

**Activity and outcomes  
quarterly report**

**Quarter 4: January - March 2019**



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# What we do



Healthwatch Surrey is an independent organisation that gives the people of Surrey a voice to improve, shape and get the best from health and social care services by empowering local people and communities.

## 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.





## Community Cash Fund



In January 2019, we launched our 4th annual Community Cash Fund which gives small grants to local groups to help them work on projects to improve health and wellbeing in their communities. The fund received a huge amount of interest and resulted in 97 applications. Nine winners have been selected to receive grants and we will be supporting them to improve health and wellbeing in their local community.

## Care at Home Interviews

In early March 2019, as part of the Care at Home project, to find out if people receiving paid-for care in their own home have an effective voice, we interviewed care workers to gather their experiences of listening to their clients and ensuring they receive person-centred care. We are currently looking to speak with people who receive paid-for care to share their feedback and experiences with us.



## Health and Wellbeing Strategy Survey

We promoted an opportunity for local people to have their voices heard in how local services are delivered and how priorities are set, in an online survey for a new draft Health and Wellbeing Strategy for Surrey. The survey focuses on the importance of prevention and addressing root causes of poor health and wellbeing. It was the product of unprecedented collaboration between the NHS, Surrey County Council, district and borough councils and wider partners, including the voluntary and community sector and the police.



## Substance Misuse Outreach Work

We have run three outreach projects in Q4, listening to views of those who use substance misuse services, carers and people with learning disabilities. For the substance misuse work we visited several services run by I-access and Catalyst:-

Abstinence Preparation, Relapse Prevention, SMART recovery groups, and Recovery Cafés across the county. A verbal report on the findings of the substance misuse work was presented at a meeting of the Health, Integration and Commissioning Select Committee of Surrey County Council. We found that current users of substance misuse services who we talked to

are very satisfied with the services. However, there is disappointment regarding the closure of Windmill House. The closure means that those who would have accessed Windmill House now have to travel to Kent for in-patient detoxification service. The full report is available on our website.



# Key dates and plans for the next three months



## Healthwatch Surrey Board Meeting in public

Tuesday 23rd July 2019

Blue Room  
High Cross Church  
Camberley  
GU15 3SY

2.00pm - 4.00pm

All Welcome

## Publications

The following reports relating to our key priority areas will be produced in Q1:

- Care at Home - phase 2 report
- Insight Bulletins - Carers, Learning Disabilities

## Engagement events in Q4

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

### April

- Ash Vale Health Centre, 23rd April 2019, 10am - 12pm
- Woodbridge Hill Surgery 25th April 2019, 10am - 12pm
- St David's Practice, 30th April 2019 (tbc), 10am - 12pm

### May

- Longcroft Clinic, 7th May 2019, 10am - 12pm
- Haslemere Community Hospital, 11th May 2019 (tbc), 10am - 12pm
- Townhill Medical Practice, 14th May 2019, 10am - 12pm
- Bedser Hub, 20th May 2019, 10am - 12pm
- St Peter's Hospital, 23rd May 2019, 10am - 12pm
- Guildford High Street, 23rd May 2019 (tbc), 10am - 12pm

### June

- Downing Street Practice, 4th June (tbc) 10am - 12pm
- Epsom Hospital, 24th June, 10am - 12pm

For further details of these and other events, please visit our website. Please come and share your views with us!

## New Hospital Discharge Checklist

Following review and feedback from hospital staff, we are developing a final shorter version of our Hospital Discharge Checklist. While the questions in the checklist are valuable and pertinent, we are making the list simpler and more accessible so people can quickly find the questions that are most relevant to them. Once completed the checklist questions will be available to be downloaded from our website in a simple easy to use 1-page format. The new checklist will be available during Q1.

## NHS Long Term Plan

During Q1 we will be working to promote engagement around the NHS Long Term Plan. The government is investing an extra £20 billion a year in the NHS. With an ageing population, more people living with long term conditions and lifestyle choices affecting people's health, changes are needed to ensure everybody gets the support they need.

We want people to have their say in how NHS services in Surrey should change, so we are encouraging people to take the survey [www.healthwatch.co.uk/what-would-you-do](http://www.healthwatch.co.uk/what-would-you-do)



# Raising awareness of our work



**Webpage views - We had 10,681 web page views and 3,129 unique web visitors in Q4.**

**f Facebook likes: 596 +4.9%    t Twitter followers: 2692 +2.98%    e E-bulletin subscribers: 839**

## Campaign Highlights

We can't be an effective Healthwatch unless people know about us when they want to share an experience. Therefore, awareness raising is an important part of our work.

