

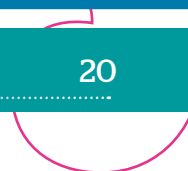
Activity and outcomes quarterly report

Quarter 1: April to June 2018



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What we do



We are an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care services.

We engage with and listen to what people from all parts of the community say so that we can offer reliable evidence that can be trusted. That way, we will have the credibility to speak with a voice that is heard and taken seriously by decision makers.

Getting out and about and hearing from the people of Surrey

Our community engagement work enables people to share their views and concerns about local health and social care services. This can include using our 'enter and view' powers to visit health and social care services across Surrey.

Influencing change and improvements

We provide evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans. This includes reports and recommendations to influence the way services are designed and delivered.

We can also report concerns about the quality of care to the Care Quality Commission so they can take action.

Information, signposting and advice

We provide, or signpost to, information about local services and how to access them through our telephone helpdesk (0303 303 0023), local Citizens Advice, website and social media.

Independent health complaints advocacy

In partnership with Advocacy in Surrey, we are able to provide free, independent support and assistance to people who might need support to make a complaint about an NHS service. We work to ensure people can represent their own interests as far as possible and not to offer advice on how we think an individual should act.





New report on food and drink in care homes published



May saw the publication of ‘What I want...within reason’, summarising our visits earlier this year to 20 care homes. This focussed on how food and drink is provided for residents.

The report explores the observations, views and experiences of 237 residents, families, carers and staff gathered by Healthwatch Surrey volunteers. The report identifies key themes and recommendations for providers and commissioners.

Responses from providers and commissioners will be published in an Impact Report later this year.

Understanding the health and care experiences of prisoners



In May, we visited HMP Coldingley with Surrey Heartlands Health and Care Partnership to look at challenges prisoners face in accessing healthcare.

A new home for Healthwatch Surrey

In April, the Healthwatch Surrey staff team moved into a new office in the heart of Guildford, thanks to two friendly guys from Magic Van (an initiative from AnyVan that offers free moves to charities and community organisation.)

We're extremely grateful for their help!

Our contact details remain the same, so please still continue to contact the team via our Helpdesk or our website.

Citizen Ambassador update

In May, our 7 Citizen Ambassadors came together to discuss their learning so far and to support each other. Lucy, Citizen Ambassador for Women and Children attended the launch of the new maternity telephone helpline. After we heard concerns about the line's accessibility, Lucy established how people who can't use the phone can access the same help via a text phone service.



Experiences of mental health services revealed in new report

June saw the publication of ‘How to help’, an exploration of people's experiences of using mental health services in Surrey.

We spoke to 70 patients and carers during a series of drop-in visits at local mental health services, via a survey online or by post.

The report is now being shared widely and responses gathered for an Impact Report.

Key dates and plans for the next three months



Healthwatch Surrey Board Meeting in public

Tuesday 30th October 2018

Guildford Baptist Church, Millmead, GU2 4BE

2.00pm - 4.00pm

All welcome

Engagement events in Q2

During the next three months, our engagement team will be busy visiting community events across Surrey to hear about your experiences of health and social care.

- Catalyst/i-access (NWSurrey) 30th July 10-12pm
- Tadworth Medical 6th August 10- 12pm
- St Peter's Hospital- 15th August 10- 12pm
- Cranleigh Community Hospital 5th September 10- 12pm
- Frimley Park Hospital- 20th September 10- 12pm
- Runnymede Civic Centre 26th September 10-12pm

For further details of these and other events, please visit our website at:

www.healthwatchesurrey.co.uk

Publications

The following reports relating to our key priority areas will be produced in Q2:

- Care Homes Impact Report (September)
- Hospital Discharge Checklist version 2 (September)

Care Homes follow up Impact Report to be published

We have asked commissioners and providers of care homes for older people to provide a formal response for the public to our report and recommendations. This feedback will be published in September as part of an Impact Report.



Improved Discharge Checklist will help answer your questions about leaving hospital

Over the last few months we have been gathering feedback from the public, community organisations, the Disability Empowerment Networks (DENS), and hospitals to help shape an improved Discharge Checklist for patients, staff, carers and families to use when planning their discharge from hospital.

