

# Activity and outcomes quarterly report

**Quarter 2: July - September 2019**



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# What we do

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 local people and communities.

## Getting out and about and hearing from the people of Surrey

Our community engagement work enables people to share their views and concerns about local health and social care services. This can include using our 'Enter and View' powers to visit health and social care services across Surrey.

### Influencing change and improvements

We provide evidence-based feedback to commissioners and providers to influence, inform and if necessary, challenge decisions and plans. This includes reports and recommendations to influence the way services are designed and delivered.

We can also report concerns about the quality of care to the Care Quality Commission so they can take action.

### Information, signposting and advice

We provide, or signpost to, information about local services and how to access them through our telephone helpdesk (0303 303 0023), local Citizens Advice, website and social media.

### Independent health complaints advocacy

In partnership with Surrey Independent Living Council (SILC), we are able to provide free, independent support and assistance to people who might need support to make a complaint about an NHS service. We work to ensure people can represent their own interests as far as possible and not to offer advice on how we think an individual should act.



# Highlights



Here are some of our key highlights from July – September 2019. This report details the activity associated with these key highlights and some of the key outcomes we have achieved for people in Surrey this quarter.



People shared **1,267** health and social care experiences with us this quarter



We have **42** Healthwatch Surrey volunteers. In total our dedicated volunteers gave **563** hours of their time this quarter.



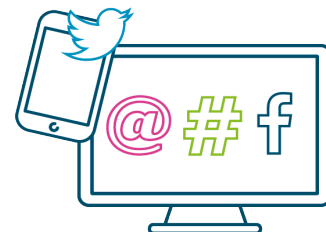
**849** people contacted us for information and advice through our Helpdesk, Citizens Advice and Advocacy service.



We spoke to **167** people about their experience of care in a number of health and care settings and community events.



We spoke to over **60** people in relation to our Care Homes project and engaged with **75** people through our Outreach work.



– We had **8,309** web page views and **2,234** web visitors in Q2. We also had **+2.1%** Twitter followers and **+1.6%** more likes on Facebook.

# Key dates and plans for the next three months



## Healthwatch Surrey Board Meeting in Public

Tuesday 21st January 2020

The Gallery,  
Christ Church,  
Jubilee Square,  
Woking  
GU21 6YG

2.00pm - 4.00pm  
All Welcome



## Surrey and North East Hampshire Independent Mental Health Network event

On 19th November we'll be joining Surrey and North East Hampshire Independent Mental Health Network for their 2019 event at Dorking Halls. The main themes are suicide prevention, mental health and physical activity. We'll be there to listen to feedback and speak to people who want to share their experiences.

## Engagement events in Q3

During the next three months, our engagement team will be busy visiting community events across Surrey to hear your experiences of health and social care.

### October

- Monday 14th October - Waitrose, Farnham, 10am-12pm
- Thursday 24th October - Stanwell Family Centre, Stanwell, 10am-12pm
- Wednesday 23rd October - Richmond Fellowship, Redhill, 10am-12pm

### November

- Wednesday 27th November - Samson Centre for Multiple Sclerosis, Guildford, 10am-12pm
- Tuesday 5th November - Park Road Surgery, Camberley, 10am-12pm

### December

- Monday 16th December - The Square, Camberley, 10am-12pm

Note: Our listening events are a subject to last minute changes for further details and other events, please visit our website.



## Publications

The following reports relating to our key priority areas will be published in Q3:

- Frimley ICS Maternity Voices Partnership (MVP) report
- Carers Insight Report
- Care Homes Report
- LGBTQ+ Insight Report

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## Julie Callin joins our Citizen Ambassadors team

Julie Callin, who has been a Healthwatch volunteer Community Listener and Community Influencer for the past year, has joined Surrey Heartlands as Citizen Ambassador for the digital work stream.

Julie says:

"I am an occupational therapist by training, have worked clinically and as a manager. Latterly I worked as Service Manager and Service Director in Urgent Care Services. In my professional capacity and also as a service user I have been passionate about patient/public involvement in decisions about service development and care, and specifically about sharing of records and easy access to services. I'm delighted to be able to use my passion to engage with service users and work with Surrey Heartlands Health and Care Partnership."