This quarter our campaigns focussed around the launch of the Community Cash Fund 2019, our volunteer recruitment campaign, Care at Home (phase 1), promotion of the NHS Long Term Plan, National Obesity Week, Young Carers Awareness Day and Ovarian Cancer Awareness month.

We have also been promoting our partners' consultations to encourage the public to have

a say in how services in Surrey are planned and run. These included: The Health and Wellbeing Strategy survey; Interpretation and Translation Services survey; NHS Wheelchair Services workshop; Exploring Outpatients workshop; East Surrey CCG discussion event - The FUTURE of health and care; Surrey Heartlands survey on self-care; Interpretation and Translation Services focus group; The Big Picture workshop. We have also helped spread the word for the Chiddingfold Surgery update; New Armed Forces App; Surrey Disability Networks meetings; Time to Talk and Cervical Screening awareness.

## Awareness Initiatives

We presented an introduction to Healthwatch Surrey at the Elmbridge Borough Council meeting. In January, we launched the Community Cash Fund 2019, receiving 97 applications. In February, 240 Healthwatch Surrey posters appeared on bus interiors across the county. We also ran an awareness campaign with Eagle Radio - online, radio and video. We were also featured in the Upper Gordon Road Surgery newsletter.



During Q4, we distributed over 1500 information and advice leaflets and attended the following events to raise awareness - Maternity Transformation AGM, Action for Carers meeting, ADHD Carers meeting, Catalyst meeting, Surrey Heath public meeting.

## Healthwatch Surrey in the Media

In March 2019, we were featured in three different articles in Get Surrey:

- **11th March**  
Substance Misuse
- **8th March**  
Mental Health
- **8th March**  
Sexual Health



# Getting out and about and hearing from the people of Surrey



## Listening Events

We have enjoyed holding events across Surrey throughout Q4 to hear your experiences and views. We heard from people at GP surgeries, district hospitals and other community locations such as Aldershot Centre for Health.

## High Streets

We visited Addlestone High Street, The Square Shopping Centre in Camberley and Elmsleigh Centre in Staines 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 Q4 including; St Peters Hospital, St Helier Hospital, Sheerwater Medical Practice, East Surrey Hospital, Royal Surrey Hospital, Epsom Hospital, Frimley Park Hospital, Oxshott Medical Centre and The Villages Medical Centre in Send.

## Enter & View

In January we conducted an Enter and View at Warrengate Nursing Home, a report has been written and we are awaiting feedback from the provider before we publish this.

## Outreach Engagement

In February and March, we visited Action for Carers groups in Woking, Farnham and Ashford, as well as Spelthorne ADHD group. At the end of March, we had an interesting session with Active Prospects in Reigate to hear more from adults with learning disabilities. Reports on these will be published in Q1.



Our Volunteers Mary Probert and Jenny Martin in Frimley Park Hospital, along with Jade Wilson promoting our Advocacy service.



Sarah Browne, Engagement Officer at St Helier Hospital

# What we've heard

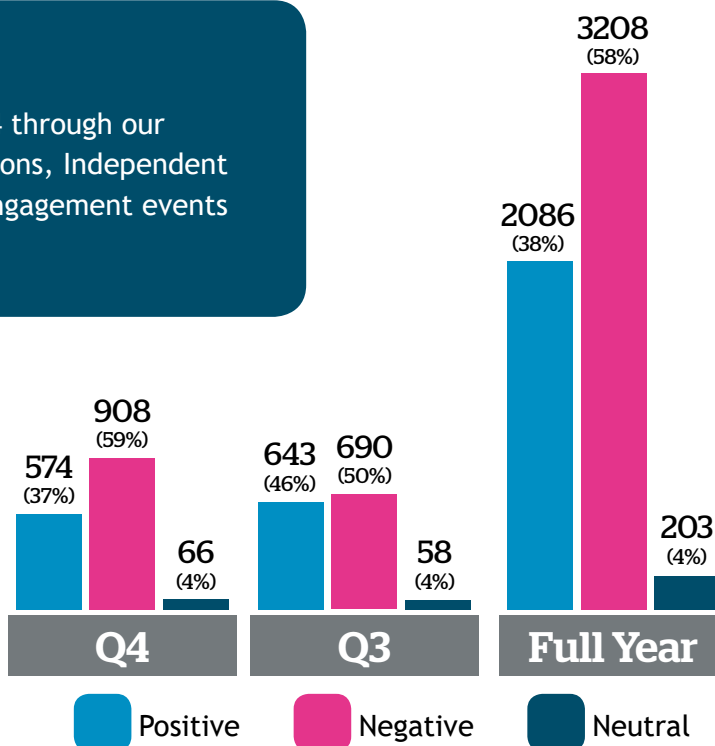


## We analyse what we've heard

We heard **1,548** detailed experiences during Q4 through our Helpdesk, Citizens Advice Healthwatch Champions, Independent Health Complaints Advocacy and our various engagement events and meetings.

