

## Epsom Health and Care response to Healthwatch Surrey report 'Epsom Health and Care @Home: People's experience of integrated care' November 2017

Response from: Thirza Sawtell, Director, Epsom Health and Care

To: Healthwatch Surrey

Sunday 03 December 2017

As a partnership, Epsom Health and Care, formed of CSH Surrey (community provider); Epsom and St Helier NHS Hospital Trust (acute provider); Adult Social Care of Surrey County Council and GP Health Partners Limited (federation of 19 GP practices in the Epsom area) has always adopted an open and collaborative approach to developing and delivering care. This includes welcoming feedback and continuous learning about what is working and what could be improved.

We approached Healthwatch Surrey to support us with this approach and were pleased that they agreed to undertake these focused and high quality interviews with our patients and their carers.

It is good to receive the positive feedback about the members of our service. They have worked tirelessly to establish this new service and we are pleased that this commitment is evident to people through the care that they have received. We believe that we must learn as much from the good feedback that we receive as feedback about areas that can be improved. We will use the information about what people really valued from the @home service and make sure these elements are included in our expanding service moving forward.

The Healthwatch report has also highlighted areas where we need to improve our service, particularly in relation to ensuring a focus on the individual and those who are important to them irrespective of other pressures in the services and in communicating with people to make sure they always understand and agree with what is happening to support their care and health. We will make sure this is a focus of our training with our teams and will work with our Lay Partners (who are central to our programme) to make sure that we do this in a way that is appropriate to the needs of our patients and carers. In January, Professor Lis Paice who is a nationally-recognised figure in relation to patient empowerment and the citizen's voice will be working with both our @home service and our Lay Partners to specifically address the issues raised through the Healthwatch Surrey report.

Lastly, we would like to thank Healthwatch Surrey, and in particular the volunteers who played such a key role in the project, for their time and commitment. The collaborative approach adopted and the feedback received has provided a firm foundation we will use both for the @home service and for wider Epsom Health and Care integration programmes moving forward.