

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: Jan 2021

CEO's report January 2021

Highlights of the last quarter (Q3: October - December 2020)

Overview

This quarter we have continued to work on 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, given the uncertainty and pressure we are all living under. As usual we have had great support from our Healthwatch volunteers. Our monthly Insight Bulletins have been distributed to a wide circulation list, and combine messages of praise and thanks alongside a wide range of other feedback.

Engagement

We have continued to find ways to reach local people remotely, and adapt to the change in the nature of conversations and insight that brings into Healthwatch. We've identified over 50 local groups who we are in contact with to try to arrange remote opportunities to meet. 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 increase awareness of Healthwatch as an independent organisation. Getting our materials into foodbanks, as well as continuing to link up with local groups, are key priorities for us.

Sharing what we've heard

We escalated 27 individual concerning cases this quarter, and shared no concerns with the Multi-Agency Safeguarding Hub. We have met with all the hospitals in Surrey, as well as our usual meetings with CQC, Adult Social Care, Surrey and Borders Partnership and primary care commissioners. We are also in discussion with commissioners of children's services about where our insight can be most usefully shared. We've shared insight around access to dentists with Healthwatch England to support their influence at national level; and contributed to a CQC deep dive into the use of DNACPR locally.

Communications

Web Activity

Even though we had less page views this quarter compared to Q2, there has been an increase in both unique visitors and new visitors to our website compared to last quarter and Q3 last year, with 26% more new visitors in Q3 this year against the same period last year.

| | 2019/20 | | 2020/21 | | |
|--------------------|---------|--------|---------|-------|-------|
| | Q3 | Q4 | Q1 | Q2 | Q3 |
| Web Analytics | | | | | |
| Page views | 5,896 | 11,551 | 6,225 | 6,460 | 5,562 |
| Visitors | 2,571 | 5,244 | 2,791 | 3,039 | 2,912 |
| Unique visitors | 1,932 | 4,073 | 1,921 | 2,276 | 2,398 |
| Page views p/visit | 2.29 | 2.20 | 2.23 | 2.13 | 1.91 |
| New Visitors | 1,819 | 3,987 | 1,851 | 2,181 | 2,304 |

Social Media (Facebook, Twitter)

The total number of Twitter followers has increased by 1.38% this quarter but the number of impressions (the number of people who have seen our tweets) decreased by 47% compared to Q2. For the past few years, throughout the month of December, we have been doing 'countdown to Christmas' tweets, which have proved very popular. However, this year, following the announcement of new government guidelines over the Christmas period, we decided not to do it. This led to a reduction in the number of tweets during this period and therefore a decrease in the number of impressions.

| Twitter Characteristic | 2019/20 | | 2020/21 | | |
|------------------------|---------|-------|---------|-------|-------|
| | Q3 | Q4 | Q1 | Q2 | Q3 |
| Followers | 2,867 | 2,921 | 2,972 | 3,047 | 3,089 |
| Following | 1,716 | 1,771 | 1,794 | 1,835 | 1,843 |
| Total Tweets | 5,750 | 5,806 | 5,876 | 6,025 | 6,079 |
| Impressions | 75.3k | 57.8k | 53.2k | 71.3k | 37.1k |

On Facebook we have 716 likes (an increase of 1.85% vs. last quarter).

Insight Bulletins

During Q3, 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 820 as well as a distribution list of 395 stakeholders.

Information and Advice

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

Independent Health Complaints Advocacy

This quarter the service has received 9 new referrals, and supported 23 people with information and advice. This 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. 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).

Our volunteers

In Q3, our volunteers gave 649 hours of their time; an increase on volunteer hours for Q3 2019, when the total figure was 619.7.

Our volunteers continue to support us virtually, rather than attending meetings and engaging with service users face to face. We have met our 5-volunteer recruitment target for Q3 and continue to be successful in diversifying our volunteer pool so that it better reflects the population of Surrey as a whole. Of the five volunteers recruited in Q3, all are under 35, and four are from BAME communities. Our Volunteer Officer attended two training sessions this quarter, run by the Association of Volunteer Managers and Royal Holloway University of London volunteering to explore new ways of attracting male volunteers. Interestingly, other organisations who attended these sessions also reported that they found recruiting male volunteers under 65 challenging. Practical suggestions from these sessions will be considered in Q4.

