

To: Luminus CIC Board

From: Sam Botsford, Healthwatch Surrey Contract Manager

Date: 21 October 2025

Healthwatch Surrey Contract Manager's report

Summary of the last quarter Q2

July to September 2025

Highlights

New website

Over the Summer we launched a new version of our website. A big well done to Vicky Rushworth who led on this with help from Ellen Evans and new starter Megan Williams who ensured there was no gap in provision and all of our information, signposting and reports were continually available to the public.

New reports

This quarter we published some key reports for all of our thematic priority areas. Abby Rodd continues to update on the impact that these have in our quarterly Impact Reports.

[Out of sight, out of mind](#) was the result of Lou Danaher's engagement with parents to understand barriers to children's sight tests. We also used what parents told us about these barriers to create signposting to help parents better navigate the pathway: [Sight \(eye\) tests for children and young people](#).

Shelley Cummings reported on her work with people with learning disabilities and their families about identifying when interventions are needed to help with emotional distress: [Making mental health inclusive: supporting people with learning disabilities](#). India, our volunteer who is also

a student, also reported on her research with peers about [student attitudes to mental health](#) and we published findings about the [emotional impact of financial constraints](#).

As reported last quarter, our successful engagement with young people also included asking about sexual health. This quarter we published Katharine Newman's findings, [Sexual health services for under 25s](#), in conjunction with Public Health and the latest Sexual Health Joint Strategic Needs Assessment (JSNA).

Challenges

The Dash Review

We continue to challenge the recommendations of the Dash Review into Patient Safety, the recommendations which have been adopted as part of the NHS 10 year plan.

We have worked collaboratively with other local Healthwatch to launch an [e-petition](#) as well as asking for support from local MPs. The future remains uncertain and at the time of writing, we await further updates about legislation.

Finances: Q2

Healthwatch Surrey Expenditure April to September 2025	
Category	Expenditure
Staff Costs	£190,939
Direct Delivery Costs	£27,600
CIC Costs	£25,600
Health Complaints Advocacy	£48,638
Total	£292,777

Performance on KPIs

We continue to engage strongly with people across Surrey in a number of ways from projects, Enter and View visits, community engagement and through our Helpdesk. As a result, we have performed well against these KPIs.

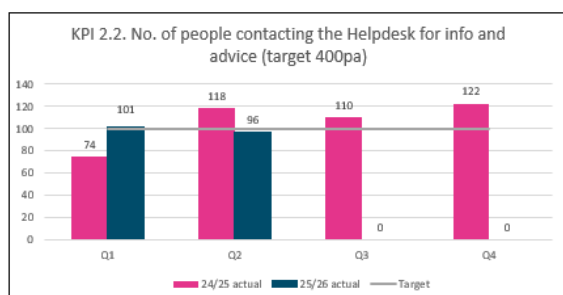
A significant number of people continue to access the Independent Health Complaints Advocacy, with them passing on advice on information packs, enabling and empowering people to make complaints about NHS services. A smaller number go on to require the ongoing assistance of an advocate.

This quarter Hannah Gilmour has been attending colleges and universities to recruit volunteers in order to give them opportunities to contribute to our research, particularly under our mental health priority. However, given the uncertainty of the future of Healthwatch we will not be conducting further recruitment campaigns.

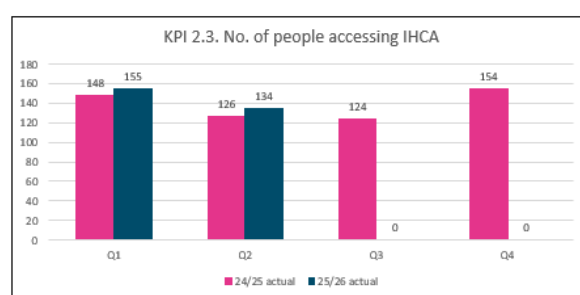
KPIs: Q2

KPIs for 2025/2026									
Link to mission/vision	KPI No.		Lead	24/25 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 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	424	101	96			197
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	IHCA	552	155	134			289
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	IHCA	112	26	19			45
	KPI 2.5.	Service user satisfaction with the Helpdesk and Independent Health Complaints Advocacy service	AR	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	1612	989	348			1337
	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)	VR	32	18	9			27
	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	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	1306	302	233			535
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	HG	27	4	3			7

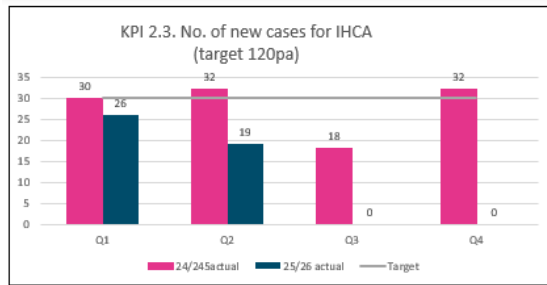
KPI Graphs



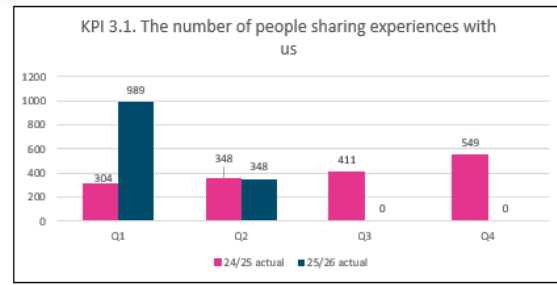
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
24/25 actual	74	118	110	122	424
25/26 actual	101	96	0	0	197
Target	100	100	100	100	400



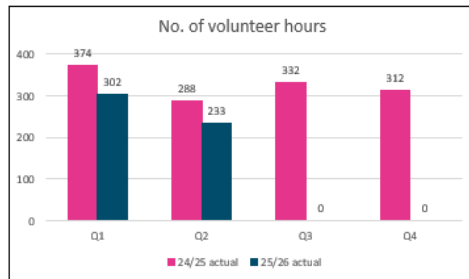
IHCA access	Q1	Q2	Q3	Q4	Total
24/25 actual	148	126	124	154	552
25/26 actual	155	134	0	0	289



ICHA referrals	Q1	Q2	Q3	Q4	Total
24/25 actual	30	32	18	32	112
25/26 actual	26	19	0	0	45
Target	30	30	30	30	120



No. of useable exp	Q1	Q2	Q3	Q4	Total
24/25 actual	304	348	411	549	1612
25/26 actual	989	348	0	0	1337



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
24/25 actual	374	288	332	312	1306
25/26 actual	302	233	0	0	535