



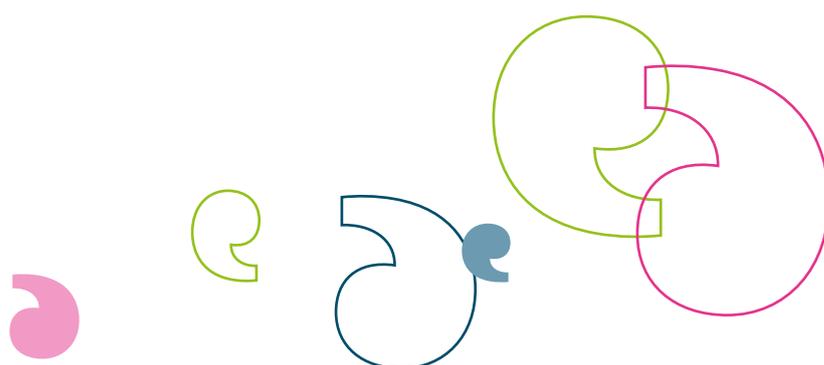
**Activity and outcomes
quarterly report**

Quarter 4: January - March 2021



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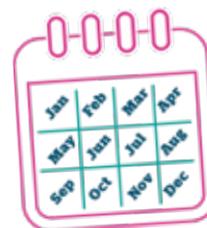
Highlights



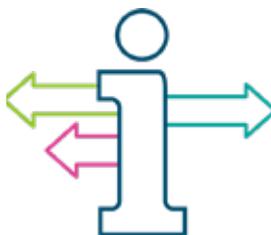
Healthwatch Surrey is an independent organisation that gives the people of Surrey a voice to improve, shape and get the best from health and social care services by empowering local people and communities. Here are some of our key highlights from Q4. This report details the activity associated with these key highlights and some of the key outcomes we have achieved for people in Surrey this quarter.



People shared **1,365** health and social care experiences with us this quarter. The experiences we receive come from a variety of sources.



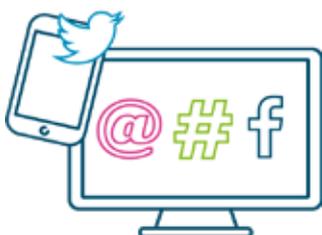
We have **54** Healthwatch Surrey volunteers. In total our dedicated volunteers gave **693** hours of their time this quarter.



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



During Q4 our Engagement Team recorded **267** experiences of health and social care.



In Q4 we had **3,724** unique visitors and **9,057** page views, and **1,124** people received our monthly Insight Bulletin via email.



This quarter **73** experiences were shared with us from our volunteers.

Key dates and plans for the next three months



Healthwatch Surrey Board Meeting in Public

The Board meeting on Tuesday 27th April, 2pm-4pm will be held via Zoom link.

Should you wish to join the meeting live then please email enquiries@healthwatchsurrey.co.uk before Monday 26th April to receive the log in details.

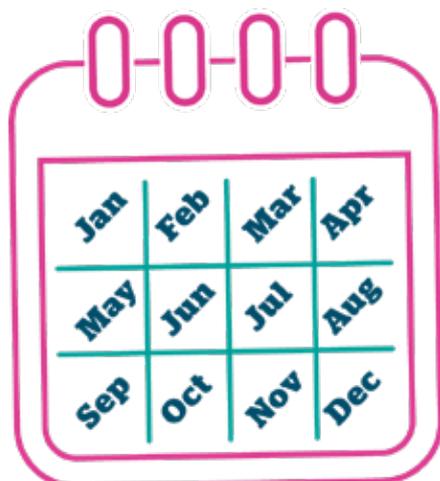
As usual, any questions for the Board should be tabled in advance through the enquiries email address above.

Next meeting: 27th July 2021

Venue: TBC All welcome

Engagement events in Q1

In Q1 we'll be announcing the groups/projects we will be working with on our 5th Community Cash fund. We will also be supplying flyers and 'care packs' to Woking Foodbank, which includes essential items for people using the service. We will continue to look out for new opportunities to engage and begin planning for a potential return to face-to-face engagement. Virtual engagement will continue until it is safe to resume face-to-face.



