

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: January 2020

CEO's report January 2020

Highlights of the last quarter (Q3: October - December 2019)

Overview

This quarter was dominated by significant issues both within our Healthwatch world and beyond. We were awarded the contract to run Healthwatch in Surrey and the Independent Health Complaints Advocacy service for 5 years (with an optional 2 additional years). The general election meant that we put most of our planned publications on hold, however our work behind the scenes continued as busily as ever.

A key feature of the quarter has been the involvement of our Healthwatch volunteers, organised within their local volunteer groups, to support various aspects of our work. Volunteers have been involved in talking direct to the public to gather stories; representing the public voice at forums and stakeholder reference groups for change programmes in North West Surrey, Guildford and Waverley and Surrey Downs (proposed changes to urgent care and Epsom St Helier hospitals). We have had two young volunteers join us which will make a real difference in our ability to hear more from younger users of health and social care. Our volunteer Liz Sawyer won an award for her great work in supporting the voice of service users of sexual health services. Volunteers have also been working to ensure patient and service user voices are heard in Serious Incident Reports by one of our hospitals; and on the reviews into deaths of people with learning disabilities. The Volunteer section of our Quarterly Activity report gives more details on the great work being done by our local volunteer groups.

Two significant pieces of work which we completed in Q3 were our work to investigate the views of people who have been subject to a safeguarding enquiry; and to hear from people in care homes and their families about how they are involved in planning for the future and end of life care. We've also worked closely with Adult Social Care at Surrey County Council to embed the findings of our work with people receiving care in their own homes; and to ensure those who have had their care packages reviewed receive clear information about their rights and how to communicate with commissioners if they aren't happy. All these projects go to the heart of our remit to pay particular attention to those who are vulnerable and may not find it easy to have their voices heard. We have also reached out to the LGBTQ+ community in Surrey to hear more about experiences of health and social

care. The general election meant we couldn't publish these reports in Q3 but we will be doing so shortly.

Engagement

We gathered 1,814 useable experiences¹ (UEXs) this quarter through our Helpdesk, Citizens Advice Champions, Independent Health Complaints Advocacy and our pro-active engagement events.

We held **Listening Events** in some of the wards with the highest levels of deprivation in the county: Merstham, Westborough and Stanwell and Old Dean and St Paul's, enabling us to continue to make good progress against our goal of visiting deprived wards on an annual basis.

At the start of the year we conducted a review of the location of our Listening Events, to ensure we collected a higher proportion of experiences about non-GP and non-Hospital services. This has meant that we are visiting a wider variety of locations e.g. Stanwell Family Centre, Samson Centre for MS, The Richmond Fellowship in Redhill, a Memory Café in Cranleigh, a football match run by Catalyst, the Square shopping centre in Camberley and Waitrose in Farnham.

We also visited some organisations who received grants through the Community Cash Fund in May, which enabled us to engage with carers for Alzheimer's and Dementia patients and youths at risk of self-harm.

These activities took us closer towards our goal of undertaking targeted engagement with a wide range of Surrey's communities during the lifetime of Healthwatch Surrey's current contract.

For more detailed information all aspects of our engagement and Evidence gathering strategy please see Appendix 2.

Sharing what we've heard

Through the work of the Escalations Panel, we **escalated² 8 individual issues** this quarter to service providers, commissioners and the CQC.

We did not have any issues to share with the Multi-Agency Safeguarding Hub this quarter.

We shared 88 experiences with service providers, commissioners and the CQC as part of regular meetings with them.

Outcomes from this activity can be found in the Quarterly Activity Report.

Championing public and patients' views

We maintained a regular presence on **key decision-making forums** across Surrey. We attended a round table event on end of life care, to share our insight about advance care planning. An individual concern shared with us about the experience of a person with autism who attended one of our hospitals for dental surgery, and who felt that reasonable adjustments were not made, led us to contact all the Surrey hospitals to find out what policies and procedures are in place to support people with autism, and we will be following this up in Q4.