During this quarter, 59% of experiences received were negative, which reflects the level of negative sentiment throughout the year. Of the total experiences, 46% were about Hospitals (716 experiences) and 28% about GPs (446 experiences). Please see p9.

The highest proportion of **positive** sentiment was about GPs and the highest proportion of **negative** sentiment was about Social Care. Please see p9.



## What we've heard most about

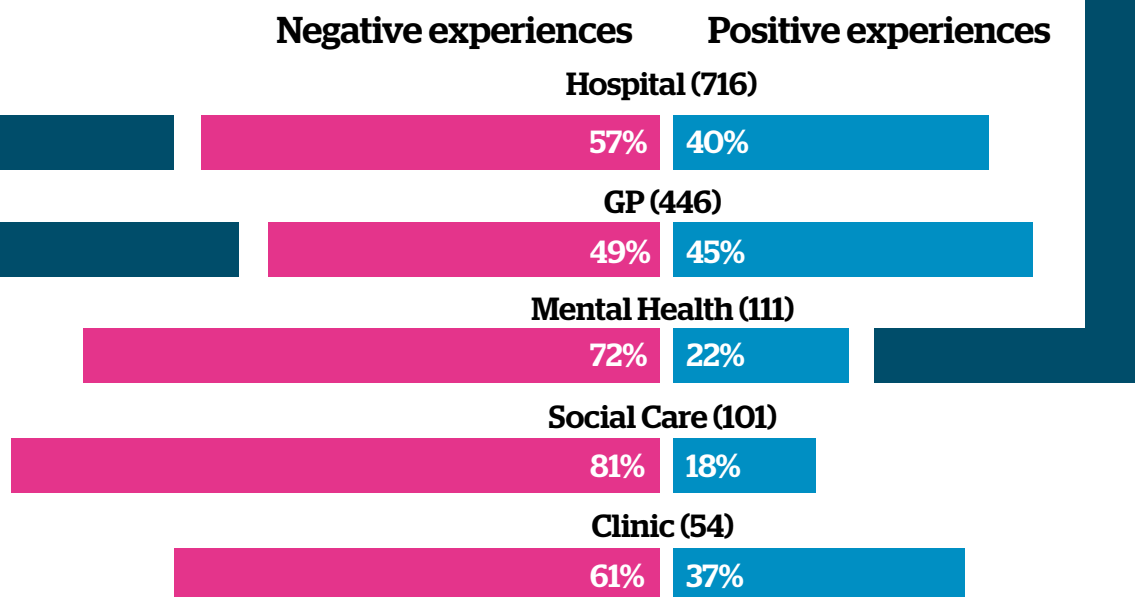
Service	Positive	Negative	Neutral
General Practice	197	202	26
Mental health (adult)	25	99	6
Outpatient services	38	41	2
Cancer care	16	46	2
Sexual health	20	41	1



- See page 7 about engagement at hospitals - we visited all the big hospitals in Surrey this quarter
- See page 11 for hospital discharge priority

- We conducted outreach engagement with users of substance misuse services see pg.4 for details
- Our new Citizen Ambassador for mental health, Michael Freen, joined the team

- We visited Sheerwater Medical Practice, Oxshott Medical Centre and The Villages Medical Centre in Send see pg. 7 for details
- We heard about 81 GP surgeries this quarter



(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 record feedback and suggestions local people share with us (from meetings and events, people contacting their local Citizens Advice and through our website, Helpdesk, e-mail, social media). We use this feedback in a range of ways:

## Escalations

Through the work of our Escalations Panel, we escalated 8 individual issues to service providers and commissioners. These are issues that are of immediate or serious concern, where we request a response from the relevant organisation. 1 concern was also shared with the Multi-agency Safeguarding Hub.

Following our interventions at the Health, Integration and Commissioning Committee local NHS and social care leaders have committed to adhering to the Healthwatch England 5 principles for good engagement when developing the Health & Wellbeing Strategy.

All staff within the NHS England Specialised Commissioning team have undertaken training on patient engagement, as a result of the findings of an investigation by the Health, Integration and Commissioning Committee, which was triggered by a Healthwatch Surrey formal referral.