The improved checklist will be available in September with further trials taking place on wards at Royal Surrey County Hospital.



Raising awareness of our work

Our year in review published

This quarter we have been busy reflecting on 2017/18, reviewing our activity and the difference we have been able to make with the help of local people and volunteers across the county.

The report is now available to download on our website and a summary version available shortly. If you would like a copy of the report or an alternative format, please get in touch via our Helpdesk or website.



Campaign Highlights

This quarter the focus of our campaigns has been to raise awareness of the Hospital Discharge Checklist, work on food and drink in care homes and our report on mental health services.

Highlights of the checklist campaign include print and radio news coverage, increased web visitors to our reports and publication pages, and the number of checklists distributed to hospitals and community groups.

Awareness Initiatives

We have continued to seek to raise awareness of Healthwatch Surrey through other VCFS organisational newsletters. This quarter, this included articles in Surrey Coalition Newsletter and Surrey Disability Register Newsletter.

We have distributed **2,510** leaflets and posters to local community groups, hospitals and high streets over the last quarter.

Healthwatch Surrey shortlisted for two national awards

We are delighted to have been shortlisted for two awards for our work over the past year. This includes our nomination of Surrey Heartlands Health and Care Partnership for the 'Celebrating 70 years of the NHS' for their citizen engagement work, and 'Giving people the information and advice they need' for our work on GP access.

Webpage views

We had 8,554 web page views and 2,341 unique web visitors in Quarter 1.

Likes
520
+5.5%



Followers
2517
+1.8%



E-bulletin Subscribers
843



Getting out and about and hearing from the people of Surrey



Listening Events

We have enjoyed holding events all across Surrey throughout Q1 to hear your experiences and views. We heard from people at shopping centres, high streets, GPs, district hospitals and other community locations.



Guildford High Street



Frimley Park Hospital



Leatherhead Community Hospital

Awareness Raising

We attended Disability Empowerment Network meetings in South West, Mid and East Surrey to give a presentation about our latest work and gather feedback about our Hospital Discharge Checklist

High Streets

We visited the high streets in Guildford, Cobham and Epsom to speak to shoppers, families and workers about the health and care services they use.

Hospitals and GPs

We visited a number of services in Q1 including: The Bridge Practice Chertsey, Royal Surrey County Hospital, Ashford Hospital, St Peter's Hospital, St Helier's Hospital, Oxted Therapy Unit, Leatherhead Community Hospital.