¹ An experience (topic/theme) associated with a named service provider

² Escalating an issue is different to 'sharing' as we require a written response from the organisation.

Information and Advice

912 people have been helped this quarter via our Helpdesk, Healthwatch Champions based in Citizens Advice and our NHS complaints advocates. On top of this, our engagement officers and volunteers help people with signposting and information whenever they are out on engagement events.

Independent Health Complaints Advocacy

Advocates supported 110 clients this quarter of which 30 were new referrals.

We received a response to the concern we escalated in Q2 to Surrey and Borders Partnership about delays and missed deadlines in responding to complaints, including those supported by our Advocates. They told us they are working to improve response times. We will continue to highlight and discuss with the Trust in our regular meetings with them.

We will continue our targeted awareness-raising for our information and advice services and advocacy in the coming months via a new advert on Eagle radio.

Building our use of volunteers

Our volunteers have made a real effort to support us in raising awareness, hearing from local people and representing us at important meetings this quarter. They took the lead when visiting nine community groups to listen to the views of Surrey residents and recorded 193 unique experiences from local people. Our Community Influencers attended 16 high level/stakeholder meetings to champion the patient voice and share our insights to influence how services are run and developed. We had six new volunteers join us this quarter; two students from Royal Holloway University, a retired Parkinson's Nurse, a retired GP, an Environmental Health specialist and an events and research professional.

Surrey Heath

In Q3 our Surrey Heath volunteers supported our staff team at community engagement events at The Square Shopping Centre in Camberley and Waitrose in Farnham. They visited a visually impaired support group and three mother and toddler groups in Camberley, where they spoke to 71 people to hear their experiences of health and social care services.

The Community Influencer volunteers within the group represented us at a number of significant meetings, including the LeDeR steering group set up to identify, minimise and learn from suboptimal care for people with learning disabilities, Central North West London NHS Foundation Trust contract review meetings for Sexual Health, the Sexual Health Outreach Group and the Children and Adolescent Mental Health Transformation Board.

We nominated Surrey Heath volunteer Liz Sawyer for an award, and she came runner up in the 'Individual Volunteer Achievement' category of the Surrey Heath Volunteer Awards, hosted by Voluntary Support North Surrey for her work in improving sexual health services for Surrey residents.

Guildford and Waverley

The Guildford and Waverley volunteer group visited two Action for Carers group meetings and a Carers Afternoon Tea. Three volunteers from the group took part in PLACE

Assessments at Royal Surrey County Hospital NHS Foundation Trust and Haslemere Hospital.

Members of this group continued to review Royal Surrey County Hospital's Serious Incident Reports, as part of an ongoing arrangement to review and improve how the outcomes of serious incidents are reported back to patients and their next of kin. In Q4 we will be holding a review meeting with these volunteers to evaluate how this mini-project has gone, with the view to volunteers in other groups getting involved with similar work at the acute hospitals in their area.

The Community Influencers in this group continue to represent us in our critical friend role, at the Surrey Heartlands Stakeholder Forum, and the Stakeholder Reference Groups for both Urgent and Primary care in Guildford and Waverley. They are also keeping a watching brief on SECamb and stroke services and have been undertaking spotlight analyses of our data.

North West Surrey

Two new student volunteers have joined us in North West Surrey in our new Young Healthwatch volunteer role. One is studying for a PhD In Psychology and the other is an undergraduate studying Politics and International Relations. Our Young Healthwatch Volunteers will become member of the North West Surrey volunteer group, while also supporting us in reaching out to young people in their area, to hear their experiences of services such as CAMHS and sexual health services. Following our recruitment success at Royal Holloway University's 'Festival of Volunteering' fair, our Volunteer Officer has approached the University of Surrey, and the University of Creative Arts in Farnham and Epsom and will be attending similar events at these Universities in Q4.

