



Q1 Quarterly Activity Report
April - June 2016

Highlights of this quarter - Q1



New Team Members



Jacquie Pond
Engagement
Officer



Jade Parkes
Engagement
Officer



Sonali Florence
Data Handler/
Administrator

Healthwatch Surrey, together with West Sussex, East Sussex, Kent, Brighton & Hove and Medway were awarded **'Highly Commended'** at the national Healthwatch awards for the 'value we bring together' in working with the Care Quality Commission.



Two **Enter & View** reports were published as part of a project coordinated by Healthwatch Surrey to develop an Enter & View tool for local Healthwatch to assess providers against the new NHS Accessible Information Standard.



We met with SECAMB to discuss their plans to improve **governance and patient safety** and sought assurance from their commissioner.

Our Annual Report 2015/16 report was published



How we have helped the public this quarter

healthwatch



During Q1 our Healthwatch Champions have helped **415** people with information and advice through 5 Citizens Advice Offices* across the county

citizens
advice

Independent Health Complaints Advocacy supported **141** individuals during Q1, of which 44 were new referrals

- Self referrals remained the highest source of people accessing the service, but with increased referrals coming through the Surrey Hubs vs. the previous quarter
- The nature of complaints supported through Advocacy in Q1 were as follows;
 1. Acute Hospitals
 2. Community Hospitals
 3. GPs
 4. Mental Health Services

"I am not sure I would have been able to get through without your professional and kind support. What a great service, thanks so much"

The Healthwatch helpdesk handled **126** calls for Surrey this quarter, actions taken included;

- Referral to Advocacy
- Signposting to NHS and non-NHS organisations including; *AVMA, NHS Choices, Virgincare PALS, General Dental Council, Surrey Mental Health Helpline, Alzheimer's Society and Surrey Advocacy*
- Internal Referral to Healthwatch Surrey

healthwatch
Surrey

*Reigate and Banstead; Runnymede and Spelthorne; Surrey Heath; Waverley and Woking

How we have helped the public this quarter

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 was wanting 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.

- Reigate & Banstead

How we have gathered views of the public this quarter

Healthwatch Surrey has attended twelve engagement events including 'Living well with Dementia' which was funded by our Community Cash Fund.



The Fairlands Practice
Patients Participation Group
Fairlands Medical Centre and Oldman's Lane Surgery



Living well with Dementia

- What you need to know about it and what help you can get as a patient, carer, supporter or relative
- A series of talks and activities from Alzheimer's Society, Dementia Friends and Medical professionals designed to increase your understanding of the condition

St Marks Church Hall, Normandy, GU3 2DA
8 April 2016
2pm - 7.30pm
stay as long as you like



Healthwatch Surrey has met with 11 seldom heard groups to plan 'Voice It' projects for the next 6 months, which will provide a platform for people to voice their views.

Examples of these include; older people leading independent lives, parents with mental health issues, families with children mental and physical challenges, substance and alcohol abuse groups.

We also had stands at the Family Voice Network annual event and the Reigate Community Festival this gave people the opportunity to share their experiences with us.



We facilitated the Voice Network event in Godalming on 2nd June bringing together smaller groups to voice issues on behalf of their clients.

'What we've heard' - (in the 12 months up to 30th June 2016)



**Talk
to us...**

2,137 individual experiences were reported to us;



18% have been positive
(which is an increase vs last 12 months)



57% have been negative

The most frequently mentioned services are;

1. GPs
2. Community Mental Health
3. Care at Home

The services with the highest proportion of negative experiences*

1. Mental Health
2. After Care
3. Accident & Emergency



The services with the highest proportion of positive experiences*

1. Ophthalmology
2. Cancer Services
3. Maternity



The most frequently mentioned topics are;

1. Quality of treatment (415)
2. Access to Services (306)
3. Access to Information (134)
4. Appointment Booking (111)

Whilst the concerns of the beneficiaries of VOICE Network members vary significantly, we were able to identify a theme around '**Access to information**'

*of services mentioned at least once a month

Where we have shaped and challenged services this quarter

A summary and insight into ‘What We’ve Heard’ (a summary of experience shared with us by the public) has been provided to; East Surrey CCG, Guildford & Waverley CCG, North East Hampshire & Farnham CCG and Surrey Heath CCG and the Care Quality Commission

Evidence and insight has also been shared with the Surrey Downs CCG Care Homes Seminar (local Care Home experiences), the Surrey Complaints Managers Group (“*My expectations for raising concerns and complaints*”, Healthwatch England), local NHS Trusts as part of our response to Quality Accounts

A number of particularly concerning individual experiences have been escalated promptly to the following organisations;

- Care Quality Commission
- North East Hampshire & Farnham CCG - Mental Health Commissioner
- Surrey Downs CCG
- Surrey County Council
- South East Coast Ambulance NHS Trust

An independent challenge has been provided in the following decision making forums; Health & Wellbeing Board, Joint Strategic Needs Assessment - Strategic Review, Adult Social Care Quality Assurance Framework Review, North West Surrey CCG Primary Care Commissioning Committee



Volunteer activity in Q1



We held an afternoon tea for all our valued volunteers on 7th June 2016

Volunteers have continued to play a vital role in the PALS project, visiting a number of PALS departments and gathering data

Five volunteers reviewed annual **Quality Accounts** for Ashford & St Peter's Hospitals, Frimley Health, Surrey and Sussex Healthcare Trust, South East Coast Ambulance service, First Community Health and Care and CSH Surrey which enabled Healthwatch to form a response to statements.

A programme of engagement led by volunteers has begun with a visit to the Hub Woking in June.



The Surrey Hubs



Volunteers have helped complete the data collection stage of the PPG project and are continuing to visit local PPGs to raise awareness of Healthwatch Surrey

This quarter a volunteer has visited 2 Care Homes to pilot the questionnaire for the Care Home Project that will be conducted during Q2

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 next quarter



Next Healthwatch Surrey Board Meeting in Public

Tuesday 19th July 2pm,

High Cross Church, Knoll Road, Camberley, GU15 3SY

Healthwatch Surrey's Summer Listening Tour

Friday 8th July - 30th September

We are travelling to every district, borough and CCG over 3 months to ask the public to vote in our new poll and share their experiences of health and social care.

For full listing of confirmed venues we will be visiting please visit;

www.healthwatchesurrey.co.uk

**Talk
to us...**

Let's Celebrate

We are celebrating the success of our Community Cash Fund and holding an event in September where we will be announcing the winners for 2016/2017

Where we will be sharing 'What We've Heard' in Q2

- Children and Young People's Partnership Forum
- Health & Wellbeing Board
- CQC Quarterly Meeting
- Quality Surveillance Group
- Health & Wellbeing Scrutiny Board
- CCG meetings with North West Surrey, Surrey Downs, North East Hampshire & Farnham