



**Board Meeting April 2021
Community Engagement**

Core Community Engagement Strategy 2021-22

Calls for Evidence

- ✓ Use Comms officer to fill evidence gaps and promote events (utilise social media)

Volunteer Led Engagement

- ✓ Outside of the staff led engagement
Volunteers to raise awareness amongst those that are seldom heard / disadvantaged in their local areas of Surrey
Local Groups;
 - G&W, SH, NWS, ES, SD(NEHF is carried out with SH & G&W)

Outreach & Projects

- ✓ Organise and raise awareness amongst seldom heard groups (Project & Engagement Officer)
- ✓ Projects - These are focused around our Thematic priorities (Research Officer)

Staff Led Community Listening Tour

Led by Community Engagement Lead and Community Engagement & Admin Officer, supported by local area volunteer teams

- GP
- Hospital
- Community
- Public
- VCFS
- Focused
- Social Care

- ✓ Above model is carried out per ICP, per month inc. deprived wards. Each area is visited bi-annually with exception of NWS & GW who will be visited tri-annually

Enter & View

Ensuring we reach people that can't reach us
e.g inpatient MH, care home
✓ 1 per ICP / Area p.a

Community Cash Fund 2021

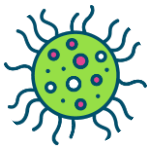
- ✓ Building relationships
- ✓ Raising awareness
- ✓ Building our contact database

Citizen
Advice
Partnership

Helpdesk
Partnership

Independent
Health
Complaints
Advocacy

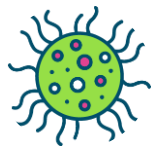
- ✓ We will gather 3,000 UEX from all of our Evidence sources p.a



Engagement during pandemic

April – June 2020

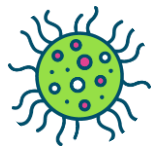
Where / What	When	Summary	Outcomes
Foodbanks	May 2020	Flyer insert into food parcels at 5 major foodbanks	Awareness raising; Call for experiences
Action for Carers via Zoom Engagement	June 2020	We heard how pandemic was directly affecting carers with day centre closures and face to face not possible	Signposted user to Virtual Safe Haven after getting permission for user to accompany daughter
Bespoke Flyer activity	June 2020	Cancer / MH / Maternity shared through VCFS & Faith networks	Awareness raising; Call for experiences



Engagement during pandemic

July – September 2020

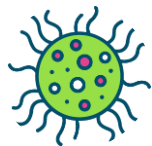
Where / What	When	Summary	Outcomes
Bespoke flyers	July 2020	BAME / Young People / Carers distributed through VCFS network	Awareness raising; Call for experiences – led to engagement with MelaNoMore & Blossom
MelanNoMore via Zoom Engagement	August 2020	Impact due to remote consults, isolation, impact of cancellations	Got really good experiences from G&W area, raised awareness of HWSy
Blossom (Pride in Surrey) via Discord Engagement	August 2020	Pandemic impact on young people's mental health; remote consults affect care needed	Got really good experiences from NWS area, raised awareness of HWSy
Liase (Women's centre) via Zoom Engagement	August 2020	Discussion of how lockdown comms have been confusing, not in right language; women googling symptoms to avoid accessing care; postponed treatment; Bangladeshi community hit hard; International students effectively homeless	Insight into how pandemic is effecting BAME community; gathering of experiences from NWS
Redhill Place of worship Engagement	August 2020	Some community members could not obtain face to face appointments resorting to A&E instead; Issues around getting dentistry care and eye care	Good intel from ES; awareness raising



Engagement during pandemic

July – September 2020 Continued

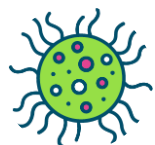
Where / What	When	Summary	Outcomes
Family Voice via Zoom Engagement	August 2020	We heard about issues with EHCP assessment and provision; exhausting and difficult pathway to navigate for parents of SEND children	Shared this with Children's Services
Age Concern – rare cancer support group (SD) Engagement	August 2020	We understood that there was poor understanding of Frontotemporal Dementia, leading to a mis-diagnosis; lack of support by SS	One service user experience shared with SABP
Surrey Heath Veteran Families via Zoom Engagement	September 2020	TILS Mental Health pathway for Veterans highlighted; heard how ex military or serving personnel were often assigned military doctors within Frimley Trust but this gave users more anxiety	Awareness raising; Call for experiences; shared intel with FPH & Frimley Trust
Mary Frances Trust via Zoom Engagement	September 2020	We heard that appoints online reduced anxiety / stress re: travel but that face to face was essential in treating mental health	Got good experiences, signposted to bereavement services for two people recently lost their mothers
Camberley Alzheimer Café Engagement	September 2020	The group spoke about a new remote app being introduced by SABP (TIHM), vaccination mis-comms and patient discussed change of meds without face to face consult	Awareness raising; Call for experiences



