

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: April 2022

CEO's report on local Healthwatch contract

Highlights of the last quarter (Q4: January to March 2022)

Highlights

It's been great to get back to face to face engagement this quarter. We've visited East Surrey and Guildford and Waverley places, focussing on reaching people who may be at risk of health inequalities such as Westway Community Centre; a food bank in Cranleigh and The Hive at Park Barn.

We have continued to discuss with decision-makers the issues that local people are telling us about, including problems accessing doctors and dental care, and wound care after hospital treatment.

We've had very successful follow up to our big reports. On ***Carers' experience of hospital discharge***, all the hospitals in Surrey have let us know of actions they've taken to improve communications and involve carers more in discharge. A key workshop in February brought all Surrey health and care providers together to discuss action around our four recommendations. As for our recent project exploring people's ***experiences of care after a diagnosis of dementia***, we were delighted that all our recommendations for action, based on what we've heard from local people, have been incorporated into Surrey's new dementia strategy.

We have continued to hear a significant amount of feedback around access to primary care and to dentistry, and we've continued to keep these at the forefront in our discussions with decision-makers. We've also been raising cases of non-compliance with the Accessible Information Standard, where health and care providers are not always providing information in accessible formats to meet people's communication needs, increasing barriers to accessing care.

Challenges

The top risks to our local Healthwatch work relate to how we adapt to the changing architecture of the NHS and the incoming Integrated Care Systems, in terms of having influence at both place level and system-wide. We have now filled vacant posts in the staff team, and have just welcomed Vicky Rushworth and Ellen Evans, so we are looking forward to working at full capacity on this challenge in the months ahead.

Volunteers

Volunteers are crucial to our ability to encourage Surrey residents to share their experiences, to help us amplify their voices in an influential way with decision-makers, and to help us deliver on our remit across the large Surrey system.

We've visited Farnham hospital to get feedback from patients, and volunteers Gabrielle and Gareth supported us in talking to patients on the wards and conducting telephone interviews.

After raising our wound care report with SASH, they asked us for feedback on their guidance leaflet given to patients following their care. We shared the leaflet with our volunteers who provided us with some detailed notes on the leaflet, pointing to areas where the information was contradictory and potentially misleading, while also providing some thoughts on how it read from a patient's perspective. Feedback was gratefully received and has been integrated into the new document which is due to be published this month.

Our volunteers have continued to help us share our findings on dementia support across the multiple layers of the system, with Robert Hill doing a presentation to Leatherhead Primary Care Network.

Liz Sawyer has volunteered to chair the communications sub-group of the Sexual Health Outreach Group, helping to ensure that vital comms around sexual health reach all of Surrey's communities.

Jane Owens has continued to support our work around learning disabilities and autism, and has been very helpful in contributing to the development of Epsom and St Helier's quality priorities.

Engagement

During Q4 380 people shared experiences with us across health and care this quarter through our Helpdesk, Citizens Advice Champions, Independent Health Complaints Advocacy and our engagement events.

Finances

Healthwatch Surrey CIC – Expenditure Q4 as of 30th April 2022

LOCAL HEALTHWATCH CONTRACT	Re-Forecast	Budget to	Expenditure to
Category	2021/2022	Mar-22	Mar-22
Staffing Costs	£304,914	£304,914	£310,847
Direct Delivery Costs	£77,151	£77,151	£43,371
CIC Costs	£36,904	£36,904	£32,882
Signposting	£35,317	£35,317	£35,317
Health Complaints Advocacy	£93,159	£93,159	£93,159
Help Desk	£14,600	£14,600	£14,600
TOTAL	£562,045	£562,045	£530,176

