

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: Oct 2019

## CEO's report October 2019

### Highlights of the last quarter (Q2: July - September 2019)

#### Overview

From July to September we have deliberately shifted our emphasis away from our Listening Tour and onto our projects and outreach work, following above-target performance in gathering experiences on the Listening Tour in Q1. As a result, we have gathered fewer Useable Experiences this quarter, but seen an increase in the number of people we have talked to as part of our projects on care homes and care at home; and our outreach with carers and the LGBTQ+ community.

As is normal over the summer holiday period we have seen slightly lower levels of activity amongst our volunteers, however the focussed work in amplifying local voices of our Community Influencers on stakeholder reference groups and other local forums has enabled us to have a presence at a wide number of places.

In terms of performance against KPIs, we have heard less than Q1 as we have scaled down the Listening Tour, however we have improved the numbers of people taking up our NHS advocacy service due to targeted awareness-raising, and we have increased the number of issues that we have shared. In terms of how we are tracking at the mid-year point to meet our targets at year end, we are on track or above target in all areas except the number of experiences shared via our Helpdesk (and this may be due to a coding issue which we are investigating). Please see charts in Appendix 1 for more details.

We have continued to talk to our system partners as the Integrated Care System develops and the Integrated Care Partnerships take place, to establish where Healthwatch Surrey needs to have influence to ensure local insight about services is shared effectively. Surrey Heartlands have shared their plans to merge the Clinical Commissioning Groups with us and sought our views on the implications of this for the public, and we have continued to emphasise the importance of public views being heard as governance mechanisms evolve.

Q2 saw us bidding for the contract to run Healthwatch and independent health complaints within Surrey from April 2020 when our current contract expires, and we were delighted to hear in October that our bid had been successful and we can continue to work with our system partners to amplify local voices into the future.

## Engagement

We gathered 1,267 useable experiences<sup>1</sup> (UEXs) this quarter through our Helpdesk, Citizens Advice Champions, Independent Health Complaints Advocacy and our pro-active engagement events.

We held **Listening Events** in some of the wards with the highest levels of deprivation in the county: Hindhead, Leatherhead North, Maybury and Sheerwater, Westborough, Westway and North Weybridge, enabling us to continue to make good progress against our goal of visiting the following deprived wards on an annual basis.

At the start of the year we conducted a review of the location of these Listening Events, to ensure we collected a higher proportion of experiences about non-GP and non-Hospital services. This has meant that we are visiting a wider variety of locations e.g. Joseph Palmer Centre (Mental Health), Liaise women's centre, Guildford High St, Brooklands Shopping Centre in Q2.

This new programme of events has also enabled us to continue to reach all of the different service types<sup>2</sup> that we want to hear from annually.

**Targeted engagement** took place with people from the LGBTQ+ community.

We also awarded started to visit those small groups who received grants through the Community Cash Fund in May, which enabled us to engage with vulnerable families and isolated women.

These activities took us a step closer towards our goal of undertaking targeted engagement with a wide range of Surrey's communities during the lifetime of Healthwatch Surrey's current contract.

**For more detailed information all aspects of our engagement and Evidence gathering strategy please see Appendix 2.**

## Sharing what we've heard

Through the work of the Escalations Panel, **we escalated<sup>3</sup> 9 individual issues** this quarter to service providers, commissioners and the CQC.

We did not have any issues to share with the Multi-Agency Safeguarding Hub this quarter.

**We shared 166 experiences** with service providers, commissioners and the CQC as part of regular meetings with them. These are issues that are not of immediate concern.

We had the first in a new series of meetings with colleagues from Public Health to enable us to build understanding of each others' roles, and to share insight around commissioned services. We also met with Adult Social Care, Surrey and Borders and clinical commissioning groups.

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<sup>1</sup> An experience (topic/theme) associated with a named service provider

<sup>2</sup> As defined through registration with CQC

<sup>3</sup> Escalating an issue is different to 'sharing' as we require a written response from the organisation.

Outcomes from this activity can be found in the quarterly Activity Report.

### Championing public and patients' views

We maintained a regular presence on **key decision-making forums** including

- Health & Wellbeing Board
- Adults & Health Select Committee
- 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

At the Health and Wellbeing Board we have continued to stress the importance of involving as many local voices as possible in the evolution of the Surrey Health and Wellbeing strategy.

