

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: October 2020

## CEO's report October 2020

### Highlights of the last quarter (Q2: July-September 2020)

#### Overview

Our focus this quarter has been on getting back to business as usual – working out how we can continue to hear as much as possible from as diverse range of local people as possible, and how we can share this insight most effectively with decision-makers. We have had fantastic support from our growing band of Healthwatch volunteers in delivering on that mission. We have challenged others on how to ensure those who are not able or do not chose to engage digitally are still able to get equitable access to services, and we are mindful that we must strive to ensure this applies to awareness of, and access to, Healthwatch. Our monthly Insight Bulletins have been distributed to a wide circulation list, and combine messages of praise and thanks alongside more critical feedback. This quarter has seen a return of our focussed meetings to share insight with commissioners and providers, and has ensured we are effective in amplifying local voices.

#### Engagement

We have made real progress in our ability to reach local people remotely, and adapting to the change in the nature of conversations and insight that brings into Healthwatch. We've spoken to almost 700 people this quarter about their experiences of health and social care. We are mindful that we must also strive to reach those who are not able or willing to engage with us digitally, and have experimented with a wide range of techniques to promote our existence and encourage those who many not be online to share their stories with us. We have many people contacting us via our telephone Helpdesk and some continue to send in paper-based feedback forms, however it's important that we continue to try to find ways, in partnership with our NHS and social care partners, to ensure people who want to share insight with us as an independent organisation, are aware of us.

#### Sharing what we've heard

We escalated 15 individual concerning cases this quarter, and shared no concerns with the Multi-Agency Safeguarding Hub.

## Championing patients' views

Many meetings which were on hold last quarter were back up and running this quarter, and we've shared insight across the system and found a receptive audience for our monthly Insight Bulletins. We are back to business as usual in sharing concerning cases with our system partners. We've regularly attended the Health and Wellbeing Board and the Adults and Health Select Committee, and shared insight were relevant.

## Communications

### Web Activity

Web activity has increased since last quarter and even though page views are lower compared to Q2 last year, we have had more new visitors to our website. The increase in activity compared to last quarter could be due to health and care services gradually resuming and people starting to use these services again, thus visiting our website for information and advice.

	2019/20			2020/21	
	Q2	Q3	Q4	Q1	Q2
Web Analytics					
Page views	8,309	5,896	11,551	6,225	6,460
Visitors	3,416	2,571	5,244	2,791	3,039
Unique visitors	2,234	1,932	4,073	1,921	2,276
Page views p/visit	2.43	2.29	2.20	2.23	2.13
New Visitors	2,086	1,819	3,987	1,851	2,181

### Social Media (Facebook, Twitter)

The total number of Twitter followers has increased by 1.03% this quarter and the number of impressions (the number of people who have seen our tweets) is 71,300, which is an increase of 34% against last quarter and an increase of 83% compared to Q2 last year.

Twitter Characteristic	2019/20			2020/21	
	Q2	Q3	Q4	Q1	Q2
Followers	2,819	2,867	2,921	2,972	3,047
Following	1,670	1,716	1,771	1,794	1,835
Total Tweets	5,636	5,750	5,806	5,876	6,025
Impressions	38.9k	75.3k	57.8k	53.2k	71.3k

On Facebook we have 703 likes (an increase of 1.04% vs. last quarter).

## **E-Bulletins**

During Q2, our monthly Insight Bulletins were distributed to stakeholders and members of the public. The Insight Bulletin summarises some of the themes we've heard about during the month and the current number of subscribers is 819 as well as a distribution list of 329 stakeholders.

## **Campaign Highlights**

This quarter we published the following reports:

- July Insight Bulletin
- August Insight Bulletin
- September Insight Bulletin
- Citizen Experiences of Accessing Healthcare during the Covid-19 crisis (in partnership with Surrey Heartlands CCG)

Our campaigns were focused around sharing the findings from our insight bulletins, calls for experiences, promoting our engagement meetings and sharing what we've heard. We also focused on the #BecauseWeAllCare campaign, a Healthwatch England and CQC campaign encouraging more people to share their views about their health and social care.

