

To: Healthwatch Surrey Board

From: Samantha Botsford, Local Healthwatch Contract Manager

Date: 17th July 2024

Local Healthwatch Contract Manager's report on Healthwatch Surrey

Summary of the last quarter Q1: April - June 2024

Highlights

- Published our annual report; [The Value of Listening](#)
- Volunteer involvement
- Developing offer at Place

Local Healthwatch Advisory Group

The Local Healthwatch Advisory Group continue to advise on a number of standing agenda items including progress on each of our thematic priorities as well as escalations of concerning cases. This quarter the group has also been involved in commenting on the Healthwatch Surrey annual report, and refresh of the quarterly impact report. They have also played an important role in supporting on the design and delivery of our strategies for the coming year, including the workplan, communications and awareness and volunteer strategies. We have also had early discussions about plans to expand the group as well as their involvement in more day-to-day activities, such as supporting the staff team at Place and representing Healthwatch Surrey in more system meetings.

Breadth of volunteer involvement

Through the delivery of our volunteer strategy, we are benefitting from an energised and involved group of volunteers sharing their skills and expertise. We are also encouraging them to develop their own skills and supporting them to really engage with their communities on subjects that matter to them.

4 of our volunteers from Surrey Heath have conducted visits to A&E at Frimley Park Hospital and Aldershot Urgent Care Centre to help us better understand the pathways to seeking urgent and emergency care in the area. Findings from these visits are being shared to help inform the evaluation of the pilot urgent care centre and has also been shared with the Health and Wellbeing Comms group to inform work preparing for Winter Pressures.

We are also delighted that another volunteer is continuing to attend Age UK events helping people plan for their future care needs after supporting the work on our social care project. When staff involvement concludes, it's great when volunteers feel supported and encouraged to continue and represent Healthwatch Surrey.

We have also refreshed the previous 'Strategic Influencer' group who are also joined by new members to be part of our 'Reading Panel.' This group have contributed nearly 50 hours this quarter,

providing their own perspectives on topics ranging from GP websites to provider Quality Accounts. Feedback from system partners is included in our impact report showing how they are helping make Quality Accounts more public-friendly.

Developing offer at Place

Last quarter I reported on how we are remaining flexible whilst the system evolves and during a period of uncertainty. Whilst this has continued this quarter, we've been making good progress in some Places in Surrey as also detailed in our impact report. We have developed our reporting to make it easier and clearer for multi-disciplinary teams to respond to our recommendations. This has worked well so far in Guildford & Waverley and we are replicating it monthly across other areas of Surrey. Whilst we have strong connections across all Places, people's roles within the system vary so whilst we are hopeful to have a consistent process across Surrey, we are aware of the challenges this may present. In order to further support this approach, we are hopeful to have a Local Healthwatch Advisory Group member supporting our work in each Place.

The Healthwatch network

We are also developing our relationships with other local Healthwatch, the wider network and Healthwatch England. We were recently commended for our regular data sharing by Healthwatch England; demonstrating how we are contributing to their work at a national level. This is in addition to specific pieces of work we were commissioned by Healthwatch England to contribute to; pharmacy and cervical screening. Whilst Healthwatch England are considering ways to make the network more sustainable, we're also hoping to keep close to those plans and any discussions and have expressed an interest to join their working group.

Finances: Q2

Healthwatch Surrey Expenditure April to June 2024	
Category	Expenditure
Staff Costs	£82,000
Direct Delivery Costs	£4,212
CIC Costs	£22,703
Health Complaints Advocacy	£24,139
Citizens Advice Insight	£3,125
Total	£136,179

Performance on KPIs

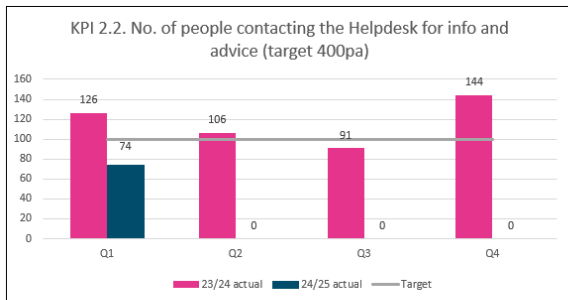
The pre-election period of sensitivity for both local and then the general election meant that we were not able to be as active as we would have liked in our communications this quarter. Healthwatch England also experienced the same, and as a result we have seen fewer enquiries coming through to the Helpdesk. In the last few weeks, we have already seen an increase in numbers of contacts which is encouraging. We have also seen an increase in the number of people contacting the Independent Health Complaints Advocacy Service and more people continuing to make use of the service.

This quarter we have been working with our existing volunteers as detailed above, meaning that the emphasis has not been on recruitment. Whilst we are always welcoming new volunteers, we also need to ensure that we are providing the right opportunities and support for them.

