

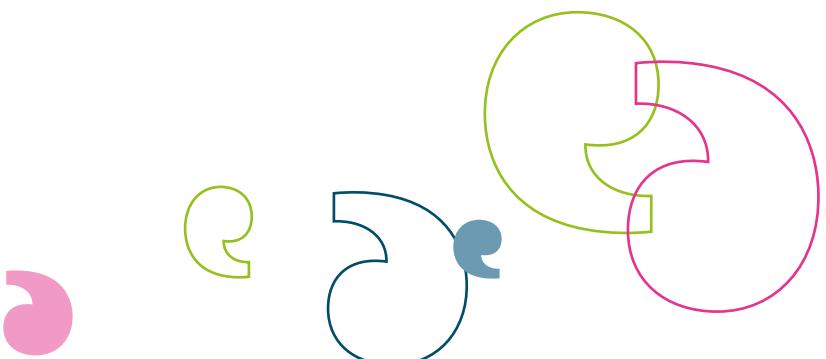
Activity and outcomes quarterly report

Quarter 3: October - December 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.



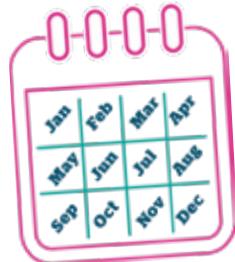
Highlights



Here are some of our key highlights from October – December 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 **1,814** health and social care experiences with us this quarter



We have **37** Healthwatch Surrey volunteers. In total our dedicated volunteers gave **574** hours of their time this quarter.



912 people contacted us for information and advice through our Helpdesk, Citizens Advice and Advocacy services.



We spoke to **229** people about their experience of care in a number of health and care settings and community events.



We helped spread the word about local health and care consultations. **111** people visited our news pages and **821** people received our newsletter.



We had **5, 896** web page views and **1,932** web visitors in Q3. We also had **+1.7%** Twitter followers and **+1.1%** more likes on Facebook.

Key dates and plans for the next three months

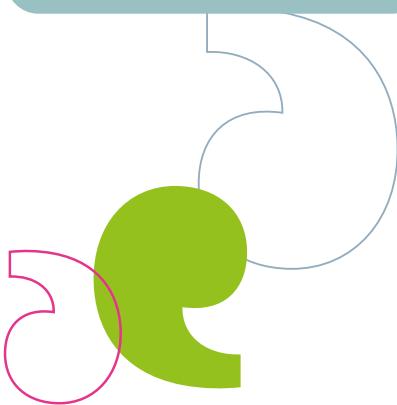


Healthwatch Surrey Board Meeting in Public

Tuesday 21st April 2020

Anderson Room,
Horley Baptist Church,
289 Court Lodge Road,
RH6 8RG

2.00pm - 4.00pm
All Welcome



Publications

Due to the pre-election period our publications in Q3 were postponed. This means the following reports relating to our key priority areas will be produced in Q4:

- Care Homes Report
- LGBTQ+ Insight Report
- Dentistry Report
- Safeguarding Adults Report

Engagement events in Q4

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.

January

- 7th Woking Sexual Health Clinic, 10-12pm
- 14th Spring St Surgery, 10-12pm
- 21st Performance Preparation Academy, 11.30-1.30pm (TBC)

February

- 4th Marianne's Community Café, Staines, (time TBC)
- 10th Shepperton Medical Centre, 10-12pm (TBC)

March

- 10th Morrisons Reigate, 12-2pm

Substance misuse and ex-offender engagement is in planning for Q4

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

Mike Hebberd joins as a new Citizen Ambassador



Mike Hebberd, new Citizen Ambassador

In partnership with Surrey Heartlands for our Citizen Ambassadors project, Mike Hebberd was appointed Citizen Ambassador for Prevention in November. The Prevention workstream at Surrey Heartlands is working with Mike to reach communities and gather the perspectives and experiences of people who have used social prescribing, to understand what helps or hinders residents from participating in their community.

