



Q4 Quarterly Activity Report
January - March 2017

Highlights of Q4

New Team Members



Natallie Hoare
Volunteer Officer
joined in January



Our reports published this quarter;

‘My Way, Every Day’ Care Home Report

‘Keeping the light on’ Safe Havens Report



Q4 Outcomes Highlight

We received the following feedback from the CQC;

"I think the relationship between Healthwatch and CQC is something to celebrate and I am sure we will continue to use the important information from your feedback to help us ensure that people get the good care they deserve"
CQC Adult Social Care Inspection Manager.

Our full Q4 Outcomes Report is now available on our website.



We spoke to 300 students at Magna Carta School as part of their GREAT Health and Wellbeing Week in March.

How we have helped the public this quarter



During Q4 our Healthwatch Champions have helped **375** people with information and advice through 5 Citizens Advice Offices* across the county.

citizens
advice

Independent Health Complaints Advocacy supported **77** individuals during Q4, of which **47** were new referrals.

- 'Other Sources' including voluntary organisations/friends and family was the highest source of new referrals followed by self-referral and then Healthwatch Surrey and Surrey Hubs.
- The highest number of complaints (for new referrals) in Q4 were;
 - Acute Hospitals
 - Mental Health
 - GPs

“ Just wanted to express our sincere thanks. We would never have got this far without your help and morale support.”

The Healthwatch helpdesk handled **170** calls for Surrey this quarter, actions taken included;

- Referral to Advocacy
- Signposting to;
 - Think Action
 - Silvercloud
 - National Autistic Society
 - NHS Choices
 - Oral Health Foundation
 - Surrey Safeguarding
- Referral to internal Healthwatch staff

Talk
to us...

How we have helped the public in Q4

Independent Complaints Health Advocacy Surrey - Case Study

A gentleman contacted Advocacy as he had lost his long term partner to a liver condition. She had been an alcoholic for many years and as a result had suffered from a number of health complaints. In a one-week period leading up to her death, she attended A+E three times, her physical state went ignored and her death came as a result of a large internal bleed. This was very difficult for him to cope with and he felt that he needed answers as to why she wasn't treated for her internal complaints and if she had received the treatment she needed, would she have survived. He had been in communication with the hospital a number of times previously but contacted Advocacy as he wanted assistance in arranging a local resolution meeting and support with this.

Advocacy worked with the gentleman to form an agenda for a local resolution meeting and worked closely with the hospital in the arrangement of this. Advocacy then accompanied the gentleman to a meeting with a number of consultants involved, as well as a member of the PALS department.

The hospital was very forthcoming and empathetic with the information they provided at the meeting and were able to provide the client with the answers he was desperately seeking. They explained the rationale around the treatment they gave.

As a result of this meeting, the gentleman was extremely happy with the answers he and now feels that he is now able to let go of his grievances and finally begin to grieve for his partner. He was extremely grateful for the support and told the Advocate on a number of occasions that he did not believe he would have been successful without their support.

How we have helped the public in Q4

Camberley Citizens Advice - Case Study

A lady contacted Citizens Advice regarding her son who has been diagnosed with Bi-polar disease. He is currently in the Abraham Cowley Unit at St Peter's Hospital in Chertsey.

He was initially sectioned for six months but he called yesterday to say that this had changed and he could be discharged soon. The lady contact CA as she was very concerned about where he will go upon discharge from Abraham Cowley as living with a relative is not an option.

The lady was not clear whether he has been referred to a Community Mental Health team and whether he has been assigned a Care Co-ordinator. She was given information by Citizens Advice from the Surrey Mental Health and Housing Protocol which indicates that the hospital and the Care Co-ordinator can contact Surrey Heath Housing about accommodation for her son while he is still in the hospital, if living with a relative is not an option.

The lady is now empowered with the information relating to the Surrey Mental Health and Housing Protocol to go and find the name of her sons Care co-ordinator and take further steps to try and ensure he has somewhere to go when discharged from Abraham Cowley Unit.

How we have helped the public in Q4

Healthwatch Helpdesk- Case Study

A lady called the helpdesk regarding her young son having been diagnosed with ADHD, after a very long wait for the necessary referral and was also being tested for ASD. Until he was diagnosed with ASD, the ADHD medication could not be prescribed.

The family were awaiting a referral to CAMHS. The son had struggled at school, which led to him being taught alone by a TA and taking breaks and lunch separately. He was finding it hard to cope with going to school and was awaiting a speech and language referral, EHCP, and funding for the school. His family had found that calls and emails to relevant services were not responded to. The services seemed to be blaming each other leaving the family are very distressed.

The Healthwatch Helpdesk advised on the complaints procedure and gave information about the advocacy service empowering her with the information needed to take her case further.

How we have gathered views of the public in Q4



We visited 7 **Safe Havens** and heard from 25 people as well as staff about various topics related to mental health, from accommodation to inpatient care.

