

Agreed at the May Board meeting: Develop one “hub” and plan for more

- Trial one Hub in Surrey Heath for the next 6 months
- Put all infrastructure in place to support this hub
- Put staff support in place to manage this hub
- Identify challenges
- EVALUATE
- If successful develop a plan to roll out hubs across the whole of Surrey
- Start to develop second one . Always have hub structure in mind

We also agreed that we would:

- By November we will have Surrey Heath “hub” up and running, have done initial evaluation and will be well on the way to launching second (if all goes well)
- Interim report to Board to Oct Board and decision on second “hub”; results of evaluation and plans to roll out more widely

What's happened since May:

Surrey Heath healthwatch group developed which currently 7 members

It was agreed they would carry out Engagement Work

- They have taken part in two Surrey Heath engagement events
- Engagement training was put in place
- 58 experiences were collected in the Mall, Camberley
- 56 in Frimley park Hospital
- The two Surrey Heath sites covered by Surrey Heath volunteers for HWSy Get On Line Week
- An engagement feedback session with the volunteers was also carried out
- Volunteers from this group have also gone on to carryout engagement in RSCH, Farnham and St Peters

Feedback what we've heard

- Two members will be attending the next WWH meeting in October
- Three members attended the CCG AGM
- All members taking part in a meeting with HWSy staff in November to look at how we can build relationships with the Surrey CCG and Frimley Park hospital
- A member will be attending the PPG meetings at the CCG and Ley members group at Frimley Park Hospital

Build relationships

- Lunch & Learn held between the volunteer group and HWSy staff
- Working with us on improving relationships with the CCG and Frimley Park Hospital
- They have been carrying out research in to what meetings they should attend locally
- A plan is to be put in place about how best they can develop relationships with the local PPGs

Recruit More Volunteers

- They helped us to design the new volunteer leaflet - even appearing on the front cover!
- One of the members met with their local Voluntary support centre
- They helped induct and buddy up with a new volunteer that joined the group
- A plan is being developed with them in November on how they can recruit more local members

Spread Awareness

- We are meeting with them in November to look at how they can help to spread awareness locally:
 - The plan is that they distribute posters and leaflets and visit their local PPGs

What's also been put in place

- A Terms of Reference is being finalised
- Targets and priorities to be set in November
- Group E-mail and a volunteer section to be set up on Share Point
- Training needs analysis being carried out with them in November
- A constantly updating diary of local key dates
- An introduction to the HWSy escalation panel
- The group have agreed to appoint a rolling chair and secretary

Challenges

- Availability of members of the group during the summer
- Giving them the confidence to go and do things without a member of staff present and self manage within the agreed TOR
- Supporting them in understanding what their priorities should be
- Making sure they all have a full understanding of what HWSy do - reading from the same page!
- Deciding which staff member will manage each group going forward and also working out the best ways to work with each group in the most time effective way
- Engagement events being oversubscribed i.e. 5 of the volunteers wanted to help at Frimley Park Hospital when only two were needed
- Changing HWSy staffs mind set so that they are using the local knowledge of the volunteers

Start to develop second group...

In Guildford and Waverley

Where we already have 6 active volunteers and a natural leader

Having active and willing volunteers already in place has been key to the success of the Surrey Heath Group

Its within the Surrey Heartlands patch

Questions from the May Board meeting

- whether the “Hub” would have a leader?
- That as well as training and support what will be more difficult is appraising the volunteer?
- It is also important that the smaller group maintains its sense of being part of the bigger organisation?
- Whether there was a danger of becoming too local?
- The importance of governance of the groups and mutual respect
- That the volunteers need to feel part of the bigger organisation
- The group are involved in the planning and not dictated to

Answers

- A: The Surrey Heath Group are implementing a rolling leader.
- We are constantly analysing results, we are also carrying out regular feedback session to appraise results and Natallie has regular catch up with individual members
- The group members are also being invited to be part of all HWSy projects and other HWSy volunteer opportunities. Members of the group: sit on the escalation panel, help with CCG's outside of their local area, have carried out engagement outside of their area and are taking part in the discharge project at St Peters and the Care Home Project where they are happy to do it outside of their local area
- The group members will be attending an all volunteer Christmas celebration hosted by HWSy staff
- The group have been very active in the development of the group, we have had feedback that they also feel very informed and listened to and that their ideas have been implemented
- They are helping in developing a terms of reference
- They took part in a Lunch and Learn with the aim of braking down the "us and them" feeling between staff and volunteer