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Message from our Chair and Chief Executive

The issues and problems we now face in health and social care are so complex, that no single body or group can possibly solve them alone - it will take all of us working effectively together.



Welcome to the 2016/17 Annual Report from Healthwatch Surrey. We are an independent organisation that exists to give the people of Surrey a voice to improve, shape and get the best out of health and social care services.

The NHS and social care are under great pressure across the country, and Surrey is no exception. The way health and social care services are planned and delivered is having to change in order to meet ever-

increasing demands within challenging financial constraints. Historic practices and barriers between organisations are being confronted and, in the last year, the development of Sustainability and Transformation Plans (STPs) represents the latest initiative to help transform the very complex health and social care system.

As the system transforms it is essential that people's views, needs and interests are at the very heart of decisions about services and changes made to them. Healthwatch Surrey believes that commissioners and providers working closely with patients and the public is the best way to ensure that these services are effective, efficient and meet people's real needs. This involvement must not be tokenistic. Rather, it has to be part of a fundamental shift in health and social care culture that enables everyone to think and act in co-ordinated and fully user-focused ways.

Healthwatch Surrey's role in this transformation is to ensure local people's voices are heard. We already gather thousands of experiences from people each year and positively influence change by representing them to health and social care commissioners and providers across the County. We also challenge the system when we sense they are paying too little time and attention to people's requirements and involvement in system changes.

Since our creation in 2013, we have focused on building strong and trusting relationships with our system partners. We feed back and challenge, based on what we've heard from the public, and sometimes this means having difficult conversations. These are only effective when trust and mutual respect exists. As our recent Reflective Review demonstrates, we do have many good and trusting relationships and are listened to by many stakeholders who work constructively with us. We sincerely thank those that do, while encouraging those who remain wary, perhaps holding us at arms-length, to reconsider. The issues and problems we now face in health and social care are so complex, that no single body or group can possibly solve them alone. It will take all of us working effectively together - and Healthwatch Surrey is here to help.

A great deal has been achieved for the people of Surrey and we are justly proud of our contribution. Our initiatives have led to improved activities being offered at care homes, helped ensure that Safe Havens remain as a vital support for people experiencing mental health crisis and prompted regulatory visits to care homes and hospital wards with follow-up actions being mandated. We have provided an independent route for both good and bad feedback, have called out poor practice, and have held service providers and commissioners to account. A wide range of people's experiences has been fed back to commissioners and providers, who have either prompted or directly taken corrective action. In addition, over 2,000 people have been helped through provision

of information and advice, and around another 200 through our NHS Advocacy service.

Thanks for these achievements go to our dedicated team - including our staff, volunteers and board members. They have collected people's stories and developed relationships of influence with system partners, as well as contributing to internal change at Healthwatch Surrey. Our operational review of roles and structure has been successfully implemented and we pay tribute to each person for their contribution. We will continue to review our operations to ensure that we are as efficient and flexible as possible, especially as changes occur in the health and social care system around us.

Thanks also go to the many members of Surrey's health and social care system who have worked closely with us. The mutual benefits being delivered from our joint working continue to grow and validate our approach. We will continue to explore with you opportunities to capture the views of local people to feed into your initiatives in the most impactful and relevant way.

Finally, we say our biggest, "THANK YOU!" to the people of Surrey, who have in so many different ways shared their experiences with us. We value the trust placed in us and know we have more to do on your behalf. All at Healthwatch Surrey will continue to do our very best to represent your views.

*Peter Gordon, Chair
Kate Scribbins, Chief Executive*



We made substantial progress during the year

This year we've reached 127,000 people on social media



Our volunteers have contributed over 1,000 hours and have been fundamental to every aspect of our work



We helped 2,322 people with information, advice and independent health complaints advocacy.



Our reports have tackled issues ranging from person-centred care in care homes to mental health support services



We've captured 2,991 experiences of local services on our database



We shared more than 100 experiences with the Care Quality Commission (CQC)





Local people have benefitted

Improvements to care homes

The result of our care home visits across Surrey meant that individual care homes, Surrey County Council and the regulator are all acting on our findings. This will result in a broader and better range of activities for residents and improved quality of life.

People in mental health crisis continue to get vital support

Our research with people using Safe Havens in Surrey highlighted to decision makers how vital this service is to users and was a key piece of evidence in the decision to continue funding the Safe Havens.

Healthwatch visit leads to regulator action

Safety concerns raised by Healthwatch volunteers during a visit to a care home prompted a CQC inspection and subsequent closure of the home. The CQC said: “the information passed to us ... was invaluable and led to our early inspection where we found very similar concerns and more, and are taking enforcement action ...”

Improvements to GP booking system

Patients told us about problems in booking appointments at one particular GP surgery, where the system had changed. We escalated this to NHS England and as a result improvements have been made. NHS England said: “thank you for drawing the patients’ concerns to our attention so that we can follow these issues up with the practice ...”

Using public experiences to improve services

We’ve shared many experiences with commissioners across Surrey, and more than 100 directly with the CQC, all resulting from information shared by the public. To take just two examples:

- + A relative shared serious concerns with us about the care of her elderly uncle on a ward at Epsom hospital and as a result the regulator has investigated and the commissioner has visited the service.
- + We reported what we’d heard about a lack of wheelchairs at Ashford Hospital and new wheelchairs have now been ordered.



What we do

Our mission

Healthwatch Surrey is an independent organisation that gives the people of Surrey a voice to improve, shape and get the best from health and social care services by empowering people and communities.

- + We enable people to share views and concerns about local health and social care services.
- + We provide evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans.
- + We carry out investigations into specific areas of concern and make recommendations for change.
- + We provide, or signpost to, information about local services and how to access them.
- + We provide advocacy for people with complaints about the NHS.

Healthwatch Surrey is a small team covering a large area, and a complex health and social care landscape, so we count on the support of our great team of volunteers to help us engage with people, build relationships based on local knowledge, and attend meetings in order to shape and challenge decisions about services.