Improving Access to NHS 111 for Deaf and Hard of Hearing People

In December we attended an engagement event held by NHS England which was aimed at patients and patient representatives of the deaf or hard of hearing community, and

commissioners and providers of NHS 111 services, to improve patient experience. The purpose of the event was to explain how the current NHS 111 service operates and to explore where potential improvements can be made.



**When it's less urgent
than 999**

We were there to feedback on experiences we'd heard from the public and to listen to comments from deaf or hard of hearing people who attended the event. We also wanted to find out if any changes were being made to the NHS 111 service. One of the big changes stated was that SMS text service has been included in the specification to providers.

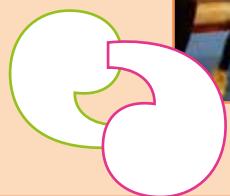
NHS England said information and suggestions for service improvement heard on the day will be used to inform developments in the NHS 111 service as they continue to make improvements to patient experience.

Mental Health Marketplace

In October we had a stand at the Mental Health Marketplace at Yvonne Arnaud Theatre, Guildford.

The Mental Health Marketplace was a one-day event set up so people could ask questions to a variety of organisations and charities in a safe and welcoming environment.

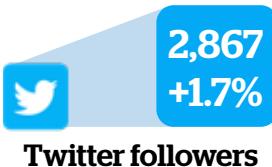
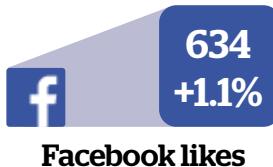
It allowed people the chance to speak with those who could help them to understand more about mental health and find support. We were there to provide information and advice, including signposting to services.



Raising awareness of our work



Webpage views - We had 5,896 web page views and 1,932 unique web visitors in Q3.



Q3 Campaign Highlights

This quarter we published our Carers Insight report. Our campaigns were focused around this report as well as our survey on stroke services in Surrey, ADHD Awareness Month, National HIV Testing Week, World Dyslexia Awareness Day, World Mental Health Day, Stoptober, Winter Wellness, Pancreatic Cancer Awareness Month, World Diabetes Day and Safeguarding Adults Week.

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:

- Surrey Immunisation Survey for Parents
- NHS Surrey and Sussex

Cancer Alliance's Health and Wellbeing Workshop

- Improving access to NHS 111 for people who are deaf or hard of hearing
- Improving Healthcare Together - Committees in Common meeting

We also published news of the Department for Transport including mental health in

the eligibility for a blue badge, NHS and Public Health England's Every Mind Matters campaign, Children and Family Health Surrey's new wellbeing website for Surrey students, and Chiddingfold Surgery re-opening.

Healthwatch Surrey in the media

In October we took part in a radio interview on BBC Surrey and a video interview with That's Surrey TV, to discuss the findings from our Community Mental Health Recovery Services report. We also took part in a BBC Surrey radio interview to discuss the new government funding for Epsom and St Helier Hospitals. As well as TV and radio interviews, Healthwatch Surrey was also featured in the AshLea Medical Practice Autumn Newsletter and Ockley Parish Magazine, and Healthwatch web banners were advertised on Eagle Radio's website.

Awareness initiatives

Throughout Q3 we conducted presentations on Healthwatch Surrey's work at Longcroft Patient Participation Group (PPG), Chertsey Rotary Club and Surrey Care Association.

In November we attended the Independent Mental Health Network event where we had a stand. We were also there to listen to feedback on health and social care services and facilitate table discussions on suicide prevention.

As well as these initiatives, we also produced literature packs

for distribution to GP surgeries and had a stand at the Surrey Coalition AGM.



Getting out and about and hearing from the people of Surrey



Community Listening Events

We have enjoyed holding events across Surrey throughout Q3 to hear your experiences and views. We heard from people at GPs, acute hospitals and other community locations such as Samson centre for Multiple Sclerosis and the Richmond Fellowship in Redhill. This quarter we spoke to 229 people at these events and 50% were attended by our volunteers.