Citizen Ambassadors bring their own insight, and those from local people and communities, to discussions with health and care managers and clinicians as they transform services across Surrey Heartlands.



Julie Callin, Citizen Ambassador - Digital

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## Healthwatch England 2019 Conference

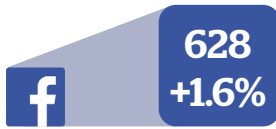
We attended the Healthwatch England 2019 conference on 1st and 2nd October at the International Convention Centre in Birmingham. It was a chance for all Healthwatch to come together to learn and share insights. Part of the conference included the Healthwatch Network Awards where our volunteer Liz Sawyer was recognised as highly commended in the 'Outstanding individuals who've made a difference' category. On behalf of Healthwatch Surrey, Liz has been championing user voices in changes to local sexual health services for the last 2 years.



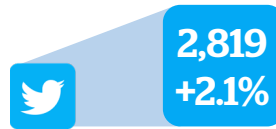
# Raising awareness of our work



Website page views - We had 8,309 web page views and 2,234 unique web visitors in Q2.



Facebook likes



Twitter followers



E-bulletin subscribers

## Q2 Campaign Highlights

This quarter we published our Annual Report 2018-19, Learning Disabilities Insight Report, Care at Home Report, NHS Long Term Plan Report and Community Mental Health & Recovery Services Insight Report. Our campaigns were focused around these reports as well as our LGBTQ+ outreach questionnaire, World Suicide Prevention Day, National Fitness Day, World Pharmacist Day, Learning Disability Week and Pride in Surrey.

## Awareness Initiatives

Throughout Q2 we conducted presentations on Healthwatch Surrey's engagement work at Outcrowd, Laleham Women's Institute (WI), Cobham WI, Villages Medical Centre Patient Participation Group (PPG), AshLea PPG and Guildford and Waverley PPG Chair of Chairs.

In September we distributed over 200 copies of our Care at Home report. We also

published new Problem, Praise and Suggestion leaflets and new Information and Advice leaflets.

As well as these initiatives, we had a stall at the Royal Holloway University Freshers Fair - Festival of Volunteering and took part in the North East Hampshire and Farnham CCG Creating Healthier Communities event.

## Promoting Public Involvement

We promoted consultations and/or shared information and advice on the Abraham Cowley Unit redevelopment survey for service users and carers, Urgent Care Review in Guildford and Waverley survey and drop-in workshops, CQC campaign: Declare Your Care, Shaping the future of primary care in Guildford engagement events, South East Coast Ambulance Service Patient Strategy questionnaire, Home to School/College Travel and Transport Policy survey and public engagement events. We also published news of changes to New Inn surgery in Guildford, First Community Health and Care taking over the contract to provide dietetic services for children with learning disabilities in East Surrey and Surrey County Council's plan for extra specialist school places.



Katharine Newman at the Laleham WI meeting

# Raising awareness of our work



In August we attended the Pride in Surrey parade where we provided Healthwatch Surrey wristbands and literature for 150 goodie bags and handed out 170 leaflets.

We also handed out postcards with links to an online survey. The survey closed in September and our report will be shared in Q3.

Kate Scribbins, John Bateson and Natalie Markall at Pride in Surrey.

## Raising awareness of our Advocacy Service

Our Independent Health Complaints Advocacy Service provides support for people who want to make a complaint about NHS healthcare services they receive. We have found that we hear less from people with learning disabilities with regards to complaints about NHS services and therefore during Q2 we are conducting a new awareness campaign. We created Easy Read versions of our leaflets and posters which we distributed to over 200 relevant organisations including residential care homes, PALS departments, Citizens Advice, Day Centres and shared with the Learning Disabilities Partnership Board. We will continue to monitor whether this campaign will lead to an uplift in referrals from people with Learning Disabilities.



If you would like copies of leaflets please contact enquiries@healthwatchesurrey.co.uk

## Healthwatch Surrey in the media

On 26th July, we took part in an interview on BBC Surrey Radio discussing Guildford and Waverley CCG's urgent care review. In August, Healthwatch Surrey was featured in Get Surrey, the article included findings from our Learning Disabilities Insight Report and comments on the effects of transport cuts on adults and young people with learning disabilities.