Publications

In Q4 we published the following reports:

- January Insight Bulletin
- February Insight Bulletin
- Second Vaccination report
- Dentistry report

Our project & outreach work



Under normal circumstances we focus our project work on four Thematic Priorities. During the pandemic our approach changed to ensure we could respond to the immediate needs of residents and the system. Towards the end of Q4 we tentatively started planning a return to some longer-term projects.

We published Insight Bulletins in January and February but have put these on hold until the local elections end in early May. They will be resumed, and we aim to keep these running in the future. They are sent to local commissioners, providers and social care partners. They are also published on our website and are available to subscribers.

The Covid Vaccination Programme featured heavily in the January and February Insight Bulletins. Most of what we heard was overwhelmingly positive, but we were able to feed back issues to providers as they emerged and as the target audience for vaccinations changed. Issues which could be addressed in NHS communications included:

- Confusion about appointment eligibility
- Issues around methods of communication (eg text messages with hyperlinks being sent to those without smartphones)
- Accessibility and logistics at test sites
- Queries about second vaccinations

We also reported on two different impacts Covid has had on hospital care

- Lack of visiting leading to poor communication between hospital staff and families/carers, to the detriment of the patient
- Detriment caused by delays to hospital treatment

And finally, we reported a 6-fold increase in experiences and queries relating to dentistry compared with previous years.



February 2021 Insight Bulletin

In Q4, we reported on two stand-alone projects.

A snap survey into communication needs for second vaccinations

We realised most communications were addressing Frequently Asked Questions (FAQs) about first vaccinations but there was little information relating to second vaccinations. We reported to our Integrated Care System partners and findings were incorporated into their communication programmes. Surrey Heartlands CCG have taken our recommendations on board and will be amending their public FAQ page to reflect our findings. The report has also been shared with key personnel at Surrey Heath and across the Frimley Collaborative where the report has informed:

- Operational teams - supporting clinical staff having conversations with patients during vaccinations
- Operational team at Surrey Heath Borough Council Support line - ensuring that FAQs are up to date for staff to utilise to help answer queries from members of the public
- Local engagement at Covid-19 Champions group - sharing messaging with local community leaders to support and promote uptake

A report on the value of Day Centres to regular users

Surrey County Council (SCC) have been undertaking a review of Day Opportunities. We contributed to the development of an online survey and to complement this, we undertook in-depth telephone interviews with day centre users. We will be publishing our report after the elections, but our findings have been incorporated into the SCC internal report.

We are also currently developing three longer term research projects:

- Understanding the experience of carers of people who have been discharged from hospital during the pandemic, to help optimise discharge and Discharge-to-Assess processes. This involves an online survey and individual in-depth interviews.
- A review and report on what we've heard about remote consultations over the past year.

- A project relating to dementia diagnosis and management in the early years.

Healthwatch Surrey and Surrey Heartlands Health and Care Partnership's Citizens Ambassador, Angela, published a report on prehabilitation services for cancer patients. Cancer prehabilitation supports people living with cancer to prepare for treatment by promoting healthy behaviours and prescribing exercise, nutrition and psychological interventions based on a person's needs. The aims of this project were:

- To collect experiences of cancer patients that have completed the Prehabilitation programme at RSFT to discuss their personalised care plan and what it entailed
- Discuss how they accessed the care services available to them.
- Gain an understanding of the impact of the Prehabilitation programme on the patient's mental and physical health and their behaviour after finishing the Prehabilitation programme.
- Understand how the Prehabilitation programme prepared the patients for their treatment and if there were any gaps in the service or advice they would offer to other patients.

The full report is available on our website:

<https://www.healthwatchesurrey.co.uk/wp-content/uploads/2021/04/Cancer-Prehabilitation-Report.pdf>



Community Engagement



Engaging virtually with the people of Surrey

Engagement in Q4 has continued to be virtual, where we have joined several support groups to speak with participants and hear their experiences of local health and social care.

Guildford & Waverley Diabetes Support Group

We met with Guildford & Waverley Diabetes Support Group via Zoom in January. The participants spoke mostly about Royal Surrey County Hospital's diabetes and ophthalmology clinics and local GPs.

Overall, feedback from the group was that podiatry, diabetes and ophthalmology clinics were running on time and the care provided was good. However, we did hear about a patient who was not officially discharged for 3 months, and when they were discharged, it was without physio care in place, which impacted on their ability to drive and partake in recreational activities.