We have been working with partners to establish where insight gathered by Healthwatch Surrey direct from the public and service users might be helpful as the Surrey strategy develops, and where we can align our work with those at risk of health inequalities (such as people with learning disabilities) to the priority cohorts within the strategy.

At the Surrey Priorities Committee and the Primary Care Co-commissioning Committee we asked questions about Equality Impact Assessments to ensure impacts on all our more vulnerable communities are identified and addressed.

### Information and Advice

849 people have been helped this quarter via our Helpdesk, Healthwatch Champions based in Citizens Advice and our NHS complaints advocates. On top of this, our engagement officers and volunteers help people with signposting and information whenever they are out on engagement events.

### Independent Health Complaints Advocacy

Advocates supported 92 clients this quarter of which 35 were new referrals. We will continue our targeted awareness-raising for the service in the coming months to try to boost this number, particularly amongst those with a learning disability.

## Building our use of volunteers

We have made excellent progress with setting up and supporting our volunteer groups so far this year. All volunteer groups are now up and running; holding regular meetings, participating in local intelligence gathering, and supporting us at engagement and awareness raising events in their area. We have seen greater volunteer involvement in many areas of our work, especially with our Community Influencer volunteers attending public meetings to support us in our critical friend role. We recorded 563 volunteer hours (despite the holiday period falling in this quarter) and 3 new volunteers joined us this quarter.

### Volunteer groups.

Q2 saw all 5 of our volunteer groups hold meetings, with the Surrey Downs group meeting in Leatherhead for the first time at the start of September. The Surrey Downs group, which is made up of 6 volunteers are already making a start on raising awareness of Healthwatch Surrey, having agreed to attend two community events in Q3, including the Epsom mental health and wellbeing festival.

The Surrey Heath volunteer group continue to raise awareness with the Voluntary, Community and Faith Sector (VCFS) groups who meet in their area and have supported our staff at 100% of the staff led engagement events in the Surrey Heath and North East Hants and Farnham areas. The Community Influencers in the group also attended the Learning Disabilities Mortality Review (LeDeR) steering group for the first time, and Surrey Heath CCG's AGM and public meeting.

The Guildford and Waverley group have started to raise awareness; having visited an Age UK Older People's Network and an Older People's Services event in Q2. The Community Influencers in the group have been keeping a watching brief on Guildford and Waverley CCG's consultations and public engagement and flagged to us their concerns about the quality of public engagement for the proposed changes to Guildowns Group Practice and Woodbridge Hill Surgery in Guildford in this quarter.

We set up a meeting so that our Community Influences could discuss their concerns with the CCG, which resulted in the following volunteer led outcomes:

- The CCG extended their patient survey and held an additional engagement event in September.
- They also promoted the engagement in the local University of Surrey magazine so that students were able to have their say.
- The CCG sent out text messages with revised wording to clearly inform patients of when the engagement was taking place.
- They will also be investigating alternatives to the new proposed sites that are closer to where patients live, as the sites originally proposed were quite some distance from patients' homes, especially for those without cars.

Members of this group also attended the Guildford and Waverley CCG Stakeholder Reference Group for Primary Care, the Better Care together Stakeholder Reference Group for Urgent Care and Haslemere Hospital Patient Experience Committee this quarter. They also keep a watching brief on the ambulance service and the development of GP Online Consulting.

### Developing our Community Influencers

We continue to develop and support our Community Influencers so that they can represent Healthwatch and amplify local voices at meetings with our system partners, and be able provide a challenge where required. In Q2 we held a Community Influencer review meeting, attended by 9 of our 12 influencers, to discuss how they have been finding this new role, and to find out how we can better support them to represent us.

The influencers were very appreciative of the opportunity to feed back and found the opportunity to talk to other volunteers with the same role very useful. As a result of this meeting, we will be planning a training session for our influencer volunteers looking at 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 feed back, learn from one another and prepare for the meetings they will be attending. We will also be considering the merits of a Community Influencer specific e-newsletter, that will prepare them for meetings by giving them an overview of our recent insights and intelligence across the county.