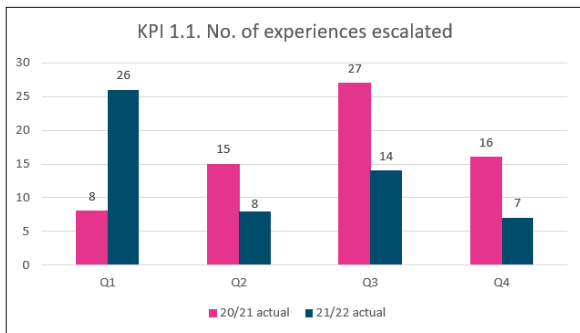
Appendix one: KPI table

Link to mission/vision	KPI No.	Lead	20/21 figure	Q1	Q2	Q3	Q4	Cumulative total to	
1. Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey.	KPI 1.1	The number of experiences we have escalated	SBo	66	26	8**	14**	7**	55
	KPI 1.2.	The proportion of reasonable responses received to escalations (80%)	SBo	Annual figure - reported elsewhere					
	KPI 1.3.	Reflective Review – number of responses received and satisfaction levels	LS	Annual figure - reported elsewhere					
2. Healthwatch Surrey’s role, function and services are known, understood and valued by consumers and therefore they readily contact us.	KPI 2.1.	The number of people proactively engaging and sharing experiences with us via the website, post, Helpdesk*	LS	n/a	178	153	157	136	624
	KPI 2.2.	The number of people contacting the Helpdesk for information and advice (400 PA)	LS	547	188	172	154	145	659
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	LS	145	72	69	68	95	304
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	LS	48	22	24	28	19	93
	KPI 2.5.	Service user satisfaction with the Helpdesk and Independent Health Complaints Advocacy service	LS	Annual figure - reported elsewhere					
3. Our influencing is based on sound evidence, knowledge and insight	KPI 3.1.	The number of people sharing experiences with us*	SBo	n/a	299	300	440	380	1419
	KPI 3.2.	The number of outcomes achieved (4 PA min.)	KS	9	4	4	4	2	14
	KPI 3.3.	Project and outreach reports (4 PA min.)	TW	15	3	6	7	4	20
5. We exist to empower communities and we do this by recruiting and empowering volunteers to enable us to hear more and share more.	KPI 5.1.	The number of hours our volunteers have contributed	WL	2395	780	690	885	444	2799
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	WL	19	3	5	1	1	10

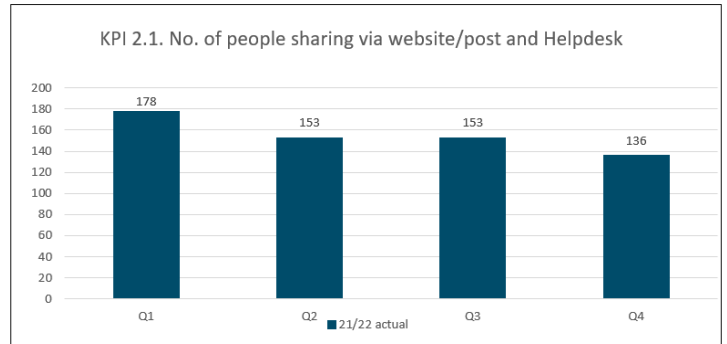
* From 1st April 21 we will be counting the number of people sharing experiences with us, rather than the number of experiences shared.

**excludes themes from cluster reports

Appendix 2: KPI Graphs

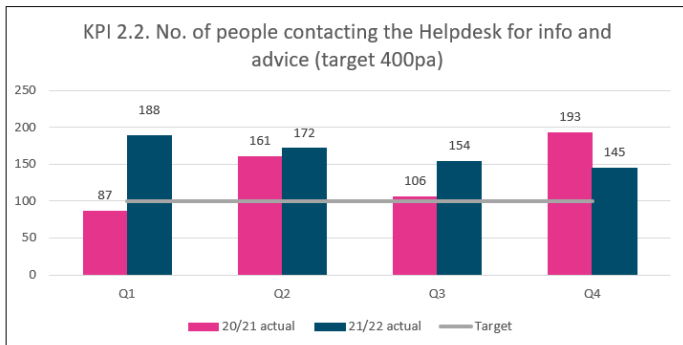


exp. escalated	Q1	Q2	Q3	Q4	Total
20/21 actual	8	15	27	16	66
21/22 actual	26	8	14	7	55