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

- Health & Wellbeing Board
- Health, Integration and Commissioning Select Committee
- NHS England Quality Surveillance Group
- Safeguarding Adults Board
- Surrey Heartlands Joint Committees in Common
- Surrey Heartlands Quality Committees in Common
- CAMHS Transformation Board
- CNWL Contract Review Meeting
- Sexual Health Patient Working Group

During Q4 we have also met with the Chair of the North Joint Quality and Safety Committee to discuss how best to feed into that forum. We have attended the Big Picture stakeholder reference group for North West Surrey and attended a Stakeholder Reference Group meeting for Surrey Heartlands.

## Total number of stories shared

171 individual experiences have been shared (the same experience may be shared more than once with different bodies). These are issues that are not of immediate or serious concern. They are shared with service providers, regulators and others to build a better picture of people's views and experiences.

We shared a number of themes and individual experiences about sexual health services with commissioners and providers. We shared findings of some outreach work with people that use substance misuse services with local politicians and commissioners.



We contributed intelligence to Ofsted and CQC ahead of a visit to Surrey County Council to look at the quality of Special Educational Needs services in the county.



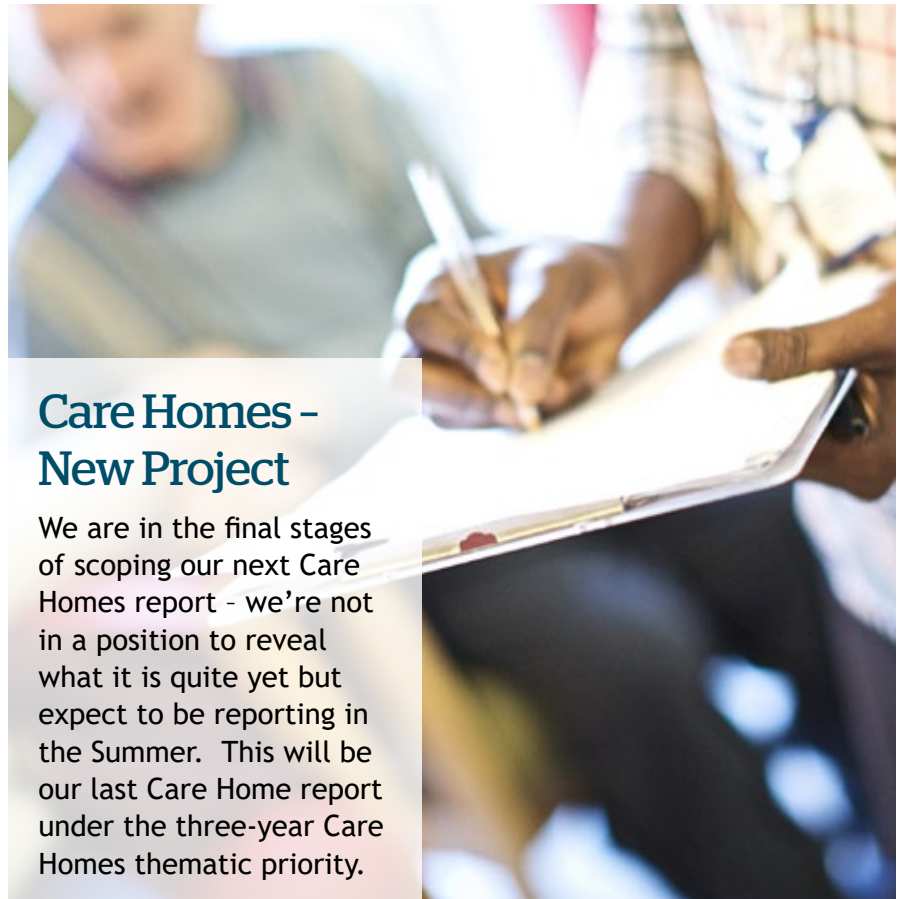
In order to maximise our impact, we focus our work on a number of priority areas. We review these each year to ensure the issues remain relevant and that we are able to have a positive effect on services on behalf of people in Surrey.

## Hospital Discharge Checklist

Following feedback from hospital staff, we are developing a final version of our Hospital Discharge Checklist. While the questions in the checklist are valuable and pertinent, we are making the list simpler and more accessible so people can quickly find the questions that are most relevant to them. Once completed the checklist questions will be available to be downloaded from our website.

## Care at Home

We are investigating the power of the service user's voice in paid-for domiciliary care. We have been talking to care workers in depth about their experiences of listening to their clients and responding to their needs on a day-to-day basis. We have also heard them talk about their crucial role in ensuring that what their clients really need is communicated back to care agencies. We are about to start talking to service users about their experiences of receiving care in their homes and hope to publish our final report in late Spring.