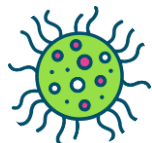
Engagement during pandemic

October – December 2020

Where / What	When	Summary	Outcomes
SEND Parents interviews (via Twitter & phone call) Engagement	November 2020	We heard about issues with EHCP assessment and provision; exhausting and difficult pathway to navigate for parents of SEND children	Shared this with Children's Services
Targeted approach for engagement to VCFS	August 2020	Identified over 50 new virtual groups we could try and join / host	Led to some conversations with Eating disorder group, LD 'Include' where we got some local intel to share; engagement with Diabetes group in 2021
Crest Cancer Support Engagement	November 2020	Ongoing conversations about NWS patients having issues attending appointments alone, receiving bad news without a chaperone; care delayed resulting in advanced Cancers	Managed to connect Crest with ASPH Charlotte Broughton to help ASPH understand local community better



Where / What	When	Summary	Outcomes
Guildford & Waverley Diabetes Support Group via Zoom Engagement	January 2021	We heard about the Diabetic & eye clinics & Podiatry services in G&W. Issue with unsafe discharge into home (no assessment) and delay in being officially discharged resulting in patient unable to drive or play golf. Some good intel re: several GPs going extra mile and seeing patients face to face	Good experiences from G&W area
Mary Frances Trust via Zoom Engagement	January 2021	This group discussed feeling pre-judged at GP due to their mental health – one patient resulted in mis-diagnosis of heart condition; medication issue – not joined up care between consultant prescribed meds and GP; care home comms good for and issue with another user and her sister’s specialist care home	Good experiences gathered and awareness of HWSy raised again; escalation to SCC / ASC for user with sister in specialist care home; signposted to Advocacy in Surrey for complaint
Action for Carers via Zoom Engagement	February 2021	We heard about lack of patient centred care for people with LD. Vaccine frustration – location of job, communications confusing, carers wanting vaccine at same time as person they are caring for but some not offered	We directed people to Gov.Uk vaccination booking site (one carer booked her vaccine whilst we chatted) and Surrey Heartlands Vaccination website FAQs, informed one that was house bound that they could request vaccine at home (they were unaware they could)



Engagement during pandemic

January –March 2021

Where / What	When	Summary	Outcomes
Home Start Elmbridge & NCT Dorking Engagement interviews	February 2021	We conducted several interviews with group members from Home Start & NCT Dorking	We heard about positive birth experiences from ASPH & mis-diagnosis of Tongue tie from SASH ESH
Surrey Heath Veterans & Families Listening Project via Zoom Engagement	March 2021	We attended this group again. Heard that vaccination booking service was confusing, dislike of sharing medical info with non medical staff, mis comms in general; issue getting even a remote consult with Station Rd GP	Establishing a good relationship for future meets – good intel from a group we seldom hear from
Wi Cuddington via Zoom Engagement	March 2021	This lovely group were unaware of HWSy. Group discussed DNAR and vaccination experiences	Awareness raising; Call for experiences ; signposting to Helpdesk

Engagement Post-Lockdown April onwards

- **Community Cash Fund 2021 has launched** - end date 14th May - vol groups are nominating worthy recipients
- **Foodbank Care Pack trial** Woking Foodbank April / May
- **Engagement HQ (one stop Engagement hub) is live** - We are testing functionalities for HWE and reporting back on how we can use this hub to engage with public
- <https://healthwatchsurrey.uk.engagementhq.com>
- **Face to Face engagement** - awaiting direction from HWE & PH June 2021 but potential soft test in high public footfall area such as a high street in July Q2
- **Return to Core Community Engagement strategy hopefully Q3** September - Dec beginning with G&W, NWS, SH & SD

