

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: July 2020

## CEO's report July 2020

### Highlights of the last quarter (Q1: April - June 2020)

#### Overview

We have spent this quarter rising to the challenge of how to fulfil our remit to hear from users of health and social care in Surrey, and amplify those voices to ensure people are at the heart of decision-making, in the context of remote working. We have made full use of online methods to reach out and hear from individuals and groups; and to share their insights with committees and boards, working by Zoom and Teams across Surrey. We have also been mindful of the fact that many people are not using online options, and we have tried to ensure they are aware of and can share views with Healthwatch Surrey. Our volunteer teams across Surrey have remained as active as ever despite the lockdown, and have been spreading awareness of Healthwatch, gathering insight and helping us share it with decision-makers.

We have moved quickly this quarter to try to ensure what we are hearing is as timely and influential as possible by reporting on a monthly basis. As a critical friend to system partners we have championed the importance of feedback from service users in evaluating all the changes which have been brought in. Many of these changes such as remote appointments have been welcomed by patients and the public, but there are downsides for some. This pandemic has brought health inequalities into the foreground and as our wider health and care system tackles these issues, it's important that citizen and user feedback forms a core part of any evaluation and forward planning.

We are aware that there is a stoicism and a reluctance to criticise health and care services in a time of crisis, which may inhibit some from sharing their feedback or asking for help when they need it. As a result, we are calling on our health colleagues to ensure that there is a real focus on keeping people well-informed while they are on waiting lists, and checking in to see how they are doing ever now and then. This communication will be vital to reduce stress and spot deterioration. We are doing all we can to work with health and care partners to spot hidden harm and encourage people to use services again.

## Engagement

Despite a huge change in our engagement methods, with no possibility of carrying out in-person engagement, we gathered 1,271 useable experiences (UEXs) this quarter through our Helpdesk, Citizens Advice Champions, Independent Health Complaints Advocacy and our virtual engagement events.

In addition to conducting two online surveys and carrying out a wide range of online face to face engagement, we spread our net as wide as possible to hear from those who may not be online. Our Citizens Advice partners help us with this. The engagement team distributed bespoke flyers amongst mental health, cancer, carers, maternity and faith groups. The flyers invited people to contact us with their experiences of how COVID-19 was affecting them in terms of accessing NHS care. We also distributed flyers directly to recipients of food parcels at five food banks: Epsom & Ewell, Hart, Godalming, Woking and Surrey Heath.

### Sharing what we've heard

Through the work of our Escalations Panel, we escalated 8 individual concerning cases this quarter, and shared no concerns with the Multi-Agency Safeguarding Hub.

We shared 71 experiences in total this quarter with providers, commissioners and regulators. Due to COVID we did not have as many 'What We've Heard' meetings so had less opportunity to share our insight.

### Championing patients' views

Many meetings were on hold this quarter. However, we continued to attend and share service user insight at the Health and Wellbeing Board, the Heartlands Quality and Performance Board, the Adults and Health Select Committee, Primary Care Commissioning Committees, Ethics Committee, End of Life Care working group (to name but a few), and to champion the use of patient and public feedback in all aspects of recovery. We've provided input to key developments such as the Rapid Needs Assessments being carried out by Surrey County Council, and the Local Outbreak Control Plan.

## Communications

### Web Activity

Web activity has decreased since last quarter and figures for Q1 this year are lower compared to Q1 last year. The reduction in web activity this quarter could be due to the reduced number of people using health care for non-coronavirus related conditions and changes to social care during the pandemic. We saw a huge spike in web activity last quarter at the beginning of the pandemic as we were publishing information on changes to services and people were visiting our website for information. However, as the pandemic has continued, and people are aware of the changes this has slowed.

Web Analytics	2019/20				2020
	Q1	Q2	Q3	Q4	Q1
Page views	10,681	8,309	5,896	11,551	6,225
Visitors	4,515	3,416	2,571	5,244	2,791
Unique visitors	3,129	2,234	1,932	4,073	1,921
Page views p/visit	2.37	2.43	2.29	2.20	2.23
New Visitors	2,932	2,086	1,819	3,987	1,851

### Social Media (Facebook, Twitter)

The total number of Twitter followers has increased by 1.7% this quarter and the number of impressions (the number of people who have seen one of our tweets) is 53,200, which is a decrease of 7.9% against quarter but an increase of 55% compared to Q1 last year.