Our vision

We have four vision statements that encapsulate how we achieve our mission:

- + Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey.
- + Healthwatch Surrey's role, function and services are known, understood and valued by consumers and therefore they readily contact us.
- + Our influencing is based on sound evidence, knowledge and insight.
- + As a social enterprise we have secured a growing and sustainable future.



Engagement Officer Jade at Surrey History Centre

Our priorities

No local Healthwatch can possibly work on all issues across health and social care at once. We have to prioritise and we do this in an open and transparent way. In addition to our work engaging with the public and sharing what we've heard with decision-makers, the priorities we worked on this year were:

- + Amplifying the voice of care home residents
- + Investigating the experience of hospital discharge
- + Early intervention in mental health
- + Improving the experience of making a GP appointment
- + Making it easier to make an NHS complaint.



Our Healthwatch Team (top, from left to right): Jacquie Pond, Jade Parkes, Natallie Hoare, Matthew Parris, Lisa Sian, Lauren ter Kuile (bottom row) Erika Lorimer, Natasha Ward, Kate Scribbins, Samantha Botsford.

We would like to thank the members of the staff team who have left us in the last year: Julie Dallison, Sonali Florence, Katherine Leach and Bob Hall.

We can
help you...

Are you struggling
with social care?

*Your views are
making a
difference*

Listening to your views

We held 60 events in 2016/17 and attended many more events run by partner organisations.

We spoke to people in focus groups, support groups, awareness events, supermarkets, high streets, hospitals, GP surgeries, SureStart centres, corporate offices, community centres, day centres, family fun days and targeted provider events.

- + We visited the Young Person’s Safe Haven in Aldershot to speak to children/ young people experiencing mental ill-health. We also spoke to their families.
- + We visited SureStart Children’s Centres to talk to parents about their experiences of local services, as well as their children’s experiences of GPs, hospitals and more.
- + We visited Dementia groups and day centres to talk to vulnerable older people about their experiences of local services.
- + We spoke to people in the BAME community about their health inequalities and what we could do to help improve their experiences of local services.

We attended an event to hear experiences of the Gypsy, Roma, Traveller community and gained a better understanding of the health inequalities they face, including an increased amount of stillbirths and a poor uptake of cancer screenings

What we’ve heard

This year you shared 2,991 individual experiences with us

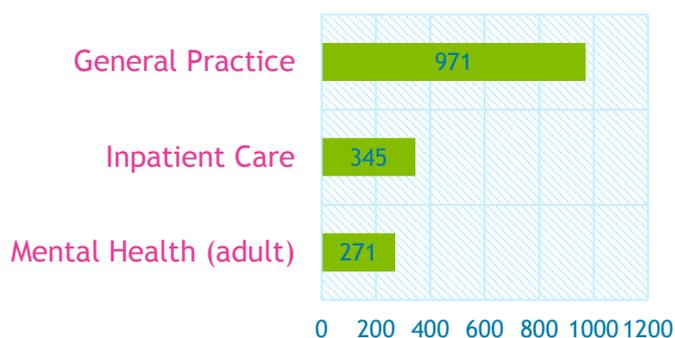
29% of these were positive



66% of these were negative.



Services you've mentioned the most



The services we have heard most positively and negatively about in the last year:

Positive*	Negative*
Cardiology	Nursing Care Homes
X-rays	Mental Health (Child & Adolescent)
Urology	Adult Social Care

*of services mentioned at least once a month

The most frequently mentioned topics were: follow up care and support, getting an initial appointment and waiting within a service/waiting times.

In focus: Safe Havens are ‘Keeping the Light on’

- + ‘Keeping the Light on’ was a key piece of evidence in the decision to continue funding Safe Havens at Redhill and Epsom for another year.
- + Some Safe Havens have adopted users’ feedback into their marketing, such as showing a photograph of the inside of the Safe Haven so users know what to expect
- + We empowered a Safe Haven user to speak to BBC Surrey to share her experience of Safe Haven Epsom.



“I would say that it’s a place that you can go to prevent self-harm, to prevent a crisis going further”

“Anna” on Safe Havens, BBC Surrey Breakfast

- + We heard about mental health facilities across Surrey as well as the Safe Havens.
- + We learnt how to engage with people experiencing mental ill-health, and how important building trust is when asking the public to share experiences which are painful for them to talk about. We will build this learning into how we talk to people in the year ahead to ensure we are sensitive to their needs.
- + One user shared her concerns about a recent assault outside one of the centres. We told commissioners about this and they assured us that the risk assessment would be updated and the learning shared with all Safe Havens.

Students become ‘Healthwatch for a Day’

In March, we worked with staff and students at Magna Carta School in Staines on an initiative involving the whole school community as part of a school wellbeing week, with 12 students volunteering to be Healthwatch Champions for a day.

The aim of the day was for the student Healthwatch Champions to speak to other students and staff about what they think about local health and social care services.

Students could also complete a short postcard survey about their feelings and anxieties and where they go to get support.

197 postcards were completed and the results will be presented back to the school this summer.



Magna Carta student Healthwatch Champions.

Raising awareness

As Healthwatch Surrey exists to give people a voice, it is crucial that we do everything we can to build awareness and make it easy for people to share their experiences.

The Healthwatch Surrey website, social media and e-bulletin remain key tools in how we communicate with the public and we continue to develop these channels so that more people hear about Healthwatch and the work we do.

127,000 people reached using social media

2,917 Twitter Followers

222 Facebook Likes

12,453 visitors to our website

680 e-bulletin subscribers

We have continued to build our profile with local and regional media, sharing our reports and commenting on health and social care topics. This has included 10 local radio interviews and our first TV interview, on BBC South Today.

We have undertaken projects with the Quality Assurance team at Surrey County Council, Patient Advice and Liaison services (PALS) to build awareness with local people and health and social care professionals.

