Tuesday 9th July - Liaise, Woking, 10-12pm
- Monday 15th July - Tandridge Civic Offices, 10-12pm
- Tuesday 16th July - Woking Community Hospital, 10-12pm

August

- Thursday 6th August - Guildowns The Oaks Surgery, 10-12pm
- Tuesday 13th August - Caterham Children's Centre, 12-2pm
- Wednesday 28th August - Dorking Community Hospital, 10-12pm

September

- Monday 9th September - Royal Surrey County Hospital, 10-12pm
- Monday 9th September - Drop in hearing clinic at Royal Surrey County Hospital, 1-2.30pm
- Thursday 12th September - Frimley Park Hospital, 10-12pm
- Monday 16th September - Joseph Palmer Centre, 10-12pm
- Tuesday 17th September - East Surrey Hospital, 10-12pm
- Monday 23rd September, Farnham Train Station, 10-12pm
- Tuesday 24th September - Giggs Hill surgery, 10-12pm

Note: Our listening events are subject to last minute changes. For further details, updates and other events, please visit our website.

Q4 - report clarification regarding pg. 9

It was brought to our attention that the information depicted in the graphic on pg. 9 of our Q4 report published in April could have been misinterpreted to read as though the 49% negative sentiment figure for GPs was in reference to the named surgeries we visited. To clarify, the 49% negative figure related to the overall sentiment of the 81 surgeries we received experiences about during the

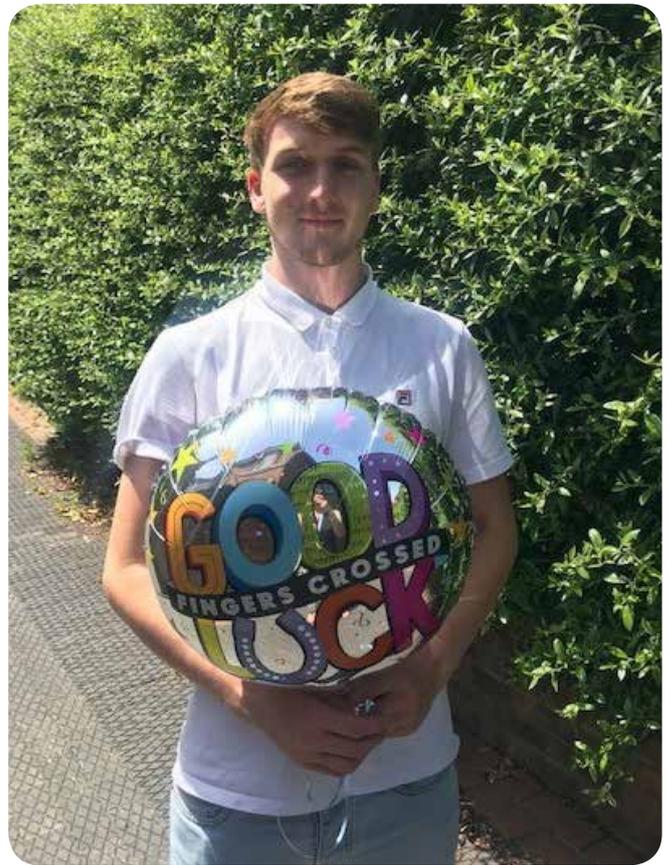
quarter, not the GP surgeries specifically named in the report. Please accept our apologies for any misunderstanding this may have caused. All the surgeries named in the graphic received overall positive experiences during their events and achieved well above the average positive sentiment for the quarter.

Our Search for a new Apprentice

Joe Kite completed his Business and Marketing Administration Apprenticeship in June 2019. He said about his time at Healthwatch Surrey;

"I have gained so much valuable experience and learnt the ins and outs of how health and social care is run within Surrey. There's never a boring day at the office as the apprentice. On a day-to-day basis, you're helping different members of the team with different jobs, so you get a real variety of tasks, from normal ad-hoc duties to going out on engagement events and helping with key research tasks. All of which, ultimately affect the way Healthwatch Surrey reports its findings. I've learnt so much in the year that I've been here and would highly recommend Healthwatch Surrey to anyone thinking about doing a business administration apprenticeship."

We will look to appoint a new apprentice in the Autumn so if you, or someone you know, is interested in joining the team, follow us on social media and sign up to our e-bulletin to hear when the vacancy goes live.



