



# Summer Listening Tour

What we've heard

October 2016

# What is the Listening Tour?



The Listening Tour is a tour across Surrey, visiting a hospital, GP, supermarket, community group or event in each Borough, District and Clinical Commissioning Group area

We aimed to:



Empower local people by signposting them to services



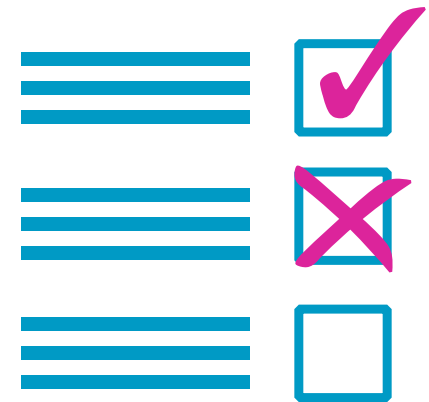
Conduct polling to inform our priority setting process for 2017/2018



Capture experiences of seldom heard people on their local services

# Empowering people

During 27 events volunteers and staff:



Interacted with  
people **998** people

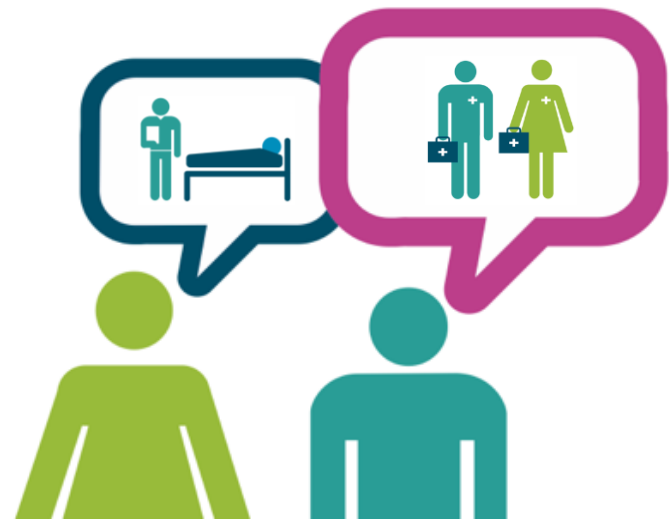
Gave **306** people  
feedback forms to  
share their stories  
with us.

**600** people voted in  
our poll.

# Empowering people



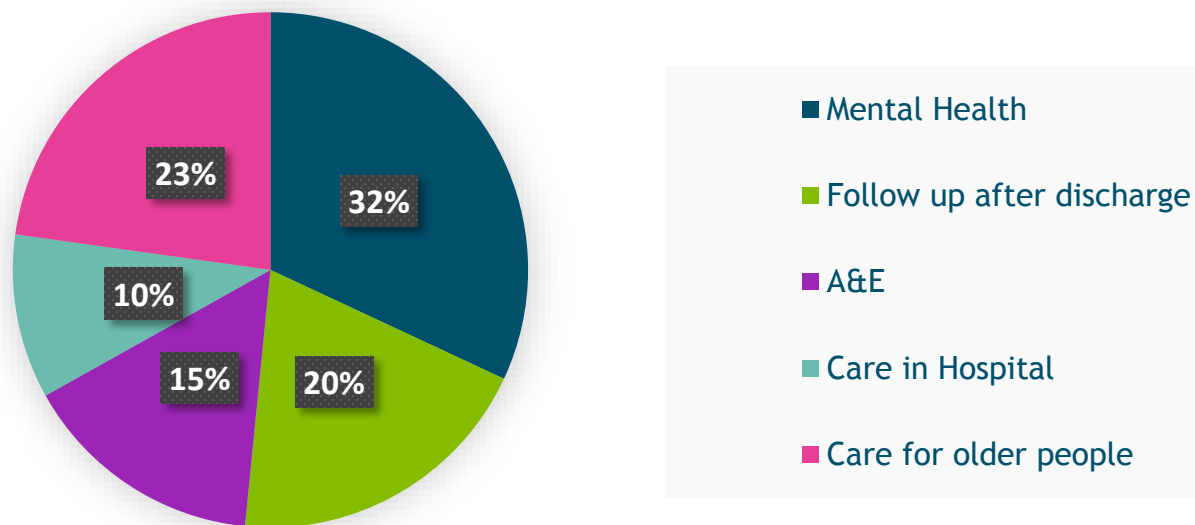
Gave **253** advice on our advocacy service