## Care Homes - New Project

We are in the final stages of scoping our next Care Homes report - we're not in a position to reveal what it is quite yet but expect to be reporting in the Summer. This will be our last Care Home report under the three-year Care Homes thematic priority.

## Integrated Care for Complex Needs

Our new thematic priority will focus on people with complex needs, and the ability of the system to offer them the joined-up care they need. By 'complex needs' we mean people who need considerable additional support on a daily basis, and those with multiple health needs. These are the people who are most at need of integrated care - care that is multidisciplinary and responsive to frequent

need for reassessment and medical input. The NHS has an ambitious plan to transform the integration of care while the number of patients with complex needs is growing, so the theme is both timely and relevant. We are currently in the initial stages of background research and look forward to reporting on our first project before Christmas 2019.

# 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 people 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.

1006 people have received help via our Helpdesk and our Healthwatch Champions this quarter.

0303 303 0023

Face-to-face 866

Helpdesk 140

## Help for a lady suffering with Post Traumatic Stress Disorder

After suffering from kidney and urinary tract problems for a number of years, Kathleen\* was referred to a specialist where she received a diagnosis and required surgery. She was told by her specialist that she should be given antibiotics the night before the scheduled operation, however, she was given conflicting advice and told she didn't need the pre-op treatment. Following the operation, Kathleen developed sepsis on two occasions and took a significant time to recover. As a result, she developed Post Traumatic Stress Disorder (PTSD) which affected her confidence and led to her losing her job. She saw a PTSD specialist who noted that her treatment at the hospital had been "awful" and said he would support her in making a complaint, however, she was not able to do this due to her emotional state. Through Citizens Advice she was put in touch with a solicitor and subsequently met them for advice. She described this as cathartic and allowed her to come to terms with what she had been through and move forward with her life without needing to take the matter further.

## Help with making a complaint after a cancer misdiagnosis

Edward\* was diagnosed with cancer when he attended a hospital appointment but found out 8 months later that he was misdiagnosed and in fact had another condition. He was very unhappy at the time it took to spot the misdiagnosis and contacted the hospital's PALS department. He then contacted his local Citizens Advice who were able to signpost him to the Independent Health Complaints Advocacy service who are assisting him with his complaint.

*Names have been changed to protect identities*

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## Help with appeal against dental penalty notice

Anu\* contacted us after she had received dental treatment in October 2018. She thought she was exempt from paying charges because she was receiving Pension Credit and claimed exemption. For an unknown reason her Pension Credit had stopped, and she was, therefore, not entitled to free treatment. NHS Business Services issued Anu with a Penalty Notice and she was contacted by a debt recovery agent. Her Pension Credit has since been reinstated, but Anu was unable to pay the Penalty Notice. As Anu speaks little English, the adviser wrote a letter for her to send to NHS Business Services. The adviser also rang the debt recovery company to explain the situation. They agreed to put the matter on hold whilst NHS consider the case. Anu was very pleased that the adviser was able to assist in making an appeal and to put a hold on the recovery action.

## Help finding local organisations

Lee\* has Asperger's and needed support with making friends and gaining support. Our Helpdesk Adviser researched local groups and signposted Lee to them. He is now contacting these organisations to see what help they can provide or if he can volunteer for them in some capacity.

## Information regarding medical rights

Sandra\* contacted us for information regarding her rights when in receipt of medical treatment specifically around self-discharge from hospital and the right to refuse medication. The Helpdesk was able to provide her information and resources on her rights around discharge, refusing treatment, choice of consultants, hospitals and local advocacy services.

## Help making a complaint following a hospital admission

Robyn\* is a carer for his grandmother. After a series of falls at home his grandmother was admitted to hospital. Delays in her discharge meant that she ended up staying in hospital a number of weeks during which she fell a number of times and had various illnesses. Robyn was unhappy about the information he received from the hospital regarding his grandmother and the fact they didn't notify him when she fell ill or sustained injuries. Robyn's grandmother was discharged 4 weeks later in a significantly worse state than when she had been admitted to hospital. He contacted the Helpdesk for information about how to make a complaint. The Helpdesk provided him with information on how to complain, including contact details for PALS, NHS guidance on the complaints process and contact details for the NHS Advocacy service.