Oxted Therapy Unit



Epsom High Street

What we've heard

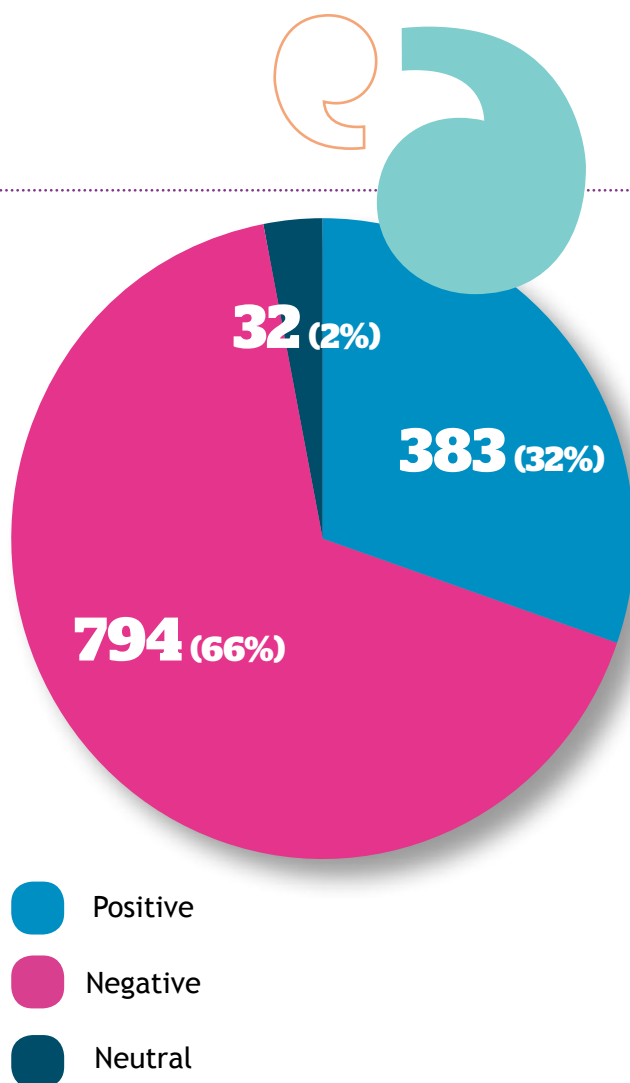
We analyse what we've heard

We heard **1,209** detailed experiences during Quarter 1 through our Helpdesk, our Healthwatch Champions in Citizens Advice offices and at our various engagement events and meetings.

Two thirds of experiences (66%) were negative. The majority of experiences were about hospitals (45%) and GPs (30%).

The highest proportion of **positive** experiences from the most talked about service types was about hospitals.

The highest proportion of **negative** experiences was about social care.



What we've heard most about

These are the services we have heard most about this quarter and the sentiment level recorded

Service	Positive	Negative	Neutral	Total
General practice	115	206	10	331
Mental health (adult)	11	73	1	85
A&E	63	74	2	139
Cancer care	30	22	1	53
Sexual health	10	30	0	40

29 out of 30
of experiences we heard about
child and adolescent mental health
services were negative.

See page 11 for more information about
our work on mental health

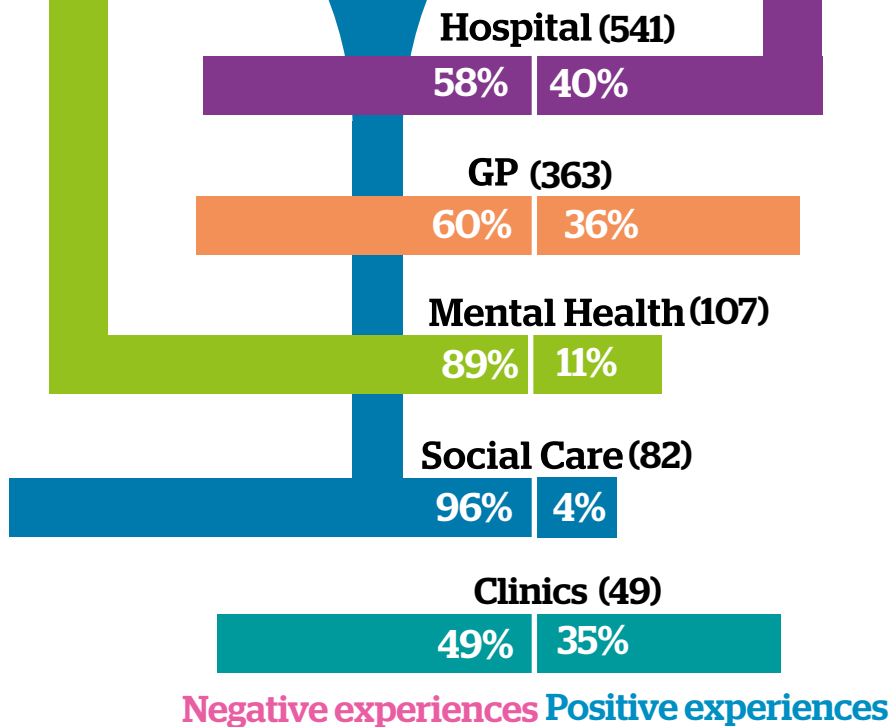
28 out of 33
experiences we heard about
hospital discharge were negative

**A&E was the most talked about
department with 138 experiences.**

See page 11 for more about our work
on hospital discharge

All 29 experiences
about **residential care**
homes was negative.

See page 11 for more
information about our work
with care homes.



(As a proportion of all comments about the topic. Other comments received had a neutral sentiment.)

We raised issues and concerns as a result of what you told us

We keep a record of all the feedback and suggestions we get (from meetings and events, people contacting their local Citizens Advice and through our website, helpdesk, e-mail, social media). We use the feedback in a range of ways:

Escalations

Through the work of the Escalations Panel, we escalated 12 individual issues: 8 experiences were escalated to providers, 1 to the Care Quality Commission, 3 to Commissioners and 1 to another local Healthwatch. No experiences were escalated to MASH this quarter.