Hospitals and GPs

We visited multiple services in Q3 including: East Surrey Hospital, Frimley Park Hospital, Ashford Hospital, The Oaks Surgery, Park Road Surgery, Moat House Surgery and Glenlyn Medical Centre.

Community / Public / Targeted

Q3 saw the team visit the Samson Centre which provides practical and emotional support for people who are living with Multiple Sclerosis in Surrey and surrounding areas. Here patients can participate in strengthening exercises and gym work, and oxygen treatment from the centre's unique Hyperbaric chambers.

The team also spent a morning at Stanwell's Family centre (formerly Sure Start) to hear how invaluable the centre is and to hear how recent government cuts have potentially affected them and their community.

Volunteers Angus and Jenny visited our Community Cash Fund winners at the Memory café in Cranleigh and spoke with some participants in the group and their carers. Our volunteer Gareth visited another winner in Farnham. 40 Degreez works with vulnerable

young people and Gareth was able to see how they were using their grant to help youths who were at risk of self-harm and depression.

Another of our volunteers, Kate, visited Richmond Fellowship with the engagement team to talk to people who were experiencing challenging mental health issues.

In November, one of our new volunteers, Gabrielle, joined us at Waitrose, Farnham. Despite it being a very rainy day we still managed to speak to a great number of people and provide some urgent signposting for a couple of people.

The Surrey Heath volunteer team also supported us (on a very chilly engagement) to 'The Square' in Camberley where we spoke to passers-by about their recent experiences of health and



Gabrielle at Waitrose in Farnham



Volunteers Liz and Barbara at the Square Camberley

Getting out and about and hearing from the people of Surrey



social care.

In October, we had a stand at a football match arranged for World Mental Health day by Catalyst. Here we spoke with some service users of Catalyst about substance misuse and mental health.



Katherine & Sarah at Catalyst
World Mental Health Day

We also attended the Independent Mental Health Network Event in November and spoke with service users on a 1:1 basis, they told us about their mental health struggles and we also raised awareness of Healthwatch Surrey.

Outcomes:



Signposting to Advocacy to make a complaint

During one of our Q3 engagement events we met a lady who wanted to help her friend Linda. Linda was currently a patient in Frimley Park Hospital and wanted to make a complaint about the care she had received. This included misdiagnosis, delays in treatment and the insensitive way life changing news was broken to her regarding her diagnosis. All of which had caused further distress at an already distressing time. Linda was provided with details of our NHS Advocacy service to help her progress her complaint about the healthcare providers involved. We also escalated Linda's experience to the Executive Director of Quality and Nursing for Frimley Integrated Care System, for them to look into the matter further.

*Names changed to protect identity

Clarification for students about registering at their local GP



At an engagement with our volunteers in North West Surrey, we spoke to a university student who lived off campus. She had been unable to register with a GP in her town because she was a student and instructed to use their university medical centre. We contacted commissioners who confirmed that if a GP practice is accepting new patients, students can register with any GP in their catchment area.

Signposting:

During our engagement events we signposted 13 people to organisations in Surrey including; Advocacy, Mind Matters, East Surrey Domestic Abuse Service, Action for Carers, LiVi, Alzheimer's Society and IAPT (Improving Access to Psychological Therapies).



Acting on what we hear



People shared **1,814** health and social care experiences with us. The experiences we receive come from a variety of sources. During Q3 we received **996** experiences from our Listening Events, **464** experiences from Citizens Advice, **235** experiences via our Helpdesk, **84** experiences via the website/post and **35** experiences from Independent Health Complaints Advocacy.

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

Sharing our stories

We shared 88 individual stories mainly through our regular ‘What We’ve Heard’ meetings with commissioners, providers and regulators.

Escalations

Through the work of the escalations panel we escalated* 8 individual issues this quarter to providers commissioners and the CQC.

This quarter we had to raise 0 concerns to the Multi-agency Safeguarding Hub (MASH). We signposted one person to MASH via the Helpdesk.