# Getting out and about and hearing from the people of Surrey



## Community Listening Events

We have enjoyed holding events across Surrey throughout Q2 to hear your experiences and views. We heard from people at GPs, acute hospitals and other community locations such as Liaise Women's Centre, Joseph Palmer Centre, Woking Community Hospital and Brooklands shopping centre in Weybridge.

This quarter we spoke to 167 people at these events and 50% of our events were attended by our volunteers.

## Hospitals and GPs

We visited multiple services in Q2 including:

East Surrey Hospital, Frimley Park Hospital, Royal Surrey Hospital, Maybury Surgery and St David's Family Practice.

## Outcomes:

### Difficulty accessing GP services



We spoke to Anna\* at one of our hospital events and she told us she was having extreme difficulty trying to see her GP because her wheelchair was unable to fit through the corridors of the building. The GP wouldn't offer her home visits because she was not clinically housebound, but this difficulty kept her from accessing needed GP services while living with multiple chronic conditions. We escalated our concerns to the GPs commissioner. The GP has now decided to provide telephone appointments and home visits.

### Support accessing local services



During an engagement event at Joseph Palmer we met Rita\* who was unsure where to turn for support and friendship after her local Sure Start centre had closed. Our engagement officer was able to signpost Rita to Stanwell Family Centre where she could go along to get support, specialist advice and access the children's activities they provide.

\*Names changed to protect identity



Our volunteer Batool at St David's family practice

# Getting out and about and hearing from the people of Surrey



Engagement Officer Kathryn at Woking Community Hospital



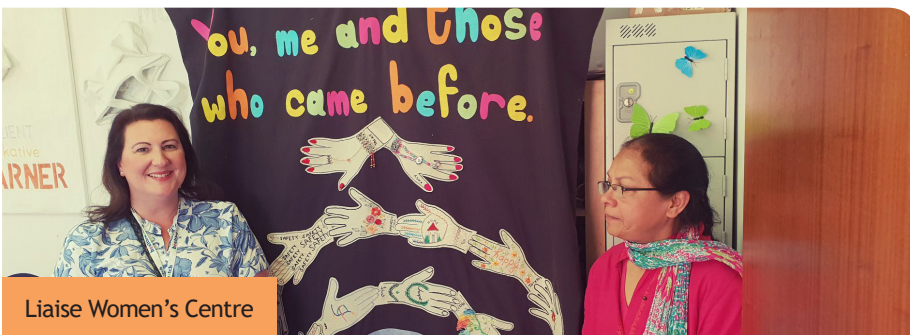
Kathryn and volunteer Jo at Royal Surrey County Hospital

## Community Cash Fund (CCF) Winners

Our Community Cash Fund is a small grants scheme that enables groups and individuals to apply for up to £1,500 of funding to deliver projects that enhance and promote health and wellbeing in line with the Surrey community vision. The winning projects for 18/19 are now underway and we have been visiting them to speak to service users about their experiences.

The team visited Liaise - a centre for women who may feel isolated in their community, and we heard from them about language issues at their GP's and accessing appointments.

We also spent a sunny morning at Caterham Children's centre to hear how their summer holiday 'stay in touch' days were going.



Liaise Women's Centre



Caterham Children's Centre

After our engagement event at Royal Surrey County Hospital (RSCH) we visited The Fountain Centre based next to St Luke's Cancer unit. It was great to hear how their CCF grant is helping to fund the new space they have secured at Ashford hospital. The amazing services they are providing at RSCH are run entirely by volunteers, free of charge. Each person who has a Cancer diagnosis in Surrey is invited to visit the centre

to receive support, friendship counselling and therapies such as Reiki and Reflexology.

Our volunteer Gareth is due to visit 40 Degreez in October and our volunteer Angus will visit the Patchworking Garden in November, to see how the organisations are using their CCF grants and to talk with their service users.



# Acting on what we hear

People shared **1,267** health and social care experiences with us. The experiences we receive come from a variety of sources. This quarter we received **552** experiences from our Listening Events, **408** experiences from Citizens Advice, **187** experiences via our Helpdesk, **63** experiences via the website/post, **49** experiences from Independent Health Complaints Advocacy and **8** experiences from other sources.