Woodbridge Hill GP were praised for working closely with Royal Surrey County Hospital's haematology department and going the extra mile to collect consultant prescriptions for a patient. We also heard that patients had been seen quickly and offered face-to-face appointments at Cranleigh Health Centre. During the pandemic, Woking Hospital had been seeing cardiovascular patients from Royal Brompton Hospital, and feedback from the group was that it was working well.

Some of the group had been for their first Covid vaccination at G Live and felt it was well organised but overall, they felt there was not enough information about the vaccines or clear communications around adverse side effects.



**Photo taken pre-Covid*

Mary Frances Trust Coffee Morning

Mary Frances Trust invited us to join their Zoom coffee morning in January. During the coffee morning meeting, we heard about a misdiagnosis from a GP regarding a heart condition, where the GP was dismissive due to the patient's on-going mental health issues. We also heard from a participant that their medication was not reviewed as consultant led care, yet they had been discharged. We spoke with a participant about her concerns regarding her sister's specialist care home and this was escalated to the CQC & Adult Social Care in conjunction with our partners at Citizen Advice. We did, however, also hear about some positive experiences of care homes keeping in touch with family members throughout the pandemic.



Action for Carers Focus Group

In February we held a focus group with Action for Carers via Zoom. We heard about the lack of patient-centred care for people with learning disabilities and discussed Covid vaccinations. We discussed the vaccination roll out and some participants expressed frustrations at the inflexibility of the system, including how target groups have been prioritised (e.g. How can my son

with cancer be less of a priority than my husband who has had a stroke?), and carers not being immunised at the same time as the at-risk person they are caring for. Communications around the vaccination programme were also discussed and there were questions such as, why people in the same cohort but living in different parts of Surrey, were being offered their vaccines at different times. There was a lack of awareness of home administration of the vaccine for anyone bedbound and some confusion around whom to contact to book an appointment for the vaccine. An issue of being invited for a vaccination out of area also arose, along with the cost of transport to get to London hospital appointments, including for pre-procedure Covid tests.



Home Start Elmbridge & NCT Dorking Telephone Interviews

We conducted several telephone interviews in February with group members from Home Start Elmbridge and NCT Dorking, where we heard about a recent positive birthing experience at St Peters Hospital and a mis-diagnosis of tongue tie at East Surrey Hospital.



Surrey Heath Veterans & Families Listening Project

In March, we attended a Zoom meeting with Veterans and Families and heard that members were finding the central booking system for vaccinations really confusing and were being allocated venues too far from home. At Surrey Heath's contact centre for vaccinations, people disliked sharing information with non-medical staff and there was also miscommunication about bookings.

Station Road GP practice was discussed, some group members said it was difficult to get through on the phone, even for a telephone consultation. One member said medication costs was deemed too high by the practice, yet it was prescribed by Frimley Park Hospital.



Issues raised in a previous meeting with Veteran and Families were fed-back to commissioners and providers, however, the Transition, Interventions and Liaison (TIL) Service pathway for ex-service personnel and current personnel was again highlighted.

Cuddington WI Coffee Morning

We attended the Cuddington Women's Institute coffee morning where we had a chat and shared a presentation about Healthwatch Surrey. There were discussions on DNAR (Do Not Attempt Resuscitation), including, hearing about negative experiences, being unsure of how it works, how to organise and who with. However, one member had a great experience organising one with her mother and Elstead General Practice. Covid vaccinations were also discussed and overall, members had good vaccination experiences and felt confident with the roll-out. One member also described a very good recent cardiovascular check-up at Epsom hospital.



Signposting:

- Healthwatch Surrey Helpdesk
- Surrey Independent Living Council (SILC)
- Surrey Heartlands Vaccination page
- NHS England
- Virtual Safe Haven
- GP Surgery



During the Action For Carers focus group, a person was unaware that if registered with a GP as housebound, they could request a Covid vaccination at home. At the same meeting, we suggested a participant who qualified for the vaccine but had not been called, to try booking via the website, before it was announced a few days later. The participant booked it whilst on the engagement session and was relieved and happy saying, 'a weight had been lifted off her mind'.