Sharing our findings at the Surrey End of Life Care round table meeting



In October we attended the Surrey End of Life Care round table meeting. This meeting followed a commitment by the Surrey Health and Wellbeing Board to identify Surrey-wide opportunities for partnership working around End of Life Care and was very well attended with senior representation from frontline providers (hospices, acute trusts), commissioners (CCGs, SCC) and charities (including the Brigitte Trust). We were invited to share people’s experiences of advance care planning, and we used what we had heard to inform the debate throughout the meeting. Since then we have fed our relevant findings into the project’s Communications workstream. We will attend future meetings as they are convened, with the view to sharing our final report.

*Escalating an issue is different to ‘sharing’ as we require a written response from the organisation.

Escalating the dentistry experience of a patient with autism



We recently heard via our Advocacy service, about a case where a Surrey hospital failed to make reasonable adjustments for a patient with autism within its dentistry service. Despite his attempts to follow advice given by the hospital regarding communicating his extra needs with the surgical team, he was unable to contact them. He was expecting that his wife would be able to sit with him in recovery, but this did not happen, which was very stressful for him. His experience was overwhelming. We shared this experience with all the acute hospitals and asked for their reassurance that this would not happen again. We also asked them to share their relevant policies and procedures. The hospital in question has said that any learning from this case is being taken forward through the steering group, and the patient has been given the Adult Safeguarding team’s contact details so that he can be supported in future. The Trust is exploring how it can increase the support available for patients and staff in relation to Learning Disabilities and Autism.

Stroke Care at Epsom Hospital



We received a detailed account of a service user's stroke care at Epsom Hospital. They hadn't received enough information for support after discharge, no leaflets had been given and they felt they'd been left on their own. We contacted the hospital who confirmed their stroke pathway should include a printed individualised plan and all relevant leaflets from the Stroke Association, as well as a referral to the Stroke Association Coordinator if needed. They also reassured us that as this case fell short of the care expected, it will also be shared with a wider team at the hospital for learning.

Clearer information on care and support leaflets for adults



We met with Surrey County Council Adult Social Care and raised questions about the information left with people who have had an assessment or a review. After our feedback, Adult Social Care amended the Reviews section of one of their core care and support leaflets for adults. About 20,000 copies will be printed for people living in Surrey which now has additional clearer information, including what to do if you do not agree with decisions about care and support.

Using insight to inform decision making

During Q3 our staff, volunteers and Citizen Ambassadors attend a number of meetings where we have opportunities to use our evidence;

- Health & Wellbeing Board
- Adults and Health Select Committee
- NHS England Quality Surveillance Group
- Safeguarding Adults Board
- Surrey Heartlands Quality and Performance Board
- Surrey Heartlands Transformation Programmes - stakeholder reference groups and oversight groups
- Children & Adolescent Mental Health
- Primary Care Co-Commissioning committees
- Surrey Priorities Committee
- Sexual health services contract monitoring meetings
- Surrey Heartlands and VCFS leaders' meetings
- End of life care roundtable

Our volunteers have represented Healthwatch at the following meetings;

- Surrey Heartlands Partnership Forum
- Learning Disabilities Partnership Board
- Transforming Care Partnership Board
- Surrey Positive Behaviour Network
- Steering Group

- LeDeR Steering Group
- Central North West London (CNWL)
- SCC Patient Working Group for Sexual Health
- Big Picture Stakeholder Reference Group Urgent Care - (North West Surrey)
- Surrey SEND Community Group Meeting
- Children and Adolescent Mental Health Transformation Board
- Surrey Heath CCG Primary Care Commissioning Committee
- Surrey Heath CCG What We've Heard Meeting
- Patient Public Engagement Forum Meeting (PPEF) - (North West Surrey)
- Improving Healthcare Together COG (Epsom and St Helier)
- Better Care Together Stakeholder Reference Group (Guildford & Waverley)
- Shaping the Future of Primary Care in Guildford
- Sexual Health Outreach Group

Staff and volunteers have also met regularly with other organisations who regulate, oversee and plan services to present and share 'what we've heard'.