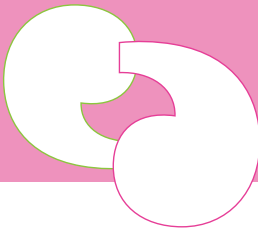
These experiences are regularly reviewed by our Escalations Panel who make recommendations on the action we should take.

## Escalating concerns

**9** specific concerns were escalated to a number of different organisations, including:

- Commissioners
- Providers

This quarter we had to raise **0** concerns to the Multi-agency Safeguarding Hub.



## Influencing mental health priorities



In June 2018 we published the report 'How to help', which looked at how services can better help people with mental health conditions to stay well. The Health & Wellbeing Board recently used the findings and recommendations when creating an implementation plan for its priority to support the mental health and emotional wellbeing of people in Surrey.

## Assurances sought on crisis care for children



We heard a concerning experience about a child who needed urgent support for mental health problems. We shared the experience with the service provider and received assurances that the experience of the child was not in line with their policies and the services that should be available. We are conducting further research as a result of this experience.

## Clarity when complaining



We heard from an individual who sent a complaint to an adult social care team. The team responded to ask whether the complaint was 'formal' or 'informal'. We shared this with senior decision makers, who confirmed that this was not in line with their policies as there was no 'informal' complaints process. A reminder was sent out to all front-line teams about the policy and correct procedures.

## National debate on NHS long-term plan



We facilitated a table discussion with senior NHS decision makers about how they can use the insight from our report, and other Healthwatch reports, on the NHS Long Term Plan. The session was led by Healthwatch England, supported by the Kings Fund, and a few local Healthwatch who had delivered particularly impressive work on the Long-Term Plan were chosen to share findings with attendees.



## FOCUS ON:

### GP appointments

Getting a GP appointment is one of the topics we hear about most often, which isn't surprising given it is often a person's most common interaction with healthcare. In the 12 months to the end of June 2019, people shared 488 experiences about GPs with us. We analysed these to better understand what people have been telling us. We found that;

- Feedback was equally balanced between positive and negative.
- The two most frequent causes of negative feedback are to do with;
  - a. Access to the booking system to make a same-day appointment
  - b. Long waits for non-emergency appointments.
- People seem to accept a wait of up to 10 days for a non-emergency appointment; a wait of more than two weeks feels too long. There is frustration but acceptance that seeing 'my own' GP will require a long wait. In an emergency a GP is felt to be acceptable.
- People accept the idea of triage (where the patient is briefly questioned about their need for an appointment so the appointment can be appropriately scheduled), but there is resistance to perceived "screening" by receptionists.
- We heard no spontaneous mentions of extended hours appointments (evenings/weekends) even from those praising access to their GPs.

We have shared these findings with commissioners of GP services and hope it will be helpful in developing services going forward.

## Using insight to inform decision making

During Q2 our staff, volunteers and Citizen Ambassadors attended a number of meetings where we have opportunities to use our evidence;

- Health & Wellbeing Board
- NHS England Quality Surveillance Group
- Children & Young People Partnership Board
- Safeguarding Adults Board
- Surrey Heartlands Quality Committees in Common
- Surrey Heartlands Integrated Care System Transformation Programmes
- Children & Adolescent Mental Health Service (CAMHS) Transformation Board
- Surrey Heartlands Primary Care Co-Commissioning committee
- Surrey Priorities Committee
- Care Quality Commission

Our volunteers have represented Healthwatch at the following meetings;

- Primary Care Commissioning Committee
- Shaping the Future of Primary Care in Guildford Stakeholder Reference Group
- Better Care Together: Urgent Care Stakeholder Reference Group (Guildford and Waverley)
- Big Picture: stakeholder reference group for Urgent Care (NWSy)
- LeDeR Steering Group
- Learning Disabilities Partnership Board
- Transforming Care Partnership Board
- Improving Healthcare Together Consultation Oversight Group (Epsom & St Helier)
- SCC Patient Working Group for Sexual Health
- Contract meeting with Central North West London NHS Foundation Trust (CNWL) sexual health
- Surrey Heartlands Quality Committee
- Haslemere Hospital Patient Experience Committee

Staff and volunteers have also met regularly with other organisations who regulate, oversee and

# Our project & outreach work



In order to maximise our impact, we focus our work on a number of priority areas. We review these each year to ensure the issues remain relevant and that we are able to have a positive effect on services on behalf of people in Surrey.

