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# Healthwatch Surrey Workplan

2026–2027

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## Our Mission

Healthwatch Surrey champions the voice of local people to shape, improve and get the best from NHS, health and social care services.

We passionately believe that listening and responding to local people’s experiences is vital to create health and social care services that meet the needs of people in Surrey.

## How we work

We are independent and have statutory powers to make sure decision makers listen to the experiences of local people.

We seek out people’s experiences of health and care services, particularly from people whose voices are seldom heard, who might be at risk of health inequalities and whose needs are not met by current services. We share our findings publicly and with service providers and commissioners to influence and challenge current provision and future plans.

We also provide reliable and trustworthy information and signposting about local health and social care services to help people get the support they need.

## Our approach to fulfilling our contractual statutory obligations

### Evidence, research and influencing

Establish evidence, provide reports and make recommendations about how services could or should be improved, both for use locally to inform the Joint Strategic Needs Assessments (JSNA) and Joint Health and Wellbeing Strategy and all providers and commissioners, as well as nationally through our Annual Report to Healthwatch England.

### Community engagement

Promotion of and support for the active engagement of people in the commissioning, provision and monitoring of local health care and social care services by obtaining the views of people about their needs for and experiences of local services and ensuring that they are enabled to be involved in these.

### Provision of information and advice

Provision of information and non-clinical advice to people about accessing health and social care services and choice in relation to aspects of those services.

### Independent NHS complaints advocacy

Provision of the independent NHS complaints advocacy service for Surrey, providing advocacy and assistance for individuals making or intending to make an NHS complaint (which includes a complaint to the Health Service Ombudsman).

**Our workplan- how we deliver our contractual obligations<sup>1</sup>**

**Provision of information and advice**

Maintain dedicated area of website with latest information and advice.	Respond to messages within 72hrs.	Maintain methods of communication: email, phone, web form, WhatsApp, SMS, post.
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**Evidence, research and influencing**

3 published research projects in line with thematic priorities.	Share evidence (where we hold relevant information) at the request of providers, commissioners, Healthwatch England and CQC, and contribute to JSNA.	Capture and report on the impact of providing evidence and research quarterly to Luminus Board and Healthwatch Commissioner to demonstrate how we are influencing service improvement.
Regular insight reports to acute trusts' patient experience staff.		

**Community engagement**

Complete a series of engagement events aligned to each thematic priority.	Promote opportunities for volunteers to share their and peer views and experiences of services.	Actively promote opportunities for people to share their views and experiences of services through social media, health and social care providers, community leaders.
Insight bulletins and Community Engagement insights published regularly.	Enter & View visits to care homes and reactive as per our <a href="#">Enter &amp; View Policy</a> .	

**Independent NHS complaints advocacy**

Demonstrate the outcomes achieved by the service through quarterly impact report.
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<sup>1</sup> The Healthwatch Surrey service has been renewed by Surrey County Council for 2026-27 but with reduced funding. The contractual agreement and Key Performance Indicators (KPIs) have been renegotiated to reflect this, meaning that we are still able to deliver a high quality service, reaching those who otherwise wouldn't be heard and provide an efficient service. Changes in response times to enquiries have been adjusted to reflect this and are in line with similar services.

### **Provision of information and advice**

We will keep the information and advice page of the website updated with any service changes. Where possible we will provide links to external sources of information. This page also directs people towards the Helpdesk if they have further queries. Materials are also available during community engagement for non-digital information and advice.

Response times to enquiries from the public will increase from 24 hours to 72 hours to reflect efficiencies achieved in the 2026–27 Healthwatch Surrey contract. This will be communicated via social media, the Healthwatch Surrey website and messaging services. We will use social media to highlight information and advice on Health-related awareness days and promote the Helpdesk for further information.

We will continue to work with providers to hold accurate information about us and the Independent Health Complaints Advocacy service as any changes to provision progress.

Healthwatch Surrey staff (with support from the Communications Lead) will ensure they have appropriate leaflets and posters available when they are on Community Engagement.

### **Evidence, research and influencing**

We will continue to use our evidence and research to fulfil our role on the Health and Wellbeing Board/ICP, the Adults & Health Select Committee, and to contribute to the JSNA.