Taking the voice of local people and sharing it in local decision-making forums

- Health & Wellbeing Board
- Adults & Health Select Committee (including Surrey Heartlands and Sexual Health Services sub-groups)
- NHS England Quality Surveillance Group
- Safeguarding Adults Board
- Surrey Priorities Committee
- North West Surrey Primary Care Co-Commissioning Board
- Surrey Quality Assurance Group (Adult Social Care).
- Surrey Heartlands Joint Committees in Common
- Surrey Heartlands Quality Committees in Common

We have an identified role and specific objectives for each, which are reviewed quarterly.

Key Outcomes

We shared a number of case studies (11) with CCGs relating to GPs charging to provide medical evidence to support benefit claims.

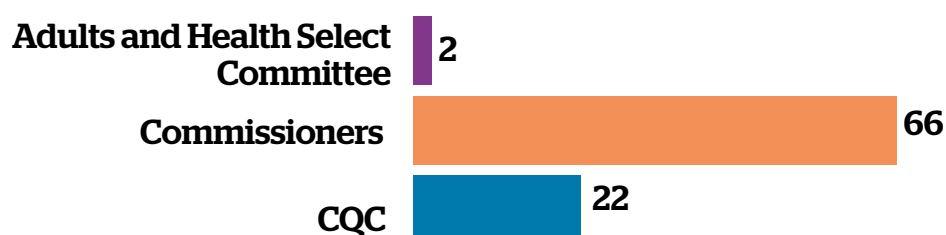
Our evidence showed that there isn't consistency between GP practices around charges. After reviewing these case studies, Surrey Heath CCG will now be contacting GP practices in their area to ask them to ensure that they are transparent with patients about what they charge and why and to ask that display a list of these charges prominently in every surgery.

Key Outcomes

We presented a witness statement to the Adults & Health Select Committee, which included new evidence about on-going issues with the Sexual Health service's online booking systems. As a result, local politicians were able to strengthen their recommendations for Sexual Health services.

Sharing your stories

We have shared 90 experiences as part of our regular 'What we've heard' meeting series and in decision-making forum. These are issues that are not of immediate concern.





In order to maximise our impact, we focus our work on a number of priority areas. We review these each year to ensure the issues remain relevant and that we are able to have a positive effect on services on behalf of people in Surrey.

Care at home

Our new priority for 2019/20 is Care at Home. We have completed our initial scoping, generating a number of possible topics for research and reporting over the coming three years. We have confirmed that our first step will be to investigate the strength of the voice of users of paid-for domiciliary care.

We will be investigating: What measures are in place to ensure care users have a voice? Are care users aware of their options and their rights when it comes to feedback or complaints? How do care users feel about exercising their rights? What are the experiences of those who have given feedback or made a complaint?

This will be a two-stage project: firstly we will examine the systems in place that enable care users to exercise their voice, looking at all levels from CQC down to local care providers, with the view of understanding whether the provision is robust.

Secondly we will talk to care users to understand their awareness, expectations and experience of exercising their choice. We expect to publish our report in Q3.

Early intervention in mental health

We heard from 70 people during visits to mental health hospitals, drop-in sessions at community based clinics and an online survey.

We found that when people with mental ill-health and their carers are involved in care plans they are substantially more satisfied with services. However, around half of people we spoke to who had accessed services in the last 18 months have not been involved in their care plan.

We have recommended that service providers should review the way they assess the services they provide to ensure that they incorporate feedback reported directly by patients, on the issues that patients told us were important. An impact report will be published later this year.

Amplifying the voice of people living in care homes

In May we published our report “Whatever I want... within reason” about mealtime experiences and access to food and drink for older people living in care homes.

The report was written following visits to 20 care homes by volunteers and Healthwatch Surrey staff. We are now sending the report to care homes in Surrey asking for feedback on our findings and recommendations and will produce an Impact Report.

