



12th January 2015

Local watchdog concern over unprecedented local A&E pressures

Healthwatch Surrey, the local consumer watchdog for health & social care, has voiced concern over the impact of A&E pressures in Surrey on those patients who are now unable to access planned operations, appointments and have their discharge from hospital delayed.

As these pressures continue, with increasing concern that their local A&E is in crisis, patients and their families are now faced with much longer waits

Jane Shipp, Engagement Manager said, 'We would like to thank all the staff across health, social care and the voluntary sector who have been working extremely hard over the Christmas, New Year and post New year period to keep people who are sicker and require more complex discharges, safe.'

'Healthwatch will share the views and experiences of service users during this difficult period, with all health and social care providers, so that any lessons can be learned'

Members of the public are encouraged to contact Healthwatch Surrey on 0303 303 0023, text 07592 787533 or email enquiries@healthwatchesurrey.co.uk.

Notes to Editors

1. Healthwatch is the independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level to ensure that the views of service users and others are taken into account.
2. Healthwatch Surrey enables people to share views and experiences about local health and social care services, provide evidence-based feedback to commissioners and providers to influence and challenge decision-making and planning and provides, or signposts to, information about local services and how to access them.
3. A local rate contact number (0303 303 0023), SMS number (07592 787 533) and email contact enquiries@healthwatchesurrey.co.uk have been set up to help people share their experiences or get information services.
4. People can also visit any of the Citizens Advice Bureaux in Surrey to speak about their experience and get information about services

5. Healthwatch Surrey has a seat on the Surrey Health and Wellbeing Board and can alert Healthwatch England and the Care Quality Commission (CQC) to concerns about services.
6. Healthwatch Surrey replaces The Surrey Local Involvement Network (LINK), building on its work over the past five years, but with extra functions and powers, as set out in the Health and Social Care Act 2012.
7. For more information contact: 01483 533043 or 07545 433465, or email lauren.terkuile@healthwatchsurrey.co.uk