Community Influencers

Key virtual meetings attended by our Community Influencer volunteers this quarter included:

- Frimley Collaborative Primary Care Commissioning Committee
- LeDeR Steering Group (chaired by Healthwatch Surrey volunteer Liz Sawyer)
- Surrey Country Council Community Impact Assessment Steering Group
- Action for Carers - Carers Parliament
- Surrey Community Impact Assessment Steering Group
- Learning Disabilities Partnership Board
- CNWL Sexual Health Outreach Group
- Frimley Park Hospital Annual Members Meeting

- Community Mental Health Transformation Programme, 18 – 25 year old provision, project scoping workshops (attended by our Young Healthwatch volunteers)
- Surrey Children’s Safeguarding Comms and Engagement sub-group

Our volunteers have also helped us to scrutinise reports and prepare for the following meetings attended by the Healthwatch Surrey team:

- Health and Wellbeing Board
- Adults and Health Select Committee
- Surrey Heartlands Quality and Performance Board
- Surrey Heartlands Primary Care Commissioning Committee

Our Intelligence Officers and Volunteer Officer met to discuss how to maximise the contribution of our Community Influencer volunteers this quarter. We are planning training in best practice and the legal framework for community engagement and consultation. We have also been planning regular Community Influencer powwows, to bring together and support those volunteers who are representing us in our critical friend role – all part of our role in empowering local people to become more involved in their health and social care services.

In addition to supporting us with system and stakeholder meetings, our volunteers have worked together across their local area groups to undertake desk research. This quarter they have been supporting our Communications Officer by collecting information about local publications that we can promote Healthwatch Surrey in, either through paid advertisements or editorial pieces.

Community Listeners

Ways our volunteers have supported our engagement and evidence gathering this quarter include:

- Attending a brainstorming session to think through the issue of reaching digitally excluded people.
- Listening to NHS and social care experiences shared by their friends, family and neighbours (socially distanced) and feeding these back to us. In total they collected 68 useable experiences for us.
- 4 of our volunteers supported us with telephone patient interviews for new business commissioned by Downing Street Surgery, Farnham. They also supported our team by coding interview responses.

Finances

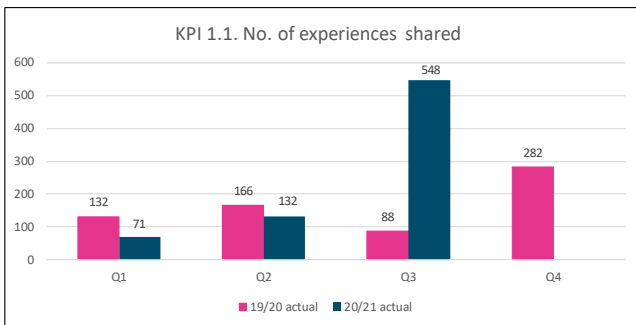
Healthwatch Surrey CIC – Budget and Expenditure Q3 as of 31st December 2020

| Category | <u>Mid Year</u> Reforecast | Budget to Dec-20 | Actual to Dec-20 | Variance to Dec-20 | Remaining Balance to Mar-21 |
|---------------------------------|---------------------------------------|-----------------------------|-----------------------------|-----------------------------------|--|
| Staffing Costs | £367,004 | £275,253 | £254,371 | £20,882 | £112,633 |
| Direct Delivery Costs | £96,250 | £72,188 | £31,129 | £41,059 | £65,121 |
| CIC Costs | £44,442 | £33,332 | £30,853 | £2,478 | £13,589 |
| Signposting | £46,470 | £34,853 | £25,559 | £9,294 | £20,912 |
| Health Complaints Advocacy | £97,160 | £72,870 | £72,869 | £1 | £24,291 |
| Helpdesk | £14,600 | £10,950 | £7,300 | £3,650 | £7,300 |
| <u>TOTAL EXPENDITURE</u> | <u>£665,926</u> | <u>£499,445</u> | <u>£422,081</u> | <u>£77,363</u> | <u>£243,845</u> |