*Photo taken pre-Covid

Acting on what we hear



People shared **1365** health and social care experiences with us this quarter. The experiences we receive come from a variety of sources. During Q4 we received **268** experiences from our Engagement Team, **396** experiences from Citizens Advice, **556** experiences via our Helpdesk, **73** experiences from our volunteers, **63** experiences from Healthwatch England and **9** experiences from our 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 640 experiences through our insight reports and our What We've Heard meetings with CQC, Adult Social Care, Surrey and Borders Partnership, Royal Surrey County Hospital and Surrey Heartlands CCG.

Escalations

We escalated 16 individual issues this quarter to providers, commissioners and the CQC. Responses to our questions were reviewed by our Escalations Panel in January and March.



Escalations are a key part of the work we do at Healthwatch Surrey, and the Escalations Panel have been working hard to review the quality of the responses we receive from providers and commissioners. We escalated 16 Individual issues this quarter to providers, commissioners, and the Care Quality Commission (CQC).

As part of the Healthwatch Surrey internal escalations process we share a small number of individual cases of concern, this amplifies the voice of the service user and leads to improved outcomes for those using services.

A family shared their experience of caring for an elderly relative in Hospital whilst unable to visit due to the restrictions in place. One of the family members had lasting Power of Attorney and they shared the challenges in communicating with staff as a Power of Attorney and finding out about the patient's care. They were particularly concerned about not being consulted as part of the ReSPECT programme. We escalated these concerns to St Peter's Hospital and asked for the Hospital to reiterate to staff the importance of including a person and their family as part of the ReSPECT process. The family are now being supported by the Hospital PALs service and the provider agreed it was extremely important to involve family in

discussions about ReSPECT and will be sharing this message with the Hospital teams.

We heard an experience that a vulnerable, shielding patient had been deregistered from a GP surgery, during a routine update to the practice's list. We shared concerns with the Clinical Commissioning Group, and they have asked the practice to consider the risk to patients that may be isolated or vulnerable.

After sharing an experience which involved Primary Care, Community Mental Health Recovery Service and social care housing. We were told that:

"These experiences are really useful when demonstrating the importance of integration as they add the emotional 'human' aspect."

The experience has been shared for information with the Commissioning Manager (Children, Young People and Adults Mental Health and Learning Disabilities) and the Locality Director of Health & Social Care from Surrey County Council, who is working on integration of services for working age people in the next phase of development. We were told that by highlighting this case it 'was a good example of how things could be done to work better together' and he will make sure the right people are aware of the experience we shared.

Influencing change and improvements



This quarter we continue to meet with the CQC and have been working closely with Surrey Inspectors to ensure patient feedback is shared quickly, this link between the two organisations continues to give patients and families a voice whilst visiting services have been restricted due to the pandemic.

We met with the Surrey Heartlands Primary Care team and shared themes about accessing services and about registering with a GP during the pandemic. We asked about those who may need to temporarily register with a Surrey GP practice, for instance those who are vulnerable, homeless, students, carers and those being cared for in another area than usual. We were given assurance that there is space for temporary registration in these circumstances.

We shared patients' experiences of organising appointments and frustrations when navigating the different systems in place. We heard about the roll out of 'Footfall' across Surrey GP practices and the improvements being made to the system, based on patient feedback.

Healthwatch Surrey had an agenda item on Surrey Heartlands' Ethics Committee about

rights to visit care homes. We raised the ethical question of whether it was right to have a blanket ban on visiting, and whether care homes were making person centred and individualised decisions and taking resident/family views into account. This led to a good debate and as a result of Healthwatch Surrey raising this with the committee, ethics of care home residents and family voices were being heard.

We shared with The Frimley Collaborative, issues people were having with clicking on vaccination links if they didn't have smartphones, and the Executive Place Managing Director of Surrey Heath responded with,

'Thank you for this as we have used this information to work to improve the way people can book for local (PCN) vaccination hubs to enable telephone as well as text sharing of information and booking. We are just about to move to a new text booking system (already used in Farnham) AccuBook so please let us know if you hear anything as a result of this. We are also exploring Surrey Heath Borough Council helping with contacting people to release practice staff back to urgent covid and non-covid responsibilities in practices.'

.....

We met with Royal Surrey County Hospital to share patient feedback about their services. We discussed patients' concerns about delayed treatment, waiting lists and communications. As a result of the patient feedback we received, we have formalised questions about how Royal Surrey County Hospital are communicating with patients on waiting lists and have written to the Trust with a series of recommendations.