## FOCUS ON:

### People's experiences of advance care planning in care homes

We are about to publish our report into people's experiences of making plans for their future health care after they have moved into a care home. We spoke to care home residents and also to care home staff about their approach to discussing and recording plans, and reviewed the systems used in different parts of Surrey to enable discussions and record decisions.

We found much excellent practice in care homes, and a genuinely strong desire to ensure people's wishes were known and met at every stage of their journey from arrival at the home to end of life. However, we did find that homes do face some challenges in achieving this



and that some approaches are more successful than others. Overall, care home staff need training and support that enables them to take a flexible, reactive, person-centred approach to discussions and planning.

Systems and processes can be useful prompts but are no substitute for good communication and people skills. We will be discussing our findings with commissioners in the coming months.

## Can you hear me? Amplifying the voice of people receiving care at home

Earlier this year we published our report into the power of people's voices in determining the care they receive at home. We have since presented the findings and recommendations to the commissioners at Surrey County Council, shared the key learnings with care providers at business meetings, and

have sent copies of our report to over 100 care agencies providing funded care in Surrey. We will be following up with the commissioners over the coming months to understand the impact of our recommendations on service provision.



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## The Experience of Safeguarding

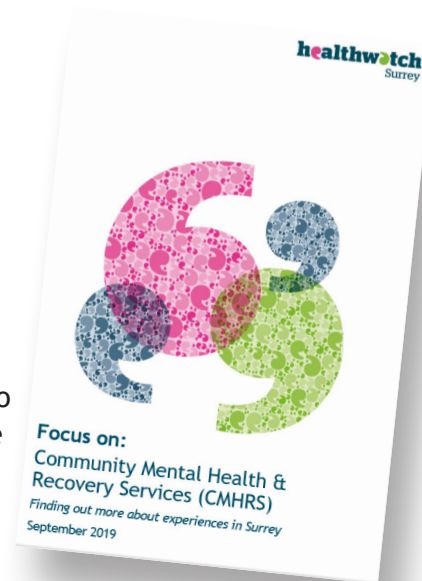
Surrey Safeguarding Adults Board have commissioned Healthwatch Surrey to talk to people at the heart of a safeguarding enquiry about their experiences of the Section 42 process. The Board wishes to understand what people want from their own safeguarding enquiry, and what needs to be done in the future to ensure they achieve the outcomes they want.

We will be reporting to the Board at the end of November, and the report will be available on our website in early December.

## Feedback on Community Mental Health Recovery Services (CMHRS)

As mentioned last quarter, we identified an emerging theme of users of CMHRS having a negative experience. To find out more, we did an online survey in June, and received 30 responses. We heard both positive and negative experiences, with premature discharge from service a common issue. We shared our findings with Surrey and Borders Partnership who run the service, and their response is included within our report, which is available on our website.

[www.healthwatchesurrey.co.uk/wp-content/uploads/2019/10/CMHRS-report-September-2019.pdf](http://www.healthwatchesurrey.co.uk/wp-content/uploads/2019/10/CMHRS-report-September-2019.pdf)



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## People with Learning Disabilities

We have a particular interest in people with Learning Disabilities and parents of children with SEND as seldom heard voices. We visited Challengers in Guildford, YMCA East Surrey and Young Epilepsy in Lingfield to hear their views of health and social care in Surrey. We also reviewed what we had previously heard via our Helpdesk and other engagement during the year.

We heard how people with learning disabilities are not a homogenous group and have different talents, hopes and dreams. We also heard about the need for flexibility, as a person's needs change over time. We heard about the importance of employment, and the fact that changes to bus pass rules makes travelling to work more difficult. Parents of children with special



educational needs and disabilities (SEND) told us that there are some people who are 'working wonders' to support adults with learning disabilities and children with SEND to live fulfilling lives.