## [Information and Advice](#)

628 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 an increase this quarter in the number of people making use of our NHS complaints advocacy service, with 16 new referrals, although it is still down on target. This may be due to reluctance to complain in the current pandemic, or to the fact that many complaints processes have been delayed or suspended, although they are now catching up. The Ombudsman restarted work in July. 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](#)

In Q2, our volunteers gave 583.5 hours of their time; an increase on volunteer hours for Q2 2019, when the total figure was 573.5. We are delighted with this increase, given the limitation on how we are able to meet, and the tasks that volunteers can do for us, and the

In line with the advice and guidance from Public Health England and the World Health Organisation, our volunteers continue to support us virtually, rather than attending meetings and engaging with service users face to face. Our volunteer recruitment campaign has been going well in Surrey Downs, North West Surrey and for Young Healthwatch, and we have met our 5-volunteer recruitment target for Q2. We have also been successful in diversifying our volunteer pool so that it better represents the population of Surrey as a

whole. Of those five volunteers recruited in Q2, three are under 25, and we have a more ethnically diverse mix in our new recruits than in previous years.

We have put additional measures in place to ensure all volunteers including those who have joined us during the pandemic feel involved in our work and well supported. 21 volunteers attended our virtual volunteer training session on 22nd July, where we updated our volunteer teams on our interim engagement strategy and explained how our Intelligence Officers review and share the insights our volunteers collect for us. The virtual training session was also an opportunity for our new volunteers to meet our whole staff team and learn more about their work.

Of particular note is the contribution our volunteers have made to gathering insight from local people. This quarter, our volunteers shared over 100 experiences with us, helping us to hear more about:

- Covid-19 testing
- GP video consultations
- Communications by GPs
- Access to dental appointments
- Access to cancer treatment
- Disposal of sharps

They have also supported us with raising awareness with Haslemere Health Centre PPG, Smart Cranleigh, and at Royal Holloway University of London and University of Surrey virtual student volunteering events.

### **Community Influencers**

Despite the current restrictions, our Community Influencers have continued to support us with virtual stakeholder and system meetings this quarter, increasing our capacity to ensure local voices are heard.

Our Community Influencers have also supported us with scrutinizing papers for key meetings, including the Health and Wellbeing Board, Adults and Health Select Committee, Primary Care Co-Commissioning Committee and the Quality and Performance Board. Intelligence Officer Katharine Newman and Volunteer Officer Zoe Harris are producing guidelines for Community Influencers on scrutinizing papers.

### **Young Healthwatch**

Young Healthwatch are a new working group, set up to identify key themes and issues around health and social care for young people. Our Young Healthwatch volunteers will shape how the group operates and how we can engage with other young people across Surrey. The aim will be to hear what works well and not so well in health and social care for young people to feed back to those responsible and help improve future services for everyone.

The group plan to focus on:

- Raising awareness of Healthwatch Surrey with young people
- Reaching out to young people to hear their views
- Supporting us in outreach projects to explore key issues that young people face
- Keeping an eye on local NHS and social care services for young people.
- Helping us to report back on their findings to decision makers in the county, to enable young people's views to shape services.

In Q3, the Young Healthwatch group will be supporting Citizen's Ambassador Michael Freat in reaching out to University students to hear how Covid-19 has affected their mental health. We have also been approached by Salesian School, who are interested in working with our Young Healthwatch, and volunteering opportunities for their students.

### 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 and this was published in August and shared widely across the system.

## Finances

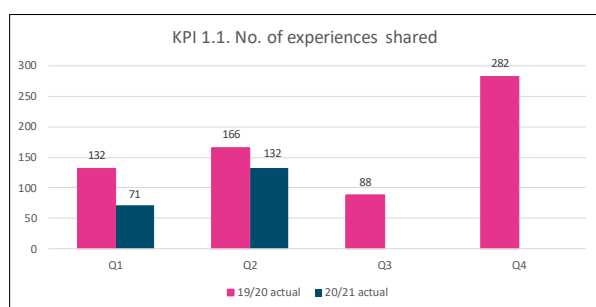
### Healthwatch Surrey CIC – Budget and Expenditure Q2 as of 30th September 2020

