

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: January 2017

CEO's report January 2017

1. Internal

This quarter has seen particularly intensive activity on some of our project work; a great deal of engagement with the public; the embedding of some of our ways of analysing and escalating our evidence now that our Data Administrator is in post, development of our new communications strategy, and progress on the CEO-led review of the structure of the organisation. In particular:

- The Enter and View panel has met monthly to review our evidence. We are developing our use of this panel to look at all serious cases of concern.
- Our Volunteer Officer Katherine Leach left and we recruited a new Volunteer Officer.
- We decided to leave the Research Officer post vacant pending the outcome of the review of organisational structure but have used freelance support.
- We have made good progress in establishing a number of consultants to provide a flexible resource to help out particularly when we are short staffed (the care homes project and GP appointment project being two examples).
- CEO interviewed the staff team, HWSy Board and Commissioner and completed first draft of the review of structure.
- We commenced a review of how we recruit volunteers.
- We completed review of key relationships and how to monitor and develop these.

2. Progress on our thematic priorities

Amplifying the voice of Care Home Residents: 25 Enter & View visits have been completed to local Care Homes. Individual reports have been shared with providers, who have had opportunity to comment, and where appropriate recommendations have been made for individual services.

Following the identification of some safety and quality concerns on one of the visits, we escalated the issues to CQC who undertook an inspection two days later and took enforcement action against the home.

A summary report looking at themes and key findings of the 25 visits, which will make some recommendations to commissioners and providers, will be published by the end of January.

We have also held 'What we've heard' meetings with the Adult Social Care Quality Group (NHS and Adult Social Care Quality Leads) which has prompted debate, action and positive feedback from participants.

Early intervention in Mental Health: We have reviewed our mental health thematic work plan following a change in our relationship with the Independent Mental Health Network. The network is in its early stages and in discussions with the Chair we agreed that we will attend meetings as opportunities to collaborate emerge.

We participated in an extraordinary meeting of the Wellbeing & Health Scrutiny Board in order to provide a challenge to Surrey & Borders Foundation Trust about the re-location of inpatient wards from Epsom to Farnham Road Hospital (Guildford) and St Peters Hospital.

A project is underway to share a film created through the Community Cash fund about young people, by young people, with practitioners in Primary Care settings to raise awareness to their perspectives on mental health. This will include over 100 practitioners seeing the film and we will be seeking responses from practitioners about the film in order to share with the young people involved.

Plans are in place to visit the six Safe Haven cafes by the end of January, as part of our Listening Tour, following which a dedicated report will be published to share with commissioners.

Making it easier to make a GP Appointment: 'The Patient Journey' when making a GP appointment project started in November and is well underway, gathering in-depth information from a variety of different communities across Surrey to look at any emerging themes or problems when accessing GPs (from making the appointment through to attending the appointment).

So far we have met with over 13 community groups including people with; disability, visual impairment, long term health conditions, dementia, aphasia, hearing impairment, mental health conditions, cancer, over 65s, low income/poverty, working well. The interviews will continue throughout January speaking to more community groups; including people with English as a second language, people living with infectious disease and young mums.

The study so far is giving us a wealth of data and detailed insight into the different patient journeys. We are looking for best practice, challenges faced and common themes across the participant journeys. The data collected will be analysed and reported by March 2017.

An agenda item has been secured at the Health & Wellbeing Board to look at 'Entry to the system' and we will be seeking to use initial findings, as well as other evidence of patient experience, to shape discussions at that meeting.

Making it easier to make NHS Complaints: In December we hosted a Surrey-wide Complaints Managers Forum, attended by health & social care practitioners, we were able to highlight insight into people's experience of leaving hospital, discuss improvements to complaints processes and provide insight into why and how people access the NHS Complaints Advocacy service.

To coincide with the Complaints Managers Forum we published the report into our work with the Patient Advice & Liaison Services of local NHS Trusts called 'Improving accessibility to NHS complaints advocacy and Healthwatch'. This included meetings with PALS staff and managers at the Acute, Mental Health and Community Hospitals and Providers, Observations made during visits to PALS offices and a web exercise on information accessibility.

Plans are being put in place to arrange a series of visits by people with Learning Disabilities to local dentist services in order to understand and inform people about the accessibility of complaints processes.

Improving the experience of Hospital Discharge: Over the last quarter, we have been actively gathering intelligence from service users, professionals and commissioners about the current state of hospital discharge in the county in order to inform our work going forward:

- We have been working on a survey in collaboration with other local Healthwatch that operate in areas served by Frimley Park Hospital. The results will be published later in 2017. Colleagues at Citizens Advice in the area have been carrying out surveys with relevant clients and volunteers have been to Frimley to survey those experiencing the discharge process.
- The VOICE Network meeting in December was dedicated to the topic of Hospital Discharge.
- Insight into Hospital Discharge experiences have been shared with Complaints Managers across Surrey as part of the forum run in December.