Some parents told us they feel that they are fighting a battle,

and sometimes not listened to by professionals, which can make them feel stressed, belittled and guilty. We also heard that the transition from 'childhood' to 'adulthood' is particularly difficult and that that many people with learning disabilities have multiple health conditions. People told us about the specific challenges they face when visiting hospitals, GPs, sexual health services and calling NHS 111.

Our report has been published on our website and shared at the Learning Disabilities partnership board meeting.

[www.healthwatchesurrey.co.uk/wp-content/uploads/2019/08/Learning-Disabilities-Insight-Report-July-2019.pdf](http://www.healthwatchesurrey.co.uk/wp-content/uploads/2019/08/Learning-Disabilities-Insight-Report-July-2019.pdf)

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## Carers report

During Spring/ Summer 2019, we spoke to 47 carers about what it's like to be a carer in Surrey, as part of our outreach work with seldom heard voices.

We heard that being a carer can be isolating and stressful and that trying to get help can be frustrating. Some people told us about difficulties caused by their caring role. However, we heard that support groups can be really valuable for sharing experiences with people who are in the same position who can empathise and listen.

**Our report will be available on our website soon.**



## Outreach with the LGBTQ community

We identified the LGBTQ community as a seldom heard voice within Surrey. In July, staff members Katharine and Natalie and volunteer Julie visited Outcrowd, the social group run by Outline who provide support to people with their gender identity and sexuality within Surrey.

We spoke to members of the group about their experiences of health and social care in Surrey. One of the groups said to us

*“Well done for what you do, don't let the quiet ones go unnoticed.”*

After the event we signposted attendees to relevant services within Surrey regarding carers and Autism.

As part of the awareness activity we did at Pride Surrey we distributed leaflets with a QR code link to our survey as a way to hear from more people.



# Information, signposting and advice

Our information and advice service helps to signpost people to the right health or social care service or organisation for their needs (such as: Age UK, Mind, Care Quality Commission and Social Services). We can also offer information if people want to share their experience or make a complaint.

Our specially trained Healthwatch Champions can give face-to-face advice from five Citizens Advice offices, as well as a dedicated Helpdesk telephone number for people to call in confidence.

774 people have received help via our Helpdesk and our Healthwatch Champions this quarter.

0303 303 0023

Face-to-face 651

Helpdesk 123

## Help understanding charges for Care visits

Peter\* visited his local Citizens Advice. His elderly mother-in-law, who lives with him, was on various benefits and for the last ten years had been receiving care visits each morning and evening provided by Surrey County Council. He had recently submitted a Financial Assessment form to the Council after he had been informed that there would now be a weekly charge for these visits, and he wanted to know if these charges were appropriate and accurate. A meeting was arranged to review the financial information submitted and it was concluded that the charges were correct. Following the information and advice given Peter accepted that the charges for the home care visits were in order in light of the information he had supplied to the Council.

## Referral to Independent Health Complaints Advocacy service

Rebecca\* called our Helpdesk requesting information on how to get an Advocate to attend a meeting at the Hospital about an on-going complaint. Our Independent Health Complaints Advocacy Service agreed to the referral and will contact her directly to explain how they can help with her NHS complaint.

## Information and Advice about pre-payment prescriptions

Suzanne\* visited Citizens Advice for help. She is paying an average of approximately £21 per month for her prescriptions. She was advised to consider a pre-payment prescription certificate and was given the information needed to understand the costs and how to apply online.

\*Names have been changed to protect identities



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## Signposting to organisation to help with NHS continuing healthcare appeal

Mary's\* partner was receiving NHS Continuing Healthcare but had recently been refused. Mary believes that the review panel were not provided with full details of the partner's care needs from their care home. Mary contacted the Helpdesk for more information about what should be provided and what is the appeals process. Mary was signposted to Beacon as the appropriate specialists in field. We provided her with the NHS Checklist, Decision Support tool and details of the appeal procedure. We also provided details of organisation that can provide free advice & information in this specific area. Mary was given the information she needed to carry out an appeal and get further advice from specialist agency should it be required.

## Information provided on the complaints procedure

Jacintha\* has had numerous operations and is struggling with long term pain. She requested a referral from her GP back to the London hospital who had performed the operations for a follow up appointment, but this was refused. Our Helpdesk provided Jacintha with advice around the complaints procedure. This information enabled her to follow the complaints procedure regarding her medical treatment.