*Names have been changed to protect identities*

# We help and support with NHS complaints



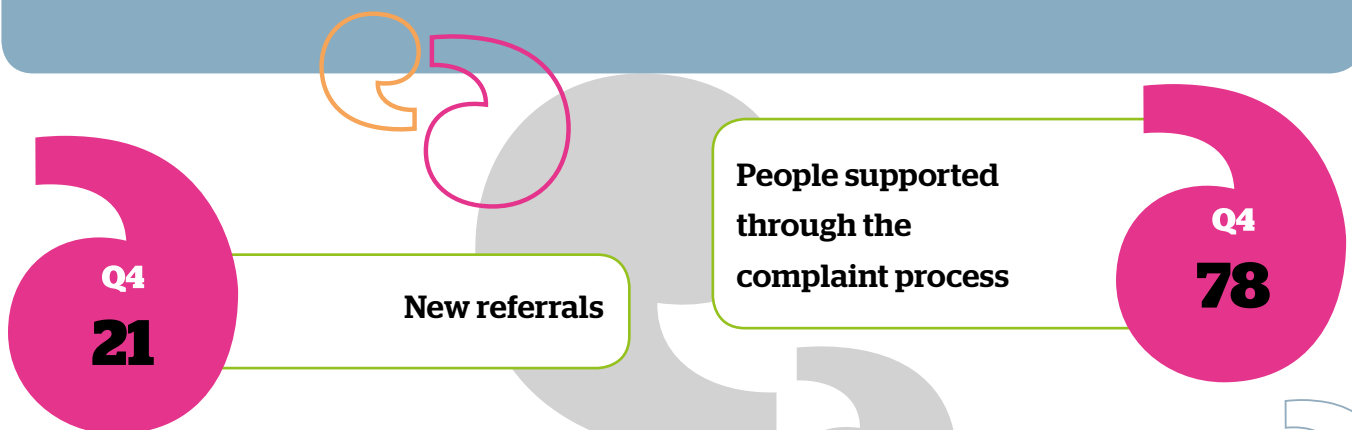
**Our independent health complaints advocacy service helps people to make complaints about an NHS service. We provide free, confidential, independent support and assistance to anyone living in Surrey who needs to make a complaint.**

## Support with a complaint about a GP Surgery

George\* contacted our advocacy service for support in making a complaint to his GP Surgery. George has a medical condition which required referral for treatment, and he was frustrated at the time it had taken for his referral from the GP to get the help he needed. He was also struggling to get the support he needed from his GP surgery for a medical condition that required daily help. He was advised that daily help was not available but was invited to the surgery where a nurse tried to assist but was unsuccessful in the task. George self-referred to our advocacy service, where he was supported to write a letter of complaint to the surgery. He hoped to get the help he needed from the surgery, or if they couldn't help, to get an explanation as to why not. He also wanted an explanation as to why his referral for treatment took so long.

The surgery replied within two weeks to his letter of complaint and a district nurse was booked to visit him on a daily basis. George did remain dissatisfied with one part of their response about why it took so long to be referred for treatment, so the advocate drafted a second letter to the surgery. The surgery responded and following a conversation with them, George decided that he was satisfied with their reply and did not want to pursue this complaint any further. The advocate wrote a letter to the GP surgery to confirm that he was officially bringing the complaint to a close. George was grateful for the support and guidance provided by the advocacy service.

*Name changed to protect identity*



## New advocacy provider

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

**Tel:** 01483 310500

**SMS:** 07704 265377

**Email:** [nhsadvocacy@surreyilc.org.uk](mailto:nhsadvocacy@surreyilc.org.uk)



## Volunteer recruitment drive

January and February were spent preparing and delivering our county-wide Volunteer Recruitment Campaign. We produced a volunteer recruitment radio advertisement which aired on Eagle Radio throughout February, and a video which is now available to view on our website and social media channels.

Volunteer Officer Zoe Harris also visited a variety of venues across Surrey between 25th February and 1st March for our volunteer recruitment roadshow. 3 volunteers, Milly

Bizimana, Jill Bowman and Jenny Martin accompanied Zoe on the tour of local Universities, Adult Learning Centres and High Streets to talk to people about our volunteering opportunities and share volunteer testimonials with those interested in volunteering with us.

To date, 15 people have contacted us about volunteering as a result of our recruitment campaign. We have so far inducted 10 of the 15 as new volunteers. This has enabled us to diversify our pool of volunteers

significantly. The campaign has also raised awareness of Healthwatch Surrey.



## Training Day

We held a training day for our volunteers and Citizen Ambassadors on Friday 15th March, at Broadwater Park Community Centre in Godalming. The event included a presentation on our thematic priorities, our volunteer strategy and our plans to set up volunteer groups in each of our Clinical Commissioning

Group areas. Volunteers were also trained in data protection, and speaker Barry Lewis, from the mental health charity Mind delivered a workshop on mental health awareness. Volunteers fed back that the training was excellent. They found the afternoon session delivered by Mind particularly informative.