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

Following the pre-election delay we will now publish our report into people's experiences of making plans for their future health care after moving into a care home. We found that people who had made plans were happy to have done so. We saw excellent practice in many care homes and a genuinely strong desire to ensure people's wishes were known and were met by healthcare providers.

However, we did identify some challenges and have made three recommendations which we will be discussing with commissioners and providers over the coming months:

- Commissioners should support providers with systems that help staff initiate timely conversations and create effective, actionable advance care plans for people.**

Most people do not have the awareness or knowledge to create their own plans. While larger/nursing homes have experienced staff who can engage with people at the right moment, residential homes and smaller homes need training and support in issues such as how respond to people's circumstances, how to enable conversations and how to support those making difficult decisions. Commissioners can also promote proven systems (paperwork, recordkeeping) that deliver actionable care plans.

- Homes and clinicians should ensure plans and wishes relating to an individual are consistent across all records**

An unintended consequence of the drive to improve advance care planning is that records are proliferating, and ownership of those records is fragmented - an individual might have wishes recorded in care home documentation, GP records or DNAR/ReSPECT forms. We did find evidence of conflicting and out-of-date plans.

- Commissioners should investigate the value of enabling higher-needs residents at end of life to remain in their residential home until death.**

A late transfer from a long-term residential home to a nursing home for short-term end of life care is contrary to many people's wishes. Depending on the detriment (numbers involved, needs, length of time in nursing care) we recommend commissioners consider approaches that will help people fulfil their wish to die in their own residential home.



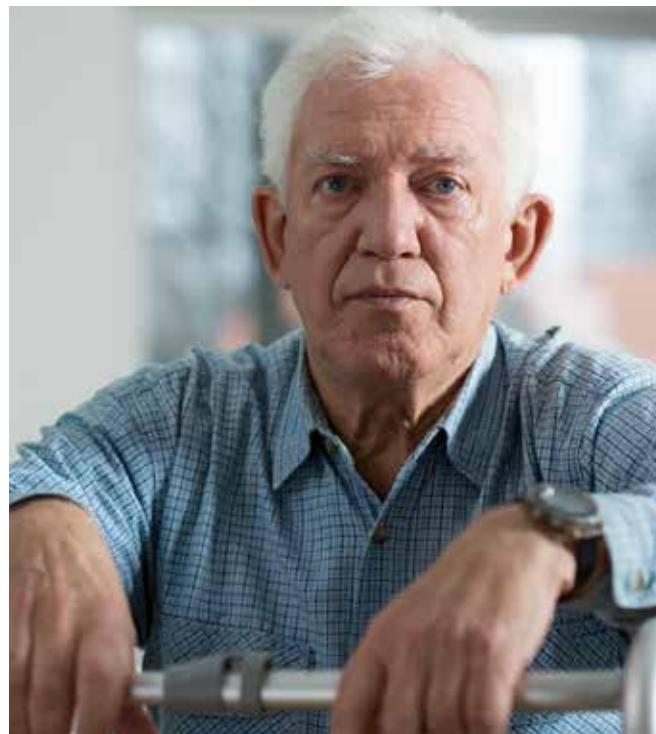
Can you hear me? Amplifying the voice of people receiving care at home

We presented our report to Surrey County Council (SCC) and have received their feedback on our recommendations. SCC support our recommendations and will be acting on some immediately (such as asking practitioners to check service users' care folders as part of the review process). Other recommendations are being considered for the new Service Specification, and SCC have asked Healthwatch Surrey to continue to work with them to ensure the recommendations are embedded, and to ensure the user voice is heard throughout the recommissioning exercise for home-based care.



The experience of Safeguarding

Surrey Safeguarding Adults Board (SSAB) commissioned us to talk to people at the heart of a safeguarding enquiry, to understand their experience and what they want from the safeguarding process. We presented our findings to the Board in December and these have been very positively received: we are waiting for formal feedback from SSAB and will be publishing our report on our website shortly.