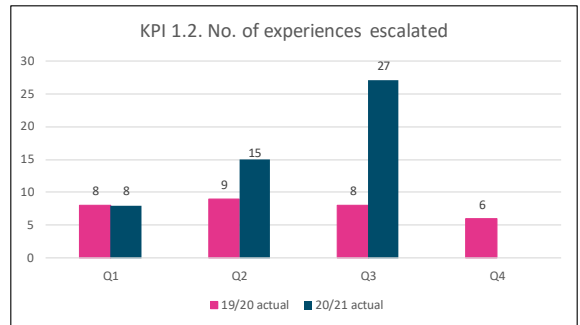
KPIs

| 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 | 132 | 548 | | 751 |
| | KPI 1.2 | The number of experiences we have escalated | KE/KN | 31 | 8 | 15 | 27 | | 50 |
| | KPI 1.3. | The proportion of reasonable responses received to escalations (80%) | KE/KN | n/a | n/a | 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 | 530 | 337 | | 1214 |
| | KPI 2.2. | The number of people contacting the Helpdesk for information and advice (400 PA) | LS | 503 | 87 | 161 | 106 | | 354 |
| | KPI 2.3. | The number of people accessing the Independent Health Complaints Advocacy service | LS | 242 | 28 | 41 | 23 | | 92 |
| | KPI 2.4. | The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter) | LS | 103 | 7 | 16 | 9 | | 32 |
| | 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 | 1462 | 980 | | 3713 |
| | KPI 3.2. | The number of outcomes achieved (4 PA min) | KS | n/a | 1 | 1 | 2 | | 4 |
| | KPI 3.3. | Project and outreach reports (4 PA min) | TW | 11 | 4 | 3 | 4 | | 11 |
| 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 | 14,468 | 23,218 | | 52154 |
| 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 | 584 | 649 | | 1702 |
| | KPI 5.2. | The number of new volunteers per quarter (5 PQ) | ZH | n/a | 5 | 5 | 5 | | 15 |

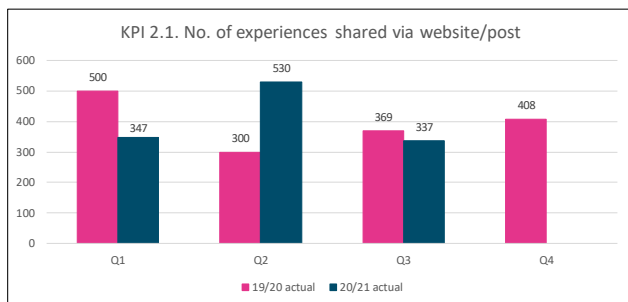
Appendix one: KPI graphs



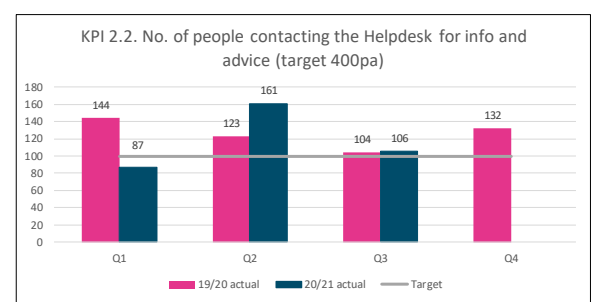
| exp.shared | Q1 | Q2 | Q3 | Q4 | Total |
|--------------|-----|-----|-----|-----|-------|
| 19/20 actual | 132 | 166 | 88 | 282 | 668 |
| 20/21 actual | 71 | 132 | 548 | | 751 |



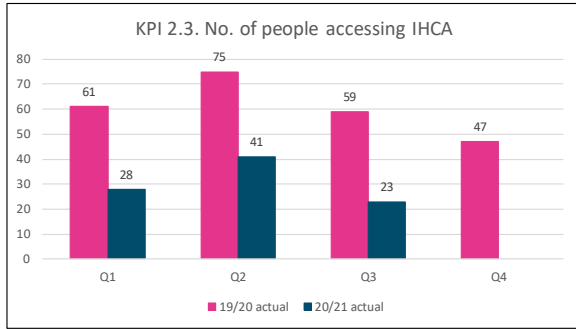
| exp. escalated | Q1 | Q2 | Q3 | Q4 | Total |
|----------------|----|----|----|----|-------|
| 19/20 actual | 8 | 9 | 8 | 6 | 31 |
| 20/21 actual | 8 | 15 | 27 | | 50 |