We published our report 'Keeping the Light on' on 31st March. You can read the full report here;

<http://www.healthwatchesurrey.co.uk/safe-havens>

We carried out 4 **listening events** at Tesco Guildford, Shepperton Medical Centre, Epsom Hub and Staines Hub in Q4.



As part of our early intervention in mental health project we worked in partnership with the Wellbeing Director at **Magna Carta School**, Staines to plan/scope/ deliver a HWS Champions day. We designed bespoke postcards for students and staff to complete asking them about their wellbeing and health and social care experiences.



We met with people diagnosed with HIV at St Peters House and they shared their experiences accessing GP services in East Surrey.

How we have gathered views of the public in Q4

We continued our work with Surrey Downs CCG with the **Community Chest project** launched in September 2016 - 9 events were facilitated throughout the Surrey downs CCG area.

SURREY DOWNS
COMMUNITY CHEST



We were exclusively invited to attend an **AA meeting** at Redhill for people to share their experiences on accessing GP services and their personal stories on achieving sobriety.



We held an engagement session at **Upper Gordon Road Surgery** in Camberley and attended the **Fairlands Practice Patient Participation Group (PPG)** meeting to share the findings of our PPG Fact Finder Analysis.

We attended the **'Get Together'** mental health event at leatherhead to listen to empowering presentations and distribute our Safe Haven report flyer.

We followed up with our Community Cash Fund winner **Get Fit with Dads** and attended their workshop to listen to what dads experiences were with their partner pre and post birth.

'What we've heard' - (in the 12 months up to March 2017)



2,991 individual experiences were reported to us;



29% have been positive



66% have been negative

The most frequently mentioned services are;

- General Practice (971)
- Inpatient care (345)
- Mental Health (Adult) (271)

The services with the highest proportion of positive experiences*

- Cardiology
- X rays
- Urology



The services with the highest proportion of negative experiences*

- Nursing Care Home
- Mental Health (Child & Adolescent)
- Adult Social Care



The most frequently mentioned topics are;

- Follow-up & support (250)
- Getting an initial appointment (249)
- Waiting within a service/waiting times (235)

**Talk
to us...**

*of services mentioned at least once a month

Where we have shaped and challenged services in Q4



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

Care Quality Commission (13)
CCGs (11)
Providers (2)

We've shared what local people have told us with senior decision makers, in meetings dedicated to "What We've Heard", including with Surrey & Borders Partnership NHS Trust, North West Surrey CCG, Surrey Downs CCG, Guildford & Waverley CCG and the CQC.

We have taken the voice of local people and shared it in local decision making forums including;

The Health & Wellbeing Board, Wellbeing & Health Scrutiny Board, Surrey Priorities Committee and the Quality Surveillance Group.

We secured and led an item at the Health & Wellbeing Board about effective Public Participation and the involvement of Voluntary, Community and Faith Sector groups in the health and social care system

We participated in a debate on BBC Surrey radio about the experience of making a GP appointment, in response to criticism of The Family Practice in Woking.



Check out our 'Outcomes Report' for more on influencing services

Volunteer activity in Q4



Our volunteers have spent **278** hours of their time helping Healthwatch Surrey this quarter!

During Q4 we have successfully recruited six new volunteers and had interest from another four volunteers. The roles the new volunteers will be doing are:

- Patient Leaders
- Sitting on the Enter & View Panel
- Help with PLACE assessments and other work within their local communities.

In January twenty volunteers attended our '**Volunteer Celebration**'. This was to say thank you and celebrate the valuable contribution they make to our team.



We successfully recruited six volunteers to become **Patient Leaders** as part of a pioneering pilot scheme in collaboration with the Academic Health Science Network (AHSN). So far the Patient Leaders have attended a foundation day. Afterwards some were involved in the KSS AHSN '**Safe Discharge and Transfers**' project. Soon each patient leader will be working with the AHSN on two work streams.

Interested in becoming a volunteer?

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

Tel: 0303 303 0023, Email:

enquiries@healthwatchsurrey.co.uk

Text: 07592 787533

Coming Up...what's happening in Q1



Our next Board meeting in public;

25th April 2017

Small Hall 2, Hythe Centre, Staines

Reports into our **thematic** priorities will be produced in Q1 including;

Discharge Report - April 2017

GP Patient Journey Report - May 2017

Care Homes Impact Report - Spring 2017

New Project Officer!

We are pleased to announce that following a competitive recruitment process, with over 100 applicants we have now successfully recruited a new Project Officer who will join the team in May 2017.

In April our engagement team will be **'doing the rounds'** with SDPP visiting all 6 acute hospital trusts.

In Q1 2017 we also plan to visit the Abraham Cowley Unit to talk to inpatients about their mental health care.

Please check our website for dates and details of all our events and come along to talk to us.

<http://www.healthwatchesurrey.co.uk/come-and-meet-us>

Talk to us...