Our Community Influencers currently represent us at the Surrey Heartlands Quality Committee, the Joint Intelligence Group committee, Shaping the Future of Primary Care in Guildford Stakeholder Reference Group, Better Care Together: Urgent Care Stakeholder Reference Group (Guildford and Waverley), the stakeholder reference group for Urgent Care (North West Surrey CCG), the Learning Disabilities Mortality Review (LeDeR) Steering Group, the Improving Healthcare Together: Consultation Oversight Group for Epsom and St Helier, Surrey Heath CCG Patient Engagement Group, Surrey County Council's Patient Working Group for Sexual Health, the contract review meetings with Central North West London NHS Foundation Trust (CNWL) sexual health, the Learning Disability Partnership Board, and the Transforming Care Partnership Board, as well as numerous other ad hoc / one off meetings, forums and workshops.

### Annual Volunteer Satisfaction Survey

Our annual volunteer satisfaction survey was sent out to all volunteers during Q2, and we received 18 detailed responses. Responses are overwhelmingly positive, and some very constructive feedback has been received. Our Volunteers Officer will be analysing the survey results and reporting on the findings in Q3. We will also be producing a list of next steps and actions that will be implemented based on what our volunteers have told us.

### Volunteer Recruitment

We have been planning a volunteer recruitment campaign to appeal for volunteers to join our three newest groups: East Surrey, Surrey Downs and North West Surrey. Two of our volunteers supported our staff at Royal Holloway University, Egham's Festival of Volunteering in September. Our staff and 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.

We have also approached North East Surrey College of Technology (NESCOT) and East Surrey College to arrange to visit to talk to adult learners studying health and social care about volunteering. We have made plans to visit Rotary Clubs, Patient Participation

Groups and Women’s Institutes in Q3, with the aim of recruiting more volunteers. We have also arranged for an editorial piece to be placed in Surrey Downs magazine, appealing for volunteers in the Reigate and Banstead, Epsom and Ewell and Mole Valley boroughs.

## Communications

### Web Activity

Web activity has increased since last quarter, page views are up by 9.8% and the number of new visitors has increased by 10.7% compared to Q1. However, figures for Q2 this year are lower compared to Q2 last year - this may be due to the fact that a year ago we were recruiting for vacant posts and Board directors and we know that recruitment always drives up web activity.

	2018				2019	2019
Web Analytics	Q1	Q2	Q3	Q4	Q1	Q2
Page views	8,554	12,348	9,311	10,681	7,567	8,309
Visitors	3,259	4,823	3,834	4,515	3,079	3,416
Unique visitors	2,341	3,400	2,685	3,129	2,052	2,234
Page views p/visit	2.62	2.56	2.43	2.37	2.46	2.43
New Visitors	2,105	3,172	2,425	2,932	1,884	2,086

### Social Media (Facebook, Twitter)

The total number of Twitter followers has increased by 2.1% this quarter and the number of impressions (the number of people who have seen one of our tweets) is 38,956, which is an increase of 5.8% against Q1 and an increase of 61% compared to Q2 last year.

	2018				2019	2019
Twitter Characteristic	Q1	Q2	Q3	Q4	Q1	Q2
Followers	2,517	2,584	2,614	2,692	2,760	2,819
Following	1,268	1,300	1,295	1,427	1,609	1,670
Total Tweets	5,231	5,324	5,353	5,471	5,574	5,636
Impressions	19.7K	24.1K	11.7K	45.8k	36.8k	38.9k

On Facebook we have 628 likes (an increase of 1.6% vs. last quarter).

### Awareness Initiatives

In 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 meeting.

In July we published Easy Read Advocacy leaflets which were distributed at engagement events and sent to relevant organisations and all Local Citizens Advice across Surrey.

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.

In September we distributed over 200 copies of our Care at Home report. We also published new Healthwatch Surrey *Problem, Praise and Suggestion* leaflets and new *Information and Advice* leaflets.

As well as these initiatives, we also 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.

On 26<sup>th</sup> 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.

### E-Bulletins

During Q2, three monthly e-bulletins were distributed to stakeholders and members of the public. The current number of subscribers is 832. Over the quarter, on average 33.3% of subscribers opened the e-bulletin each month. The e-bulletins focus on news from Healthwatch, local and national health and social care issues, consultations and other opportunities for people to get involved in health and social care in Surrey.