Hospital discharge

Following our report “It’s difficult to know what to ask”, we have been working closely with hospitals, patients and other organisations to design a Hospital Discharge Checklist which suggests questions and information patients may find important to consider before they are discharged from hospital.

The checklist is completed and retained by patients, to help ensure they have all the information they need before leaving hospital. The idea of a patient-centred checklist was warmly received by hospitals and was trialled in two wards at Royal Surrey in April 2018.

The new Checklist will be republished based on feedback received from users, carers and hospital staff. We will continue to seek feedback and plan to produce an impact report later this year.

Information, signposting and advice

Our information and advice service helps to signpost people to the right health or social care service or organisation for their needs (such as: Age UK, Mind, Care Quality Commission and Social Services). We can also offer information if they want to share their experience or make a complaint.

Our specially trained Healthwatch Champions can give face-to-face advice from five Citizens Advice offices, as well as a dedicated Helpdesk telephone number for people to call in confidence.

Case Study - Help getting mental health support

Leon* has learning disabilities, he used to be visited by a social worker / community nurse once a month as he suffers with mental health issues. The visits had stopped, and Leon felt his mental health had deteriorated so much so that he needed to see someone again. We contacted Social Services who explained that Leon had been discharged but he could be referred back if his needs changed via GP referral. We helped Leon by explaining this to him and writing down what he needed to do so he was prepared for his GP visit.

Case Study - Help with information about disability

Ann* called the Helpdesk seeking information for help with her disability Spina Bifida. Ann is unable to access the internet, she can manage the phone but struggles with automated response systems. The client was very pleased at being able to speak to an actual person. We put her in touch with Shine, the national Spina Bifida charity and the Surrey Coalition of Disabled People.

899 people have received help via our Helpdesk and our Healthwatch Champions this quarter

 **0303 303 0023**

Face-to-face **835** Q1

Helpdesk **64** Q1

Case Study - Help accessing dental care at home

Teresa* contacted the Helpdesk as she had been unable to access dental care for her husband.

Her husband suffers from advanced Parkinson's disease and it is not possible for him to leave the house without professional assistance. He had dental treatment about a year ago which involved ambulance transport to hospital and the experience was very traumatic. Teresa believes he needs some further dental attention but wants to try and arrange a home visit. We were able to give Teresa the details of the community dental service who can provide domiciliary dental care to people who are unable to leave their homes to visit a dental surgery. As a result her husband could get the dental care he needed.

*Names changed to protect identities

Case Study - Help with pre-op assessment

John* was due to attend a pre-operative assessment at hospital and needed help completing his form. John had no means of getting to the hospital, was too unwell to use public transport and he did not have money for a taxi, so was concerned he couldn't make the appointment.

We spoke to the hospital and were informed that since the urgent operation was scheduled for ten days' time John needed to attend. The adviser helped John to complete his assessment form. He was also advised to speak to the hospital about care at home after the operation since he lives alone.

With financial support from Citizens Advice charitable funds and help with completing the relevant form, John was able to attend his important pre-operative assessment he would otherwise have missed.

Case Study - Help accessing counselling

Susan* contacted us as she was having difficulty accessing counselling. Following an accident, she had post-traumatic stress which was affecting her mental health. She had researched counselling services but could not afford the average rate of £80 per hour. Having established that Susan was computer literate we signposted her to the online counselling available in Surrey www.iesohealth.com. As a result, Susan was able to self-refer and access a counselling service that before calling, she was not aware of.

Case Study - Help communicating with CAMHS service

A parent facing delay in accessing Child and Adolescent Mental Health services (CAMHS) for her daughter told us that a letter from CAMHS regarding the delay had been sent to her 13 year old daughter rather than the parent, causing her distress. We shared this with the provide and as a result they have reviewed and modified their process to ensure that this won't happen to another family.

*Names changed to protect identities

We help and support with NHS complaints



Our independent health complaints advocacy service helps people to make complaints about an NHS service. We provide free, confidential, independent support and assistance to anyone living in Surrey who needs to make a complaint.

People can use the service to make complaints about hospitals, GPs, mental health services, nurses, pharmacists, dentists, opticians, 111, walk-in centres, NHS-funded private care and more.

The most common complaints our advocates helped with in Quarter 1 were around hospital services, GP services and mental health services.