The development of our new communications strategy in 2016 meant shorter, more focussed campaigns featuring each of our key priority areas.

This year, we are developing an overarching awareness raising strategy which begins in July with a local radio and online campaign supported by social media and coincides with the launch of our new website.

What we've learnt from visiting services

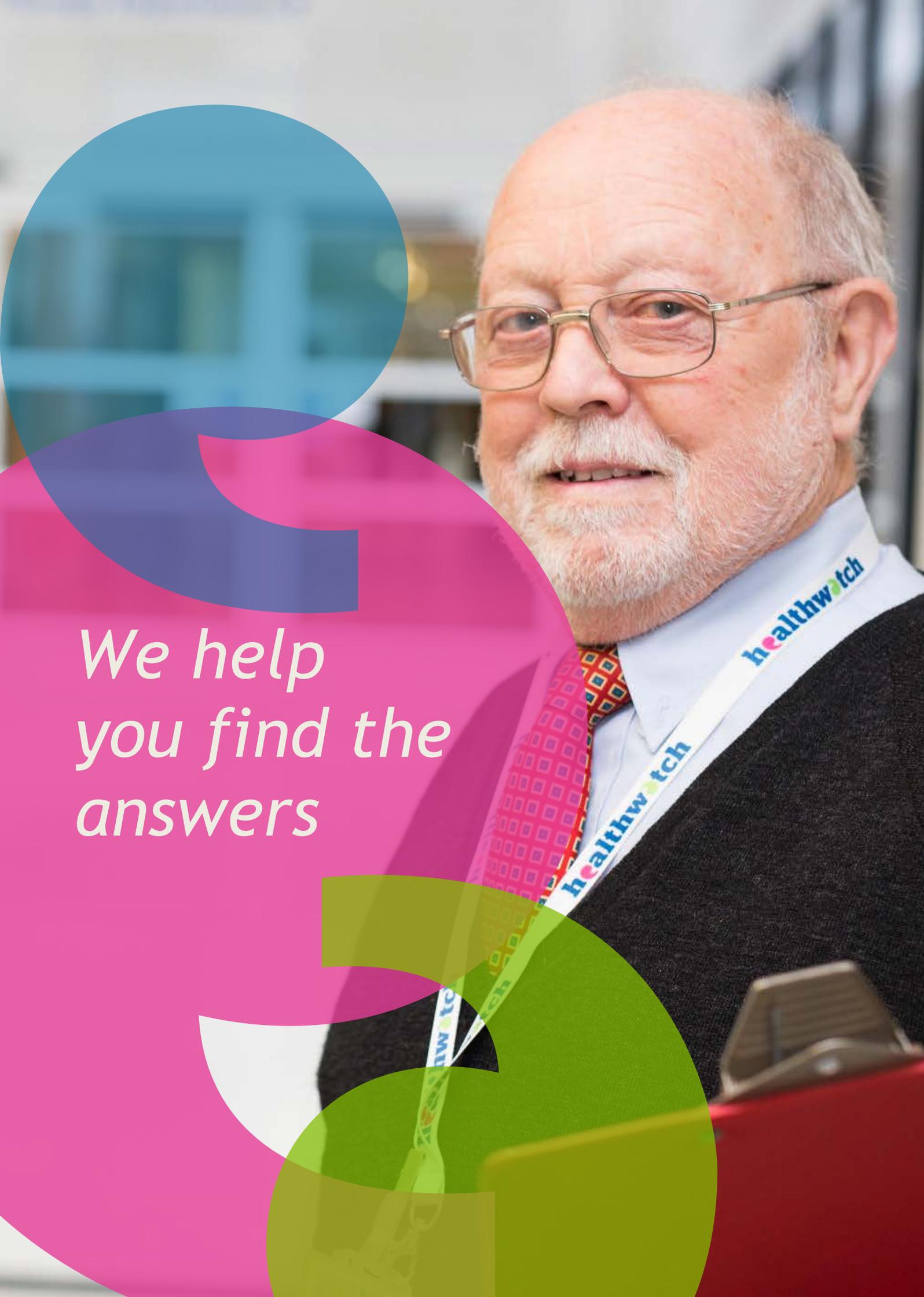
In 2016, we secured NHS England funding to put together a resource to support the adoption of the NHS Accessible Information Standard. We co-designed a toolkit with local people and user groups to audit compliance with the standard, which was then shared with all local Healthwatch. As a result of these pilot visits, one GP surgery has now *“purchased an additional mobile induction loop and [promoted to patients with] larger posters in all clinical rooms. So thank you for highlighting this...”*

In early 2017, we completed a series of Enter & View visits to care homes to listen to the views of residents. See page 24 for more information about what we learned, and what action was taken by service providers, the CQC and Surrey County Council as a result of our findings.

18 people are currently trained to undertake Enter & View visits on behalf of Healthwatch Surrey. A full list of these individuals is available on our website.

Our Escalations Panel, which is made up of staff and volunteers, meets monthly. The panel examines what we have heard about services which are on our radar as having more negative experiences than others, as well as individual experiences of serious concern. There are a range of actions that have been taken, including escalation to Clinical Commissioning Groups (CCGs) service providers, Healthwatch England, and NHS England.

The panel raised concerns about a GP surgery, that is due to close and was still registering new patients and NHS England have taken steps to ensure that this does not continue.



*We help
you find the
answers*

How we have helped the community access the care they need

During the last year we have helped 2,322 people gain information and advice through our Advocacy service, Helpdesk and partnership with Citizens Advice.

Through these services we have helped individuals, families and carers access local services and empowered them with the information needed to take control of their own health and social care.