### Campaign Highlights

This quarter we published/promoted:

- Our Annual Report 2018-19
- Learning Disabilities Insight Report
- Care at Home Report
- NHS Long Term Plan Report
- 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.

We have also been promoting our partners' consultations to encourage the public to have a say in how services in Surrey are planned and run, along with making local people aware of services available in health and social care. These included:

- 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.

As a social enterprise we have secured a growing and sustainable future

We have continued to work with Surrey Heartlands on our project to support Citizen Ambassadors for the workstreams of the ICS, recruiting a new Ambassador for the digital workstream.

We have continued to work on our project with Surrey Safeguarding Adults Board to amplify the voice of those who have been subject to a safeguarding enquiry.

Other

We have bid for the contract to run Healthwatch and Independent Health Complaints Advocacy in Surrey from April 2020 this quarter and have had the good news that our bid was successful.



## Finances

### Healthwatch Surrey CIC – Budget and Expenditure Q2 as of 31st September 2019

	2019-20	Mid Year	Budget to	Actual to	Variance to	Balance to
<b>Healthwatch Contract</b>	<b>Budget</b>	<b>Reforecast</b>	<b>Sep-19</b>	<b>Sep-19</b>	<b>Sep-19</b>	<b>Mar-20</b>
Staffing Costs	£342,271	£336,803	£168,401	£167,285	£1,116	£168,490
Direct Delivery Costs	£92,324	£96,824	£48,412	£48,844	-£432	£48,480
CIC Costs	£9,940	£9,750	£4,875	£4,762	£113	£4,988
Signposting	£46,470	£46,470	£23,235	£23,236	-£1	£23,234
Health Complaints Advocacy	£97,160	£97,160	£48,580	£48,580	£1	£48,581
Finance, HR, Office & Governance Support	£32,720	£32,720	£16,360	£16,360	£0	£16,360
Helpdesk	£14,600	£14,600	£7,300	£7,301	-£1	£7,299
	<b>£635,484</b>	<b>£634,326</b>	<b>£317,163</b>	<b>£316,366</b>	<b>£797</b>	<b>£317,432</b>

## KPIs

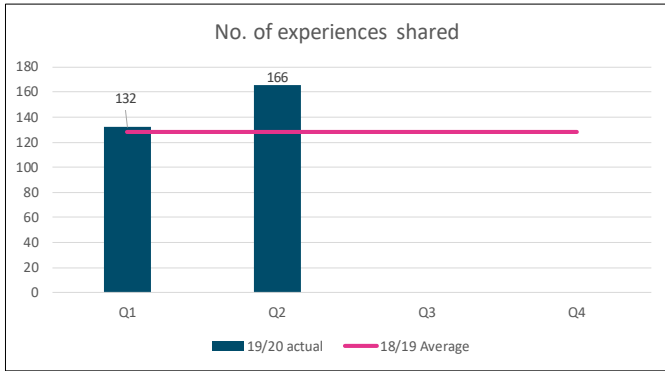
Link to mission/vision		Lead	18/19 figure	Q1	Q2	Q3	Q4	Cumulative total to date
<b>Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey</b>	The number of experiences we have shared versus 2018/19	MP	513	132	166			298
	The number of experiences we have escalated versus 2018/19*	MP	45	8	9			17
<b>Healthwatch Surrey's role, function and services are known, understood and valued by consumers and therefore they readily contact us</b>	Number of experiences proactively shared with us via website/post <sup>1</sup>	MP	317	98	63			161
	Number of experiences proactively shared with us via the Helpdesk	LS	1188	352	187**			539
	Number of people contacting the Helpdesk for information and advice	LS	426	144	123			267
	Number of people accessing the Independent Health Complaints Advocacy service (Note: 2018/19 88 people were supported by an Advocate to make a complaint)	LS	263	61	75			136
<b>Our influencing is based on sound evidence, knowledge and insight</b>	The number of Useable Experiences we gather to a minimum target of 3,000 per annum	MP	5497	1618	1267			2885
	Capture at least one Useable Experience from every service type annually	MP		These to be monitored via Evidence Gathering Strategy on a quarterly basis				
	Undertake targeted awareness-raising or engagement with specific groups as outlined in Evidence Gathering Strategy	MP						
	Gather Useable Experiences annually from one ward within each CCG area identified as amongst most deprived and/or having lowest life expectancy	MP						
	Publish 4 reports/outputs per annum on thematic priorities	MP	4	1	0			1
	Publish 4 reports/outputs per annum based on outreach work	MP	1	0	2			2
Publish one report/output per annum on an emerging issue	MP	1	1	1			2	
<b>Building our use of volunteers</b>	The number of volunteer hours	LS	2336	594	563			1157
<b>As a social enterprise we have secured a growing and sustainable future</b>	Progress against target to bring in £60,000 per annum in new business turnover	KS	70,133	28,646	14,251			42,897