Twitter Characteristic	2019/20				2020
	Q1	Q2	Q3	Q4	Q1
Followers	2,760	2,819	2,867	2,921	2,972
Following	1,609	1,670	1,716	1,771	1,794
Total Tweets	5,574	5,636	5,750	5,806	5,876
Impressions	36.8k	38.9k	75.3k	57.8k	53.2k

On Facebook we have 677 likes (an increase of 2.9% vs. last quarter).

### Awareness Initiatives

Throughout Q1 we conducted presentations on Healthwatch Surrey's engagement work at Bookham and Horsley Rotary Club, Reigate Rotary Club, Woking Soroptimists and Leatherhead Rotary Club.

We also presented our Monthly Bulletin to the Carers' Commissioning Group and our engagement strategy and how we share insight presentations to:

- Surrey Heartlands Engagement Team
- Surrey Learning Disability Partnership Board
- Royal Surrey County Hospital
- East Surrey Hospital
- Ashford and St Peter's Hospitals
- CHD Living

### Healthwatch Surrey in the media

In April and May, Healthwatch Surrey was included on Eagle Radio's community help page and Jackie Radio's local information page, web pages dedicated to organisations in Surrey providing support to the local community. We were also featured in the April edition of VantagePoint magazine, a free local magazine distributed to homes across Surrey. Our Maternity Voices Report was mentioned in the April edition of Surrey Safeguarding Children Partnership's Newsletter and our Monthly Intelligence Report was mentioned in Surrey County Council's Adult Social Care Briefing in June.

### E-Bulletins

During Q1, monthly e-bulletins were distributed to stakeholders and members of the public. The current number of subscribers is 815. Over the quarter, on average 35.5% 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 the following reports:

- COVID-19 survey report
- What do people want to happen next?
- May Insight Bulletin

- June Insight Bulletin

Our campaigns were focused around these reports as well as our work plan during the Covid-19 pandemic, case studies during lockdown and call for experiences. In addition, our other campaigns were focused around Ramadan at home; Quit for Covid; Volunteer's Week; World Environment Day; Learning Disability Week; Surrey Against Domestic Abuse; Mental Health Awareness Week; Carers Week and Pride Month.

We have also been promoting our partners' campaigns to make people aware of services in health and social care and the changes to these services during the pandemic. These included:

- Surrey County Council's Community Helpline
- Surrey Heartlands' GP and hospital guidance and pregnancy advice line
- Safe Haven's services
- Surrey GP and pharmacy Bank Holiday opening times
- Healthy Surrey's Virtual Wellbeing Hub
- Community Pharmacy Surrey & Sussex's prescription collection advice
- Surrey Wellbeing Partnership
- Surrey Community Action's advice line for the gypsy and traveller community
- Surrey Information Point's Community Helpline
- Central and North West London NHS Foundation Trust's sexual health services in Surrey
- Children and Young People's Havens
- Children and Family Health Surrey's support and advice line
- Action for Carers' Helpline
- Catalyst's support line
- Surrey's coronavirus testing hub
- Centre for Psychology's CBT helpline
- Citizen's Advice telephone and digital advice line

National campaigns we promoted included:

- Clap for Carers
- NHS 24/7 mental health support helpline
- Young Minds UK mental health support
- Stay Home, Save Lives
- Stay Alert, Save Lives
- Friends Against Scams
- Information on shielding, social distancing and isolating
- Face coverings at hospitals
- How to get an NHS dentist appointment during Covid-19
- Test and Trace
- NHS Volunteer Responders

We also published the Children's guide to coronavirus, news of Headley Court serving as a temporary community hospital for Surrey Heartlands, the launch of DadPad, a free online support app, and promoted Children and Young People's Haven (CYP Havens) Hours Review survey to encourage the public to have their say on how services in Surrey are planned and run.

## Information and Advice

488 people have been helped directly this quarter by our Helpdesk and our Healthwatch Champions based in Citizens Advice Bureaux.