Surrey Downs

Our newest group, the Surrey Downs group, supported our staff at the Epsom Mental Health and Wellbeing Festival and the Independent Mental Health Network Event this quarter, which has given them a good foundation for running their own engagement and awareness events in Q4. Our Community Influencers in this group, and in the Guildford and Waverley group continue to represent us at the Improving Healthcare Together Consultation Oversight Group for the Epsom and St Hellier reconfiguration, and as the CCGs begin public consultations in Q4, they will continue to support us by keeping a watching brief and ensuring that best practice in public consultation happens. Volunteers in this group also support us by attending the Learning Disabilities Partnership Board and the Transforming Care Partnership Board.

East Surrey

Our smallest group, the East Surrey group, held their first volunteer led community engagement event this quarter. They visited the Easter Lunches Project, which supports vulnerable and homeless people. They spoke to 39 people about Healthwatch Surrey and heard their experiences. Our East Surrey volunteers also supported our engagement staff on their recent visit to the mental health charity, The Richmond Fellowship. They have also supported us with spotlight analyses of our data, and with preparing editorials that will be used as part of our East Surrey volunteer recruitment drive in Q4.

Our Volunteer Officer and Admin Support Officer have been planning a Volunteer Awards Celebration event this quarter, which will take place at the end of Q4. The event will take place at the Trinity Methodist Church in Woking and will celebrate the achievements of

our volunteers over the past 12 months. We will also be using this event as an opportunity to share our new workplan with our volunteers, and to provide them with an engagement training refresher.

Communications

Web Activity

Web activity has decreased since last quarter and figures for Q3 this year are lower compared to Q3 last year. The reason for this is due to the pre-election period from the beginning of November and throughout December which meant that our communications output/activity (and that of our partners) was reduced during this time.

	2018/2019				2019
Web Analytics	Q3	Q4	Q1	Q2	Q3
Page views	9,311	10,681	7,567	8,309	5,896
Visitors	3,834	4,515	3,079	3,416	2,571
Unique visitors	2,685	3,129	2,052	2,234	1,932
Page views p/visit	2.43	2.37	2.46	2.43	2.29
New Visitors	2,425	2,932	1,884	2,086	1,819

Social Media (Facebook, Twitter)

The total number of Twitter followers has increased by 1.7% this quarter and the number of impressions (the number of people who have seen one of our tweets) is 75,300, which is an increase of over 93% against Q2 and an increase of 543% compared to Q3 last year.

	2018/2019				2019
Twitter Characteristic	Q3	Q4	Q1	Q2	Q3
Followers	2,614	2,692	2,760	2,819	2,867
Following	1,295	1,427	1,609	1,670	1,716
Total Tweets	5,353	5,471	5,574	5,636	5,750
Impressions	11.7K	45.8k	36.8k	38.9k	75.3k

On Facebook we have 634 likes (an increase of 1.1% vs. last quarter).

Awareness Initiatives

In Q2 we conducted presentations on Healthwatch Surrey's engagement work at Longcroft Patient Participation Group (PPG), Chertsey Rotary Club and Surrey Care Association (not-for-profit organisation working to support social care providers in Surrey).

In October we had a stall at the Mental Health Marketplace at the Yvonne Arnaud Theatre in Guildford to signpost to services and raise awareness.

In November we attended the Independent Mental Health Network event where we had a stand. We were also there to listen to feedback on health and social care services and facilitate table discussions on suicide prevention.

As well as these initiatives, we also produced literature packs for distribution to GP surgeries and had a stand at the Surrey Coalition AGM.

In October we took part in a radio interview on BBC Surrey and a video interview with That's Surrey TV, to discuss the findings from our Community Mental Health Recovery Services report. We also took part in a BBC Surrey radio interview to discuss the new government funding for Epsom and St Helier Hospitals. As well as TV and radio interviews, Healthwatch Surrey was also featured in the AshLea Medical Practice Autumn Newsletter and Ockley Parish Magazine, and Healthwatch web banners were advertised on Eagle Radio's website.

We are making progress in discussions with GP practices about promoting Healthwatch Surrey on screens in surgeries. We are also talking to community pharmacies about promoting us.