We are looking for volunteers in the East Surrey and Surrey Downs areas

healthwatch Surrey

Volunteer with us!

Do you want to help local people have a say in how health and social care services are planned and run?

Join our thriving network of volunteers as community listeners, promoters or influencers.

For more details:
Call: 0303 303 0023
Text: 07592 787533
www.healthwatchesurrey.co.uk

We're looking for volunteers to support us in our Community Listening and Community Promoter roles in the East Surrey and Surrey Downs areas. If you live in Epsom and Ewell or Mole Valley boroughs, or Reigate and Banstead or Tandridge boroughs and can give a couple of hours of your time a week to reach out to your community and ensure their voices are heard in the design and delivery of local services, we'd love to hear from you.

Visit our website for details on how to apply:

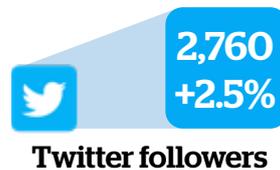
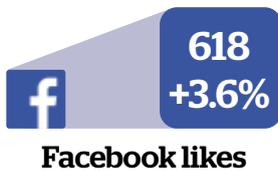
www.healthwatchesurrey.co.uk/get-involved/volunteer



Raising awareness of our work



Website page views - We had 7,567 web page views and 2,052 unique web visitors in Q1.



Q1 Campaign Highlights

This quarter our campaigns focused around Care at Home (phase 2), continued promotion of the NHS Long Term Plan survey and the Frimley NHS Long Term Plan survey, Bowel Cancer awareness, Diabetes Prevention Week, Autism awareness, International Day against homophobia & transphobia, Dementia Action Week, Volunteers Week, Carers Week and we published “Hospital Discharge - next steps”.

Awareness Initiatives

Throughout Q1 we conducted presentations on Healthwatch Surrey’s engagement work at East Surrey CCG Patient Reference Group, Surrey Minority Ethnic Forum meeting and a Councillors meeting at Elmbridge Local Committee.

In April we continued promoting the NHS Long Term Plan survey and in May started promoting the Frimley NHS Long Term Plan survey. We distributed Care at Home interview leaflets across Surrey at libraries, leisure centres, community centres, Citizens Advice, church halls, supermarkets and post offices. We also carried out social media campaigns alongside this activity.

As well as these initiatives, we also had a stall at the Healthy Guildford event and took part in the North East Hampshire and Farnham CCG AGM.

Promoting Public Involvement

We promoted consultations and/or shared information and advice on the NHS Mental Health Crisis Helpline, Transport for Surrey focus group and questionnaire, NHS Surrey and Borders Partnership smoke free questionnaire, and Finding your way - a directory of services for people bereaved by suicide in Surrey & North East Hampshire.

Community Cash Fund Winners’ Workshop

In May we held the Community Cash Fund Winners’ Workshop, an event to announce the winners and learn about each winning project and how the funding will be spent. It enabled us to raise awareness, build trust and facilitate engagement with seldom heard groups.



Amplifying your voice - Healthwatch Surrey in the media



In April, we were featured in Get Surrey, County Border News and Bromley Borough News - all the articles included information about Healthwatch Surrey and how we were engaging local people to take part in the NHS Long Term Plan survey. On 11th June, we were interviewed by BBC Radio Surrey on GP closures and on 21st June we were interviewed by BBC Radio Surrey on eating disorders, where we signposted to available support in Surrey.

Getting out and about and hearing from the people of Surrey



Listening Events

We have enjoyed holding events across Surrey throughout Q1 to hear your experiences and views. We heard from people at GPs, acute hospitals and other community locations such as Bedser Hub & Tadworth Food Bank. Volunteers supported us at 80% of our listening events last quarter.

This quarter we spoke to 339 people at these events.

Image: Engagement Officers Sarah Browne and Kathryn Edwards at Haslemere Health Centre



Hospitals and GPs

We visited a number of services in Q1 including St Peters Hospital, Epsom Hospital, Downing St GP, Ashvale Medical Centre, Townhill GP, Woodbridge Hill GP and Longcroft surgery.

Community

Q1 saw our team visit a dedicated food bank in Tadworth where we helped to allocate food supplies to the community and hear from them what issues they were having accessing healthcare. We also spoke to patients at Haslemere Community Hospital and service users of the Bedser Hub in Woking. The engagement team also spent a very sunny morning on Guildford High street talking to passersby about their local experiences of health and social care.