Overall people's experiences were positive, but we have made a range of recommendations:

- Continue to raise awareness and relevance of safeguarding to people and their advocates, especially those most at risk. Currently low engagement with safeguarding means people do not report safeguarding concerns for themselves resulting in delayed referrals and increased risk of harm
- Provide brief written information at the start of an enquiry with safeguarding's objectives, methods and contact information. People have no understanding of safeguarding enquiries, don't know what to expect and are often unsure about who to speak to or whether to engage
- Gauge how involved people want to be in their enquiry and respect this decision. People vary in how much they wish to be involved: some want full engagement whereas others are happy not to be involved at all
- At the end of an enquiry ask people whether they felt the enquiry revealed the truth, whether responsibility was acknowledged by the right people, and whether the enquiry will have made a difference. These are the 'outcomes' that matter to people.

What We've Heard about Hospital Discharge

Under our thematic priority of Hospital Discharge, our next project will review and report on the experiences people have shared with us about being discharged from hospital. Over the past two years we have heard over 500 stories relating to hospital discharge: we will review each of these and feedback the key themes to commissioners and providers at the end of the quarter.



Learning Disabilities report

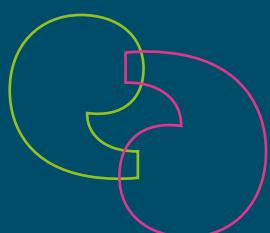
We presented our Learning Disabilities report at the Learning Disabilities partnership board meeting in September and at the Surrey Care Association meeting in December.

Community Mental Health Recovery report

We heard feedback from members of the East and Mid Surrey Mental Health network regarding our Community Mental Health Recovery Service report.

LGBT+ report

Will be published in Q4 following the pre-election restrictions in Q3.



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.

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

0303 303 0023

Face-to-face **749**

Helpdesk **104**

Information about mental health organisations in Surrey

J* contacted the Helpdesk regarding his son. He is 39 years old and a high achiever, he has two degrees and good job, but his mental health issues have driven him to suicide attempts. J noted that his son has been ill for some ten years, but his situation has deteriorated over recent months such that there are now almost daily crises. Police have been called several times to intervene in suicide attempts and a referral to Bridgewell House has failed to produce any improvement. J was calling to follow up on a previous complaint about Surrey and Borders Partnership (SABP) and to ask advice on how he could get help for his son. The Helpdesk provided J with information about Surrey Information Point and the other mental health organisations that can offer support, in particular support from Safe Haven. J passed on this information to his son who went on to engage with his local Safe Haven for support.

Help with information on how to raise a safeguarding alert

B* contacted the Helpdesk as he was very concerned about his elderly neighbour. He suspected his neighbour had dementia, which was getting progressively worse, but the neighbour seemingly had no support. Our Helpdesk adviser informed B about the Multi Agency Safeguarding Hub (MASH) who would be able to listen to his concerns and act appropriately. B was given details of how to contact MASH to raise his concerns for his elderly neighbour.

**Names have been changed to protect identities*

Information regarding the transition from child to adult mental health services

L's* teenage daughter is receiving in-patient treatment for an eating disorder. As her daughter is soon to turn 18 she has been told she will be moved to a different treatment centre. L is very unhappy that her daughter has to move, she feels it will be detrimental to her treatment and recovery. The adviser gave L the information needed to access the Surrey and Borders policy document setting out the procedure for the transition from child to adult mental health services. L was empowered by this information that enabled her to check the rights of her daughter as she transferred from child to adult services.

Help finding a local pharmacy service to get medication

S* had just come out of East Surrey Hospital following a suicide attempt. He had been given a prescription for three lots of medication but couldn't find a chemist who stocks them. He also had to get a doctor's note as he is not fit to work at the moment and was distressed. The adviser found a local pharmacy that stocked two of the drugs he needed immediately - and details of another pharmacy that stocked the other drug. He was then able to go ahead and collect the prescriptions and go to his GP surgery to get a doctor's note.