“Our volunteers gave **516 hours** of their time this quarter”

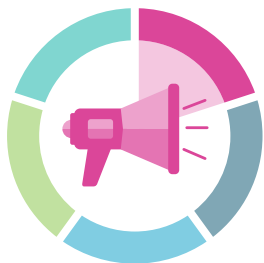
## Volunteer Impact

Volunteer Liz Sawyer, who represents Healthwatch Surrey at the Sexual Health Patient Working Group, was invited to attend and participate in the Government Sexual Health Select Inquiry in Plymouth on 11th February, after submitting evidence about sexual health services in Surrey. The workshop was attended by MPs, commissioners, GPs and providers. Liz was the only person present representing the patient voice.

# 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:



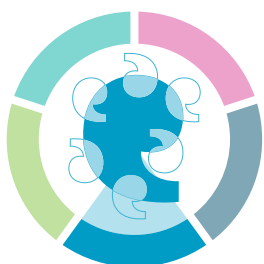
## Amplifying your voice

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

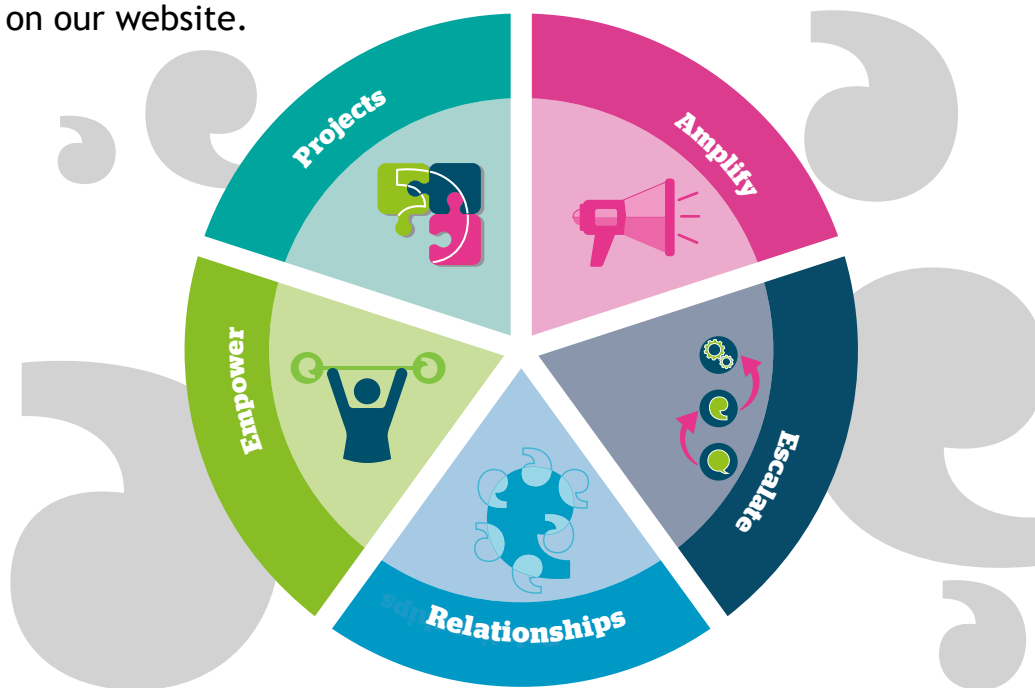
Our project work enables us to find out more about a particular issue or service and make recommendations for change or improvements. Projects are based on the themes that come from what people are telling us and other local priorities.



# 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

At the Health and Wellbeing Board we challenged the priority given to public engagement within the draft Health and Wellbeing Strategy for Surrey. As a result, public engagement and a range of “you said...we did” messages are now included and more prominent with the draft. We have also continued to press for meaningful metrics to be included as part of the monitoring of the strategy.

We contributed intelligence to Ofsted and CQC ahead of a visit to Surrey County Council to look at the quality of Special Educational Needs services in the county.

Following our interventions at the Health, Integration and Commissioning Committee local NHS and social care leaders have committed to adhering to the Healthwatch England 5 principles for good engagement when developing the Health & Wellbeing Strategy (Long Term Plan / 10-year plan).

During the Health & Wellbeing Board we cited work done by Healthwatch England on rates of emergency readmissions and highlighted recent increases. The Executive Director for Social Care noted concerns and agreed to review the data for Surrey on readmissions. We also asked about waiting lists for Children & Adolescent Mental Health Services (CAMHS) and the impact on waiting times of the Interim Plan. We asked who was responsible for capturing lessons learnt and providing assurance around the CAMHS transformation plan. We received a promise to share a revised governance structure in response and are now chasing up this action.



