

Q1 Outcomes - April - June 2016

We have identified 5 types of “Useable Outcome”

1. Amplifying the Voice Outcomes

Challenges in Board meetings e.g. HWBB. Demonstrating the impact of us bringing the public voice to the table where without our participation in decision making boards they wouldn't be heard

2. Escalation Outcomes

Situation/Change/Impact based on experiences shared and escalated in regular meetings with CCG's, Acute Hospitals, CQC on the back of relationships we have built with them

3. Relationship Outcomes

Comment/feedback/examples from stakeholders demonstrating how the relationship with HWSY benefits them and in turn their service users

4. Project Specific Outcomes

When a project or result of a project results in an impact or change. Also where our project work results in raised profile or awareness of an issue we have been investigating.

5. Empowering People Outcomes

Demonstrating how, through an interaction with Healthwatch Surrey, a member of the public has been empowered with information and advice

1. Amplifying the Voice Outcomes

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- HWSy gained agreement at JSNA strategic review workshop that all chapters of JSNA should contain a section specifically on user experience.
- Quality Accounts: First Community Health. HWSy used the QA process to raise a challenge around learning from complaints and engaging with users directly with First Community Health
- HWSy were asked to identify/nominate some additional representatives from the third sector for the Children and Young People's Partnership Forum. Working with Surrey Youth Focus, we were able to nominate 6 additional reps from voluntary orgs working

with young people which will mean a valuable opportunity to amplify their voices at this key forum.

- HWSy challenged the engagement work stream of Surrey Heartlands STP over whether there was genuine desire to engage and questioned fact that public opinion research was being done rather late in the day to be meaningful.
- Wellbeing & Health Scrutiny Board - HWSy provided a challenge to Helen Atkinson (Director of Adult Social Care & Public Health) around their role in using evidence to identify efficiencies in the health and care system: "To what extent are experiences and feedback from patients, service users and carers being used to identify efficiencies? [examples were provided of what we have heard related to efficiency]"
- HWSy made a challenge to Surrey & Borders Partnership through the Wellbeing & Health Scrutiny Board relating to waiting times for children and young people accessing CAMHS

"We welcome the improvements presented about CAMHS. That said, we continue to hear from children and their families about long waiting times, sometimes with tragic consequences. What does the re-procurement of CAMHS service mean for waiting times to assessment and to referral for Children & Young People?"

Response:

"It is in our presentation."

Having re-read the presentation, there was reference to opening times, and intention set establish new performance standards, although no details.

HWSy followed up with SABP after the meeting and have now received the new standards, which can now be communicate where necessary to users.

2. Escalation Outcomes

Situation/Change/Impact based on experiences shared and escalated in regular meetings with CCG's, Acute Hospitals, CQC on the back of relationships we have built with them

- SECAMB - Local HW from the South East met with SECAMB and gained assurance that they will share their recovery plan with us. They committed to engage with local HW on a regular basis and that they will arrange a day for HW staff and volunteers to come and learn more about their operations. SECAMB also attending next HW South regional get together in July to report on progress.
- HWSy relayed a summary of 108 experiences of local people accessing services from Ashford & St Peters Hospital through the Quality Account, championing the need to make it easier to make a NHS complaint.
- We met with Tim Hamilton (Communications Director) for Epsom & St Helier Foundation Trust to hear about their engagement work and advise them on plans around the Estates Strategy Review and related 'Strategic Outline Case' for NHSE

- HWSy challenged Surrey Heath CCG to investigate a trend in lack of awareness and use of early intervention services, which we challenged the CCG to triangulate with their own data.
- HWSy challenged Surrey Downs to investigate a threat made by a consultant to a patient wanting to make a complaint. We challenged the CCG to work with the hospital involved to feedback into our next “What we’ve heard” meeting.
- HWSy relayed 45 experiences to senior leaders at SASH, based on 3 months of data reported to the Chief Nurse.
- We reported over 20 experiences to the CQC during our Quarterly meeting in April. This included experiences relating to GPs, Hospitals, Mental Health and Adult Social Care.
- HWSy raised awareness of good complaints handling amongst senior leaders at SASH through sharing the report “My expectations for raising concerns and complaints” Healthwatch England and PHSO, November 2014
- We have met with 5 of the 6 CCG’s to deliver a summary of experiences shared with us relating to their CCG area

3. Relationship Outcomes

Comment/feedback/examples from stakeholders demonstrating how the relationship with HWSY benefits them and in turn their service users

- ‘This information is like gold dust to us’ - Claire Martin CQC inspector
- We ran a successful Shared Record Workshop for North West Surrey CCG
- A new contact through East Surrey Carers (ESC support people with older children with mental health issues) meant we were invited to join the Carers Extravaganza Afternoon to talk informally about HWSy.
- Through the June VOICE Network we connected with small organisations representing their service users
- HWSy were invited to participate in the evaluation panel for Diabetic eye and breast screening services in Surrey
- We were invited to join the East Surrey System Resilience Group
- HWSy were recently invited to sit on the Safeguarding Adults Board

4. Project Specific Outcomes

When a project or result of a project results in an impact or change. In addition, where our project work results in raised profile or awareness of an issue we have been investigating.

- As a result of the PPG project we visited 12 surgeries, 129 people have seen the Introduction to Healthwatch presentation and 33 surgeries have received HWSy literature.

5. Empowering People Outcomes

Demonstrating how, through an interaction with Healthwatch Surrey, a member of the public has been empowered with information and advice

- At the HWSY East Surrey CCG PRG presentation in June a member of the group who was not initially a fan of HWSy stood and said that HWS were excellent on research/data and had helped him with an issue through our Advocacy service
- During Q1, we empowered 682 people with information and advice through our Helpdesk, Citizens Advice and Advocacy.
- Some examples of this are as follows;

Independent Health Complaints Advocacy Case Study

The family of a client came for advice on how to make a complaint after a joint community nursing/social care visit led to a 'best interests' decision to remove the client from home to hospital as a place of safety. As the services attending felt the client lacked capacity she was forcibly removed despite the objections of her and her family. This left the lady concerned and her family very distressed. The Advocacy Service met with the family and helped with the preparation and submission of documentation to send to the Parliamentary and Health Service Ombudsmen and the Local Government Ombudsman. This help gave the family the confidence to continue with their complaint. There was a joint investigation by the two Ombudsmen and the family's complaint was upheld against the council for "failing to act with enough regard to the Mental Capacity Act" when removing the lady to hospital against her wishes. It was recommended the family should receive apologies and compensation from the council for the distress they were caused and also an explanation on how the council will ensure this will not happen again.

Healthwatch Helpdesk Case Study

A caller rang into the Helpdesk having been signposted from their hospital PALS department. The caller wanted advice on sending a letter of complaint to the hospital Chief Executive and the CQC. This was following the poor treatment and care of the caller's mother in the hospital concerned and the client expressed concern for other vulnerable older patients. The Helpdesk made a referral to the Independent Health Complaints Advocacy Service to help the caller progress her complaint.

Citizens Advice Case Study

The client came to Citizens Advice (CA) following discharge from a mental health inpatient hospital as he was unsure of the next steps relating to his care and living arrangements. Upon investigation with the NHS Mental Health Crisis team the CA advisor discovered the client had a care-coordinator that the client was unaware of. The advisor put him in touch with the care co-ordinator who was then able to set up an appointment to discuss how the client could move forward with his mental health care, housing situation and help re-start his life.