The information collected will be gathered together in a summary report on what we have learned over the last few months. This information will be presented and discussed with key stakeholders to determine next steps.

3. Engagement

Listening Tour activity continued in Q3 with 12 events at Caterham Dene Community Hospital, Cranleigh Library, Surrey History Centre, Frimley Park Hospital, Farnham Hospital, East Surrey Hospital, RSCH, Ashford Hospital, St Peters Hospital, The Poplars Epsom, Elizabeth House GP and our first attendance at a Flu Clinic at the Birchwood Medical Practice in East Surrey.

VOICE IT! activity has been facilitated with particularly seldom heard groups at a Dementia Coffee Morning, through Paragon Housing, Family VOICE, Dyscover and BSL Healthy Minds.

This engagement activity, combined with proactive enquiries from people and local organisations, has resulted in 308 experiences being shared with us and has enabled us to capture data to inform, in particular, our 'GP Journey' project.

In this quarter we have also facilitated the Surrey Downs 'Community Chest', which is a localised programme – which mirrors the county-wide Community Cash Fund – that was funded through the South West London Collaborative CCG by NHS England. Funding of £5908 enabled us to amplify the voices of the Gypsy Roma Traveller community, working Men, Parents and Children experiencing problems with emotional wellbeing, people who are Homeless, victims of domestic abuse, local schools, lonely and isolated people, unpaid carers and those that are socio economically deprived.

4. Escalations

We escalated two incidents to the Multi Agency Safeguarding hub (MASH) this quarter; and two issues to the CQC – one at a care home which led to a CQC visit and subsequent enforcement action. The other was followed up with Epsom hospital and we obtained a detailed reply from the nurse in charge. **More details of our escalations can be found in our Q3 Outcomes Report.**

5. Working with others

SECAmb: This is an area we keep a close eye on as our ambulance service is in special measures. We continue to have monthly update with our local Commissioner for SECAmb and to keep a close eye on cases coming in to us. Along with other local Healthwatch in Q3 we met acting CEO to call for patient voice to be included in the recovery plan. We also publicly criticised the lack of patient voice in the patient impact report of the Red 3 pilot.

We met the new Transformation Director for the Surrey Heartlands STP and made an offer of various ways in which Healthwatch Surrey can assist in increasing public participation and bringing an independent view of engagement plans.

We met Frimley Health STP leaders and challenged the involvement of Healthwatch.

We continue to be involved in Central Sussex East Surrey Alliance (CESA) as part of the Sussex and East Surrey STP.

We challenged Guildford and Waverly CCG around lack of communication on interim stroke plans and gained assurance of intention to include Healthwatch in consultation plans.

We were invited to “walk through” the new Epsom integration project and gained agreement to a collaborative project to evaluate the user experience once the service is established.

Our relationships with CCGs and providers have made it possible for us to share cases of serious concern quickly and we have shared 10 particularly concerning experiences this quarter

Following an approach from leading charities in Surrey Peter Gordon met with Health and Wellbeing Board colleagues to raise concerns about the nature of consultation in Surrey and have secured an agenda item at the Health and Wellbeing Board to debate public participation including early engagement and consultations.

Quarterly meetings have been held with CAB Managers, SDPP, and Help and Care.

HWSy was approached by North West Surrey CCG with regards to participation in the co-design process/commissioning of the new NHS111 service for Surrey

We accepted an invitation to become members of the Safeguarding Adults Board

As a result of the PPG project we were contacted by Thorkhill Surgery PPG and asked to attend to discuss how we could work together. We shared the PPG Fact Finder Analysis initial results and a number of ways HWSy can help their PPG. We received positive feedback from the Chair of the PPG, "We were impressed by the activities that Healthwatch is involved with and by your personal enthusiasm. It's good to know also that we can call on your expertise."

The Head of Quality within Adult Social Care, Regional Inspection Manager at CQC and two Care Home Managers that took part in our recent Enter & View programme are taking part in a video to promote the programme.

We created new partnership with the Kent Sussex Surrey Academic Health Science Network, Healthwatch East Sussex and the Centre for Patient Leadership working on a pioneering Patient Leadership programme, recruiting and supporting local people in roles with direct participation in improvement and innovation programmes.

The Programme Manager of the Adult Social Care Quality Assurance Review recently shared the following feedback with a number of senior commissioners across the county: "the... reporting from Healthwatch Surrey to the Surrey QA Group has established and is working well. The information presented stimulates a good level of conversation, raises questions and members of the group are taking ownership for the issues discussed, taking away actions as appropriate".

6. Communications

Web Activity

Web traffic has increased in Quarter 3, with a large increase in the number of pages viewed and a consistently high number of visitors. The number of new visitors has slightly dipped but an unusually low bounce rate suggests more people are engaging with website content.