## Escalation

We shared feedback from patients at Epsom Hospital about difficulties finding the Outpatients department following its relocation. The Director of Communications and Engagement for Epsom Hospital provided reassurance around the measures they were taking to rectify the difficulties patients were facing.

At the end of January, we escalated a range of issues relating to sexual health and HIV services in Surrey to the provider, CNWL. These were around patients being turned away due to insufficient staffing levels and lack of appropriately skilled staff; patients struggling to get support via the central booking office; phone lines being expensive; and a range of negative feedback around services. CNWL replied and acknowledged the concerns, and provided assurance that measures were in place to improve services. These included filling vacant posts; making more appointments available online; and giving staff further training. We will continue to analyse the feedback we receive on these services and work with commissioners and CNWL to ensure patient voices are heard

We shared experiences we had heard about long waits at Royal Surrey County Hospital (RSCH) for medications after discharge with Guildford & Waverley CCG. This was followed up with the pharmacy who confirmed that patients are receiving medication within 2 hours, the wait is caused by the prescriptions not been passed to pharmacy at the time the patient is notified of discharge. It was concluded that the potential wait could be better communicated to patients and the Commissioners took the action to raise this with the Chief Nurse at RSCH.



## Relationships

*“Thank you for forwarding this information, I would appreciate receiving any feedback that you receive. It is really helpful to receive this feedback and I will share it with the teams. Whilst the comments are largely positive there are clearly areas where we can make further improvements.”* - Feedback from Royal Surrey County Hospital.

We were thanked by a member of the Central Surrey Health (CSH) patient experience team after we shared an experience about their service with them. The experience was escalated to the relevant service managers and so the issues and actions necessary could be discussed. *“Thank you again for providing us with this feedback and giving us the opportunity to address the issues raised”* - CSH Surrey

In a recent review of our ‘What We’ve Heard’ meetings with Commissioners, we have received positive feedback about the value of the meetings. Respondents have stated the value in hearing the patient feedback, building working relationships and opportunities to share information about our upcoming projects as some of the key benefits of the quarterly meetings.



## Empowering people

We received feedback from a parent of a child that had been struggling to access CAMHS despite it being over a year since referral. The parent informed us that now her daughter was receiving regular sessions and was doing well. The parent wanted to thank Healthwatch Surrey for the work done to highlight the delays for children accessing the service.

A patient raised concerns about the range of treatments available to treat prostate cancer on the NHS, and we shared their experience with the commissioner and provider. A consultant surgeon explained the pros/cons of a treatment available privately and why it's not widely used in the NHS. We have been able to feed this additional information back to the patient.

Our Citizens Advice and Helpdesk provided 1066 people with information and advice regarding health and social care services.

Our Advocacy service support 78 people to make complaints about NHS treatment they have received.

We have distributed over 1,500 leaflets which offer information and advice and sign post people to our services.



## Projects

We have received further feedback from hospital staff about the Discharge Checklist: we will use this to create a final, simpler list that will be accessible to clinicians and the public from our website.

We have had discussions with St Peter's Hospital's discharge team and they are keen to collaborate with Healthwatch Surrey to produce a reduced content Discharge Checklist.

We had an outstanding number of applications for our 4th Community Cash Fund project, with 97 projects equating to £130,000 of funding been applied for. We have announced 9 winners who will meet in May at a winner's workshop.

We presented Phase 1 of our Care at Home report to the Surrey County Council Home Based Care Forum; we will be seeking feedback to the full report later this year.



# Meet the team



**Kate Scribbins**  
Chief Executive



**Matthew Parris**  
Evidence and Insight Manager/  
Deputy Chief Executive



**Lisa Sian**  
Operations Manager



**Samantha Botsford**  
Evidence and Insight Officer



**Kathryn Edwards**  
Engagement Officer



**Natalie Markall**  
Projects & Administration  
Officer



**Joe Kite**  
Business and Marketing  
Apprentice



**Sarah Browne**  
Engagement Officer



**Tessa Weaver**  
Research Officer



**Katharine Newman**  
Projects & Engagement Officer






**Zoe Harris**  
Volunteer Officer





**Laihan Burr Dixon**  
Communications Officer



## Contact Us

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 Pop into any of the  
Citizens Advice in Surrey

 [healthwatchesurrey.co.uk](http://healthwatchesurrey.co.uk)

 @HW\_Surrey

 /HealthwatchSurrey

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