

Surrey Speaks

Latest opportunities to get involved



Our summer edition!

At Healthwatch Surrey we work with local decision makers to share what people with lived experience tell us to try to bring about positive change. The more people we hear from the more we'll be able to amplify those voices. You can share your experience of any aspect of health and social care via our [website](#) or [Helpdesk](#).



Your priorities: our focus

We're keen to hear from all Surrey residents about all aspects of health and social care, but we also have a number of more specific priorities which have been designed based on what you tell us matters most to you. As well as speaking to people about these [out in the community](#), we also run online surveys...



Involvement of people – we're looking at residents' experiences of care delivered by Surrey's hospitals, both in the hospital and the community. Whether you've been for a short appointment or a longer stay, or even just visited a friend or relative, please give us your views via our [hospital survey](#).



Access to primary care – we're working with our Giving Carers a Voice colleagues to hear about carers' experiences of accessing primary care for the people they care for. Are you a carer? We'd love to hear from you via our [carers' survey](#).



Public health and adult social care – we'd also like to hear from anyone with recent experience of oral health in Surrey's care homes, either yourself or on behalf of a family member. Contact our [Helpdesk](#) to tell us more!

Plus!

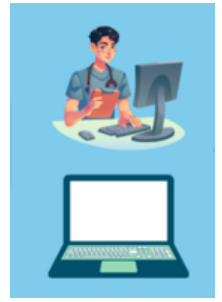
Our colleagues in Sussex are exploring how people across both counties would prefer to share feedback about health and social care services. Fill out their short [survey](#).



How does our work make a difference? Find out more in our latest [Impact report](#). Our [Annual Report](#) is also now available on our website.

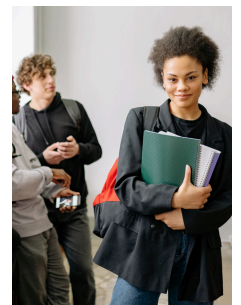
How do we share your insights: recent publications

Following the publication of Government guidance in October 2025 requiring GP practices to keep their online forms open during operating hours, we revisited our previous work about digital access to GP services and the use of AI to note any changes in people's experiences or views. Read more in our [Bridging the digital divide report](#) which has been shared with our colleagues in primary care to support their communication around digital access.



Our [Hearing every voice](#) report explores how accessible NHS complaints and feedback mechanisms are in Surrey and what might reduce barriers for people who have additional needs in being able to have their voices heard by NHS providers. The report has been shared with complaints leads at all of Surrey's acute trusts as well as with the Parliamentary and Health Service Ombudsman.

A small, qualitative study - undertaken by one of our volunteers - involved face to face interviews with 11 young people who had all accessed some form of mental health support, via school, Child and Adolescent Mental Health Services (CAMHS) and/or private counselling. Read our [mental health services for young people](#) report on our website.



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Sign up to receive our newsletter straight to your inbox by:

Scanning the QR code,

Completing our form,

Emailing our Helpdesk - enquiries@healthwatchsurrey.co.uk

Calling us on 0303 303 0023



Luminus

The Healthwatch Surrey service is run by Luminus Insight CIC, known as Luminus. We are 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.

www.luminus-cic.uk