Case Study - Help with hospital complaint

Eve* sought support from our Advocacy service regarding a complaint into the lack of care for her father prior to his death in Epsom St Helier hospital. She had previously sent letters of complaint and waited 5 months for a reply. Upon receiving the reply Eve was upset and astounded that most of the questions from her letter had not been addressed, and that some of what was reported in the letter was inaccurate.

In view of this Eve wished to resend her questions and ask some further questions relating to the way her complaint had been handled. She also wanted a face-to-face meeting with the Duty of Candour Lead who was part of the incident investigation into the circumstances surrounding her father's death.

Having explained the situation to her advocate, they worked with her to draft a 3rd letter with questions that were still outstanding from her initial letters and the additional questions she wanted answering. They also supported her to produce a list of outcomes she wanted to achieve.

Eve was very happy with the advocacy support she received. She is now awaiting the acknowledgement of her latest complaint letter. This is now overdue and being chased on her behalf by her advocate.

*Name changed to protect identity

Q1

27

New referrals

People supported through the complaint process

Q1

64

Contacting the Advocacy service

Our advocacy service is provided by Surrey Independent Living Council (since April 2018).

Tel: 01483 310500

SMS: 07704 265377

Email: nhsadvocacy@surreyilc.org.uk, www.surreyilc.org.uk

Our volunteers



Reactive Enter & View

Following a number of reports of concern from members of the public, our Escalations panel recommended that we undertake a reactive Enter & View visit to Abraham Cowley Unit (ACU), an inpatient mental health facility in Chertsey. The visit enabled Healthwatch volunteers and staff to speak directly to patients about the care they receive. The team will return to ACU in Quarter 2 and a report published shortly after.



Our volunteer Angus Paton continued to represent



Healthwatch Surrey in our work to share the experiences of local people with North West Surrey Clinical Commissioning Group.

Within this role, Angus attends the CCG's Public and Patient Engagement Forum, Quality

Committee and also at our regular 'What we've heard' meeting with CCG Quality leads.

"Our volunteers gave
424 hours
of their time this quarter"

Engagement

Volunteers have helped with engagement events at Oxted Therapy Unit, The Bridge GP Practice and Frimley Park.

Award submissions

One of our volunteers helped us with 4 award entries to the national Healthwatch Awards for our work to champion diversity and inclusion, give people the advice and information they need, helping people have their say and celebrating 70 years of NHS.

INTERESTED IN BECOMING A VOLUNTEER?

For more information on volunteering opportunities at Healthwatch Surrey please get in touch.

Tel: 0303 303 0023

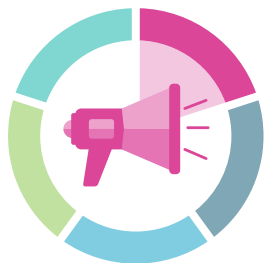
Email: enquiries@healthwatchsurrey.co.uk

Text: 07592 787533

Making a difference



We continually monitor the range of ways we make a difference to local health and social care services for the people of Surrey. This includes:



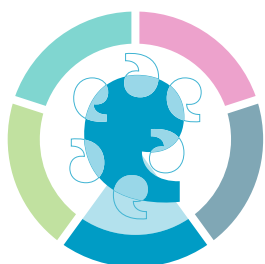
Amplifying your voice

Sharing views and experiences at meetings and events where health and social care services are planned and reviewed to ensure the voices of the people of Surrey are heard.



Escalation

Raising issues and concerns directly with commissioners and providers or with regulators and monitoring groups and organisations to ensure specific action is taken to improve a particular service.



Relationships

We are committed to developing mature relationships with health and social care commissioners and providers, as well as with community, voluntary and faith groups and organisations, to make it quicker and easier for services to be improved based on the feedback we share.



Empowering people

Supporting local people with information and advice that empowers them to get the best experience of health and social care services.