Reactive Engagement

Our reactive engagement events are triggered by concerns we hear that come to our Escalations Panel. After a number of people contacted us regarding Ash Vale Surgery in Surrey Heath, we visited to give other people a chance to share their views. We spoke to 26 people at the event and overall we heard mostly positive experiences about the surgery, however a significant number found the booking system frustrating. We wrote to the surgery and recommended that they investigate improving the booking system. A full report has been shared with the surgery and Surrey Heath CCG.

Outcomes



- During our Guildford High Street event we gave information and advice to a lady about registering as a Carer with her GP Surgery. She said, 'Some things I didn't know today, have found this really helpful'.
- During an event at a GP surgery our engagement officers discussed the benefits of having a Patient Participation Group (PPG) with the Practice Manager who said they would look at re-starting the surgery's PPG.
- We met a lady in her 80's during a GP surgery Listening Event who appeared a little anxious and distressed. She explained that she had been a patient since birth at the practice but had moved out of the area 5 years previously. The GP's system had identified that she was now 'out of area' and she was advised she needed to register with a different GP. With her consent, we shared the feedback with the Practice Managers at the end of the visit. They informed us that they can make allowances and agreed that, due to her age and that her whole family are with the practice, it made sense to remain there. The lady was called by their administrative team and reassured that she does not have to move surgeries.

Acting on what we hear



People shared **1,618** health and social care experiences with us. The experiences we receive come from a variety of sources. During Q1 we received **608** experiences from our Listening Events, **506** experiences from Citizens Advice, **294** experiences via our Helpdesk, **98** experiences via the website/post, **30** experiences from Independent Health Complaints Advocacy and **82** experiences from other sources.

These experiences were regularly reviewed by our Escalations Panel who make recommendations on the action we should take.

Escalating concerns

8 specific concerns were escalated to a number of different organisations, including:

- Commissioner
- CQC
- Provider
- Surrey County Council
- NHS England

This quarter we had to raise **0** concerns to the Multi-agency Safeguarding Hub.

Escalation of concerns about tongue tie

We heard two instances of tongue tie being missed following births at a local hospital and raised our concerns with the organisation. We requested assurance on their processes to ensure that this condition is not missed going forward. We received a detailed response and they told us about plans to commence an 'Infant Feeding' daily ward round which will be extended to include women and babies on labour wards.



FOCUS ON:

Community Mental Health & Recovery Services (CMHRS)

We identified an emerging theme of negative experiences amongst people accessing community mental health services. We analysed our insight further and compiled a report. In the 12 months to March 2019, we heard from 36 people. They told us about:

- Difficulty and delay in accessing services
- What they felt to be premature or unsafe discharge from services
- What they felt to be poor quality of services in a specific part of the county

With the consent of some of those people, we were able to share illustrative examples of the themes with the service provider. This work has prompted us to do more to hear from this community.

Using insight to inform decision making

Our staff, volunteers and Citizen Ambassadors attended a number of meetings where we have opportunities to use our evidence:

- Health & Wellbeing Board
- Adults & Health Select Committee
- NHS England Quality Surveillance Group
- Children & Young People Partnership Board
- Safeguarding Adults Board
- Surrey Heartlands Quality Committees in Common
- Surrey Heartlands Integrated Care System Transformation Programmes
- Central North West London (CNWL) Contract Review Meeting
- Children & Adolescent Mental Health Service (CAMHS) Transformation Board

We have also met regularly with other organisations who regulate, oversee and plan services to present our evidence.

Assurances sought about podiatry



We shared an experience about delays in receiving appropriate support for a podiatry issue. The local hospital acknowledged that it was a problem which occasionally happens when referrals from GPs do not contain enough detail e.g. just stating “flat feet” or “fallen arches”, instead of including more detailed information about ‘pain and function’. They have created a new form for GPs to now fill out, in order to get more detailed information about the difficulties the child is having.

Evidence cited in Urgent Care transformation

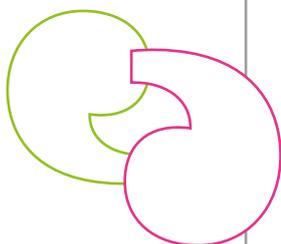


NHS decision makers have been using findings from our report ‘My GP Journey’ (2017) to inform changes to Urgent Care services. The report was cited in a paper presented to local politicians as a source of evidence used to understand how people are experiencing GP appointments.