<b>External Full Reporting</b>	<b>2020-21</b>	<b>Mid-year</b>	<b>Budget to</b>	<b>Actual to</b>	<b>Variance to</b>	<b>Remaining Balance</b>
<b>Category</b>	<b>Budget</b>	<b>reforecast</b>	<b>Sep-20</b>	<b>Sep-20</b>	<b>Sep-20</b>	<b>to 01/03/2021</b>
Staffing Costs	£367,004	£367,004	£183,502	£170,888	£12,614	£196,116
Direct Delivery Costs	£97,750	£97,750	£48,875	£17,874	£31,001	£79,876
CIC Costs	£8,500	£8,500	£4,250	£2,004	£2,246	£6,496
Signposting	£46,470	£46,470	£23,235	£23,235	£0	£23,235
Health Complaints Advocacy	£97,160	£97,160	£48,580	£48,580	£0	£48,580
Finance, HR, Office & Governance Support	£34,442	£34,442	£17,221	£17,221	£0	£17,221
Help Desk	£14,600	£14,600	£7,300	£7,300	£0	£7,300
	<b>£665,926</b>	<b>£665,926</b>	<b>£332,963</b>	<b>£287,102</b>	<b>£45,861</b>	<b>£378,824</b>

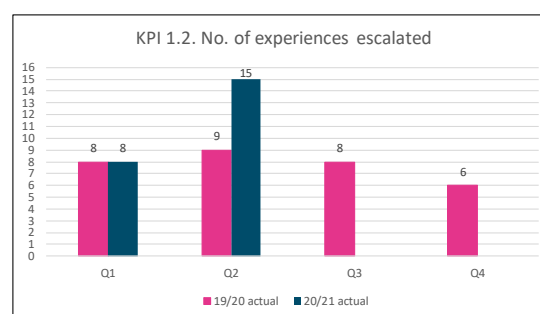
## KPIs

Link to mission/vision	KPI No.		Lead	19/20 figure	Q1	Q2	Q3	Q4	Cumulative total to date
<b>1. Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey.</b>	KPI 1.1.	The number of experiences we have shared	KE/KN	668	71	132			203
	KPI 1.2	The number of experiences we have escalated	KE/KN	31	8	15			23
	KPI 1.3.	The proportion of reasonable responses received to escalations (80%)	KE/KN	n/a	n/a	n/a			0
	KPI 1.4.	Reflective Review - number of responses received and satisfaction levels	LS	Annual figure - reported elsewhere					
<b>2. Healthwatch Surrey's role, function and services are known, understood and valued by consumers and therefore they readily contact us.</b>	KPI 2.1.	The number of people proactively engaging and sharing experiences with us via the website, post, Helpdesk	LS	1557	347	530			877
	KPI 2.2.	The number of people contacting the Helpdesk for information and advice (400 PA)	LS	503	87	161			248
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	LS	242	28	41			69
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	LS	103	7	16			23
	KPI 2.5.	Service user satisfaction with the Helpdesk and Independent Health Complaints Advocacy service	LS	Annual figure - reported elsewhere					
<b>3. Our influencing is based on sound evidence, knowledge and insight</b>	KPI 3.1.	The number of Useable Experiences collected (3,000 PA)	SBr	5792	1271	1462			2733
	KPI 3.2.	The number of outcomes achieved (4 PA min )	KS	n/a	1	1			2
	KPI 3.3.	Project and outreach reports (4 PA min)	TW	11	4	3			7
<b>4. As a social enterprise we have secured a growing and sustainable future</b>	KPI 4.1.	Amount of new business turnover (Target 60,000)	LS	69,742	14,468	14,468			28936
<b>5. We exist to empower communities and we do this by recruiting and empowering volunteers to enable us to hear more and share more.</b>	KPI 5.1.	The number of hours our volunteers have contributed	ZH	2436	469	584			1053
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	ZH	n/a	5	5			10

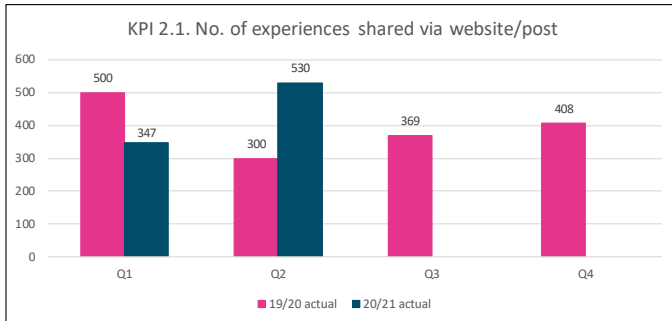
## Appendix one: KPI graphs



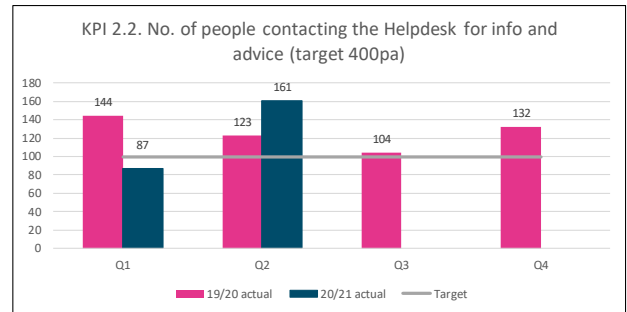
exp. shared	Q1	Q2	Q3	Q4	Total
19/20 actual	132	166	88	282	668
20/21 actual	71	132			203