Helping to relieve concerns about leaving hospital

Victoria* contacted the Healthwatch Surrey Helpdesk with concerns about what would happen to her after she is discharged following a scheduled operation. She was concerned about being discharged without support at home. Victoria explained that the operation was a major one and required her to keep her back straight for at least two weeks. She said that she had had a pre-op assessment but found the information she was given around her discharge quite worrying. Victoria reported that she was told that she may travel home lying down. She has no local family so was worried about managing on her own.

The Helpdesk reassured Victoria that each hospital has a discharge policy and she would be assessed by the hospital social work team who would look at the support she would need to be discharged home safely. The Helpdesk also advised that she could get a copy of discharge policy from the ward manager or Patient Advice Liaison Services (PALS) and suggested she could speak to PALS about her concerns while she was on the ward. The different options of

support that may be offered to her were also discussed.

Support with making a complaint

Carol* is a mother living in Surrey who has a daughter who is a drug addict, with mental health problems, living in Bradford. Carol contacted our free Independent Health Complaints Advocacy Service to get help with making a complaint against Bradford Hospital following poor treatment her daughter received in their care. She had not received adequate responses to her queries raised directly with the hospital.

Carol was supported by an NHS advocate to communicate with Bradford Hospital. A local resolution meeting was held during which the advocate put forward Carol's views and questions. Carol felt that the information provided in this meeting was not satisfactory so our advocate supported her to contact the Parliamentary and Health Service Ombudsman. A report has now been submitted and Carol is awaiting a response.

Carol's family now feel that they have been listened to and that their concerns have been voiced.



Providing information and advice is a key part of our work

*Together we
are changing
things for
the better*

Have you
visited
CareHome
Real
What was it like?

How your experiences are helping influence change

Your views and experiences have informed a number of reports and recommendations this year. We have shared and presented these to regulators, providers and commissioners of health and care services, to suggest how things might be improved.

Our reports include:

My Way, Every Day (January 2017)

Volunteers visited 25 care homes to speak to residents about what it is like to live in a care home and how their individual wishes and needs are taken into account on a daily basis.

Our report highlighted inconsistencies in how activities are provided. One example was of a man with dementia and physical disabilities who said he liked watching Question Time but didn't get to watch it in the care home, as the staff had not understood his wishes or been able to fulfil them.

We called on commissioners and providers to respond to the recommendations. 93 care homes and 5 commissioners responded to our recommendations with a number of positive improvements including:

“Limegrove, [which is one of the care homes visited] has a weekly bus trip now taking place.”

Rob Martin, Anchor Care Homes

More information about our work with care homes can be found on p. 25.

Keeping the Light On (March 2017)

Safe Havens are drop-in out of hours centres which support people experiencing mental health crisis and their carers.

‘Keeping the Light on’ summarised the mental health experiences shared with us during our visits to 7 Safe Havens (also known as Crisis Cafés) in Surrey and surrounding areas.

Through this report, service users have been able to safeguard the future of Safe Havens in the county for at least another year.

“...This report clearly highlights that Safe Havens are one of the best environments for supporting people through a mental health crisis. So let's make sure that the Safe Haven light keeps shining brightly...”

Lynne Dossetter, Operations Manager, Corner House (Woking Safe Haven)

More information about our work with Safe Haven users can be found on p. 12.

Patient Participation Group (PPG) Fact Finder (2016)

PPGs can be an invaluable source of patient feedback for GPs. Even though all practices are required to have a PPG, they are set up very differently. Our volunteers helped us to conduct interviews with 12 PPGs across the county. The results from these interviews gave us a deeper understanding about what works well, areas that need improvement and some of the barriers faced when setting up and maintaining a PPG. These findings and examples of best practice are now a resource to be shared with other PPGs.

We will continue to work closely with them in 2017/18 to build their capacity, raise awareness of Healthwatch and explore ways in which we can work together.

Improving access to Independent Health Complaints Advocacy (2016)

As a common gateway to the complaints process, it is important that Patient Advice and Liaison Services (PALS) are able to correctly signpost to the Independent Health Complaints Advocacy Service (IHCA). IHCA offers free independent support with making a complaint. This year, volunteers have been working with PALS across the county to raise awareness of the IHCA service and Healthwatch Surrey in acute and community hospitals.

Improvements agreed with providers included:

- + Adding information about Healthwatch Surrey into their generic or PALS or complaints leaflets and letters
- + Making it as easy as possible to make complaints, particularly by

telephone for those receiving care at home.

Safety concerns when people leave hospital

Throughout the year, we heard a number of alarming experiences about being discharged from hospital in an unsafe way. We reported this to the Surrey Safeguarding Adults Board. Our evidence combined with other intelligence led the Board to create a 'Hospital Discharge Panel' to look closely at how services have delivered their safeguarding responsibilities in Surrey.

In our report, we recommended some key lines of inquiry for the panel focussing on the patient perspective.

Our report provided the panel with valuable patient experiences from an independent source and was cited throughout the panel's enquiries.

Regular reports to health and social care commissioners

We've worked hard on our relationships with health and social care commissioners this year. All of them are now meeting with us regularly and many are asking for these meetings to be more frequent, demonstrating the value that Healthwatch Surrey is bringing by sharing what we've heard from local people.

These meetings include a 6-monthly report into the themes we are hearing about services in each area.

On occasion individual anonymised cases are escalated to the commissioning organisation to investigate.

The information we share is combined with other intelligence held by commissioners so they can assure themselves that services

are delivering good outcomes and experience for local people.

Together with our volunteers, we also attend CCG patient experience groups. It is important to ensure that these groups are not tokenistic talking shops, and that a wide range of voices can be heard, it is part of our job to help make that happen.

"The experiences that Healthwatch Surrey share with us remind us why we're all here...they sensitise us to the experiences people are having day-to-day."

Helen Collins, Associate Director of Quality and Improvement, NHS Guildford and Waverley Clinical Commissioning Group

"Healthwatch Surrey have been an active and valued partner within Surrey County Council's multi-agency quality assurance information sharing processes ... [they have] provided a set of valuable observations on and recommendations regarding the quality of provision of care homes in Surrey."