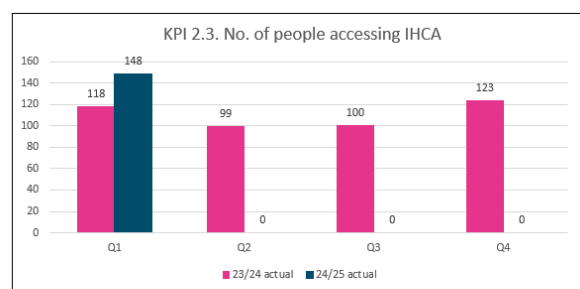
KPIs: Q1

KPIs for 2024/2025									
Link to mission/vision	KPI No.		Lead	23/24 figure	Q1	Q2	Q3	Q4	Cumulative total to date
1. Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey.	KPI 1.2.	The proportion of reasonable responses received to escalations and project recommendations (80%)	SBo	Non-contract KPI. Definition and process to be reviewed by LHWAG					
	KPI 1.3.	Reflective Review - number of responses received and satisfaction levels	LS	Reported biannually					
2. Healthwatch Surrey's role, function and services are known, understood and valued by consumers and therefore they readily contact us.	KPI 2.2.	The number of people contacting the Helpdesk for information, advice or to share an experience(400 PA)	Helpdesk	467	74				74
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	IHCA	440	148				148
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	IHCA	121	30				30
	KPI 2.5.	Service user satisfaction with the Helpdesk and Independent Health Complaints Advocacy service	LS	Testimonials reported quarterly in influence and impact report					
3. Our influencing is based on sound evidence, knowledge and insight	KPI 3.1.	The number of people sharing experiences with us	SBo	1632	304				304
	KPI 3.2.	The number of outcomes achieved (4 PA min)	AR	Highlights reported quarterly in influence and impact report					
	KPI 3.3.	Project and outreach reports (4 PA min)	KS	23	5				5
	KPI 3.4.	The tracking of engagement and insight shows we are hearing from a wide range of communities (activity plan and demographics collected)	SBo	RAG	G				RAG
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	HG	1741	374				374
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	HG	17	3				3

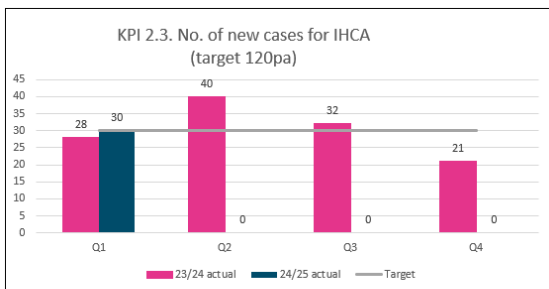
KPI Graphs



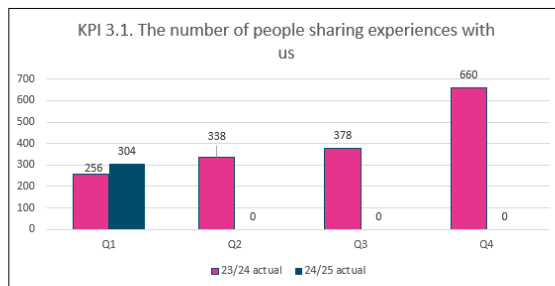
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
23/24 actual	126	106	91	144	467
24/25 actual	74	0	0	0	74
Target	100	100	100	100	400



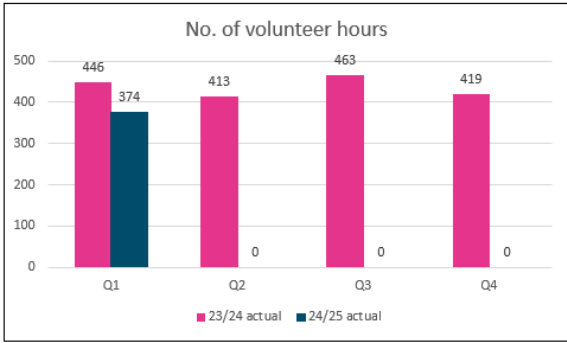
IHCA access	Q1	Q2	Q3	Q4	Total
23/24 actual	118	99	100	123	440
24/25 actual	148	0	0	0	148



IHCA referrals	Q1	Q2	Q3	Q4	Total
23/24 actual	28	40	32	21	121
24/25 actual	30	0	0	0	30
Target	30	30	30	30	120



No. of useable exp	Q1	Q2	Q3	Q4	Total
23/24 actual	256	338	378	660	1632
24/25 actual	304	0	0	0	304



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
23/24 actual	446	413	463	419	1741
24/25 actual	374	0	0	0	374