Enhancing maternity and post-natal care



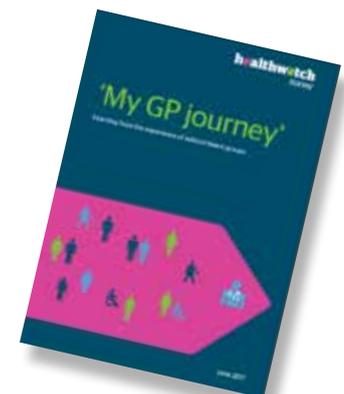
We shared some negative experiences about maternity and post-natal care with a local hospital. They responded to say that they would share with the maternity teams so that they can use the information to enhance their service. They told us that “it is really helpful to receive comments back from the people that you meet with.”



Supporting the regulator



The Care Quality Commission asked us about what we had heard about a local GP service. We were able to share five recent experiences which provided a unique insight into the experience of some patients. The information helped the inspector with their inspection planning.



Prioritising transitions for Children & Young People

We shared emerging findings from our recent work with children and young people with Learning Disabilities (LD) and Special Educational Needs (SEND) with the Surrey Children and Young People's Partnership Board during a discussion about priorities in Surrey. Families had told us that having a child with SEND / LD should be "less of a battle" and that people involved in care delivery need to do more to support transitions from 'childhood' to 'adulthood'. It was agreed that a priority about 'transitions' should be added.

Improving awareness of NHS 111

At the Adults & Health Select Committee we were able to share a recent positive experience of online GP consultations, but also raised concerns about the awareness of the full range of services provided by NHS 111, particularly amongst vulnerable and disadvantaged groups. During our 'My GP Journey' project we heard how not everyone was aware of NHS 111 and that people often did not realise that it can provide faster access to other services i.e. it is more than just an information and advice line.

For more details on NHS 111 services visit:

www.england.nhs.uk/urgent-emergency-care/nhs-111



when it's less urgent than 999



Our project & outreach work



In order to maximise our impact, we focus our work on a number of priority areas. We review these each year to ensure the issues remain relevant and that we are able to have a positive effect on services on behalf of people in Surrey.

FOCUS ON:

Can you hear me? Amplifying the voice of people receiving care at home

We have published our report investigating the power of people's voices in determining the care they receive; in July and early August we will be presenting the findings to commissioners and providers, making recommendations, and gathering feedback from system stakeholders.

Over the past few months we have spoken in depth to 16 people receiving personal care or support at homes. We spent about an hour with each of these people in their own homes hearing their stories about their care and asking them for their feelings about how the system could be improved. To ensure we had a fully rounded understanding we also spoke to 14 paid care workers and 12 care agency management staff about how they make sure they are listening to people who use their services, and Surrey County Council about their processes around client engagement.

We have discovered that while the system does set out to listen to people receiving care at home and respond to their needs, there are still some people whose voice is not being heard, or who are afraid to speak out. We have also identified opportunities to strengthen the user voice, to ensure everyone knows how to express their needs effectively, and to ensure care workers - the eyes and ears of the care system - are enabled and encouraged to speak out for those they care for.

Our full report is available for download on our website.



People's experience of Advance Care Planning in Care Homes

Our next project will focus on advance care planning in care homes, looking at plans made by residents or families about future medical care should they become ill. Advance care planning varies across Surrey - in some areas it is offered to every new care home resident with the Clinical Commissioning Group (CCG) providing practical support and guidance to care homes and healthcare providers. In other areas it is not offered at all, and only undertaken if the resident or their family initiate it.

Advance care planning has been shown to reduce medically unnecessary emergency hospital admission but commissioners want to understand how people and their families feel about the process of making decisions about their future medical care, advance care planning works for the system, but does it work for people?



Outreach work

Each quarter we conduct a number of Outreach initiatives which allow us to speak to people who would not otherwise be heard. During Q1 we engaged with young adults with Learning disabilities and parents of children with Special Educational Needs (SEND) to get their views on the NHS Long Term Plan. We visited Challengers in Guildford, Young Epilepsy in Lingfield and YMCA in East Surrey. The findings of the outreach work will be published in our Long Term Plan report during Q2.