<sup>1</sup>Website / post only - does not include all interactions with the Helpdesk

\*Figure based on refined definition used in quarterly report i.e. "X specific concerns were escalated..." (this would have been '9' if using existing wording)

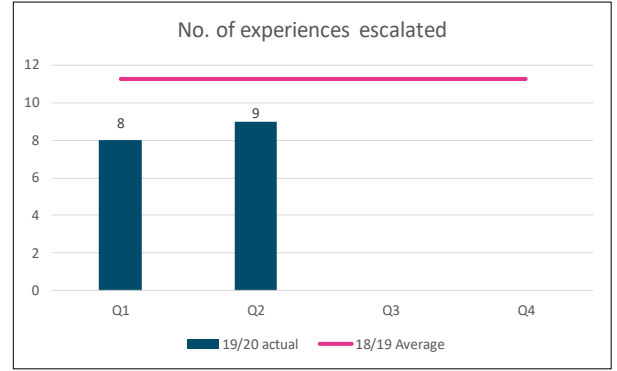
\*\* Figure may be under reporting due to coding issues on informatics

## Appendix one: KPI graphs



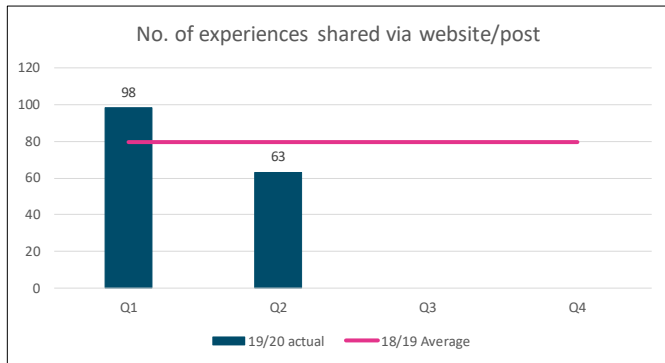
exp.shared	Q1	Q2	Q3	Q4	Total
18/19 Average	128.25	128.25	128.25	128.25	513
19/20 actual	132	166			298

58%



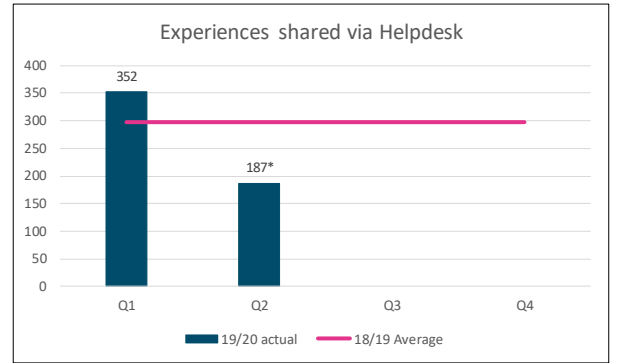
exp. escalated	Q1	Q2	Q3	Q4	Total
18/19 Average	11.25	11.25	11.25	11.25	45
19/20 actual	8	9			17

38%



exp.website/post	Q1	Q2	Q3	Q4	Total
18/19 Average	79.25	79.25	79.25	79.25	317
19/20 actual	98	63			161

