



**Q2 Quarterly Activity Report**  
*July - Sept 2016*

# Highlights of Q2



## South East Coast Ambulance Service in 'Special Measures'

We have continued to work closely with our Healthwatch colleagues across the South East region, as well as the lead commissioner locally, the CQC to seek reassurance for the public that improvement is made at pace.

In July, we launched the Community Cash Fund 2016/17 for projects that will help improve community wellbeing and enable more people to have their say on local services. An assessment panel reviewed over 45 applications and was able to award 10 projects funding from a budget of £7,500.

During the Summer Listening Tour, Staff and Volunteers spoke to **998** people at 27 events across the county. 600 of whom voted in a poll to help inform future priorities for Healthwatch Surrey.



Our volunteers gave an astounding **320** hours to Healthwatch this quarter, almost double that of any previous quarter.



let's celebrate



On 22<sup>nd</sup> September we held our first 'Lets Celebrate' event for the Community Cash Fund 15/16, presented by BBC Surrey's Mark Carter.

Presentations from the winners included videos and first hand accounts, even a taste of seated yoga!

# How we have helped the public this quarter



During Q1 our Healthwatch Champions have helped **402** people with information and advice through 5 Citizens Advice Offices\* across the county.

citizens  
advice

Independent Health Complaints Advocacy supported **153** individuals during Q2, of which **56** were new referrals.

- Self referral was the highest source of referral followed by Surrey Hubs and then Healthwatch Surrey.
- The highest number of complaints (for those categorised) were;
  - Acute Hospitals
  - GP
  - Mental Health
- For Acute Hospitals St Peters had the highest number of complaints (with 50% of their complaints relating to A&E Services) followed by Royal Surrey.

The Healthwatch helpdesk handled **172** calls for Surrey this quarter, actions taken included;

- Referral to Advocacy
- Signposting to;
  - Healthy Minds,
  - NHS Choices,
  - Digital Health
  - Surrey Safeguarding
- Referral to internal Healthwatch staff.

Talk  
to us...

\*Reigate and Banstead; Runnymede and Spelthorne; Surrey Heath; Waverley and Woking

# How we have helped the public in Q2 - Case Studies

## *Healthwatch Helpdesk - Case Study*

Client contacted the Helpdesk after her elderly mother had died as a result of poor dental care. She lived in a dementia care home and her teeth needed extracting as she was in a lot of pain and unable to eat. Due to the Dementia she required specialist treatment or sedation for the procedure. She was referred by the NHS Dentist to Woking Specialist Dental Services. They said there was a 4-6 week wait for assessment, then another 4 weeks to try conventional treatment and then another 4 weeks for specialist intervention if that failed. Meanwhile her mother was wasting away but nobody could fast-track or offer her alternatives such as a private specialist. The specialist have now told her that they do not offer sedation or emergency treatment so she was not sure why was she ever referred to them and her mother had to suffer so much. The Client didn't want to take legal action but wanted services to offer timely sedation for all people that need it. The Helpdesk referred the client to Locality Manager to look into the official position and what is commissioned locally. The client was also in touch with her MP to try ensure this doesn't happen to others in future.

## *Citizens Advice Case Study - Woking*

The Client contacted Citizens Advice to discuss what services were available to help her mother who had been recently diagnosed with vascular dementia. Following the diagnosis the client felt that the GP had left them in limbo. Citizens Advice provided details on how to activate the Power of Attorney, apply for a blue badge and also provided information on local care & support services, care assessments and adaptations and support for Carers. The information empowered the Client to access a variety of services to assist her mother to continue to live an independent life.

# How we have helped the public in Q2 - Case Studies

## *Independent Health Complaints Advocacy IHCA - Case Study*

Client sought assistance with a complaint regarding the GP surgery. The GP had refused to write a supportive letter to the council regarding her housing situation. They explained to the client that it was not their policy to do so unless approached by the council. Cl lived in a first floor one-bedroom flat with her two teenage children. Cl slept on the sofa despite having severe back issues due to being thrown down the stairs and physically abused by an abusive ex-husband.

The client was due to have further surgery on her spine and as a result of this, she would require 6 months rehabilitation time and her living arrangements were not appropriate to her needs. She had previously written letters to the GP surgery expressing her concerns but did not receive a response to them. IHCA visited the client and discussed the issues and the avenues she could take. IHCA wrote a letter to the GP surgery detailing the client's complaints and also wrote a letter of support for the client to provide as evidence to support her housing application.

A meeting was arranged by the GP surgery and they agreed to write a letter of support. With the letter from IHCA and the GP surgery the client was able to provide enough evidence to the council to support her application and she was awarded a more suitable property for herself and her children. The client was extremely grateful for the support and has now been able to rebuild her relationship with the GP surgery as a result.