On the back of earlier findings relating to Community Mental Health Recovery Services (CMHRS), we have conducted an online/ paper survey to get more views on this service. We have received 26 responses to date and will produce a report on the findings in Q2.

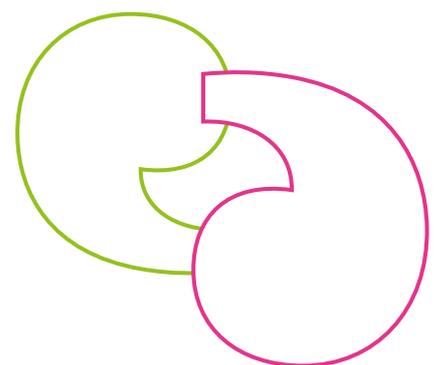
Working with other Local Healthwatch, and their volunteers

Our Enter and View Authorised Representative Angus Paton teamed up with volunteers from Healthwatch West Sussex on 3rd May to undertake a joint visit to East Surrey Hospital. The visit was a great opportunity to learn how other Local Healthwatch use their volunteers to support their work in hearing from local people. Healthwatch West Sussex produced a report highlighting what we found, our joint-recommendations, and a response from the hospital trust. The report and the outcomes from our findings is available to view here:

www.healthwatchesurrey.co.uk/our-work/enter-and-view/enter-view-reports/

Mental Health

We are still in discussion with providers, commissioners and others about the most valuable focus for our next project around Mental Health, planned for Q3 this year.



Response to our Warrengate Nursing Home Enter and View

We visited Warrengate Nursing Home in February 2019. Following our visit we recommended that the home provide menus with a larger font size and pictures; consider displaying the picture menu, as well as the written menu, at the hatch; clarify the plans and timetable for the refurbishment of the dining room; review the activities timetable in order to provide more weekend entertainment; display subtitles on the television in the lounge, if music is being played.

In response to our recommendations:

- visual menus are currently being developed
- a redesign of the dining room (incorporating insights from residents, their families, the King's Fund and Stirling University), will now include a new drinks station and kitchenette, making it easier for residents to eat and drink throughout the day.
- weekend activities have been reviewed to ensure the same level of stimulation and engagement as during the week.
- greater thought has been put into what programmes are shown on the television.
- foot massages, essential oil sprays and hand massages are now part of the resident relaxation time.



Substance misuse outreach work

Our work in Q4, talking to current users of substance misuse services found that users are very satisfied with the services. However, part of the recent changes to the model of detoxification has involved the closure of Windmill House, which has come as a disappointment to some. The closure means that those whose needs require 24/7 care rather than the ambulatory detoxification service, who used Windmill House, now have to travel to Kent for in-patient detoxification services. These findings have been presented to our local Scrutiny Committee of local politicians.

At that meeting, having heard from all the witnesses, they decided to, *“Invite the Programme Board [commissioners overseeing service changes] to update the Committee on, the Drug and Alcohol Detoxification Service Evaluation scheduled to be published in October 2019, performance of the adult drug and alcohol misuse treatment system.”* Quotes from our report will also be made available to the authors of the Joint Strategic Needs Assessment (JSNA).

Information, signposting and advice

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

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

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

0303 303 0023

Face-to-face **747**

Helpdesk **144**

Help finding a local dental service

Caroline* had problems with her tooth. She did not want to go back to her previous dentist and asked for details of local dentists who provided NHS treatment as she does not have internet access. She was given a copy of the list of NHS dentists in the local area to help her in the search for the dental care she needed.

Help with information and advice on applying for a Blue Badge

Geoff* has a number of health problems. He sought help from us as to how he could urgently apply for a Blue Badge. He was still recovering from a recent operation on his hand. He also had increasing difficulty walking and has started to use a walking stick. Geoff does not use the internet, but he has a neighbour who could help him fill in online forms. Geoff's eligibility for a Blue Badge was checked and although he didn't meet the criteria for automatic eligibility, he was given printed information on the rules for those who have permanent problems with walking or who cannot use both arms. Given he now had the information needed to make a claim Geoff felt able to go away and complete the application.