Julian Temblett-Wood, Quality Assurance Manager, Adult Social Care, Surrey County Council

Working with other organisations

Care Quality Commission (CQC)

This year we have met regularly and developed a close working relationship with the Care Quality Commission. The meetings, held quarterly, allow us to share information and evidence relating to

experiences we have gathered about services providers, including: GPs, hospitals, mental health and adult social care. We both also share updates on the activity for the forthcoming quarter, to allow us to feed in our evidence relating to any specific inspections.

The aim for the next year is to continue to build on this relationship and ensure we are in a position to best complement and support local CQC monitoring, inspection and regulatory activities.

"Within CQC and Surrey in particular we welcome the close working relationship we have developed with Healthwatch and we're really hopeful that it continues."

Neil Cox, Adult Social Care Inspection Manager, Care Quality Commission

Quality Surveillance Group (QSG)

The QSG brings together different parts of the healthcare system to identify risks to quality of care early. In January, we escalated two concerning experiences about the Royal Surrey County Hospital which led to additional scrutiny by the commissioner.

"Healthwatch Surrey has been a full member of the NHS England Quality Surveillance Group (QSG) for Surrey & Sussex and provides an important source of information and intelligence on providers in their area which they regularly share as members of the QSG, particularly where there are concerns. The intelligence they have provided has proved to be a valuable contribution to identifying the level of risk in a number of providers across Surrey."

Felicity Cox, Chair of Surrey and Sussex QSG, NHS England

Wellbeing and Health Scrutiny Board (WHSB)

The WHSB reviews and scrutinises health services commissioned or delivered in the authority's area. In September, we challenged the board on the impact of the proposed stroke service change on people in certain areas of Surrey. This resulted in an update to the board which included information on how high risk groups were identified and consulted on the proposals.

“Healthwatch Surrey have played an active role in the work of Surrey County Council's Wellbeing and Health Scrutiny Board ... making significant contributions in terms of both penetrating questions posed to witnesses, and provision of additional relevant information. They have also contributed significantly to some key reviews related to the South East Coast Ambulance service and Surrey & Borders Partnership Trust's decision to relocate Mental Health Wards from Epsom to Chertsey.”

Bill Chapman, Chair, WHSB

Healthwatch England and local Healthwatch

All our reports are published on the Healthwatch Surrey website and we share these directly with Healthwatch England. We have made no formal escalations to Healthwatch England this year.

We are pleased to be able to work closely with other local Healthwatch in our region, particularly to support and seek assurance from our shared ambulance service that improvements are being made, particularly around how the service involves patients in decision making.

We also worked with local Healthwatch around Frimley Health NHS Foundation Trust, including Healthwatch Windsor, Ascot & Maidenhead, Buckinghamshire and Slough, to find out about people's experience of leaving hospital. 42 of 120 respondents to our survey were from Surrey. The report will be published in summer 2017 and the findings will inform further work on this priority.

Health and Wellbeing Board (HWB)

The Surrey Health and Wellbeing Board works to improve the health and wellbeing of the people of Surrey. It includes commissioners from NHS, public health, social care, local councillors and user representatives. Our representative on the HWB is supported to be an effective member through regular briefings and pre-meetings with the staff team, to identify the evidence and insight we can share.

“Healthwatch Surrey are an active member of the Surrey Health and Wellbeing Board. Their contribution is highly valued and they are a key member in ensuring residents views are considered by the Board ... they have continued to challenge the Board to ensure residents have access to health and wellbeing services at the right time and in the right place ... We look forward to continuing to work in partnership with Healthwatch Surrey over the coming year to do things differently to improve health and wellbeing outcomes for Surrey residents.”

Helyn Clack, Cabinet Member for Health, Surrey County Council

Working with our community

Community Cash Fund 2016/17

In August we launched our second Healthwatch Surrey Community Cash Fund, encouraging local community groups, organisations, voluntary and faith groups to submit applications for our small grant scheme.

Through the Community Cash Fund initiative we work hard to support well-being projects, bringing people together in a social and healthy way, to talk about their experiences of health and social care services.

Some of our winners included -

- + Healthy lifestyle workshop supporting stay-at-home young mothers from the South Asian community.
- + Knitting and social group supporting people living with dementia.
- + Fit-and-fun sessions to develop an educational support group for dads and their children.



“Come Knit with me” project for carers of loved ones with dementia

- + Health and wellbeing forum group so that the Nepalese community can access relevant services in health and social care.
- + A sensory equipment programme to break down interactive barriers and connect people living with learning disabilities and complex needs.
- + Happy healthy workshops providing education for children and young people affected by anxiety, exam stress, bereavement or family breakdown.



Planning ahead: Community Cash Fund winners 2016/17 workshop

- + Keeping fit church group with table tennis at the heart of activities in a friendly and fun environment.
- + The set-up of a specific service user group to capture experiences of adults affected by domestic abuse and shared with commissioners on needs within the East Surrey area.

All the project initiatives will be showcased at our Let's Celebrate event in October 2017. All of the winners are working to sustain and continue with these projects.

Voice Network

93 people from organisations, charities and support services took part in our Voice Network to bring the needs and experiences of their service users to our attention.

The Voice Network was facilitated in partnership with Surrey Community Action, who also supported us to organise a 'Let's Celebrate' event for our Community Cash Fund Winners of 2015/16 in September.

The winners presented their projects to an audience at Dorking Halls, which included an Aphasia awareness session, seated dance

sessions for older people and a film made by young people about their mental health experiences.

Supporting local people to help shape services

Volunteering

Through volunteering Healthwatch Surrey has provided local people the opportunity to use their skills, knowledge and experience to shape their local health and care services and support Healthwatch Surrey in fulfilling our statutory activities.