We met with Adult Social Care (ASC) and shared themes we had heard from those accessing care at home in Surrey. We heard positive experiences from those who asked for extra support to continue to live at home and we heard that this had been given in a timely and helpful way, although we continue to hear about challenges 'navigating the system' for individuals and carers. We heard about delays to care assessments and about those who have sought support for the first time and been rejected. We also asked about waiting times for assessments. We were told during the pandemic that hospital discharge had been the priority, but as we move out of the lockdown restrictions, waits for assessments will improve. A report is being compiled for Healthwatch Surrey to see how ASC are tracking against the 28-day target time for care assessments.

We raised our concerns about access to dentistry at the Surrey Heartlands' Quality and Performance Board and it was also raised as a national issue by Healthwatch England. Additional access sessions have since been put into place across Kent; Sussex; Surrey Heartlands; Hampshire and the Isle of Wight; Frimley and Berkshire West, Oxfordshire and Buckinghamshire, by The Dental Team, NHS England and NHS Improvement - South East.

we met with a representative of the Surrey Local Dental Committee in March and shared some patient experiences and they agreed that improved communication may help many patients understand why care is varied and what their rights are as well as what they can do to help themselves. They also agreed to:

- Find out where the access slots are and
- confirm that they will be targeted and prioritised for emergency care
- get a list of what the NHS assess to be "urgent care items"

We also shared experiences of poor communication between adult and child services from those who are transitioning between these services, we will be receiving a progress report on the work to improve transitions between services for young adults in Surrey.

Since January, we have attended the Surrey Heartlands Covid 19 Vaccination Stakeholder reference group which meets fortnightly. We feedback to this group what we have heard from members of the public and our volunteers about their vaccination experiences. In the early stages of the vaccination programme, we heard about clinically vulnerable patients spending a lot of money on taxis to get to the vaccination centres. We also heard that many over 70s had not been vaccinated because of transport issues.

We looked at the FAQs on the Surrey Heartlands website and saw the recommendation to contact your local council with any transport requests. However, it was not obvious on the local council websites that transport to vaccination hubs was offered. We raised this at the vaccination stakeholder reference group, and the links from the FAQs were amended to the local community transport services.



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 ordinarily give face-to-face advice from five Citizens Advice offices (which they are currently providing remotely), as well as a dedicated Helpdesk telephone number for people to call in confidence.

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

 **0303 303 0023**

Citizens Advice 559

Helpdesk 193

Advice on Adult Social Services Assessment

Berna's* father lives alone and is showing signs of dementia. She has tried to take him to visit his GP more than once but without success. The GP arranged a visit from the district nurse but could not access the property. Berna is concerned for her father's welfare and the financial situation, as they cannot keep paying for everything. Our advisor talked Berna through the Adult Social Services Assessment and advised her on how to complete it. They also explained how to manage someone's affairs, which she had not considered but would be helpful to their situation. Berna was invited to access Citizens Advice's in-house Power of Attorney service and also given the contact details of Age Concern. All the information, links and contact details were sent to Berna in an email, as requested, which she was grateful for and said, 'It feels like a weight has been lifted'.

Guidance on Blue Badge application

Astrid* has a number of severe health problems, including heart disease and osteoarthritis, and has been finding it increasingly difficult to walk. This was a particular issue when attending hospital appointments where she has to park some distance from the building. She got in touch to seek advice about applying for a Blue Badge. Our adviser guided her through the process of applying for a Blue Badge on the Surrey County Council website, including advice on scanning the necessary proof documents to accompany the application. Three weeks later the client reported that her application had been successful and that she had received her Blue Badge.

**Names have been changed to protect identities*

Help with a GP complaint

Anay* was informed by letter that he could no longer stay with his current GP practice as he lived 'out of area'. He was told that he had 28 days to register elsewhere. He had lived at his current address for four years so this came as a surprise, and because he was shielding during this time, it was difficult for him to get out to register elsewhere. We advised him on how to complain and provided him with a draft letter to enable him to do this. The case was also escalated. Following the complaint, Anay received an explanation of why he had been asked to change practice and later an apology from the GP practice about the way it had happened.