E-Bulletins

During Q3, three monthly e-bulletins were distributed to stakeholders and members of the public. The current number of subscribers is 821. Over the quarter, on average 33.3% of subscribers opened the e-bulletin each month. The e-bulletins focus on news from Healthwatch, local and national health and social care issues, consultations and other opportunities for people to get involved in health and social care in Surrey.

Campaign Highlights

This quarter we published our Carers Insight report. Our campaigns were focused around this report as well as our survey on stroke services in Surrey, ADHD Awareness Month, National HIV Testing Week, World Dyslexia Awareness Day, World Mental Health Day, Stoptober, Winter Wellness, Pancreatic Cancer Awareness Month, World Diabetes Day and Safeguarding Adults Week.

We have also been promoting our partners' consultations to encourage the public to have a say in how services in Surrey are planned and run, along with making local people aware of services available in health and social care. These included:

- Surrey Immunisation Survey for Parents
- NHS Surrey and Sussex Cancer Alliance's Health and Wellbeing Workshop
- Improving access to NHS 111 for people who are deaf or hard of hearing
- Improving Healthcare Together - Committees in Common meeting

We published news of the Department for Transport including mental health in the eligibility for a blue badge, NHS and Public Health England's Every Mind Matters campaign, BP+ checks, Shout - a crisis text service for people who are disabled, Epsom and St Helier Hospitals offering free HIV testing, Children and Family Health Surrey's new wellbeing website for Surrey students, and Chiddingfold Surgery re-opening.

As a social enterprise we have secured a growing and sustainable future

We have continued to work with Surrey Heartlands on our project to support Citizen Ambassadors for the workstreams of the ICS, recruiting a new Ambassador for the Prevention workstream.

We have completed our project with Surrey Safeguarding Adults Board to amplify the voice of those who have been subject to a safeguarding enquiry.

This quarter we have reached and exceeded our annual target to raise £60,000 in new business turnover.

Other

After hearing that we have been successful in winning the contract to run Healthwatch and Independent Health Complaints Advocacy in Surrey from April 2020, we have carried out an internal restructure to ensure the CIC is in the best possible shape to deliver on the new contract from April.

Finances

Healthwatch Surrey CIC – Budget and Expenditure Q3 as of 31st December 2019

	2019-20	Mid Year	Budget to	Actual to	Variance to	Balance to
Healthwatch Contract	Budget	Reforecast	Dec-19	Dec-19	Dec-19	Mar-20
Staffing Costs	£342,271	£336,803	£252,601.88	£264,358	£11,756	£71,417
Direct Delivery Costs	£92,324	£96,824	£72,618	£67,197	£5,421	£29,782
CIC Costs	£9,940	£9,750	£7,312	£5,388	£1,924	£4,362
Sign Posting	£46,470	£46,470	£34,853	£34,855	£3	£11,615
Health Complaints Advocacy	£97,160	£97,160	£72,870	£72,869	£1	£24,291
Finance, HR, Office & Governance Support	£32,720	£32,720	£24,540	£24,161	£379	£8,559
Help Desk	£14,600	£14,600	£10,950	£10,952	£2	£3,648
	£635,484	£634,326	£475,744	£479,780	£4,035	£153,674

