

Theme	Evidence	Recommendations We recommend that The Alliance considers the following:	Response The Alliance will take forward the following actions in response to the recommendations:
Godalming: the 0-5 model of wellbeing	Peer-to-peer support is invaluable for new parents, but many don't know how to access this peer support.	<ol style="list-style-type: none"> <li>1. Developing a comprehensive list of all peer to peer support groups and activities available in the Godalming area – including associated costs – which is shared with all new parents.</li> <li>2. Ensure all front-line staff are aware of the support group list and signpost appropriately.</li> <li>3. Ensuring a consistent approach to informing new parents about the health visitor drop-in clinics (times, locations, remit, contact details etc.) in the area, and the 0-19 advice line.</li> </ol>	<ul style="list-style-type: none"> <li>• Guildford and Waverley Alliance are setting up a working group to develop a collaborative approach to supporting 0-5s, young people and families in Godalming Central &amp; Ockford Ridge. We will take the Healthwatch recommendations to that group to discuss and develop a plan of action.</li> <li>• The Health Visting Team adds a leaflet to the front of every red book which is given to parents at the new birth visit. Parents are also signposted to the health visiting advice line and website whereby entering their postcode they can find their local drop-in clinics. Child Health Clinics and Drop-Ins can be found at <a href="http://www.childrenshealthsurrey.nhs.uk">www.childrenshealthsurrey.nhs.uk</a></li> <li>• Surrey Heartlands also signpost to Family Information Service and the Grapevine magazine for information about local support groups.</li> </ul>
Experiences of general practice	Members of the Cantonese community are still struggling to access the language support they need in	<ol style="list-style-type: none"> <li>4. Ensuring all patients entering general practice are aware of their rights and what they can expect in terms of language</li> </ol>	<ul style="list-style-type: none"> <li>• Big Word is currently working on some technology to add to NHS pages – due to be rolled out to us by October (its being tested in Birmingham ICB first).</li> <li>• A poster is currently being worked up by the Big Word for practices to be able to display in their waiting areas.</li> </ul>

	the primary care setting.	support / translation and interpreter services.	
Experiences of general practice	Self-management of medications is being made difficult by repeat prescription delays and confusion around the system and process.	5. Supporting GP practices to develop a 'how to' guide which clarifies the process for obtaining repeat prescriptions in their surgery.	All practices should have a repeat prescribing protocol in place. We will pick this up at the next Guildford and Waverley Patient Participation Group meeting to get some further clarity on how best we can support patients to understand the systems and processes.
Royal Surrey County Hospital: clarity of communication with patients and meeting individual needs	People are confused about the MyCare portal – how to use it and what it is.	6. Evaluating the communication which is shared with patients about the MyCare portal and how this could be made clearer.	<ul style="list-style-type: none"> <li>• The Patient Advice and Liaison Service team support all contacts in accessing MyCare</li> <li>• Royal Surrey website has been changed to support information on MyCare</li> <li>• All departments have a poster with QR code to support access</li> <li>• Letters are being reviewed to ensure information on MYCare is clear</li> <li>• All outpatient appointments discuss MyCare where appropriate</li> <li>• Surrey Heartlands ICB website to include section on MyCare and link to Royal Surrey website</li> <li>• Info on MyCare to be provided in Guildford and Waverley Primary Care Newsletter to raise awareness</li> </ul>