Support with registering at a GP practice

Maisie* had difficulty getting her partner, who is on a visitor visa and currently unable to return home, registered at her GP practice so he can get the Covid vaccination when available to his cohort. We sent Maisie several links to information relating to her partner's situation and referred her to Surrey Heartlands CCG. They confirmed the advice given and contacted the GP practice directly to remind them about the registration process and access to primary care services. Maisie received an apology from the GP practice. They also agreed that they would register her partner on a temporary basis, and he would be included when his cohort is invited for the Covid vaccine.

Advice on getting additional help and obtaining Power of Attorney

Chau's* husband had recently been discharged from hospital after 11 weeks as an inpatient following an unsuccessful hip replacement. He suffers from Parkinson's and is incontinent. He was provided with 6 weeks initial care and a hospital bed, but now this has come to an end, Chau wished to know what other help may be available. She was advised on how to access a social care assessment. NHS Continuing Care was also discussed and how it is assessed, along with eligibility for carers allowance, pension credit and attendance allowance. Chau was also advised on obtaining a Power of Attorney whilst her husband has capacity. This information empowered her to apply for funding and organise a Power of Attorney.

Information on NHS dentists

Finn* and his wife were registered with a dentist as NHS patients. Recently they were told that they had been removed from the register as they had not been for a check-up. The practice has been closed due to lockdown. He was unable to find another Dentist in his area that was taking NHS patients, so we provided Finn with information on the rights to NHS treatment, where to find a list of NHS dentists and the additional dental sessions that were being offered in his area for NHS dentistry, enabling him and his wife to access treatment.

**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

Dale's* dentist made a referral to the Dental Institute on his behalf in December 2019. A response was not received until August 2020 in which Dale's dentist was informed the referral had been accepted and that an appointment would be issued in due course. However, an appointment was never received. The dental surgery followed this up and they were informed that the referral had now been rejected but Dale did not receive an explanation as to why the referral had been rejected.

So, he contacted our Advocacy service where an Advocate took time to understand the issues and drafted a complaint. Once the draft was approved by Dale, an email was sent to the provider and actions were confirmed to Dale, including a follow up with the provider in 3 working days of sending the complaint. When our Advocate received information from the provider concerning a deadline, Dale was updated accordingly, and a note was made to contact the provider again in November. The provider was contacted by our Advocate as they did not meet the deadline set initially. The provider then wrote a letter to Dale but did not give any further timeframe. Our Advocate chased them again and received a response in December advising they would respond within 4 weeks. Dale received a call from the provider in December advising he had been offered a consultation in January. Following up with the provider in early January and again after 2 weeks, our Advocate received an email and telephone message from the provider in early February advising that the client had an appointment in February. Dale was contacted after his appointment in February and decided to close the complaint as he no longer required our services.

As a result of making the complaint, Dale had a consultation with the provider and an assessment was carried out. He also has a hospital referral for an in-depth assessment to hopefully have work done, including implants.

People contacting the Advocacy service for information and advice

Q4
53

Q4
16

New referrals

People supported through the complaint process

Q4
72

Advocacy provider

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

Tel: 01483 310500

SMS: 07704 265377

Email: nhsadvocacy@surreyilc.org.uk





“Our volunteers gave
693 hours
of their time
this quarter”

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 meeting and engaging with service users face to face.

What have our volunteer groups been doing this quarter?



Due to the ongoing coronavirus situation, our volunteers continue to support us remotely rather than attending meetings and engaging with service users face to face. They gave **693** hours of their time this quarter. Four new volunteers joined us to amplify the voices of local communities and to make a difference in health and social care in Surrey this quarter.

Our Community Influencer volunteers began meeting for regular Powwows this quarter. The Influencer Powwows were set up to support and learn from volunteers who represent us in our critical friend role in meetings, and who scrutinise the engagement undertaken by our partners within the NHS and social care. To further

support this group, we organised a training afternoon in February to explore the legal framework that underpins NHS consultation and engagement. We will be offering volunteers further training in best practice in Equality Impact Assessments in the first quarter of 2021.

This quarter, our Community Listeners and Promoters have undertaken desk research to identify publications such as magazines, newsletters and newspapers circulated in their area, and have contacted these publications for advertising costs. Thanks to their hard work, Healthwatch Surrey will be appearing across various local publications throughout the year.