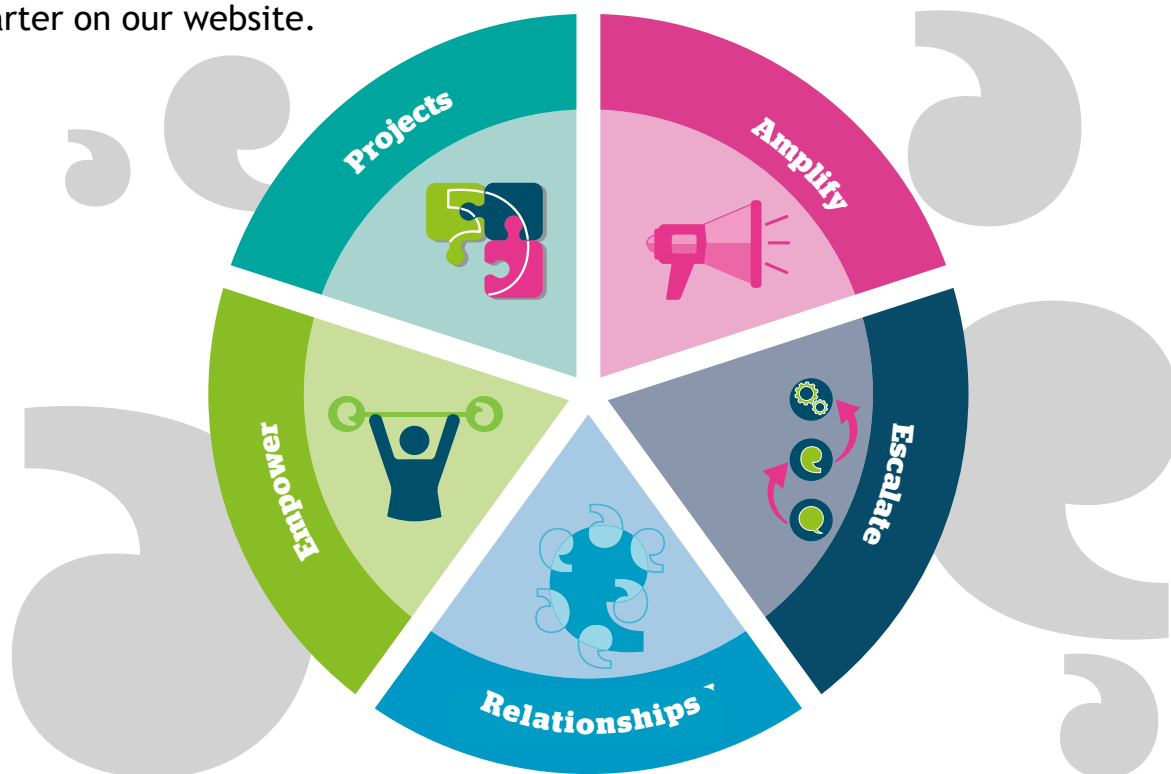
Projects

Our project work enables us to find out more about a particular issue or service and make recommendations for change or improvements. Projects are based on the themes that come from what people are telling us and other local priorities.

Summary of outcomes



The following pages highlight a wide range of ways we have made an impact on the way health and social care services are planned, commissioned and delivered. Some of our key outcomes are summarised in this section. You can find all our outcomes for this quarter on our website.



Amplifying your voice

- We provided evidence on people with mental ill health visiting A&E to the Healthcare Safety Investigation Branch (HSIB) to contribute to their ongoing investigation into the provision of mental health care to adults in the emergency department.
- At the Quality Committee in Common of Surrey Heartlands, we sought assurance around CAMHS services from commissioners, specifically around the quality of data on experience.
- We provided a report to the Independent Review on CAMHS and offered to conduct some focussed evidence gathering to inform the review.
- We contributed to a review by consultants Institute for Healthcare Improvement on population health and, specifically, the role of citizen engagement in Surrey Heartlands.
- We gave interviews on BBC Surrey regarding our latest care homes report and a report from Marie Curie about end of life care in the county.



For more information, about how we have shared views and experiences at meetings and events to ensure the voices of the people of Surrey are heard, go to page 10.