In the last year, volunteers have contributed over 1000 hours and been involved in a large array of projects, including engaging with the public from their local communities, and reporting these opinions and experiences back to commissioners via CCG meetings and other meetings they have attended on our behalf.

They have also supported us with our project work. They played a vital part in the care homes project by helping to carry out 25 Enter & View visits in care homes across Surrey.



We've also been co-designing a pioneering Patient Leaders programme which puts local people at the heart of NHS improvement and innovation programmes.

Having recruited six Patient Leaders who have the courage to speak up in a room of 'experts', we have supported them to undertake roles working alongside doctors, nurses and managers in the NHS in order to help re-design services. They provide another important and independent perspective to discussions, as well as contributing their own ideas and drawing upon Healthwatch Surrey's evidence.

This initiative has been possible thanks to our collaboration with the local Academic Health Science Network and Centre for Patient Leadership, through which we have accessed funding from the NHS Leadership Academy and support from The Kings Fund.

In March, four Patient Leaders were involved in the launch event of the 'Safe Discharge and Transfers' project. They were able to help participants reflect on the impact of poor discharge on patients, their families and carers. They were also involved in facilitation throughout.



A screenshot of Jill with a resident as part of the Care Homes project video

“Our partnership with Healthwatch Surrey over the last year has been key [to working collaboratively with patients] and to date they have provided a range of patient insights and reports relating to local experiences of the discharge process, supported our launch event with stories direct from patients and have become an instrumental part of our Core Reference Group for the project.”

Emma Cox, Programme Manager, Kent Surrey and Sussex Academic Health Science Network

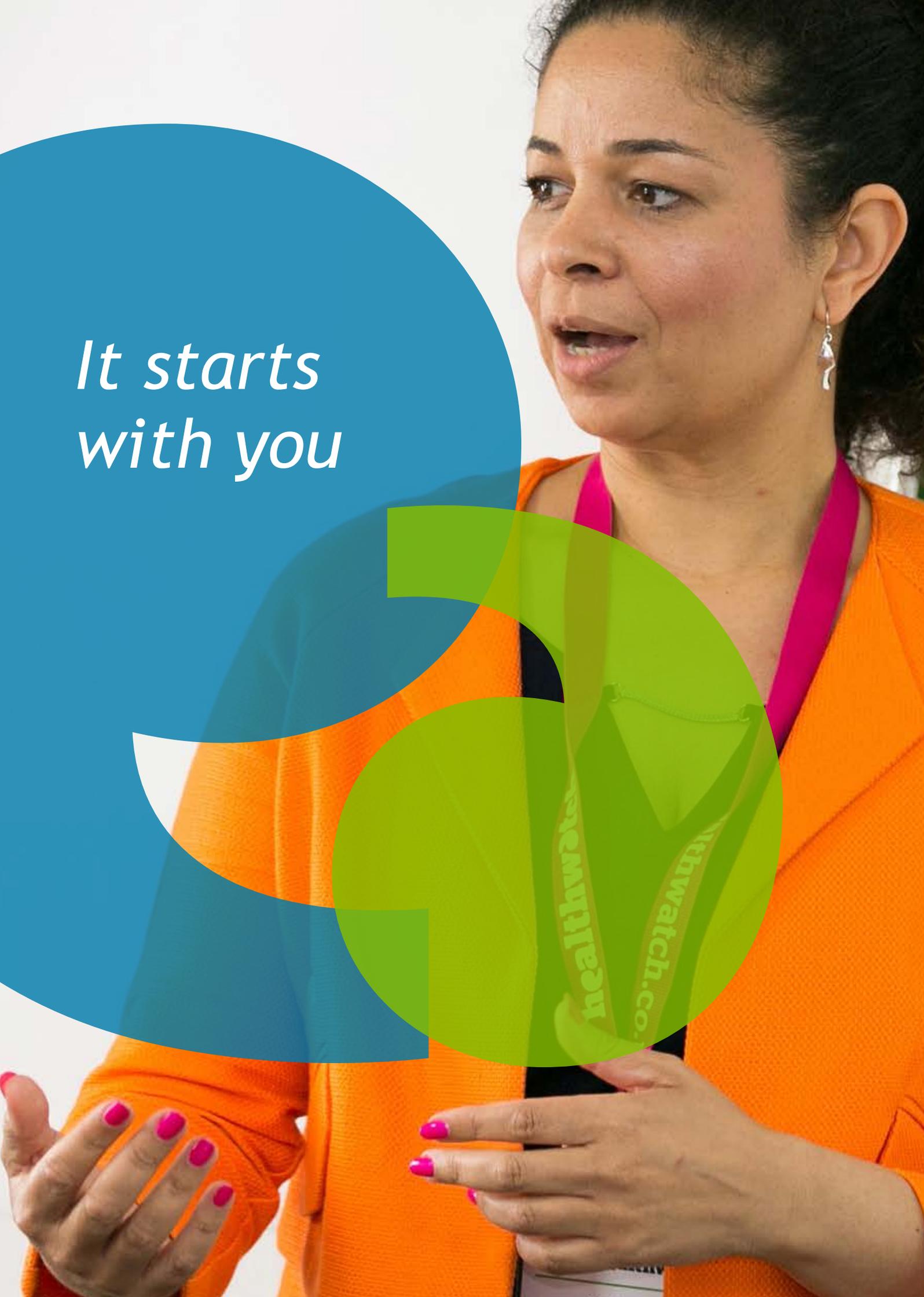
We asked our volunteer, Jill Bowman, to tell us about her volunteering experience:

“As a nurse, I wanted to get involved with something to do with health and be able to give something back to my local community. I found out about Healthwatch at my Patient Participation Group ... It sounded really interesting. I am naturally nosy and I wanted a better understanding of how my local health and care services worked.

I am in the Enter & View team and have taken part in 4 visits so far. It was particularly interesting to visit care homes as my mum was going into a care home at the time so for me it was useful to see how others worked.