Help requesting a new hospital referral letter

Anne* contacted us as she was experiencing a lot of anxiety with regards to a referral from a Consultant in her local hospital to a London hospital. The Consultant at her local hospital had sent a referral letter, but when Anne chased this up it had been lost in the post. The hospital in London asked for it to be sent again, and despite Anne requesting the letter be re-sent, the staff at her local hospital refused to send it again. The adviser was able to support Anne in writing an email asking that the letter be re-sent. This email solved the problem and now Anne's referral is moving forward.

*Names have been changed to protect identities

Help clarifying a hospital appointment and patient transport

Mary* has received a letter from Ashford Hospital with details of an appointment. As Mary had never been to Ashford hospital, she did not know what this was about. Mary had attended St Peter's hospital but was unaware that both hospitals operate under the same management team. The adviser telephoned Ashford hospital who confirmed that the appointment was a follow-up to her operation at St Peter's hospital. The adviser pointed out that Mary was elderly and suffered from Alzheimer's and heart problems and the hospital suggested that she could contact patient transport. The adviser telephoned patient transport and made arrangements for her to be taken from her home to Ashford hospital for the appointment and return home again. Mary was very happy that the details of the appointment at Ashford hospital had been explained and the transport organised.

Advice about getting help for Care at home

Tracey's* husband has a number of serious health conditions, he is housebound and Tracey cannot care for him by herself as her husband is too heavy. Tracey called our Helpdesk as she was worried about paying for his care. Currently they have been topping up the money from the council with their own savings, but she was worried that she may have to do the caring by herself when the money runs out. She also used to get some respite help for herself, but this has been stopped. Tracey wanted to know what she can do to get more help for caring for her husband. She wrote to her MP but has yet to receive a reply. Our Helpdesk advised her to go back to Social Services, to speak to advocacy about support in making a complaint and to contact her county councillor. She was also signposted to her local Citizens Advice. Following the advice given Tracey sent a message to say; "thank you for all the information you have forwarded me, I have spoken to Social Services and we may have a solution to our problem, many thanks".

Advice on how best to pursue a dental complaint

Patrick* contacted the Helpdesk for advice regarding dental work he needed to rectify problems that has occurred from earlier surgery. Having contacted the orthodontist about having this rectified Patrick was informed verbally that funding for this had been denied. He did not receive any written notification of this nor any mechanism to appeal the decision. Patrick was wanting to know what recourse he had to remedial treatment on the NHS and whether there was a legal obligation on the original orthodontist to correct the situation on the NHS. Our Helpdesk advised Patrick to pursue the matter with the original orthodontist, to get written information and explanation of the funding decision, as well as whether there was a mechanism to appeal the decision. The Helpdesk also suggested that he engage with Patient Advice and Liaison Services (PALS) to make them aware of the issue. It would also be prudent to keep his own dentist informed as she is in the best position to understand his current dental situation. We also sent him information regarding the NHS complaints procedure in case these avenues prove unsatisfactory. Patrick was extremely grateful for the advice he received and felt able to pursue getting his dental problems rectified with the right people.

Names have been changed to protect identities

We help and support with NHS complaints



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

Case study

Maria* is an elderly lady and English is not her first language. 18 months ago, she underwent surgery on her shoulder and has been suffering ever since, despite attending physiotherapy regularly. She was referred for further surgery and was informed that there had been 'cord' left inside the shoulder and this was the reason for the ongoing pain. This was removed during further surgery. Post-surgery, Maria requested support at home for a couple of days as she lived alone and did not have any support from family. This was refused and she was spoken to rudely by physiotherapy staff, who told her the hospital wasn't a hotel and that she had to go home. Our Independent Health Complaint advocate wrote a letter of complaint to the hospital. They responded and invited us to a local resolution meeting to help Maria understand their response and provide explanations for her concerns in person. Maria attended the meeting, supported by her advocate. They were able to explain to Maria in a way that she understood and were able to resolve her concerns. The hospital made a promise to investigate concerns she had with the physiotherapist and the way she was spoken to post surgery, regarding support at home. The local resolution meeting was extremely successful and Maria was happy with the outcome. Her pain is improving with the support of the physiotherapy team and the promise to investigate her concerns with the ward physio was upheld and a written update was provided. Maria does not have support from family or friends and was extremely happy and grateful for the support provided by the advocate.

**Name changed to protect identity*

People contacting the Advocacy service for information and advice

Q1
61

Q1
17

New referrals

People supported through the complaint process

Q1
85

Advocacy provider

Our advocacy service is provided by Surrey Independent Living Council (SILC).