## Help to make a complaint about Hospital treatment

John\* went to Frimley Park Hospital A&E after an accident at work in which he had severed a tendon in his hand. The doctor that examined John failed to see the severity of the injury. They just stitched his hand and sent him home. When the stitches required removing, it was established there was a problem and John was referred to a specialist hand surgeon at Wrexham Park. After numerous operations and a lengthy stay in hospital, the surgeon has been unable to resolve the problem. John now has two choices; to leave the finger as it is and live with pain and loss of mobility in his hand, or have his finger amputated resulting in being unable to work for 6-8 weeks. We gave John all the information he needed to make a complaint about the treatment he had received. He has since decided to instruct a solicitor to take on his case and the case continues.

## Help understanding the Healthcare Travel Costs Scheme

Tom\* has to travel to London frequently for medical procedures and follow-ups. He has to be accompanied by his wife and even with a Travel Card, he is spending £45 each time. Through Citizens Advice Tom was given help to conduct a benefit check. This showed that he was entitled to claim pension credit, which would increase their income and may entitle him to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme.

*Names have been changed to protect identities*

# We help and support with NHS complaints



Our independent health complaints advocacy service helps people who want to make a complaint about an NHS service. We provide free, confidential, independent support and assistance to anyone living in Surrey who needs to make a complaint.

## Case study

Sonia\* has suffered from dental pain for many years and saw a private dentist for an assessment, she also has a mental health condition. This dentist wrote a letter, detailing his findings and recommending a course of treatment, for her to pass to other providers as she was unable to afford private treatment. She was referred to the maxillofacial service at St Peter's Hospital by her general dental practitioner. The Hospital said that they were unable to provide the treatment recommended by the private dentist and the client felt that they were rude and dismissive, attributing her dental pain to her mental health.

Sonia contacted our advocacy service for help with her complaint. The advocate wrote a letter detailing her concerns to the Hospital. As Sonia was unhappy with the Hospital's response but didn't wish to attend a meeting at that time, the advocate wrote a second letter of complaint. Sonia remained dissatisfied following the Hospital's reply and requested a local resolution meeting (LRM). The advocate wrote a letter requesting this, liaised between Sonia and the hospital to arrange a suitable date and time, supported the client to put an agenda together and attended the meeting with her, making an audio recording. Following the meeting, Sonia remained dissatisfied and requested that the advocate write a further three letters to the Hospital detailing her outstanding concerns, which the advocate did.

The Hospital has written again, reiterating that, as was discussed at the LRM, they do not provide specialist dental treatment: as a maxillofacial department, this is not within their remit and expertise and nor are they able to make a referral to a suitable provider. They have now contacted the client's general dental practitioner to explain this and asked them to make a referral to a suitable provider. The case is currently ongoing.

*\*Name changed to protect identity*

People contacting the Advocacy service for information and advice

Q2

**75**  
(+23%)

People supported through the complaint process

Q2

**92**  
(+8%)

Q2

**35**

(+105%)

New referrals

## Advocacy provider

Our advocacy service is provided by Surrey Independent Living Council (SILC).

Tel: 01483 310500

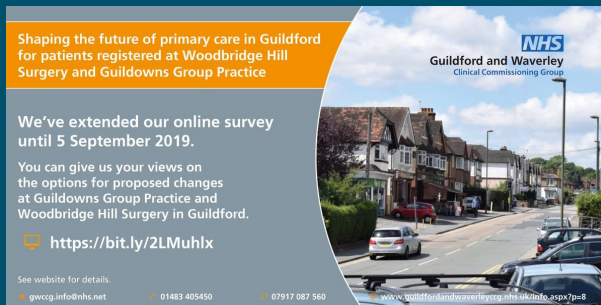
SMS: 07704 265377

Email: [nhsadvocacy@surreyilc.org.uk](mailto:nhsadvocacy@surreyilc.org.uk)





## Our Community Influencers making a difference in their local area



Two Community Influencers in our Guildford and Waverley volunteer group, Louise Daborn and Jill Bowman have been monitoring Guildford and Waverley CCG's consultations and public engagement. They recently voiced their concerns about the quality of public engagement the CCG had planned for the changes to Guildowns Group Practice and Woodbridge Hill Surgery in Guildford.