KPIs

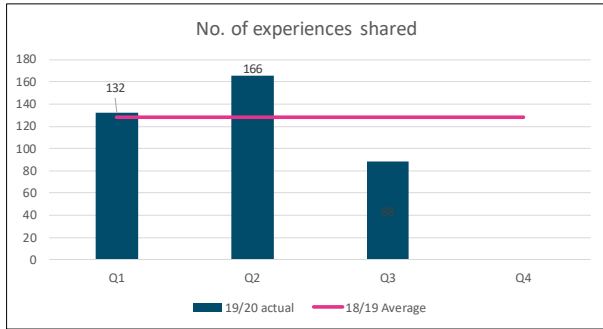
Link to mission/vision		Lead	18/19 figure	Q1	Q2	Q3	Q4	Cumulative total to date
Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey	The number of experiences we have shared versus 2018/19	ML	513	132	166	88		386
	The number of experiences we have escalated versus 2018/19*	ML	45	8	9	8		25
Healthwatch Surrey's role, function and services are known, understood and valued by consumers and therefore they readily contact us	Number of experiences proactively shared with us via website/post ¹	ML	317	98	63	84		245
	Number of experiences proactively shared with us via the Helpdesk	LS	1188	352	187**	235		539
	Number of people contacting the Helpdesk for information and advice	LS	426	144	123	104		371
	Number of people accessing the Independent Health Complaints Advocacy service (Note: 2018/19 88 people were supported by an Advocate to make a complaint)	LS	263	61	75	59		195
Our influencing is based on sound evidence, knowledge and insight	The number of Useable Experiences we gather to a minimum target of 3,000 per annum	ML	5497	1618	1267	1814		4699
	Capture at least one Useable Experience from every service type annually	SBr		These to be monitored via Evidence Gathering Strategy on a quarterly basis				
	Undertake targeted awareness-raising or engagement with specific groups as outlined in Evidence Gathering Strategy	SBr						
	Gather Useable Experiences annually from one ward within each CCG area identified as amongst most deprived and/or having lowest life expectancy	SBr						
	Publish 4 reports/outputs per annum on thematic priorities	KS	4	1	0	0		1
	Publish 4 reports/outputs per annum based on outreach work	KS	1	0	2	0		2
Building our use of volunteers	Publish one report/output per annum on an emerging issue	KS	1	1	1	0		2
	The number of volunteer hours	LS	2336	594	563	574		1731
As a social enterprise we have secured a growing and sustainable future	Progress against target to bring in £60,000 per annum in new business turnover	KS	70,133	28,646	14,251	18,674		61571

¹Website / post only - does not include all interactions with the Helpdesk

*Figure based on refined definition used in quarterly report i.e. "X specific concerns were escalated..."

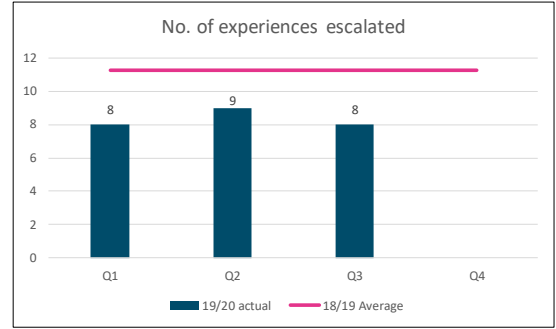
** Figure may be under reporting due to coding issues on informatics

Appendix one: KPI graphs



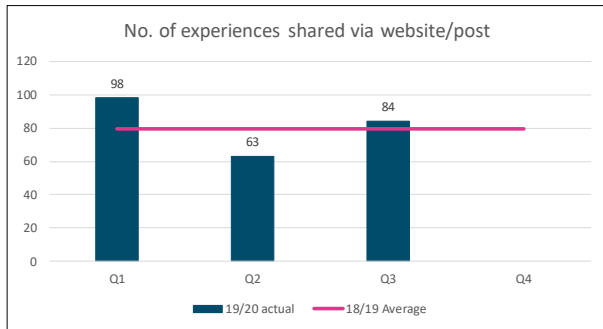
exp.shared	Q1	Q2	Q3	Q4	Total
18/19 Average	128.25	128.25	128.25	128.25	513
19/20 actual	132	166	88		386

75%



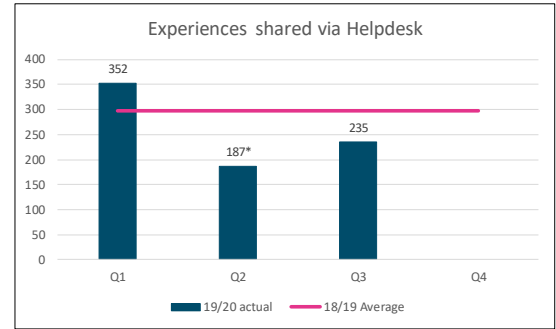
exp. escalated	Q1	Q2	Q3	Q4	Total
18/19 Average	11.25	11.25	11.25	11.25	45
19/20 actual	8	9	8		25