Key meetings our Community Influencer volunteers have attended this quarter:

- Local valuing people meetings in East Surrey, Mid Surrey, North West Surrey and South West Surrey.
- LeDeR multi-agency review meeting (chaired by Healthwatch Surrey volunteer Liz Sawyer)
- LeDeR Steering Board
- SABP Public Board meeting
- North East Hants and Farnham CCG virtual community forum
- Learning Disabilities Partnership Board
- CNWL Sexual Health Outreach Group
- Community Mental Health Transformation Programme, 18 - 25 year old provision: Young Adult Reference Group
- Adults and Health Select Committee
- Whole System Approach to Obesity workshop
- Peer Talk - 'Let's have a Chat' event (Mental Health)
- Stroke Integrated Delivery Network Board

Our Community Influencers have also helped us to scrutinise reports and prepare for the following meetings:

- Surrey Heartlands Quality and Performance Board
- Surrey Heartlands Primary Care Commissioning Committee
- Health and Wellbeing Board
- Adult Social Care Partners Update meeting
- Adults and Health Select Committee



Young Healthwatch, 18 - 25 Mental Health Transformation Project:

An update written by Young Healthwatch volunteers, Alice Walker-Earwicker and Paris Wilson.



Since November 2020 members of the Young Healthwatch Surrey Team have been involved with the Young Adults (18-25) Community Mental Health Transformation Programme. This is a 3-year programme across Surrey Heartlands ICS and Frimley ICS, funded by NHS England. Our volunteers' involvement is through membership of a Young Adult Reference

Group (YARG); open to young adults who have experience of accessing mental health services. This programme has been designed with a co-production approach in mind; YARG ensures that the voice of young adults remains at its centre.

The scoping and consultation stage has been completed; the full consultation report is available to those interested. In Surrey Heartlands this took the form of online focus groups and in Frimley an online survey. Alongside the Citizen's Ambassador for Mental Health, members of YARG co-wrote the consultation questions, giving input into the priorities and language used. Our volunteers also had the opportunity to attend a focus group to share their personal experiences and perspectives on the proposed change ideas.

The next stage of the programme will include the creation of task and finish groups to develop each of the consultation recommendations. The membership for these groups will be broad, including professionals, carers and service users.

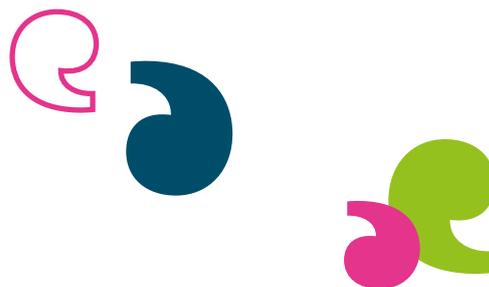
Our volunteers will have the opportunity to be part of any of these groups as well as continuing their membership of YARG. During this stage YARG will work in parallel to ensure the direction and focus remain in line with the views of young adult service users and that there isn't duplication between groups.

Beyond the transformation programme YARG has also been approached by a variety of mental health and wellbeing services to consult with them, giving a young adult perspective on their engagement and provision. This has been met positively and it will be a service we continue to offer. Services include:

- IAPT/TalkPlus
- Surrey Virtual Hub
- Safe Havens
- GPIHMS/MHICS
- Primary Care Personality Disorder Services

The volunteers have also had the opportunity to give presentations about the programme and their personal experience of accessing services to various stakeholders and committees such as the Council of Governors in Surrey and Frimley, the Adult and Health Select Committee and NHS England.

Thank you to the volunteers involved: Paris Wilson, Alice Walker-Earwicker, EriOluwa Oyedele, Jade Tik Man Li, Rida Haider.



Meet our new volunteers



Katie Hurman

Katie is a final year Experimental Psychology student at the University of Oxford. She recently joined our Young Healthwatch and our East Surrey local area group to make a difference for local people and to gain experience for her future career. She was attracted to volunteering with Healthwatch Surrey because of our ability to communicate with service users and hear their feedback. In her spare time, Katie volunteers with Nightline, an anonymous student listening service that offers peer support to students who are struggling with their mental health.



Claire Ward

Claire recently retired from the MET police, where she worked for 31 years. During her time in the police, she worked alongside the NHS and mental health services and held the position of Borough Mental Health Liaison Inspector. Now she has retired, Claire is keen to make a commitment to volunteering in the community and would like to make a difference in health and social care. She is a Community Listener and Influencer, and a member of our East Surrey volunteer group.