**25%** of people shared experiences we can now use to shape and challenge services

# Polling results

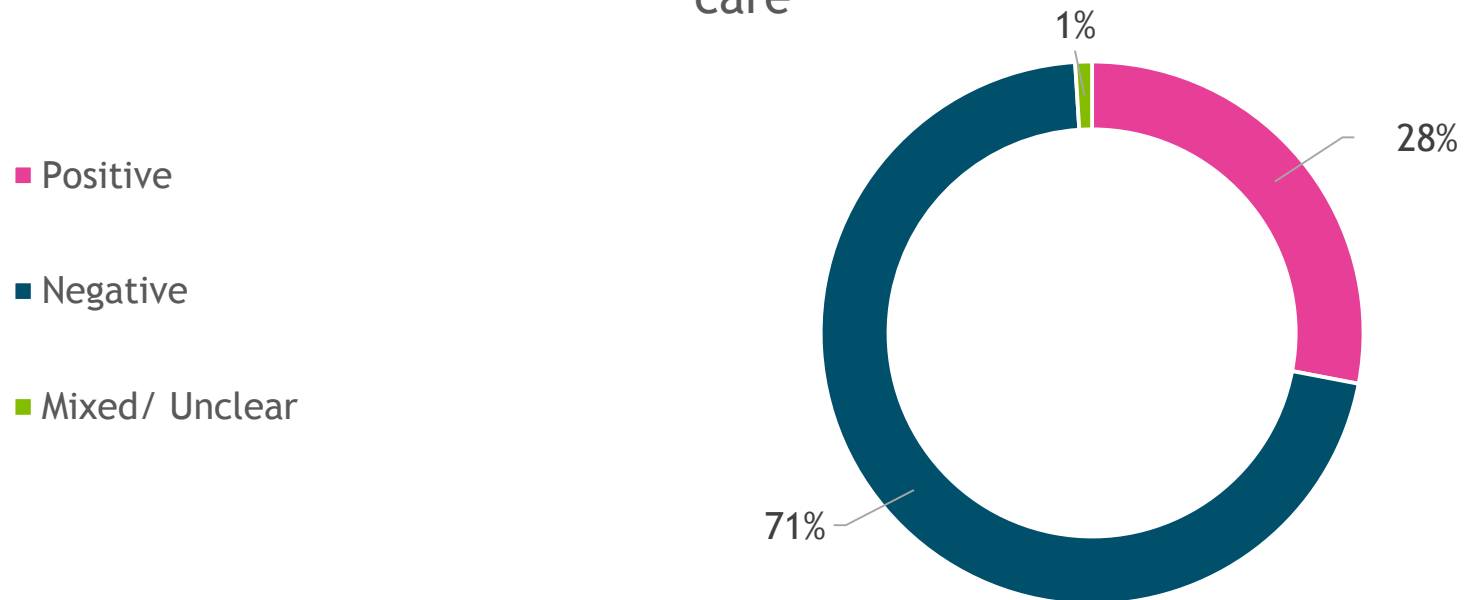
We asked, “Which service would you most like to see improved in Surrey?”



1. Mental Health	192
2. Follow up care after discharge	118
3. Accident and Emergency	92
4. Care in hospital	62
5. Care for older people	137

# Capturing views and experiences

How people feel about their experience of health and social care



- Out of **998** people who we spoke to, **60.4%** voted in our poll
- **488** different experiences were shared
- **28%** of comments were positive
- **71%** of comments were negative

<sup>1</sup> Of the six types of services that we heard about on at least 12 occasions

# Capturing views and experiences



Inpatient Care (treatment in Hospital) was the most frequently mentioned service with **126** experiences



Mental Health services for adults had the highest proportion of negative experiences (27 of 30)<sup>1</sup>



Cancer Care services had the highest proportion of positive experiences (10 of 27)<sup>1</sup>

# Capturing views and experiences



8 experiences were escalated to the CQC, GMA, Adult/ Child Safeguarding Teams, CCGs and Providers



One topic with the highest proportion of negative experiences was 'Discharge' (14 of 16)<sup>1</sup>



Another topic with the highest proportion of negative experiences was 'Choice of professional' (6 of 12)<sup>1</sup>

<sup>1</sup> Of the six topics that we heard about on at least 12 occasions



# Capturing views and experiences

## What we've heard



The most frequently talked about topic was 'Follow-up and support' (71)



The following selection of experiences provided an insight into the topics we heard. Names and details have been removed to protect the identities of those who shared experiences

# Capturing views and experiences

## **Interaction 00092810 Mental Health**

“I work for Surrey Police and we get a lot of calls from people who are mentally ill and in crisis. Accident and emergency is stretched to capacity and needs an overhaul. It's working round the clock to support people but they are struggling so much”

## **Interaction 00094410 Accident and Emergency**

"My father has nearly died 3 times this year. He is 90. My local hospital have been fantastic with him and saved his life in accident and emergency.”