56%



exp.website/post	Q1	Q2	Q3	Q4	Total
18/19 Average	79.25	79.25	79.25	79.25	317
19/20 actual	98	63	84		245

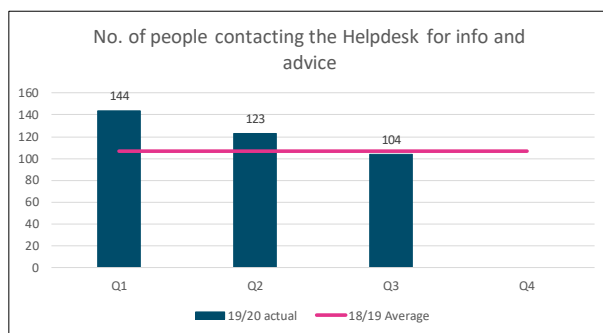
77%



exp. Helpdesk	Q1	Q2	Q3	Q4	Total
18/19 Average	297	297	297	297	1188
19/20 actual	352	187	235		774

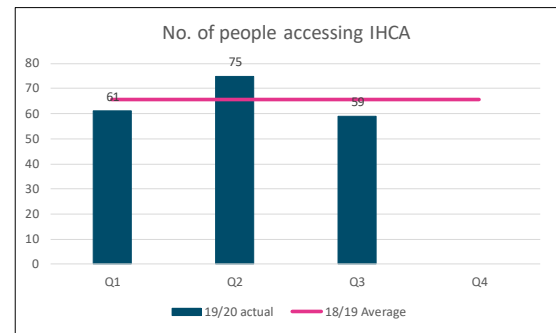
65%

* Figure may be under reporting due to coding issues on informatics



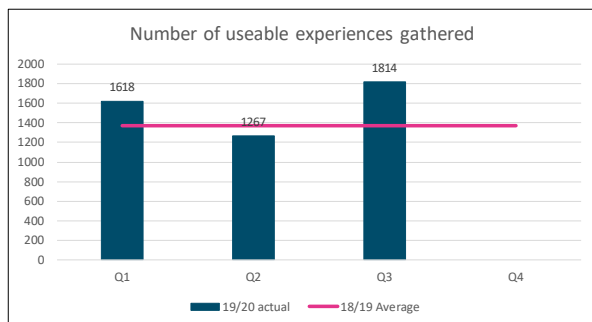
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
18/19 Average	106.5	106.5	106.5	106.5	426
19/20 actual	144	123	104		371

87%



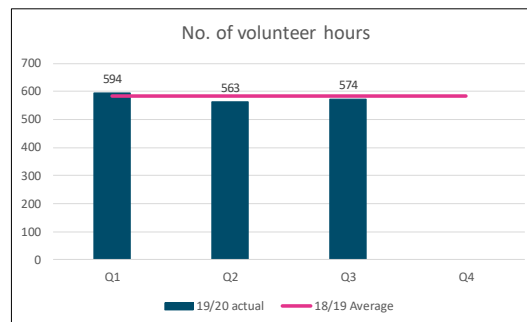
ICHCA access	Q1	Q2	Q3	Q4	Total
18/19 Average	65.75	65.75	65.75	65.75	263
19/20 actual	61	75	59		195

74%



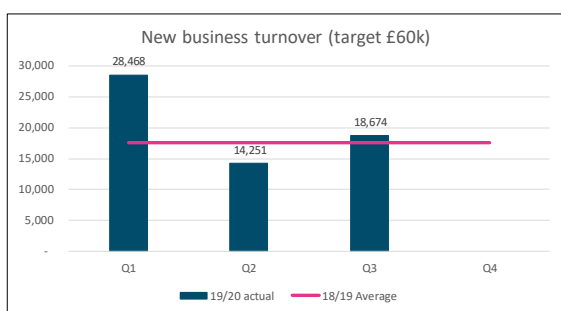
No. of useable exp	Q1	Q2	Q3	Q4	Total
18/19 Average	1374.25	1374.25	1374.25	1374.25	5497
19/20 actual	1618	1267	1814	0	4699