Help writing letters to a GP

M* had previously voluntarily reduced his painkiller use for chronic pain. He has since got a new GP. His prescription was below the recommended dose by the pain management clinic and was no longer managing the client's increasing pain. On asking the doctor for a higher prescription, M reported that he was asked to account for his use of the painkillers, this included writing a letter which M found difficult as he is dyslexic. The adviser helped M write two letters, one explaining his painkiller use and previous history, and the other requesting his medical records so he could check their accuracy. He was offered a further appointment with an advisor, but M was happy to progress things himself.

Help understanding eligibility for healthcare travel costs

J* suffers from a number of health problems and is unable to work. He has frequent healthcare appointments and he wanted to know if he could get help with the costs of traveling to and from a number of different hospitals. He also said he needed dental treatment and wanted to know if he was eligible for free dental treatment. J* was given information on how to get help with dental costs and information about the NHS Healthcare Travel Cost Scheme. Although J* was advised that he would probably be ineligible for entirely free dental treatment, he was signposted to two local dentists who accept NHS patients.

*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

K* made a complaint on behalf of her father. He is a cancer patient but had been in remission for some time, but whilst in remission he fell ill. Correct procedures were not undertaken by the GP surgery or the hospital and as a result the return of his cancer was not detected until it was too late, and he became physically disabled.

The Independent Health Complaints advocate wrote two separate letters of complaint to both the GP surgery and the hospital. Responses were provided but the client and her father remained unhappy with the outcomes, so two further letters and email correspondence went out to both providers.

The GP surgery were very forthcoming with their responses and the client was eventually happy with the outcome of this complaint. Both matters were dealt with and K was very happy with the outcome and grateful for the help and support given by the advocate.

*Name changed to protect identity

People contacting the
Advocacy service for
information and advice

Q3
59

People supported
through the
complaint process

Q3
110

New referrals

Q3
30

Advocacy provider

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

Tel: 01483 310500

SMS: 07704 265377

Email: nhsadvocacy@surreylc.org.uk



Our volunteers



"Our volunteers gave
574 hours
of their time
this quarter"

They took the lead when visiting **9** community groups to listen to the views of Surrey residents and recorded **193** unique experiences about health and care providers from local people. Our Community Influencers attended **15** high level/stakeholder meetings to champion the patient voice and share our insights to influence how services are run and developed.

What have our volunteer groups been doing this quarter?

Surrey Heath

In Q3 our Surrey Heath volunteers supported our staff team at community engagement events at The Square Shopping Centre in Camberley and Waitrose in Farnham. They visited a visually impaired support group and four mother and toddler groups in Frimley and Camberley, where they spoke to 71 people to hear their experiences of health and social care services.

The Community Influencer volunteers within the group represented us at a number of significant meetings, including the LeDeR steering group set up to identify, minimise and learn from suboptimal care for people with learning disabilities, Central North West London NHS Foundation Trust contract review meetings for Sexual Health and the Children and Adolescent Mental Health Transformation Board.

Surrey Heath volunteer Liz Sawyer was nominated for and was runner up in the 'Individual Volunteer Achievement' category at the Surrey Heath Volunteer Awards, hosted by Voluntary Support North Surrey for her work in improving sexual health services for Surrey residents.



Maria Millwood and Liz Sawyer at the Surrey Heath Awards Ceremony.

Guildford and Waverley

In Q3, the Guildford and Waverley volunteer group visited two Action for Carers group meetings and a Carers Afternoon Tea to speak to carers, hear their experiences of health and social care and raise awareness of Healthwatch Surrey as part of their volunteer led engagement work. Four volunteers from the group took part in Patient Led Assessments of the Care Environment (PLACE Assessments) at Royal Surrey County Hospital NHS Foundation Trust and Haslemere Hospital.