## Independent Health Complaints Advocacy

We have seen a significant decrease in the number of people making use of our NHS complaints advocacy service. People have not been using NHS services, and many complaints processes have been delayed or suspended. We have continued to support the existing cases with their complaints by phone, email and online meetings, including attending online local resolution meetings (LRMs).

## Building our use of volunteers

Despite the Covid-19 lockdown restrictions, five new volunteers joined us, and our volunteers gave 469 hours of their time to support us this quarter. Our local area volunteer groups continued to meet regularly using the Zoom video conferencing app and continued to support us at virtual stakeholder meetings and with desk-based research tasks from home.

Our volunteers have been keen support us with desk research tasks in the absence of face to face activity. To assist them with completing these tasks, we have created a Volunteer Research OneNote electronic notebook which is secure, accessible and editable remotely by all volunteers. The virtual notebook has become a central place for all volunteers to work on and send us their research during lockdown. Feedback from our volunteers has been positive, and they find this new way of working easy, straightforward and helpful.

Our Quarterly Activity Report gives more detail on our volunteers' work evaluating the websites of GP surgeries in Surrey to see how clear the information is in the pandemic.

## Looking forward to Q2

During lockdown we have continued to build on our relationships with the CVS and the Universities in Surrey. This has been productive, as all recent volunteer applications have come from either CVS referrals or students who have seen our advertisements on student volunteering portals. We are now at a stage where we are ready to set up a Young Healthwatch volunteer group, with a volunteer chair in Q2. Our Volunteer Officer has been working to put together a Young Healthwatch volunteer group 'ask' and will be sending out an invitation and more details to our young volunteers shortly.

Recognising the importance of connecting with our volunteers and keeping them involved and informed in the absence of face to face meetings, we have arranged a virtual volunteer update and training event which will take place on 22nd July. This will be an opportunity for our new volunteers to meet the whole staff team and learn how their volunteer roles support and relate to the work the staff team do. We will also be holding breakout sessions to update and support our Promoters, Listeners and Influencers so that they can continue to support us in a meaningful and productive way despite the restrictions on face to face contact.

## Individual Group updates

### Surrey Heath

Our Surrey Heath volunteer group have been proactive in sharing with us details of groups and organisations who are meeting with their service users virtually, so we can set up virtual engagements. They have done an excellent job of sharing our flyer with their contacts, with one volunteer from this group alone sharing our generic call for experiences flyer with 300+ of her local contacts.

### Guildford and Waverley

Our Guildford and Waverley volunteers have been helping us to gather soft intelligence from local people using Facebook, and have actively encouraged their family and friends to share their experiences with us, which has resulted in a number of experiences added to our database.

The Influencers in this group have continued to attend virtual meetings this quarter. Murray represented us at the Voluntary Action South West Surrey Mental Health network forum and promoted our flyer. The organisations present expressed a desire to engage their service users with us virtually. Volunteers in this group also attended the Better Care Together Stakeholder Reference Group for Urgent Care in Guildford and Waverley and a webinar about race and health inequalities.

### Surrey Downs

Two new volunteers joined us from Surrey Downs in Q1. They will be joining the group after their induction and training in Q2:

#### Robert Hill - Community Influencer:

Robert, now retired, spent his professional life in public service, making health policy as an advisor to the Prime Minister's policy unit and working as a Senior Manager at the Audit Commission. He also served as a Borough Councillor for eight years.

Robert was a volunteer visitor at Long Grove Hospital and then West Park Psychiatric Hospital in Epsom for 30 years. He also has lived experience of navigating the health and social care system as a Carer.

#### Elaine Chigango - Community Listener:

Elaine has a post graduate certificate in Public Health and Health Promotion from Brunel University, London. She works as part of a multidisciplinary team to deliver care to critically ill patients and those with complex needs.

She is passionate about people and connecting with the local community and is looking forward to volunteering with Healthwatch Surrey to utilise her skills while also gaining experience of involving the patient voice in service development and change.