85%



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
18/19 Average	584	584	584	584	2336
19/20 actual	594	563	574	0	1731

74%



No. of useable exp	Q1	Q2	Q3	Q4	Total
18/19 Average	17,533	17,533	17,533	17,533	70,133
19/20 actual	28,468	14,251	18,674	0	61,393

88%

Appendix two: Evidence gathering strategy progress report

Engagement

We held **Listening Events** in some of the wards with the highest levels of deprivation in the county: Merstham; Old Dean and St Pauls. We have also made plans for the remainder of the year which will complete our goal of visiting the following deprived wards on an annual basis:

- Court (Surrey Downs)
- Hindhead (Guildford & Waverley)
- Leatherhead North (Surrey Downs)
- Maybury and Sheerwater (North West Surrey)
- Merstham (East Surrey)
- Old Dean (Surrey Heath)
- Stoke (Guildford & Waverley)
- St Pauls (Surrey Heath)
- Westborough (Guildford & Waverley)
- Westway (East Surrey)
- Weybridge North (North West Surrey)

At the start of the year we conducted a review of the location of these Listening Events, to ensure we collected a higher proportion of experiences about non-GP and non-Hospital services. This has meant that we are visiting a wider variety of locations e.g. train stations, mental health clinics.

Service Type	#UEXs YTD	% YTD
GP & Hospitals	3530	75%
Other *	1157	25%

Plans for next quarter include visiting the Performance Preparation academy (Guildford and Waverley), Springfield surgery (Surrey Downs), Morrisons (East Surrey), Marianne's Community Café (North West Surrey), Shepperton Medical Practice (North West Surrey), Woking Sexual Health Clinic (North West Surrey) and substance misuse in Guildford and Waverley & North West Surrey.

This new programme of events has also enabled us to develop our reach into all of the different service types³ that we want to hear from annually:

- Adoption support agencies
- Ambulances
- Blood and transplant service
- Dentist
- Diagnosis/screening
- Doctors/GPs
- Education disability services
- Children's homes, including secure children's homes
- Community health service
- Community Services – Healthcare
- Community Services - Learning Disabilities
- Community Services - Mental Health
- Community Services – Nursing
- Community Services - Substance abuse
- Clinics
- Home hospice care
- Homecare agencies
- Hospice
- Hospital
- Hospitals - Mental health/capacity
- Hyperbaric chamber services
- Independent fostering agencies
- Long-term conditions
- Mobile doctors
- Nursing homes
- Phone/online advice
- Prison healthcare

³ As defined through registration with CQC

- Rehabilitation (illness/injury)
- Rehabilitation (substance abuse)
- Residential family centres
- Residential holiday schemes for disabled children
- Residential homes
- Shared lives
- Supported housing
- Supported living
- Urgent care centres
- Voluntary adoption agencies

These activities took us a step closer towards our goal of undertaking targeted engagement with the following communities during the lifetime of Healthwatch Surrey's current contract:

- Adults with Autism
- Adult Carers
- Adults with learning disabilities
- Black & Minority Ethnic community
- Black & Minority Ethnic community in Maybury, Sheerwater, Goldsworth East wards
- Children born to teenage mothers in North West Surrey
- Children in need in Spelthorne & Elmbridge
- Children with special educational needs and disabilities
- Deaf and hard of hearing people
- Deprived people
- Gypsy Roma & Traveller communities
- Gypsy Roma & Traveller community in Guildford & Waverley and North West Surrey
- LGBT+
- Older men
- Older people
- People being supported to die well
- People being supported to live independently
- People being supported to live with illness
- People who are homeless
- People with mental health conditions in East Surrey
- People with learning disabilities in East Surrey
- People with communication impairments
- People with dementia
- Refugees and Asylum seekers
- Vulnerable people
- Young Carers
- Young people
- Young adults in Guildford & Waverley