Julia Hammond

Julia Hammond recently retired after working in Hotel Services and the NHS for 40 years. During her time within the NHS, she led PLACE assessments (patient led audits of the care environment) and was impressed by the contribution made by Healthwatch Surrey volunteers. She is passionate about good customer service in the NHS and has joined our Guildford and Waverley local area group as a Community Listener.

Ross Raynor

Ross Rayner is an A-Level student who is interested in pursuing a career in the NHS. He is volunteering to gain skills and experience, whilst also helping the community and making a difference for other young people. Outside of his studies and volunteering, Ross is also a qualified lifeguard and sailing instructor. He has joined our Young Healthwatch and Guildford and Waverley local area group.

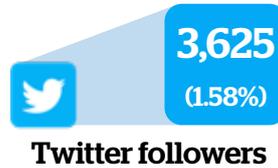
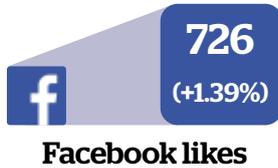


*Photo taken pre-Covid

Raising awareness of our work



Webpage views - We had 9,057 web page views and 3,724 unique web visitors in Q4.



Campaign highlights:

This quarter we published the following reports:

- January Insight Bulletin
- February Insight Bulletin
- Dentistry Report
- Second Vaccination Report

Our campaigns were focused around sharing the findings from our insight bulletins and reports, call for experiences and sharing what we've heard. In Q4, we focused on getting Healthwatch Surrey banners and posters into vaccination centres across Surrey to reach people at point of access. So far, our banners are displayed in Epsom and Lakeside vaccination centres and our posters are displayed in Superdrug, Direct Pharmacy, G Live, Walton, Medwyn Surgery, Chertsey Hall, Hythe Centre and McLaren HQ in Woking.



As well as reaching people through point of access at vaccination centres, we also had Healthwatch Surrey's contact information listed on Surrey's District and Borough websites and community websites, including Action For Carers and Surrey's Family Help Hub.

We promoted Healthwatch England's GP access during Covid-19 and Dentistry reports, and the Carers campaign. Also, NHS Access to GP cards and the CQC's DNAR report.

We have 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. We also promoted partner consultations to encourage the public to have their say on how services in Surrey are planned and run.

- Sexual Health services opening hours
- NHS COVID-19 vaccination
- SABP Personality Disorder Pathway
- Surrey Day Opportunities Survey
- Accessing mental health and wellbeing services for 18-25 year-olds



(Healthwatch Surrey banner at Lakeside vaccination centre)

As well as promoting campaigns and consultations, we use Awareness Days to signpost to local services who provide help and support. Here are the Awareness Day campaigns we promoted in Q4:

- Obesity Awareness Week
- Cervical Cancer Week
- HIV Testing Week
- Children’s Mental Health Week
- LGBT Awareness Month
- Rare Disease Awareness Day
- Eating Disorder Awareness Week
- National Reflection Day
- World Autism Week



Awareness Initiative

In February, our volunteer Louise conducted a presentation on ‘a day in the life of a Healthwatch Surrey volunteer’, to NHS Cadets. A member of our Young Healthwatch gave an overview of Healthwatch Surrey at ‘Let’s have a chat’, a mental health support and awareness event organised by PeerTalk. Our volunteer team have also been in touch with the following local organisations to raise awareness of Healthwatch Surrey and our Community Cash Fund initiative.

- AKIN
- Twister
- Banstead Tuesday Club
- Banstead D-Caf
- Roots Community Cafe
- Capel Community Chest
- Dorking Minds
- Dorking Men’s Shed

- Be My Hope
- Connect Counselling Service (Christian Charity)
- Surrey Heath Men’s Shed
- Surrey Heath Veterans
- Eikon



Healthwatch Surrey in the media

Healthwatch Surrey had a full-page editorial featured in the March issue of VantagePoint magazine. We were also featured in the Spelthorne Committee Action Now (SCAN) newsletter in March. In Q1, we will be advertising across various local publications, including Local Streetwise, Ewell & Stoneleigh and Epsom Connection, Your Elmbridge, Frimley Connection, RH Uncovered, Guildford Living and the HeathScene and Spelthorne Bulletins.



Healthwatch Surrey full page editorial in VantagePoint

Contact Us



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 Pop into any of the Citizens Advice in Surrey

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