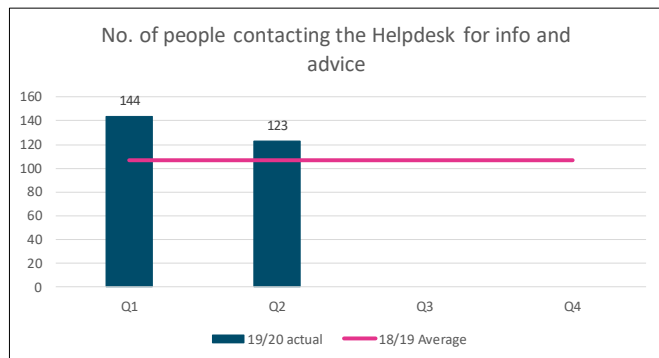
51%



exp. Helpdesk	Q1	Q2	Q3	Q4	Total
18/19 Average	297	297	297	297	1188
19/20 actual	352	187			539

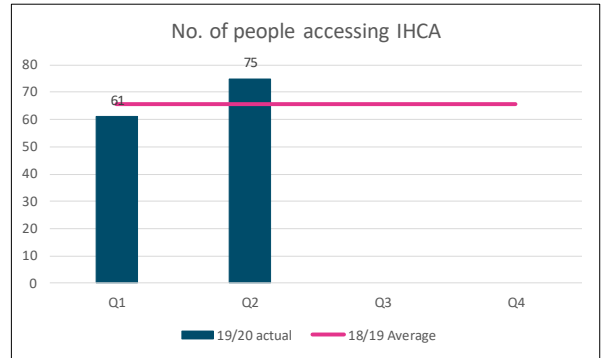
45%

\* Figure may be under reporting due to coding issues on informatics



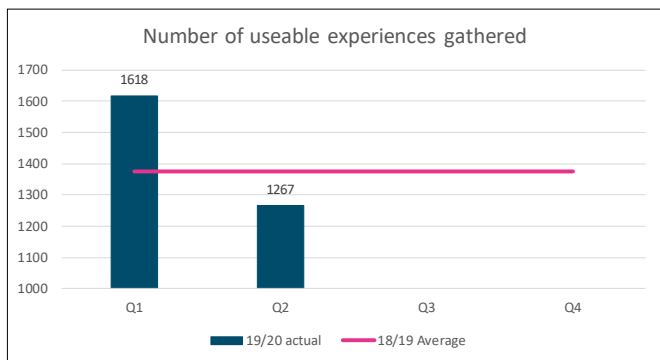
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
18/19 Average	106.5	106.5	106.5	106.5	426
19/20 actual	144	123			267

63%



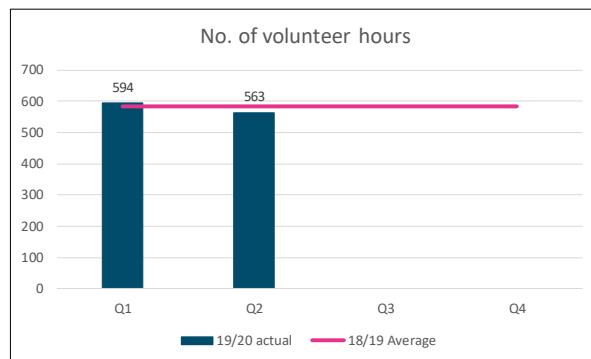
ICHA access	Q1	Q2	Q3	Q4	Total
18/19 Average	65.75	65.75	65.75	65.75	263
19/20 actual	61	75			136

52%



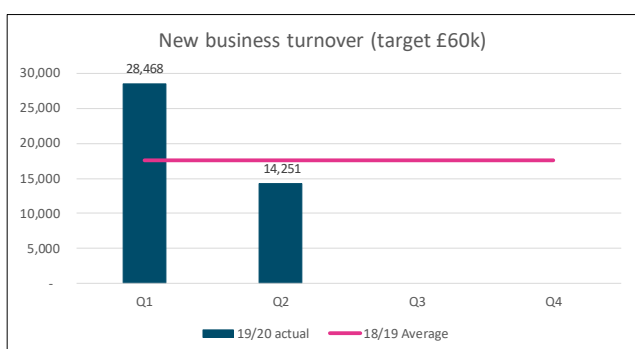
No. of useable exp	Q1	Q2	Q3	Q4	Total
18/19 Average	1374.25	1374.25	1374.25	1374.25	5497
19/20 actual	1618	1267	-	-	2885

52%



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
18/19 Average	584	584	584	584	2336
19/20 actual	594	563	-	-	1157

50%



No. of useable exp	Q1	Q2	Q3	Q4	Total
18/19 Average	17,533	17,533	17,533	17,533	70,133
19/20 actual	28,468	14,251	-	-	42,719

61%

## Appendix two: Evidence gathering strategy progress report

### **Engagement**

We gathered 1,215 useable experiences<sup>4</sup> (UEXs) this quarter through our Helpdesk, Citizens Advice Champions, Independent Health Complaints Advocacy and our pro-active engagement events activities.