### North West Surrey

3 new volunteers joined this group in Q1. Errol Miller and Shirley Cumming completed their induction and training to become members of the group. Beth Turnbull also joined us as a volunteer and will be joining the group after her induction and training in Q2:

#### Beth Turnbull - Community Promoter

Originally from Byfleet, Beth is an undergraduate Sports and Exercise Science student at Loughborough University. She plans to use her holidays and free time when at home in Surrey to volunteer for Healthwatch.

Beth has previously volunteered for East African Playgrounds, and Parkrun. She wants to help people in her local community to receive the best care they can and is looking forward to getting started as a volunteer.

#### East Surrey

Volunteer Funmilola Olaitan has put us in contact with a faith group in Redhill who we will be meeting with virtually to hear experiences of health and social care in Q2. The East Surrey group have been very proactive in sharing our flyers with their contacts and neighbours, and have also been busy taking experiences from friends, family and colleagues.

#### 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. The Ambassadors have completed a joint research survey project on health and wellbeing during COVID-19. This was a new way of working for the CAs who are used to working on their own workstreams and they were all positive about the joint benefits of working together. Whilst this did not bring new business it demonstrated that we are able to work in an agile and integrated way.

Our new business development officer has been building on our foundations to put us in a strong position to win work and increase our income. This has included strengthening of external relationships, completion of a SWOT analysis, a skills audit, research on other Healthwatch and research on grants and awards. There are a number of potential projects in the pipeline and all of which are being followed up in the next quarter.

The team identified that a Healthwatch Surrey Portfolio would be an essential tool to enable us to market ourselves and showcase our achievements with the aim of winning new business. This portfolio is now in development and will be ready for distribution by end of August.

#### Finances

##### Healthwatch Surrey CIC – Budget and Expenditure Q1 as of 30th June 2020

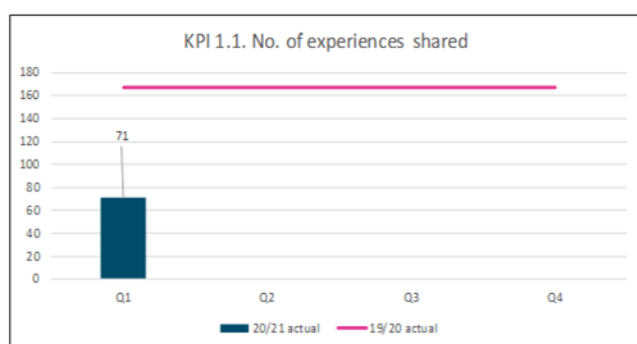
<b>External Full Reporting</b>	<b>2020-21</b>	<b>Budget to</b>	<b>Actual to</b>	<b>Variance to</b>	<b>Remaining Balance</b>
<b>Category</b>	<b>Budget</b>	<b>Jun-20</b>	<b>Jun-20</b>	<b>Jun-20</b>	<b>to 01/03/2021</b>
Staffing Costs	£367,004	£91,751	£81,874	£9,877	£285,130
Direct Delivery Costs	£97,750	£24,438	£10,097	£14,340	£87,653
CIC Costs	£8,500	£2,125	£1,800	£325	£6,700
Sign Posting	£46,470	£11,618	£11,618	£0	£34,853
Health Complaints Advocacy	£97,160	£24,290	£24,290	£0	£72,870
Finance, HR, Office & Governance Support	£34,442	£8,611	£8,610	£0	£25,832
Help Desk	£14,600	£3,650	£3,650	£0	£10,950
	<b>£665,926</b>	<b>£166,482</b>	<b>£141,939</b>	<b>£24,542</b>	<b>£523,987</b>