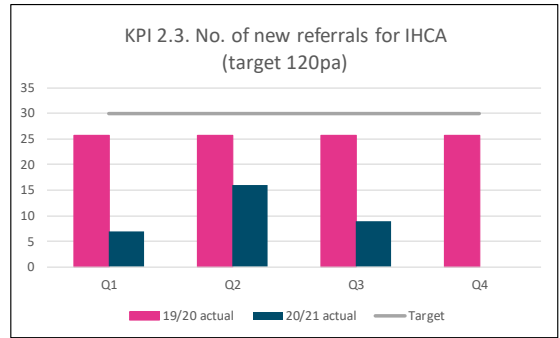
| exp.website/post | Q1 | Q2 | Q3 | Q4 | Total |
|------------------|-----|-----|-----|-----|-------|
| 19/20 actual | 500 | 300 | 369 | 408 | 1557 |
| 20/21 actual | 347 | 530 | 337 | | 1214 |



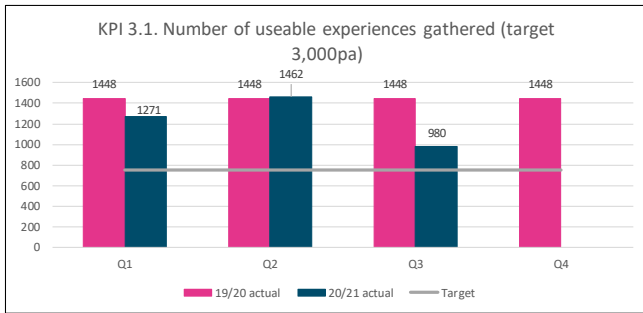
| Helpdesk contacts | Q1 | Q2 | Q3 | Q4 | Total |
|-------------------|-----|-----|-----|-----|-------|
| 19/20 actual | 144 | 123 | 104 | 132 | 503 |
| 20/21 actual | 87 | 161 | 106 | | 354 |
| Target | 100 | 100 | 100 | 100 | 400 |



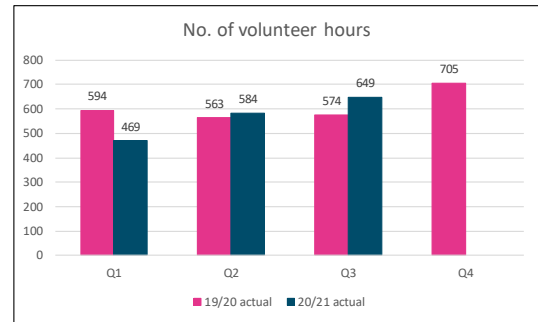
| ICHA access | Q1 | Q2 | Q3 | Q4 | Total |
|--------------|----|----|----|----|-------|
| 19/20 actual | 61 | 75 | 59 | 47 | 242 |
| 20/21 actual | 28 | 41 | 23 | | |



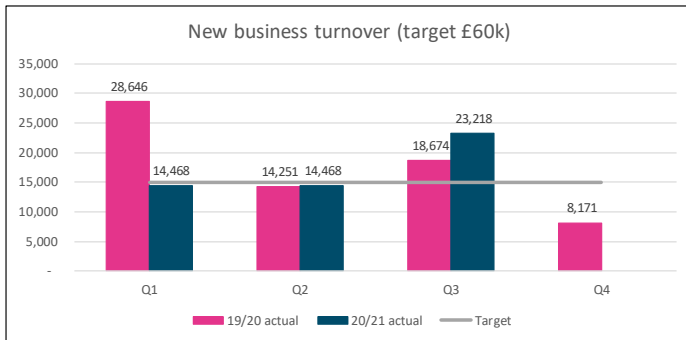
| ICHA referrals | Q1 | Q2 | Q3 | Q4 | Total |
|----------------|-------|-------|-------|-------|-------|
| 19/20 actual | 25.75 | 25.75 | 25.75 | 25.75 | 103 |
| 20/21 actual | 7 | 16 | 9 | | |
| Target | 30 | 30 | 30 | 30 | 120 |



| No. of useable exp | Q1 | Q2 | Q3 | Q4 | Total |
|--------------------|------|------|------|------|-------|
| 19/20 actual | 1448 | 1448 | 1448 | 1448 | 5792 |
| 20/21 actual | 1271 | 1462 | 980 | | |
| 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 | 649 | | |



| 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 | 23,218 | | 52,154 |
| Target | 15,000 | 15,000 | 15,000 | 15,000 | 60,000 |