Escalation

- One of our Citizen ambassadors escalated concerns about accessibility of new maternity telephone line. She established how people who can't use the phone can access the same help via a text phone service.
- We visited the Abraham Cowley Unit in response to a small number of serious concerns raised by recent patients. The interim findings of that visit have been reviewed by the Quality, Risk and Safety Committee of Surrey & Borders Partnership NHS Foundation Trust. A further visit has now been scheduled and a report will follow.
- We raised a theme in our data about issues with Dental Charges with health commissioners in Guildford & Waverley. They are raising the issue with senior decision makers and are proposing the re-drafting of letters to make things clearer for patients.
- We shared a number of case studies (11) with CCGs relating to GPs charging to provide medical evidence to support benefits claims. Our evidence showed that there isn't a consistency in what GP Practices charge. After reviewing these case studies, Surrey Heath CCG will now be contacting GP practices in their area to ask them to ensure that they are transparent with patients about what they charge and why and to ask that they display a list of these charges prominently in every surgery.



For more information, about how we have raised issues and concerns to ensure specific action is taken to improve a particular service, go to page 10.

Relationships

- Healthwatch Surrey published a report, written from the perspective of care home residents, regarding the impact a new service called Quality in Care Homes. This is a service provided to care homes in Surrey Downs by CSH Surrey, the report informed a decision to extend the pilot.
- We presented to 3 of the DENS (Disability Empowerment Network) meetings to make service users aware of Healthwatch Surrey and the services we provide.
- We have been building relationships with the newly established Surrey Heartlands Quality Committee in Common to ensure that the experiences of local people feed into decisions and assurance around quality of care across the area.
- We have attended the Care Home Collaborative to share learning from our food and drink in care homes report. We also attended the Healthy Care Homes Pilot review to give feedback on how our learning across both our care home projects could be fed into evidence indicators across topics such as 'nutrition and hydration' and 'physical activity' as part of a new 'Healthy Care Home' accreditation from Public Health.



For more information, about how our relationships are making it quicker and easier for services to be improved, based on the feedback we share, see our Q1 outcomes report.

Empowering people

- We have distributed 2,510 leaflets and posters to local people, community groups and locations, including 600 discharge checklists to Royal Surrey County Hospital for trial on their oncology and older people's wards.
- Our Helpdesk and Citizens Advice partners supported 899 people with information and advice about health and care services.
- Eve received support from our Advocacy service regarding a complaint into the lack of care for her father prior to his death in Epsom St Helier hospital. After Eve had written two letters and waited 5 months for a response, the answer did not address her questions. Eve worked with an advocate on a third letter and they supported her to produce a list of desired outcomes. Eve was very happy with the support and is now awaiting acknowledgement of her latest letter.
- Leon* has learning disabilities and used to have visits from a professional once a month as he has mental health issues. After the visits had stopped, and Leon felt his mental health had deteriorated, we contacted Social Services who explained that he could be referred back via GP referral. We helped Leon by explaining this to him and writing down what he needed to do.



For more information about how we are supporting local people with information and advice that empowers them to get the best experience of health and social care services, go to page 12,13 and 14.

Projects

- Our Discharge checklist was trialled at Royal Surrey County Hospital, the feedback from staff. Services users and carers will be incorporated into an updated version due to out later in the summer.
- Our Community Cash Fund winners from 16/17 'Come Knit With Me' (set up by Runnymede Dementia Carers Support Group) are still meeting regularly and were able to set up the group supporting Carers of those with Dementia due to their winning community cash fund bid. Last year they knitted over 1000 items to raise money for the group.
- Surrey & Borders Partnership NHS Foundation Trust agreed to review the level of involvement patients are having in their community care plans for mental health services, following a presentation on our findings in "How to help...".
- We presented findings of "How to help...", our latest report on Mental Health, to commissioners of Mental Health services across Surrey at their team meeting.



For more information, about progress with our project work, go to pg. 11.

Meet the team



Kate Scribbins
Chief Executive



Matthew Parris
Evidence and Insight Manager/
Deputy Chief Executive



Lisa Sian
Operations Manager



Lauren ter Kuile
Communications Officer



Jade Vlada (on maternity leave)
Engagement Officer



Samantha Botsford
Evidence and Insight Officer



Sarah Browne
Engagement Officer



Natalie Markall
Projects and Administration Officer



Tessa Weaver
Research Officer



Kathryn Edwards
Events and Administration Officer





Joe Kite
Marketing and Administration Apprentice





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