Web Analytics	Q3	Q4	Q1	Q2	Q3
Page views	6,827	6,725	5,966	6,871	8,504
Visitors	3,021	2,814	2,792	3,278	3,068
Unique visitors	2,101	1,871	1,938	2,181	1,903
Page views p/visit	2.26	2.41	2.14	2.10	2.77
Bounce Rate	58.59%	52.03%	54.69%	49.51%	41.75%
New Visitors	1,969	1,709	1,797	2,025	1,731

The most major spikes of activity are likely to relate to the launch of our guide to Sustainability and Transformation Plans, the Surrey Downs Community Chest, new outcomes pages and recruitment opportunities.

E-Bulletins

Two e-bulletins were distributed to over 600 stakeholders and members of the public. The average open rate has remained at 32% and another 166 people have seen the e-bulletins via sharing mechanisms. The format of the e-bulletin will be developed next quarter to include more information about the outcomes of our work.

Social Media (Facebook, Twitter, Streetlife)

The total number of Twitter followers has remained consistent over the last quarter. New resource within the team has enabled us to

Twitter Characteristic	Q3	Q4	Q1	Q2	Q3
Followers	1828	1944	2100	2163	2165
Following	940	998	1048	1082	1115
Total Tweets	3081	3338	3481	3744	3901
Impressions	61.1K	47.4K	27.7K	49K	30K

increase our Facebook activity. As a result of 55 posts/shares, the number of organisational likes has increased organically from 178 to 198 (11%). Next quarter, we will be looking at developing a social media plan, using paid for social media posts to increase our online audiences and levels of feedback.

Media

- Our media work this quarter focussed on the publication of Sustainability and Transformation plans. A Healthwatch Surrey press release resulted in major articles in the Surrey Advertiser,

Haslemere/Alton/Farnham Heralds, and online at Get Surrey. We identified a public need for information about the plans and how it will affect Surrey as a whole. This led to the development of a Healthwatch Surrey guide to STPs, which was published on our website and welcomed by stakeholders and partners as ‘much needed’ and ‘useful’.

- Kate spoke Live on BBC radio Surrey regarding SECamb and delays at Royal Surrey
- We also responded to media enquiries regarding the cancelled merger of the Royal Surrey and Ashford & St Peter hospitals and service changes regarding CAMHS outpatients’ appointments.
- We have also been developing more robust media monitoring measures to help us understand more about the reach and nature of our media coverage.

Raising Awareness

Among a number of awareness activities this quarter, we have secured advertising space in all four Hospital Radio Magazines for the next 12 months. These magazines are available in patient spaces across the hospitals, in waiting areas, on wards; distributed to local businesses and are regularly replenished throughout the year. These adverts are prominently placed within the magazines with the aim being to increase awareness of Healthwatch and increase feedback from the public. The number of people who contact us as a result will be monitored.

Communications Strategy

We began the implementation of the new campaign based communications strategy. A communications plan has been developed for each thematic priority area and these will be developed as projects progress. The next three campaigns will focus on:

- January – Care Homes**
- February – Mental Health**
- March – GP access**

Web Development Project

Following feedback from a number of people, we have been considering how we might develop the Healthwatch Surrey website to make sure it is as simple, accessible, modern and practical as possible, that is has the functionality it needs and space for Healthwatch to grow. This process has included discussions with the team, designers, board members and others in order to progress the project. Subject to workload, we hope to continue the project in the next quarter.

7. Volunteering

During Q3 our volunteers spent 194 hours volunteering for Healthwatch Surrey. We are pleased to say that we have recruited 2 new volunteers this quarter and in addition, we have received interest from a few members of the public enquiring into volunteering opportunities with us.

	Q3
Care Home Project	138.5

Research Tasks	5
Internal and External Meetings	38.5
Other- travel etc.	12
Total Hours	194

Volunteers primarily helped us with the Care Home Project. Other volunteer hours were put into meetings on topics such as: PPGs, PALS, Surrey Positive Behaviour Network, CCGs and many more.

During Q3 the Volunteer Officer position was advertised and following interviews a new Volunteer Officer was recruited. We are pleased to say that Natallie Hoare will join the team early in January.

8. Finance

A statement of the Healthwatch Surrey CIC financial position this quarter is detailed below:

	Re-Forecast full year	Re-Forecast December	Actual to December	Variance By December	Balance 16/17
Staffing Costs	£191,020	£143,265	£122,824	£20,441	£68,196
Direct Delivery Costs	£107,768	£80,826	£42,990	£37,835	£64,777
CIC Costs	£10,380	£7,785	£6,962	£823	£3,418
Citizens Advice Bureaux	£46,470	£34,853	£34,853	£0	£11,618
Help & Care	£188,681	£141,511	£141,393	£118	£47,288
SDDP	£104,352	£78,264	£75,893	£2,372	£28,460
SILC	£36,538	£27,404	£27,403	£0	£9,135
	£685,209	£513,907	£452,317	£61,589	£232,892