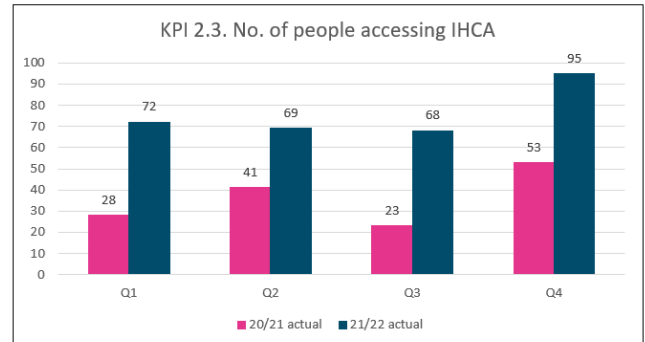


exp.website/post/Hdesk	Q1	Q2	Q3	Q4	Total
21/22 actual	178	153	153	136	620

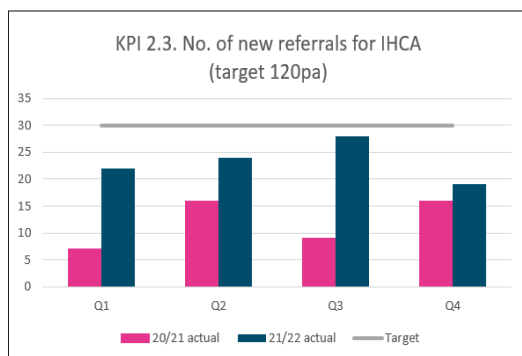
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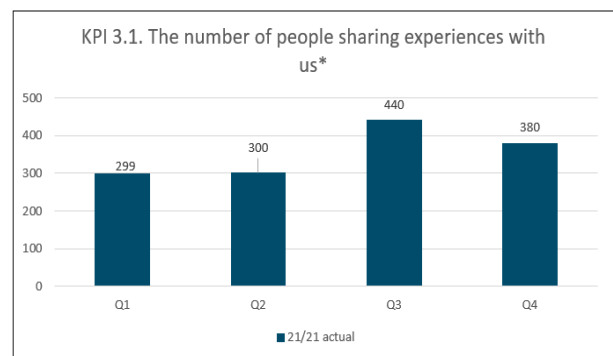
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
20/21 actual	87	161	106	193	547
21/22 actual	188	172	154	145	659
Target	100	100	100	100	400



IHCA access	Q1	Q2	Q3	Q4	Total
20/21 actual	28	41	23	53	145
21/22 actual	72	69	68	95	304

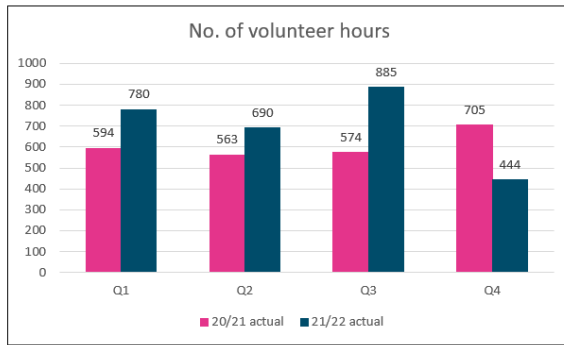


IHCA referrals	Q1	Q2	Q3	Q4	Total
20/21 actual	7	16	9	16	48
21/22 actual	22	24	28	19	93
Target	30	30	30	30	120



No. of useable exp	Q1	Q2	Q3	Q4	Total
21/21 actual	299	300	440	380	1419

* From 1st April 21 we will be counting the number of people sharing experiences with us, rather than the number of experiences shared.



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
20/21 actual	594	563	574	705	2436
21/22 actual	780	690	885	444	2799