Members of this group continued to review Royal Surrey County Hospital's Serious Incident Reports, as part of an ongoing arrangement to review and improve how the outcomes of serious incidents are reported back to patients and their next of kin. Our Guildford and Waverley Community Influencers continue to represent us in our critical friend role, at the Surrey Heartlands Stakeholder Forum, and the Stakeholder Reference Groups for both Urgent and Primary care in Guildford and Waverley. They are also keeping a watching brief on SECAmb and stroke services and have been undertaking spotlight analyses of the experiences local people have shared with us in relation to Royal Surrey Hospital.

North West Surrey

Two new student volunteers have joined us in North West Surrey in our Young Healthwatch volunteer role. Our Young Healthwatch Volunteers support us in reaching out to young people in their area, to hear their experiences of services such as CAMHS.



Laura Deacon

Originally from Guildford, Laura Deacon studies History, Politics and International Relations at Royal Holloway University, Egham. She joined Healthwatch Surrey as a Young Healthwatch Volunteer to make a difference to the lives of young people in Surrey. In her spare time, she enjoys playing the piano and cello, and looking after her pet chickens.



Rosie Drysdale

Rosie is studying for a PhD in Psychology at Royal Holloway University and also joined us as a Young Healthwatch volunteer this quarter. She previously chaired the University of Birmingham Sign Language Society and has a BSL level 1 qualification. She is particularly interested in access to health and social care services for the deaf population, and in the transition from Children's to Adult's services.

East Surrey

Our East Surrey volunteers visited the Easter Lunches Project, as their first volunteer led community engagement event. They spoke to 31 people and recorded their health and social care experiences. Our East Surrey volunteers also supported our engagement staff on their recent visit to the mental health charity, Richmond Fellowship. They have also supported us with our spotlight analyses of the experiences we have gathered about services.



Volunteer Kate Oake at the Richmond Fellowship

Surrey Downs

Our newest group, the Surrey Downs group, supported our staff at the Epsom Mental Health and Wellbeing Festival and the Independent Mental Health Network Event.

Our Community Influencers continue to represent us at the Improving Healthcare Together Consultation Oversight Group for the Epsom and St Helier reconfiguration, and as the CCGs prepare to begin public consultations in Q4, our Community Influencers will continue to support us in keeping a watching brief and ensuring that best practice in public consultation happens. Volunteers in this group also support us by attending the Learning Disabilities Partnership Board and the Transforming Care Partnership Board.

New volunteer Barbara Gowlland joined the group as a Community Listener and is already supporting our staff at Community Engagement events. Barbara is a retired Parkinson's Specialist Nurse with a wealth of health and social care experience, and experience of working in the local community. She also volunteers as a driver for Capel Assist and enjoys interacting with Surrey residents and being part of the Healthwatch Surrey team.



James Thornton at the Epsom Mental Health and Wellbeing Festival.

WE'RE RECRUITING!

We're looking for volunteers to support us in the North West Surrey, East Surrey and Surrey Downs areas. If you live in the Woking, Runnymede, Spelthorne or Elmbridge boroughs of North West Surrey, the Epsom and Ewell or Mole Valley boroughs in Surrey Downs, or the Reigate and Banstead or Tandridge boroughs in East Surrey and can give a couple of hours of your time a week to reach out to your community and ensure their voices are heard in the design and delivery of local services, we'd love to hear from you.

For details on how to apply visit our website:

www.healthwatchsurrey.co.uk/get-involved/volunteer

Meet the team



Kate Scribbins
Chief Executive



Lisa Sian
Chief Operating Officer



Kathryn Edwards
Community Engagement
& Admin Officer



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



Tessa Weaver
Research Officer



Natalie Markall
Executive PA
& Administration Officer



Zoe Harris
Volunteer Officer



Sarah Browne
Community Engagement Lead



Katharine Newman
Projects & Engagement Officer



Laihan Burr Dixon
Communications Officer



Wendy Loosley
Admin Support Officer



Margaret Leppert,
Data & Administration Officer



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Citizens Advice in Surrey



healthwatchesurrey.co.uk



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