

Welcome to this consultation on Healthwatch Surrey's priorities.

In this consultation Healthwatch Surrey would like your views on the following:

- **What should our new priorities be for next year?**
- **What do you know about or care about that we are not currently working on?**
- **Do you support our existing priorities?**
- **If not, why?**
- **How might we work together in the future?**

In order to work as effectively as we can for local people, we focus our planned projects around a few key areas, which we call our priorities.

In the last 12 months these have been:

1. **Amplifying the voices of Care Home residents**
2. **Investigating the experience of Hospital Discharge**
3. **Early Intervention in Mental Health**
4. **Improving the experience of making a GP appointment**

The process for deciding these priorities involves listening to what people are telling us about their views/experiences and **what local people and communities tell us through this consultation process.**

Next year **we intend to replace one of these priorities**; we would like to get your thoughts on **what key issues we could make a new priority.**

Your input can remain anonymous.

You will have an opportunity to tell Healthwatch Surrey who you are and if/how you would like to work together on the issues that matter most to you in the future.

Proposal: Continuing priorities

The following three priorities are part-way through an initial 3 year cycle.

1. Amplifying the voices of Care Home residents

"Elderly people in residential care in Surrey, and their families, should be given more opportunities to confidentially share their views about their care and the choices they are given, and have their voices amplified through appropriate channels."

2. Investigating the experience of Hospital Discharge

"People being discharged from hospital (and their relatives) would like better communication of their discharge plan and planned follow-up care."

3. Early Intervention in Mental Health

"Individuals experiencing mental ill-health do not feel satisfied with the support they are receiving, particularly the timeline to accessing care, and how follow-up care is communicated on discharge from inpatient services."

More information about the background and aspirations for these priority areas can be found [here](#).

Healthwatch Surrey believe these are still important to the health & social care system in Surrey and that they should remain priorities for next year.

What are your views on the proposal that these should remain Healthwatch Surrey priorities?

Proposal: Continuing Priorities

What are your views on the proposal that these should remain Healthwatch Surrey priorities?

Amplifying the voices of Care Home residents

Elderly people in residential care in Surrey, and their families, should be given more opportunities to confidentially share their views about their care and the choices they are given, and have their voices amplified through appropriate channels.

* **Do you agree that this is one of the most important priorities** for the health and social care system in Surrey?

- Yes
- No
- Don't know

Investigating the experience of Hospital Discharge

People being discharged from hospital (and their relatives) would like better communication of their discharge plan and planned follow-up care.

* **Do you agree that this is one of the most important priorities** for the health and social care system in Surrey?

- Yes
- No
- Don't know

Early Intervention in Mental Health

Individuals experiencing mental ill-health do not feel satisfied with the support they are receiving, particularly the timeline to accessing care, and how follow-up care is communicated on discharge from inpatient services.

* **Do you agree that this is one of the most important priorities** for the health and social care system in Surrey?

Yes

No

Don't know

If you answered 'No' to any of the above, please explain why:

Proposal: No longer a priority

Healthwatch Surrey is proposing that the following issue does not remain a priority for our planned/targeted work next year.

We will continue to remain alert and responsive to emerging issues and themes across all services and issues.

We are interested in your views about our proposal to no longer pursue this as a priority in our pro-active influencing activity.

Improving the experience of making a GP appointment

Background

We know from commissioner feedback and what we've heard that the uptake of online booking for GP services is still low (HWSy, IPSOS Mori). The recent 'My GP Journey Report' also suggests that accessing GPs is particularly difficult for individuals with communication difficulties and there is a need for better staff awareness of these issues, despite the Accessible Information Standard and obligations under the Equality Act (2010).

The Issue

Uptake of online GP services is low and individuals with communication difficulties find it particularly hard to access GP services.

Our aspiration

People in Surrey are able to use a variety of methods to access GP services, including those who experience barriers to communication.

* **Do you agree that this is no longer one of the most important priorities for the health and social care system in Surrey?**

Yes

No

Don't know

If you answered 'No' to the above, please explain why:

Proposal: New priorities

We don't know what we don't know.

We are particularly interested in hearing your views on what our future priorities should be.

If we decide to go ahead with replacing one of our priorities, we will need to begin work on a new priority. This decision will be driven by this consultation and the evidence we have already gathered about services.

* Are there other priorities we should be working on?

Yes

No

Don't know

Proposal: New priorities

Please tell us about the other issue(s) that Healthwatch Surrey should be prioritising.

* Please describe the issue(s):

Please tell us about any evidence or examples that suggest this issue should become a priority for Healthwatch Surrey.

This could be an individual experience, a collection of experiences you are aware of, or references to published evidence available elsewhere e.g. research done by charities or government bodies.

A bit about you

If you would like to stay in touch and/or register interest in working with us in the future, please provide more information about you and your interests.

Please tick those that apply:

- I would like to be notified of the **outcome of this consultation**
- I would like to be contacted by Healthwatch Surrey about **volunteering**
- I would like to be contacted by Healthwatch Surrey about **collaborating** on an issue/project
- I would like to be contacted by Healthwatch Surrey to **find out more** about its work
- I would like Healthwatch Surrey to **visit me / my group** to talk to us / hear our perspective
- I would like to sign-up to the Healthwatch Surrey **monthly bulletin**
- I am providing this response on behalf of a voluntary, community or faith sector group / organisation (**VCFS group or organisation**)
- Other (please specify)

If you would like to hear from us (as indicated above) please tell us who to contact:

Name

Address

City/Town

Post Code

Email Address

Phone Number

Thank you

Thank you!

Your response to this consultation will be a key input into Healthwatch Surrey's process for deciding it's priorities.

Responses will be considered at a meeting of it's volunteers in December 2017, before a recommendation is made to the Healthwatch Surrey Board at its meeting on the 23rd January 2018.

Thank you for taking part.