## KPIs

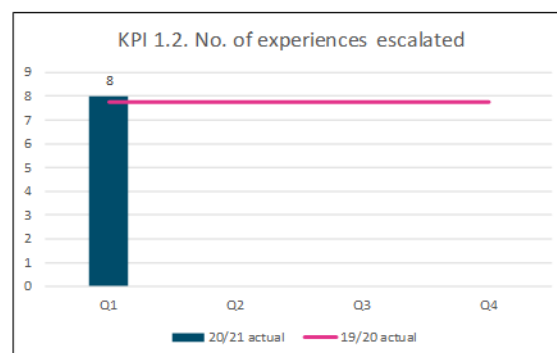
### KPIs from 2020/21 Annual Work Plan

Link to mission/vision	KPI No.	Lead	19/20 figure	Q1	Q2	Q3	Q4	Cumulative total to date
1. Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey.	KPI 1.1.	The number of experiences we have shared	KE/KN	668	71			71
	KPI 1.2.	The number of experiences we have escalated	KE/KN	31	8			8
	KPI 1.3.	The proportion of reasonable responses received to escalations (80%)	KE/KN	n/a	n/a			0
	KPI 1.4.	Reflective Review - number of responses received and satisfaction levels	LS	Annual figure - reported elsewhere				
2. Healthwatch Surrey's role, function and services are known, understood and valued by consumers and therefore they readily contact us.	KPI 2.1.	The number of people proactively engaging and sharing experiences with us via the website, post, Helpdesk	LS	1557	347			347
	KPI 2.2.	The number of people contacting the Helpdesk for information and advice (400 PA)	LS	503	87			87
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	LS	242	28			28
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	LS	103	7			7
	KPI 2.5.	Service user satisfaction with the Helpdesk and Independent Health Complaints Advocacy service	LS	Annual figure - reported elsewhere				
3. Our influencing is based on sound evidence, knowledge and insight	KPI 3.1.	The number of Useable Experiences collected (3,000 PA)	SBr	5792	1271			1271
	KPI 3.2.	The number of outcomes achieved (4 PA min )	KS	n/a	1			1
	KPI 3.3.	Project and outreach reports (4 PA min)	TW	11	4			4
4. As a social enterprise we have secured a growing and sustainable future	KPI 4.1.	Amount of new business turnover (Target 60,000)	LS	69,742	14,468			14468
5. We exist to empower communities and we do this by recruiting and empowering volunteers to enable us to hear more and share more.	KPI 5.1.	The number of hours our volunteers have contributed	ZH	2436	469			469
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	ZH	n/a	5			5

## Appendix one: KPI graphs

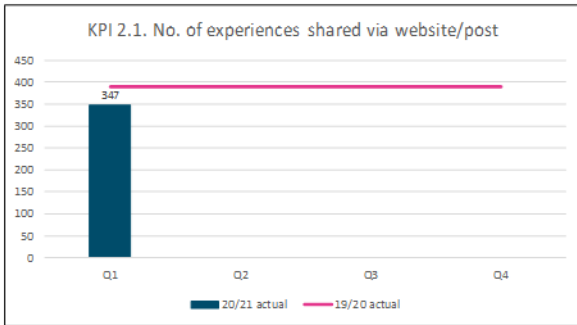


exp.shared	Q1	Q2	Q3	Q4	Total
19/20 actual	167	167	167	167	668
20/21 actual	71				71

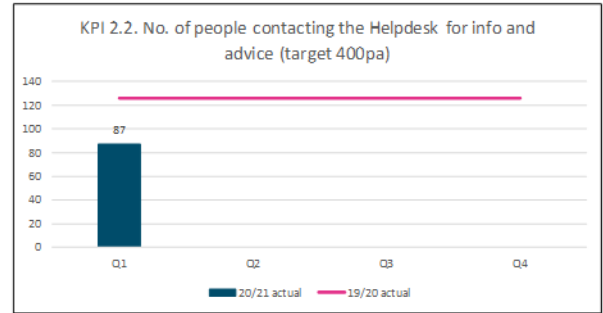


exp. escalated	Q1	Q2	Q3	Q4	Total
19/20 actual	7.75	7.75	7.75	7.75	31
20/21 actual	8				8