We set up a meeting so that our Community Influencers could discuss their concerns with the CCG. Our Influencers spoke up on behalf of local people and the CCG have taken the following action based on their recommendations:

- ▶ The CCG extended their survey and held a further drop in session in September.
- ▶ Promoted the engagement in the local University magazine so that students were able to have their say.
- ▶ Sent out text messages with revised wording to clearly inform patients of the engagement.
- ▶ They will also be investigating alternatives to the new proposed sites that are closer to where patients live.

## Our new Surrey Downs volunteer group

Our Surrey Downs volunteer group met for first time in Leatherhead this quarter. The group, which is a great mix of new and long serving volunteers are already getting out and about within their community and have made plans to attend the Epsom Mental Health and Wellbeing Festival and Happy Health Day at the Leatherhead Institute to raise awareness of Healthwatch Surrey early in Q3.



## Supporting our Community Influencers

We are continuing to develop and support our Community Influencers so that they can challenge our system partners where required and represent us in our critical friend role. In Q2 we held a Community Influencer review meeting, where we got all our influencers together to discuss how they have been finding this new role, and how we can better support them to represent us. As a result of that meeting we will be providing our Community Influencers with training in Equality Impact Assessments and best practice in public engagement and consultation. We also plan to hold regular meetings with our Influencers so that they can feedback, learn from one another and prepare for the meetings they are attending.

## Awareness raising at Freshers week

Two of our volunteers supported our Volunteers Officer and Admin Support Officer at Royal Holloway University's Festival of Volunteering in September.

We visited the University during Freshers Week to talk to students about our volunteering opportunities, to raise awareness of our Information and Advice and Advocacy service.

Our volunteers had in depth conversations with 139 students about our volunteering opportunities, which we had adapted to give them more of a youth focus.

18 students got in touch with us after the event to register their interest in volunteering with us.

In Q2, we also approached NESOCOT and East Surrey College to speak to students about volunteering. We will also be approaching the University of Surrey.



Jill and Zoe recruiting volunteers at Royal Holloway University, Egham

## Awareness visits Q2: Where the groups have been:

Our Community Promoters have been out visiting voluntary, community and faith sector groups in their local areas to raise awareness of Healthwatch Surrey and encourage people who wouldn't usually approach us to share their experiences of health and social care with us.

This quarter they visited:

- An older people's services event in Farnham
- Surrey Pride in Woking
- Action for Carers groups in Guildford and Waverley
- Age Concern Men's Monthly Group in Banstead
- Caterham children's centre
- A Patient Participation Group meeting at The Villages Medical Practice, Send
- Surrey Heath CCG's public meeting
- A Mother and Toddler group in Frimley
- The North East Hants and Farnham CCG conference
- A Cardio Healthy Hearts exercise group in Byfleet

### 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](mailto:enquiries@healthwatchsurrey.co.uk)

Text: 07592 787533

[www.healthwatchsurrey.co.uk/get-involved/volunteer](http://www.healthwatchsurrey.co.uk/get-involved/volunteer)

# Meet the team



**Kate Scribbins**  
Chief Executive



**Matthew Parris**  
Evidence and Insight Manager/  
Deputy Chief Executive



**Lisa Sian**  
Operations Manager



**Kathryn Edwards**  
Engagement Officer



**Samantha Botsford**  
Evidence and Insight Officer  
(Maternity leave from July 2019)



**Tessa Weaver**  
Research Officer



**Natalie Markall**  
Projects & Administration  
Officer



**Zoe Harris**  
Volunteer Officer



**Sarah Browne**  
Engagement Officer



**Katharine Newman**  
Projects & Engagement Officer



**Laihan Burr Dixon**  
Communications Officer



**Wendy Loosely**  
Admin Support Officer





**Margaret Leppert**,  
Data & Administration Officer





## Contact Us

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 Pop into any of the  
Citizens Advice in Surrey

 [healthwatchsurrey.co.uk](http://healthwatchsurrey.co.uk)

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