We held **Listening Events** in some of the wards with the highest levels of deprivation in the county: Leatherhead North and Hindhead. We have also made plans for the remainder of the year which will support good progress against our goal of visiting the following deprived wards on an annual basis:

- Court (Surrey Downs)
- Hindhead (Guildford & Waverley)
- Leatherhead North (Surrey Downs)
- Maybury and Sheerwater (North West Surrey)
- Merstham (East Surrey)
- Old Dean (Surrey Heath)

<sup>4</sup> An experience (topic/theme) associated with a named service provider

- Stoke (Guildford & Waverley)
- St Pauls (Surrey Heath)
- Westborough (Guildford & Waverley)
- Westway (East Surrey)
- Weybridge North (North West Surrey)

At the start of the year we conducted a review of the location of these Listening Events, to ensure we collected a higher proportion of experiences about non-GP and non-Hospital services. This has meant that we are visiting a wider variety of locations e.g. train stations, mental health clinics.

	<b>UEXs</b>	<b>Proportion YTD</b>	<b>Proportion 2018/19</b>
GP & Hospitals	2200	76%	80%
Other	683	24%	20%

Plans for next quarter include visiting the Samson Centre, Hyperbaric Chamber services, Stanwell Family Centre, 40 Degreez and a Hospice.

This new programme of events has also enabled us to begin to reach all of the different service types<sup>5</sup> that we want to hear from annually:

- Adoption support agencies
- Ambulances
- Blood and transplant service
- Dentist
- Diagnosis/screening
- Doctors/GPs
- Education disability services
- Children's homes, including secure children's homes
- Community health service
- Community Services – Healthcare
- Community Services - Learning Disabilities
- Community Services - Mental Health
- Community Services – Nursing
- Community Services - Substance abuse
- Clinics
- Home hospice care
- Homecare agencies
- Hospice
- Hospital
- Hospitals - Mental health/capacity
- Hyperbaric chamber services
- Independent fostering agencies
- Long-term conditions
- Mobile doctors
- Nursing homes
- Phone/online advice

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<sup>5</sup> As defined through registration with CQC

- Prison healthcare
- Rehabilitation (illness/injury)
- Rehabilitation (substance abuse)
- Residential family centres
- Residential holiday schemes for disabled children
- Residential homes
- Shared lives
- Supported housing
- Supported living
- Urgent care centres
- Voluntary adoption agencies

**Targeted engagement** took place with people from the LGBTQ+ community as part of our outreach programme, which will result in a published report and provide an important contribution to the JSNA.

These activities took us a step closer towards our goal of undertaking targeted engagement with the following communities during the lifetime of Healthwatch Surrey's current contract:

- Adults with Autism
- Adult Carers ✓ (✓ = activity last quarter)
- Adults with learning disabilities ✓
- Black & Minority Ethnic community
- Black & Minority Ethnic community in Maybury, Sheerwater, Goldsworth East wards ✓
- Children born to teenage mothers in North West Surrey
- Children in need in Spelthorne & Elmbridge
- Children with special educational needs and disabilities ✓
- Deaf and hard of hearing people
- Deprived people ✓
- Gypsy Roma & Traveller communities
- Gypsy Roma & Traveller community in Guildford & Waverley and North West Surrey
- LGBT+
- Older men
- Older people
- People being supported to die well
- People being supported to live independently ✓
- People being supported to live with illness
- People who are homeless ✓
- People with mental health conditions in East Surrey
- People with learning disabilities in East Surrey
- People with communication impairments
- People with dementia
- Refugees and Asylum seekers ✓
- Vulnerable people
- Young Carers
- Young people
- Young adults in Guildford & Waverley