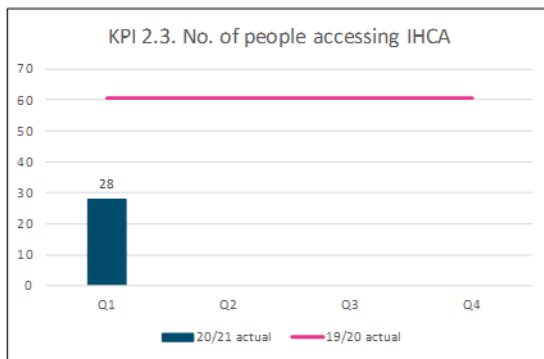




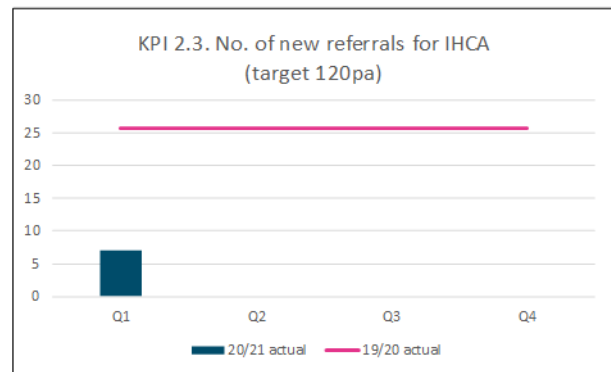
exp. website/post	Q1	Q2	Q3	Q4	Total
19/20 actual	389.25	389.25	389.25	389.25	1557
20/21 actual	347				347



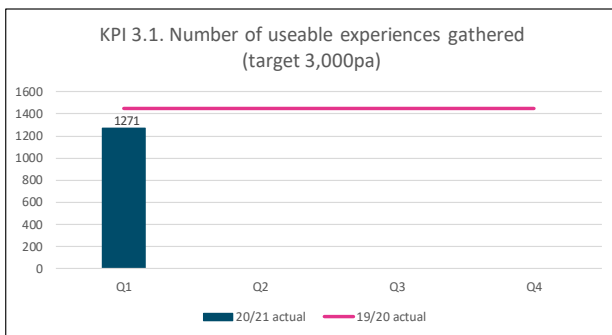
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
19/20 actual	125.75	125.75	125.75	125.75	503
20/21 actual	87				87



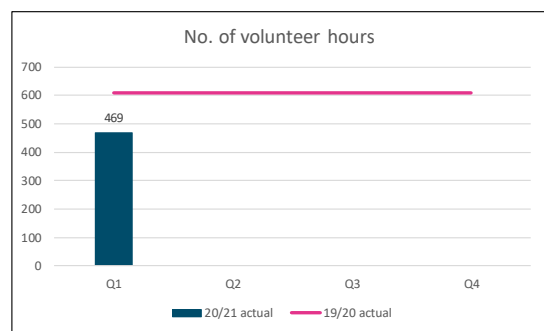
IHCA access	Q1	Q2	Q3	Q4	Total
19/20 actual	60.5	60.5	60.5	60.5	242
20/21 actual	28				



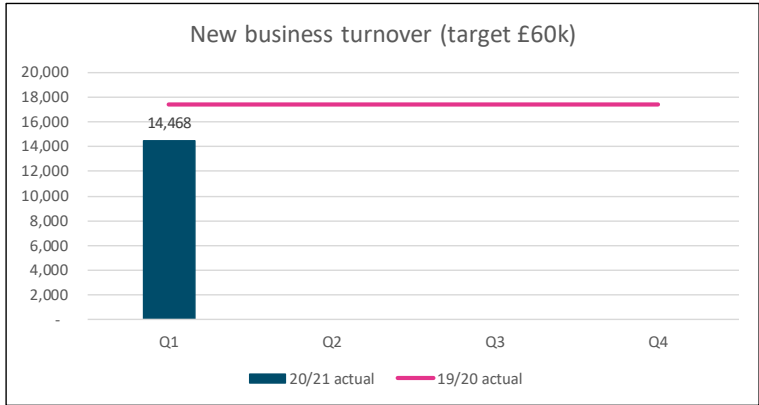
IHCA referrals	Q1	Q2	Q3	Q4	Total
19/20 actual	25.75	25.75	25.75	25.75	103
20/21 actual	7				



No. of useable exp	Q1	Q2	Q3	Q4	Total
19/20 actual	1448	1448	1448	1448	5792
20/21 actual	1271				



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
19/20 actual	609	609	609	609	2436
20/21 actual	469				



New business turnover	Q1	Q2	Q3	Q4	Total
19/20 actual	17,436	17,436	17,436	17,436	69,742
20/21 actual	14,468				14,468