# How we have gathered views of the public in Q2

Our Listening tour visited 27 locations between July and September in every district/ borough and CCG. We interacted with **998 people** in different venues, including Sure Start Centres, GPs, Hospitals, Supermarkets, Dementia coffee mornings and Community support groups.

**600 votes** were cast on services needing improvement and **254** useable experiences have been gathered from the listening tour during Q2. **253** people were given advice on our Advocacy service. The full Listening Tour report will be available October 2016.



We targeted the working population by attending the blood donation at Woking Football club in August.



A VOICE IT with Live at Home Scheme Redhill highlighted issues in incontinence service which will now be escalated through our 'What We've Heard' Meetings.



A meeting with BSL Healthy Minds this quarter has opened opportunities to work with them over the next 6 months gathering experiences of their services users.

We made new connections with people working in the voluntary and faith sector by setting up meetings and through our Voice Network engagement (Welcare, Browns CIC, Memory Matters, Surrey Minority Ethnic Forum, Sight for Surrey).

# 'What we've heard' - (in the 12 months up to September 2016)



**Talk  
to us...**

2068 individual experiences were reported to us;



22% have been positive  
(which is an increase vs last 12 months)



71% have been negative

The most frequently mentioned services are;

- General Practice (559)
- Inpatient care (381)
- Adult social care (157)

The services with the highest proportion of positive experiences\*

- Cardiology
- Orthopedics
- Optometry



The services with the highest proportion of negative experiences\*

- Ophthalmology
- Mental Health (child & adolescent)
- Nursing Care Homes



The most frequently mentioned topics are;

- Safety of care & treatment (425)
- Follow-up & support (263)
- Getting an initial appointment (196)

Whilst the concerns of the beneficiaries of VOICE Network members vary significantly, we were able to identify a theme around 'Access to information'.

\*of services mentioned at least once a month

# Where we have shaped and challenged services in Q2



8 particularly concerning experiences were escalated promptly to the following organisations:

- Care Quality Commission
- General Medical Council
- Adult & Children Safeguarding Teams
- CCGs
- Providers

We've shared what local people have told us with senior decision makers, in meetings dedicated to "What We've Heard", including with *Surrey Downs CCG, Adult Social Care Quality Group, Ashford and St. Peter's Hospitals NHS Foundation Trust and the CQC.*

We have facilitated the participation of independent people and supported the amplification of the voice they represent in local decision making forums including:

*The Health & Wellbeing Board, Wellbeing & Health Scrutiny Board, Surrey Priorities Committee, Quality Surveillance Group, Adult Social Care Quality Assurance Framework Review, North West Surrey CCG Primary Care Commissioning Committee, Surrey's Digital Roadmap Steering Group and the Sustainability & Transformation Plan Stakeholder Reference Group.*

Using our Enter & View powers, we have visited 10 Care Homes as part of a planned programme for 16/17. This has already resulted in an issue being escalated, prompting a visit by CQC and regulatory action against the provider. A full report about our findings will be available in early 2017.





# Volunteer activity in Q2



Our volunteers gave an astounding **320 hours** to Healthwatch this quarter, almost double that of any previous quarter

Three volunteers have received Enter and View training to become authorised representatives ahead of the care home project.



Volunteer lead engagement has continued this quarter with volunteers listening to the experiences of those at Surrey Heath Carers and at the White Lodge Centre.



Eight volunteers have been involved in the Care Home project, taking part in ten Enter and View visits so far across the county. Additionally, one of these volunteers played a large role in the initial stages of the project completing two pilot Enter and View visits and contributing towards the development of the data collection sheets.



Interested in becoming a volunteer?

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

Tel: 0303 303 0023

Email: [enquiries@healthwatchesurrey.co.uk](mailto:enquiries@healthwatchesurrey.co.uk)

Text: 07592 787533

A number of volunteers have been out and about on the Summer Listening Tour listening to members of the public at children's centres, health centres and supermarkets.

CCG ambassadors have attended a number of CCG events such as AGMs and public meetings.

# Coming Up...what's happening in Q3

Next Healthwatch Surrey Board Meeting in Public

January 24<sup>th</sup> 2017

Godalming Baptist Church 2.00-4.00pm



Our next Voice Network meeting will be taking place on;

1<sup>st</sup> December 2016

Epsom Methodist Church, Ashley Road Epsom, KT18 5AQ

5pm - 7pm.

We have VOICE IT meetings in Q3 planned with;

- Paragon Housing
- Family Voice
- Alzheimer's CRISP courses

Where experiences relating to Health & Social Care will be gathered.

Community Cash Fund 

The Community Cash Fund Winners workshop will take place on 20<sup>th</sup> October when the winners will be briefed ready to begin their projects.

During Q3 we will be starting our project looking at 'The patient journey when visiting a GP'. If you would like to share your experiences please contact [enquiries@healthwatchsurrey.co.uk](mailto:enquiries@healthwatchsurrey.co.uk)