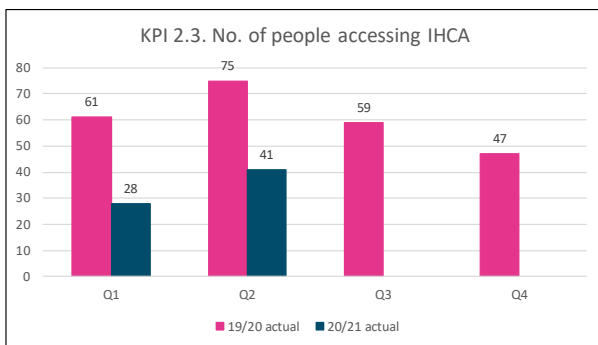
exp. escalated	Q1	Q2	Q3	Q4	Total
19/20 actual	8	9	8	6	31
20/21 actual	8	15			23



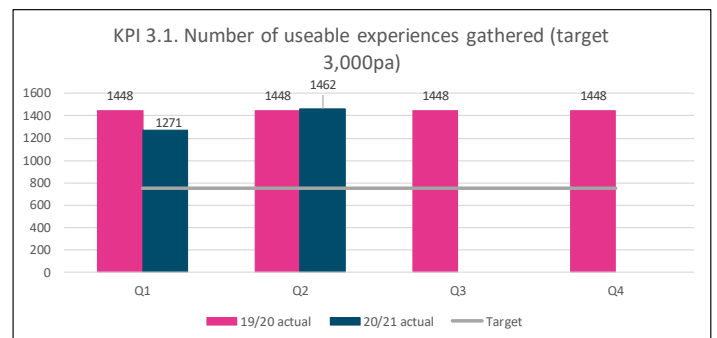
exp.website/post	Q1	Q2	Q3	Q4	Total
19/20 actual	500	300	369	408	1557
20/21 actual	347	530			877



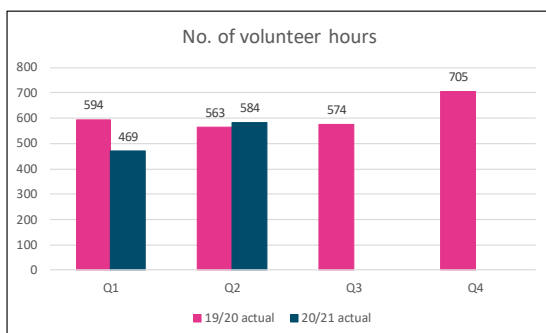
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
19/20 actual	144	123	104	132	503
20/21 actual	87	161			248
Target	100	100	100	100	400



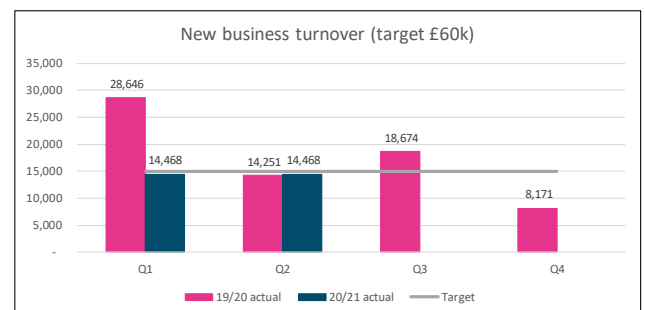
IHCA access	Q1	Q2	Q3	Q4	Total
19/20 actual	61	75	59	47	242
20/21 actual	28	41			



No. of useable exp	Q1	Q2	Q3	Q4	Total
19/20 actual	1448	1448	1448	1448	5792
20/21 actual	1271	1462			
Target	750	750	750	750	3000



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
19/20 actual	594	563	574	705	2436
20/21 actual	469	584			



New business turnover	Q1	Q2	Q3	Q4	Total
19/20 actual	28,646	14,251	18,674	8,171	69,742
20/21 actual	14,468	14,468			28,936
Target	15,000	15,000	15,000	15,000	60,000