Q2 Quarterly Activity Report – Plain Text Version

Highlights of the Quarter

* 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.
* **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.
* On 22nd September we held our first ‘Let’s 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.
* 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.

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 has 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.

*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 this quarter

* 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 30th September 2016)

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)

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\*of services mentioned at least once a month

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

Where we have shaped and challenged services in Q2

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.

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

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

Volunteer Activity in Q2

* Three volunteers have received Enter and View training to become authorised representatives ahead of the care home project.
* Our volunteers gave an astounding **320 hours** to Healthwatch this quarter, almost double that of any previous quarter.
* 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.
* 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 24th 2017, Godalming Baptist Church 2.00-4.00pm

Our next Voice Network meeting will be taking place on;

1st 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.

The **Community Cash Fund Winners** **workshop** will take place on 20th 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