I'm delighted to be a Patient Leader within the Safe Discharge and Transfer group. For me the key point I will be focussing on, is that patients are discharged in a timely fashion and feel confident in wherever they are discharged to.”

*It starts
with you*



#ItStartsWithYou

Thanks to Jane and Janice, 13 adults with dementia are now receiving safe and effective support from local care homes.

Jane and Janice were part the team of volunteers that carried out 25 visits to care homes in Surrey from September to November 2016 to find out more about the provision of meaningful activities. Before our visits, a lady who was living in one of the care homes had reported issues to the manager of her care home, which she felt had not been adequately addressed.

Within the same care home, Jane and Janice documented observations that there was a pervasive smell of urine and there was some faeces in one of the corridors.

On the same day of the visit we reported these observations to the Care Quality Commission (CQC) and the local inspector organised a visit for two days later. During that visit the service was judged as being inadequate in four of five domains: caring, safe, effective and well-led.

They also found:

- + The service had not made all necessary checks on staff
- + Medicines were not managed safely
- + There was a pervasive smell of urine
- + Beds were infested with bed bugs
- + People did not have access to meaningful activities

This led the CQC to take enforcement action and the care home has since been closed. The residents have moved on to live in safer and more caring environments.

The team of volunteers that took part in this programme have also supported improvements in the provision of activities in Surrey care homes including;

- + Local Care Home Forums (which seek to share best practice amongst services) have added activities as a topic to their agendas.
- + Commissioners are asking care homes to make pledges to improve the provision of activities and report back via the Forum.
- + Surrey County Council are collating all information about local transport schemes and sharing these with care homes and investigating the extent to which residents in smaller homes (less than 20 residents), without activities coordinators, participate in activities.

“We have increased the number of hours available to dedicated activities co-ordinators and we now employ two people that help co-ordinate activities.”

Martin Garbett, The Whiteley Homes Trust

“All staff have attended further training on person-centred care.”

Angela Sohun, Southlands Rest Home



*Our plans
for next
year*



What next?

Our priorities run for a three-year cycle as the issues we work on are too complex to complete in one year. Therefore most of our priorities will carry forward into 2017/18. We will be working with commissioners to establish how our expertise in talking to service users, families and carers can be most impactful in our priority areas in the year ahead.



Access to GP appointments remains a high priority for local people

The issues we will concentrate on are:

- + Amplifying the voice of care home residents
- + Early intervention in mental health
- + Investigating the experience of hospital discharge
- + Improving access to GPs and primary care.

Over the last year we've made it easier for people to make NHS complaints by raising the profile of Healthwatch Surrey and Independent Health Complaints Advocacy within hospitals and ensuring information about the complaints process is as clear as possible on their websites and leaflets.

Although we will no longer work on complaints as a priority this year, we will continue to support people through the process via our Advocacy service, and escalate poor practice when we find it.

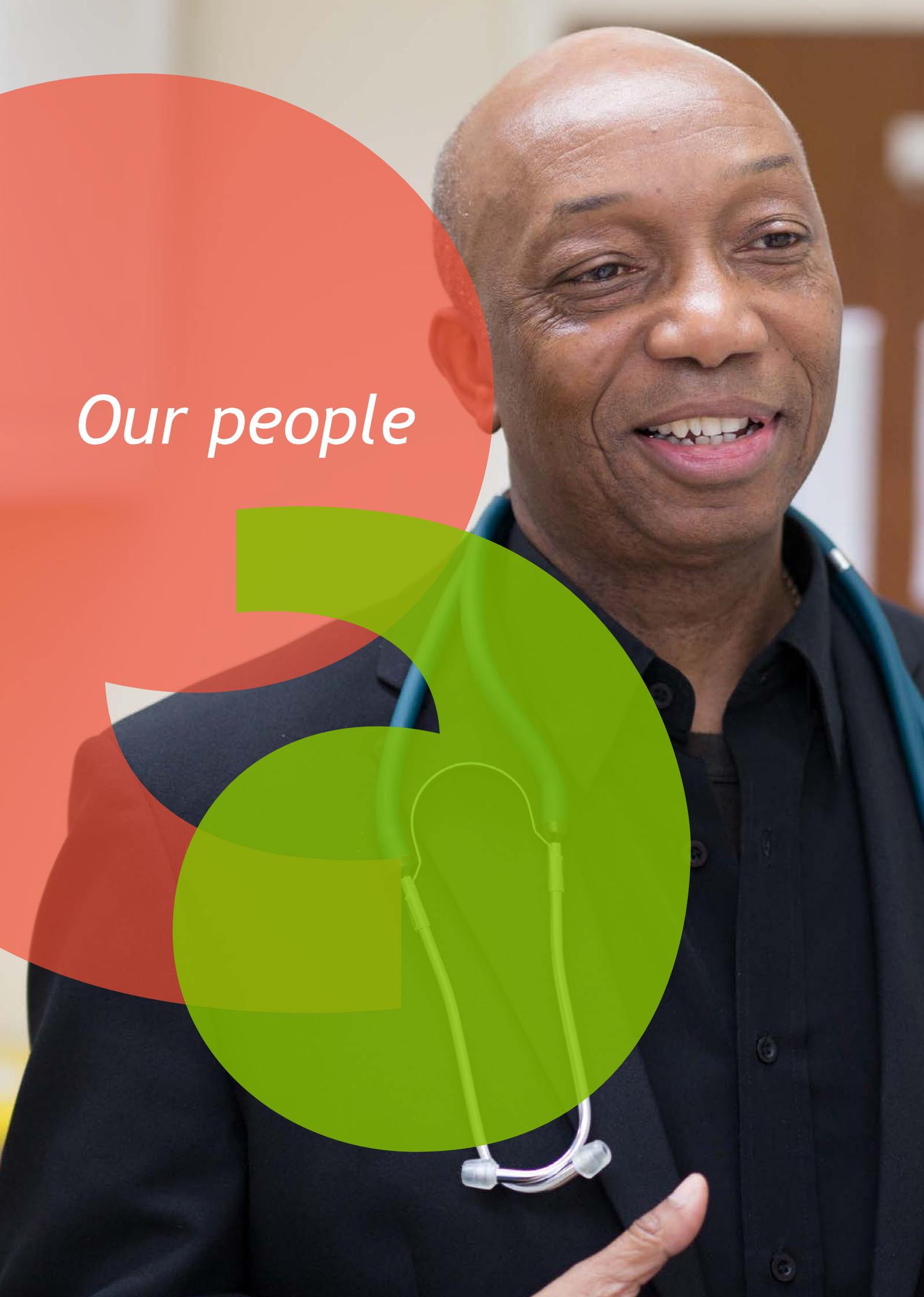
We will focus on engaging with the following groups: people who use sexual health services, Gypsy Roma Traveller Communities, children who use speech and language therapy services and adults with learning disabilities. In addition we will ensure that we visit all areas of Surrey to gather experiences from the public.