We will provide reports and attend Patient Experience Forums/Groups run by Surrey acute trusts where resource permits. We will continue to publish our Insight bulletin. Our Insight bulletin will also promote any recent research projects and provide transparency and a balanced snapshot of insight that people share with us.

We will continue to contribute evidence to the ICB into the relevant committees, groups and forums where possible and relevant. We will work with ICB colleagues to identify and establish routes into the new organisation.

We will continue to share insight with the Care Quality Commission on request.

We will continue to work with ICB and LA colleagues to understand the implications of Government plans regarding Healthwatch functions and continue to use our influence

to press for patient and service user voice to be a key part of new structures. We will continue to argue for some form of independent conduit to enable people to share their feedback on services.

## Thematic Priorities



### Access to primary care

Access to primary care (GP practices, pharmacies, optometry and NHS dentists) is fundamental to people's experiences of health and care.

Our community engagement will focus on how the shift from analogue to digital works for patients. We will develop our relationships with GP Federations and Primary Care Networks to explore their needs to hear from patients.

We will use evidence shared with us to influence at the ICB as governance structures develop.

### Public Health and Adult Social care

Social care support can change the lives of many Surrey residents. The availability of social care and understanding of what is available can often be complicated for many people who need to access support. Public health improves health and reduces health inequalities by using an evidence-based approach to make recommendations on the delivery of health and well-being services.



We will explore the theme of oral care in care homes to identify what is going well in addition to areas for improvement. We will engage with residents of care homes and their carers and families through Enter and View visits and share findings with providers of services as well as Public Health and commissioners.



## Involvement of people

Involving local people in decision making and the design and changes of services will ensure that services truly serve their local communities.

Our community engagement will focus on people's experiences of care delivered by Surrey acute hospitals, both in the hospital and the community.

We will share this feedback with trusts via their patient experience forums/groups and with senior leaders.

We want to ensure that there is equity of listening and that they are heard in ways that work best for them. To support this outcome, we will publish a report based on how accessible NHS complaints are.

Mental Health will no longer be a thematic priority, however, where resource permits, we will provide insight and feedback on request and support colleagues across Luminus with relevant evidence.

## Communications

Communications activities will focus on promoting our own surveys/activities, and opportunities to take part in partner consultations/other forms of involvement on social media and on the website.

Communications will play a supporting role in disseminating information about research projects and community engagement reports to agreed stakeholders identified at the start of each project. To include VCSE, NHS, local authorities, MPs and local councillors as appropriate.

To support creation of project outputs e.g. video, report, leaflet, ensuring these are accessible to as wide an audience as possible.

To publish the output on the website and help promote as required (through social media, to other stakeholders etc).

## Volunteer support

We will continue to support the Healthwatch Surrey Reading Panel who will influence external communication and information from NHS and social care partners.

LHWAG members will also represent Healthwatch Surrey in system meetings in a critical friend role, ensuring that patient and public involvement/engagement is transparent and sufficient.

Volunteers will also play a role in the planning, development and delivery of all projects undertaken under the thematic priorities. The LHWAG will meet quarterly to support this vision. Volunteers will also be encouraged to share feedback relating to the thematic priorities.

We will not be recruiting new volunteers this year.

## Enter & View

Healthwatch have a legal power to visit health and social care providers where services are publicly funded and delivered to see them in action. This power to Enter & View services offers a way for Healthwatch Surrey to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.

In addition to our planned visits to support the Social Care project, we will conduct Enter & View visits on an ad hoc basis throughout the year in the following circumstances:

- At the request of a provider
- In response to concerns raised around one setting
- As part of a research project.

Luminus

The Healthwatch Surrey service is run by Luminus Insight CIC, known as Luminus. [Luminus](#) is a Surrey based, independent, community interest company which exists to empower people to have their voices heard. We help organisations provide equity of access and the best services possible, through the inclusive involvement of local people.

Registered office: GF21, Astolat, Coniers Way, Burpham, Surrey, GU4 7HL.



We are committed to the quality of our information.  
Every three years we perform an audit so that we can be certain of this.

*#EndPovertySurrey*

We are proud to have signed up to the End Poverty Pledge –  
[End Poverty Surrey – Good Company.](#)