# Capturing views and experiences

## **Interaction 00093586 Access to GP Service**

A relative of a patient with dementia was told she could not book them a double appointment unless she had this authorised by the doctor. This would mean making an appointment to see the doctor to get his authorisation, wasting time that someone unwell could have used to be diagnosed and receive treatment

## **Interaction 00093474 Cancer Services**

"I am always treated very well at my local cancer centre. Having cancer is bad enough, but when you have a grumpy nurse or a restless doctor it just makes everything so much more unpleasant. I've never had that there; they always treat you like you're a real person"

# Capturing views and experiences

## **Interaction 00094252 Quality of care for older people**

“Some time ago my husband was in the local hospital's assessment ward. They called me to tell me my husband was dying and to come quickly. When I got there the doctor was sat holding his hand to make sure he didn't die alone. It was so touching and human; I will never forget it.”

## **Interaction 00093759 Care in Hospital**

“I was recently admitted to an assessment ward at my local hospital. The night staff shouted at me and there were not enough staff on the ward; my mum had to help me do things like help me when eating and drinking and going to the toilet. I passed out in the toilet when on my own and a staff member dragged me out.”

# Capturing views and experiences

## Interaction 00093473 Follow up care after discharge

"I had an operation on my knee recently; within 2 days of seeing me walk the nurses told me it was time for me to go home, but they didn't understand how painful it was for me to walk. I had to go home as I had no choice, but I now have pain everyday when I walk. I don't want to complain and be a bother it's just one of those things"

## Interaction 00092814 Staff attitudes

"The receptionists at my GP practice are incredibly rude. They ignore you when you are waiting to check in. They talk amongst themselves instead of saying hello and acknowledging you. I was told to use the iPad to sign in but I could not use it; it's too hard. When I explained that to the receptionist she made me feel stupid. What if I had a disability? What if I couldn't read?"

# Next Steps

## What next?

- The polling results will be considered as part of our priority setting process
- Further support and signposting will be provided to the people we met in the Autumn listening tour
- Learning from this listening tour will be factored into Autumn engagement planning
- An engagement toolkit will be made for internal training use

## The views and experiences we have captured will be:

- ✓ Shared with commissioners and providers
- ✓ Analysed and any escalations made with regulatory bodies/ Healthwatch England to be followed up
- ✓ Used to inform our project work in 2017/18

# Contact us



Call the helpdesk on **0303 303 0023**



Email us at  
**[enquiries@healthwatchesurrey.co.uk](mailto:enquiries@healthwatchesurrey.co.uk)**



Write to us  
**The Annexe, Lockwood Day Centre,  
Westfield Road, Guildford,  
Surrey, GU1 1RR**

# Appendix A: Locations (1)

Venue	District and Borough	Date
Ashford Hospital	Spelthorne	13/07/16
Saxon Children's Centre	Spelthorne	26/09/16
St Peters Hospital	Runnymede	13/07/16
Cobham Health Centre	Elmbridge	06/09/16
Molesey Community Hospital	Elmbridge	31/08/16
Weybridge Centre	Elmbridge	23/09/16
Redhill Memorial Park- Welcare	Reigate and Banstead	30/08/16
Morrisons Oxted	Tandridge	03/08/16
Mytchett Community Centre	Surrey Heath	14/09/16
Mytchett Family Fun Day	Surrey Heath	29/08/16
Frimley Park Hospital	Surrey Heath	08/07/16
Morrisons Woking	Woking	12/08/16
St John's Health Centre	Woking	12/07/16
Memory Matters Woking	Woking	02/09/16



## Appendix B: Locations (2)

<b>Venue</b>	<b>District and Borough</b>	<b>Date</b>
Epsom Hospital	Epsom and Ewell	26/09/16
Riverview Children's Centre	Epsom and Ewell	28/07/16
St Martin's Children's Centre	Epsom and Ewell	15/07/16
Epsom Family Fun Day	Epsom and Ewell	18/09/16
Ash Vale Health Centre	Guildford	01/09/16
Dapdune House Surgery	Guildford	05/08/16
The Friary Centre	Guildford	09/08/16
Waitrose Godalming	Waverley	29/07/16
Haslemere Health Centre	Waverley	02/08/16
Cranleigh Medical Centre	Waverley	19/07/16
Leatherhead Community Hospital	Mole Valley	13/08/16
Dorking Community Hospital	Mole Valley	07/09/16
Hale Children's Centre	Farnham	27/07/16