We have a real focus on raising awareness of Healthwatch Surrey with the public and with decision-makers. We will build on the increased media profile we've established this year by finding more ways to get the media interested in our work. We will get out and about more across the districts and boroughs of Surrey to explain what we do.

We already have some fantastic and dedicated volunteers working for us and this year we will start to develop local teams of volunteers to help us talk to the public, gather evidence, build relationships and feed that evidence back to local decision-makers.

Sustainability and Transformation Plans will continue to dominate planning for the future of services and we will continue to press for genuine and early involvement of patients and the public in developing plans. Recruitment and support of Patient Leaders will form a key part of this.

We will continue to have regular meetings with commissioners and CQC to share our evidence and use our Escalations Panel to find the most effective ways to have an impact, and get the best outcomes for local people.



Our people

Decision-making

Healthwatch Surrey C.I.C is governed by a Board which has a majority of independent Non-Executive Directors. The Board meets in public quarterly and members of the public are encouraged to attend and ask questions.

The Board makes decisions about Healthwatch Surrey's strategy and priorities. The members of the Healthwatch Surrey board are:

- + Peter Gordon (Chair)
- + Jason Davies (Deputy Chair)
- + Deborah Mechaneck
- + Wanda Jay
- + Lynne Omar
- + Kary Backhouse
- + Richard Davy, Member Nominated Director for Surrey Independent Living Council
- + Mark Sharman, Member Nominated Director for Help and Care
- + Laurence Oates, Member Nominated Director for Citizens Advice Surrey.

Towards the end of the year we will review our thematic priorities. What we've heard from the people of Surrey will continue to be the driving force behind our priorities, but we will combine this with consultation with key stakeholders and an assessment of emerging issues nationally, to ensure we have a balanced view.

It is also important that we consider issues and services we are not hearing about in setting our priorities as we cannot assume this means all is well. Our volunteers will be involved in this review and will help come up with a shortlist for final decision by our Board in public. We will continue to have a mechanism whereby any member of the public can put forward an idea for a project via our website.





Our finances

www.healthwatch

healthwatch

Below is a summary of Healthwatch Surrey's financial activity (subject to independent audit) for the year 2016/17.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities and Independent Health Complaints Advocacy	632,928
Additional income	24,850
Total income	664,088
Expenditure	£
Operational costs	449,109
Staffing costs	208,350
Office costs	25,731
Total expenditure	683,190
Balance brought forward	(19,102)

Note to 2016-2017 figures

The end of year balance for 2015-2016 was a surplus of £88,543, from which the Board agreed to use £55,520 to meet the requirements of the company's reserves policy (see below) and the remaining £33,023 was to be used towards the costs of carrying out its work plan in 2016/17.

The £33,023 was spent though our increased activity in 2016-2017. Our increased activity also generated £24,850 of additional income from sources other than Surrey County Council. The Board has agreed to contribute the deemed profit element of that additional income to our reserves, creating a net reserves balance of £69,441.

Reserves Policy

Healthwatch Surrey continues to work towards ensuring an unrestricted funds reserve equivalent to two months of its full year budget. At the end of 2015-2016, it reserved from its surplus the sum of £55,520. An additional £13,921 has been reserved at the end of 2016-2017, to create a reserves balance of £69,441. The Board consider this is the reserve level needed to ensure we can provide financial stability and the means for the development of our required activities.

The basis for this judgement by the Board is the need to:

- + Cover staff redundancies and winding up costs in the event of closure
- + Take account of the relatively short time scale of our main service contract
- + Take account of the relatively short notice of termination period of our main contract
- + Ensure our commitment to ensuring continuity and quality of service.
- + Bridge the timing differences between start of the financial year and the receipt of the first quarter's contract payments to protect against the effect of late payment of contract invoices and the potential for ongoing late payments throughout the financial year

The Board will, at least annually, review the policy and level of reserves that are required to ensure that they are adequate to fulfil our continuing obligations.



Contact us

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- + Help & Care, 896 Christchurch Road, Bournemouth, BH7 6DL
- + Surrey Independent Living Council, Astolat, Coniers Way, Guildford, Surrey, GU4 7HL
- + Advocacy in Surrey, Surrey Disabled People's Partnership, 51 Commercial Way, Woking, Surrey, GU21 6HN
- + Citizens Advice Runnymede and Spelthorne, The Old Library, Church Road, Addlestone, Surrey, KT15 1RW
- + Citizens Advice Waverley, 36 Bridge Street, Godalming, Surrey, GU7 1HP
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- + Citizens Advice Woking, Provincial House, 26 Commercial Way, Woking, Surrey, GU21 6EN
- + Citizens Advice Surrey Heath, Knoll Road, Camberley, Surrey, GU15 3SY

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Health and Wellbeing Board, Wellbeing and Health Scrutiny Board and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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