To: CIC Board
From: Sam Botsford, Healthwatch Surrey Contract Manager
Date: 19 October 2026

NOTE: This report was finalised before the government announcement that Healthwatch will remain.

Healthwatch Surrey Contract Manager's report

Summary of the last quarter Q2
July to September 2026

Highlights

- Engagement with unpaid carers
- Navigating change
- Enter and View visits

Carers' experiences of digital access in GP practices

In recent years, we have been exploring what the shift from analogue to digital feels like for Surrey residents using GP services. This has led to a range of outcomes from improved GP websites to supporting individuals to use the NHS App. We have continually reminded NHS colleagues of the importance of ensuring that various access routes are accessible for all, including those who do not use digital systems. This quarter, we focussed on what digital access feels like specifically for unpaid carers. Working with Giving Carers a Voice colleagues, we reached over 130 carers through direct engagement and an online survey. We will be publishing the findings shortly, and look forward to working with colleagues in General Practice on what improvements can be made for carers.

Navigating change

With the backdrop of the recent ICB restructuring and incoming Local Government Reorganisation, we have been exploring the position of patient, public and service user feedback in new architectures. For primary care that has meant new relationships and meetings across a larger footprint of NHS Surrey and Sussex ICB as well keeping a local focus with Patient Participation Groups (PPGs) and GP Federations. We've been engaging with patients across Surrey and sharing their feedback with Federations to ensure local voices are not lost amongst a system in change.

Similarly, in relation to secondary care, we've developed our insight sharing with hospitals across Surrey to ensure that people's voices have maximum impact. We're achieving this by focussing our engagement on topics or departments that the hospitals would like insight on as well as ensuring we have a presence to listen and respond to what matters to patients, service users and their families on all aspects of the care they are receiving.

Launching a new Enter and View programme

In September, we launched our new Enter and View programme- exploring oral care in care homes. This will involve visits to 7 care homes by Healthwatch Surrey staff and volunteer authorised representatives.

Enter and View is an incredibly important tool that allows us to make observations of the environment but also to speak to those who might otherwise not be heard. In addition, we also speak to families, staff and Registered Managers as part of our visits. Our project focus is already sparking interest and providing opportunities to improve how staff help care home residents maintain good oral health.

Findings will be shared with individual providers as well as the Adults Wellbeing and Health Partnership.

Challenges

The recent changes in structure and scope of the ICB continue to be challenging for us to navigate. Last quarter we reported on the reduction in boards and committees that we're able to influence at and provide insight.

This continues to be the case which makes our insight sharing with providers even more important. However, this area can also be challenging, particularly when the topics that are important to those using services go beyond individual services or are not aligned to any significant transformation work. For example, earlier this year we published Hearing every voice, our review of access to the NHS complaints and feedback mechanisms in Surrey. This contributed to national work on this area, however, to date, no local services have responded to our recommendations, despite their statutory duty to do so.

Finances: Q2

Healthwatch Surrey Expenditure July to September 2026	
Category	Expenditure
Staff Costs	£184,626
Direct Delivery Costs	£11,200
CIC Costs	£16,400
Health Complaints Advocacy	£41,000
Total	**£253,226**

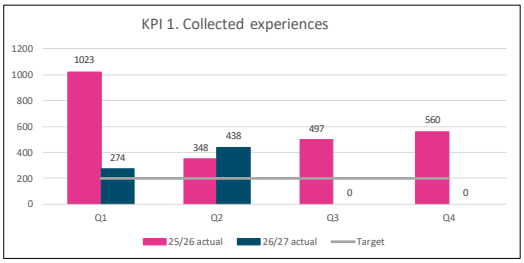
Performance on KPIs

We've had a particularly successful quarter in terms of hearing experiences of health and social care from members of the public. This is in great part thanks to so many unpaid carers sharing their experiences of digital access to GPs.

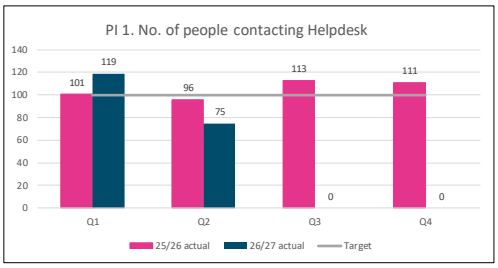
We've seen a slight reduction in the number of people contacting the Helpdesk for information and advice, however, Q2 is usually a quieter period in part thanks to the Summer holidays. Many of the queries we continue to hear are multi-faceted and complex and require a significant amount of resource to fully respond to. We also continue to hear from people who are seeking help outside our remit including help with missing persons, reports of criminal activity and requests for chaperones for appointments.

KPIs: Q2

Healthwatch Surrey KPIs 26-27								
KPI No.	**KPI**	**Target**	**25/26**	**Q1**	**Q2**	**Q3**	**Q4**	**Cumulative total to date**
KPI 1	Collected experiences	**800**	2428	274	438			**712**
KPI 3	Publish 12 E-Bulletins per annum	**12**	11	3	2			**5**
KPI 4	Service user satisfaction of at least 80% with the Independent Health Complaints Advocacy service	**N/A**	Testimonials reported quarterly in influence and impact report. Ongoing survey available.					
KPI 5	4 public board meetings per annum	**4**	4	1	1			**2**
KPI 6	The number of outcomes achieved (4 PA min)	**4**	Highlights reported quarterly in influence and impact report					
KPI 7	Project and outreach report publications (3 PA min)	**3**	34	4	4			**8**
PI 1	The number of people contacting the Helpdesk for information, advice or to share an experience(400 PA)	**400**	421	119	75			**194**
PI 2	Provider will respond to phone messages within 72hrs	**G**	G	G	G			



No engaged with	Q1	Q2	Q3	Q4	Total
25/26 actual	1023	348	497	560	2428
26/27 actual	274	438	0	0	712
Target	200	200	200	200	800



Helpdesk	Q1	Q2	Q3	Q4	Total
25/26 actual	101	96	113	111	421
26/27 actual	119	75	0	0	194
Target	100	100	100	100	400