Tel: 01483 310500

SMS: 07704 265377

Email: nhsadvocacy@surreyilc.org.uk



Q1 Volunteer groups update

Our volunteer groups are taking the lead in raising awareness of Healthwatch Surrey in their communities, specifically with people who face barriers to their voices being heard. In Q1, our volunteer groups reached out to carers, veterans and people with dementia and their families. Our volunteer groups are currently researching LGBTQ+ support groups, older people's groups and organisations who support the homeless in their area, so they can ensure those communities have a say on health and social care services.

Two of our North West Surrey group volunteers, who are both students at Royal Holloway University, also helped us to hear from students accessing services for their mental health. They reached out to young people via Facebook, to encourage them to share their views with us via our website and Helpdesk. The student population in Surrey is one of our hardest to reach groups, whom we seldom receive any feedback from. However we received an instant response from students who wanted to share their experiences with us.



The Guildford and Waverley volunteer group June meeting



North West Surrey Volunteer, Batool Ali

Our first entirely volunteer-led research project

Our volunteer groups have also been visiting GP surgeries within their CCGs throughout Q1 as part of an entirely volunteer-led research project. After hearing a number of concerning reports from Surrey residents about the barriers they face when obtaining medical evidence from their GP to support

benefits claims, our volunteers set out to visit practices to see whether charges for evidence were clearly displayed, and to find out how much it would cost patients to obtain a letter from the GP.

Our volunteers visited 53 of Surrey's 143 GP surgeries, across all six of our CCGs. East Surrey volunteer Kate Oake will be interpreting the data gathered by our volunteers to produce a report in Q2 and will be working with our CEO to formulate a list of recommendations which will be sent to GP surgeries and commissioners. The final report will also be made publicly available.



East Surrey Volunteer, Kate Oake

“Our volunteers gave **662 hours** of their time this quarter”

Investing in our Community Influencers

We have been investing in our Community Influencer volunteers this quarter, to ensure they are well supported in representing us in our 'critical friend' role. Our Community Influencer volunteers represent us at stakeholder reference groups, public consultations and at select committee meetings relevant to their geographical location and/or area of expertise to champion the patient voice and ensure that good public engagement happens. During Q1;

- Murray Glenister and Jackie Tapping attended the Improving Healthcare Together Consultation Oversight Group for the Epsom and St Helier Hospitals Improving Healthcare Together programme
- Jill Bowman championed the patient voice at both the Stakeholder Reference Group for Primary Care, and for Urgent Care in Guildford and Waverley CCG.
- Julie Callin represented us at the North West Surrey Stakeholder Reference Group for Urgent Care.
- Louise Daborn attended the Stakeholder Group for GP Online Services and is keeping a watching brief on changes to Primary Care in Guildford.
- Angus Paton attended the Surrey Heartlands Quality Committee in Common.

MEET THE VOLUNTEER

Meet Claire

East Surrey volunteer Claire Nash did an outstanding job of writing our NHS Long Term Plan survey report this quarter. She pulled together and interpreted the data from 90 Surrey residents who shared their views on the implementation of the NHS Long Term Plan; specifically what would help them live healthier lives, what would make local health services better, and what could be done to support people with long-term conditions in Surrey. Claire's report, which includes our findings and recommendations will be shared with NHS Surrey Heartlands ICS and will be available to read alongside a response from the ICS on our website in Q2.



Volunteer Claire Nash (right) at a Listening Event with our Project and Engagement Officer, Katharine Newman

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

www.healthwatchsurrey.co.uk/get-involved/volunteer

Meet the team



Kate Scribbins
Chief Executive



Matthew Parris
Evidence and Insight Manager/
Deputy Chief Executive



Lisa Sian
Operations Manager



Kathryn Edwards
Engagement Officer



Samantha Botsford
Evidence and Insight Officer
(Maternity leave from July 2019)



Tessa Weaver
Research Officer



Natalie Markall
Projects & Administration
Officer



Zoe Harris
Volunteer Officer



Sarah Browne
Engagement Officer



Katharine Newman
Projects & Engagement Officer



Laihan Burr Dixon
Communications Officer



Wendy Loosely
Admin Support Officer



Margaret Leppert,
Data & Administration Officer



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