

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: July 2021

CEO's report July 2021

Highlights of the last quarter (Q1: April to June 2021)

Highlights

This quarter we've heard a lot of feedback, both positive and negative, about people's experiences in accessing care at their GP surgery. We've taken a long look at everything we've heard, and decided that the issues are wider than digital inclusion alone. Our Quarterly Report contains a summary of our analysis of the drivers of frustration for some patients. We are working with Surrey Heartlands on a co-design project around access to primary care; and in our June Insight Bulletin we give some recommendations. Good, honest, clear communication to patients at this time of high demand and change is really important, and we have been helping some surgeries to get this right by giving them feedback on their communications.

We have also been listening to the voices of carers this quarter, talking to them about their experiences of those they care for being discharged from hospital during the pandemic. We've teamed up with Action for Carers and are currently working with them on a range of recommendations which we hope will make things work more smoothly for carers, patients, the NHS and social care.

We are very excited to get back to some face-to-face engagement this quarter, and hope to be doing a lot more of this, supported by our volunteers.

We launched our 5th annual Community Cash Fund, working with our volunteer teams to identify small local organisations that could demonstrate the difference they could make to wellbeing in their local community with seed funding. Following involvement of our volunteers in suggesting local groups and helping shortlist, we awarded 9 organisations across East Surrey, Surrey Heath, North West Surrey, Guildford & Waverley and Surrey Downs funds up to £1,000. Examples include: Men's sheds project to reduce isolation; befriending schemes; helping vulnerable Woking residents with shopping and medical appointments; working with families in areas of deprivation to gain access to technology; giving teens with mental health issues an outlet through a gardening hub; helping providing a lifeline to LGBTQ+ vulnerable young adults and supporting veterans and dementia service users. We are looking forward to working closely with the groups to see how they help to build community support and wellbeing.

Challenges

As our place-based partnerships in North West Surrey, Surrey Downs, Guildford and Waverley, East Surrey, Surrey Heath and Farnham develop, it remains a challenge to us to reach out and listen to local people's views, and be at the right places to share these in an influential way at both local and Surrey-wide level. We continue to talk to our system partners about the best way to support the important work of local Healthwatch as an independent champion for patients and service-user voices.

The top risks for our organisation relate to the effects of the pandemic and lockdowns on the morale and cohesion of staff and volunteers; on our ability to recruit, support and manage more volunteers to help us fulfil our broad remit, and to ensure that, as our NHS architecture changes, we are being effective in speaking up on behalf of local people and users of services.

Finances

Healthwatch Surrey CIC – Expenditure Q1 as of 30th June 2021

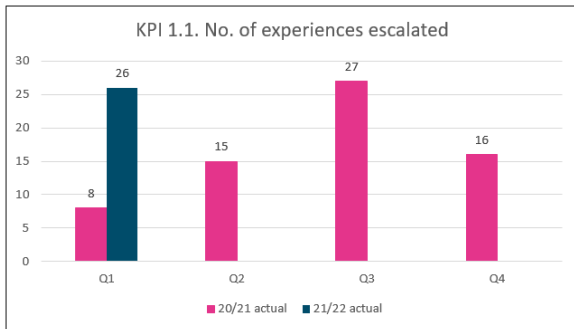
SCC HEALTHWATCH CONTRACT	Q1 2021/22
Expenditure	
Staffing Costs	£81,063
Direct Delivery Costs	£9,844
CIC Costs	£7,155
Signposting	£8,829
Health Complaints Advocacy	£23,290
Help Desk	£3,650
Total	£133,83

KPIs

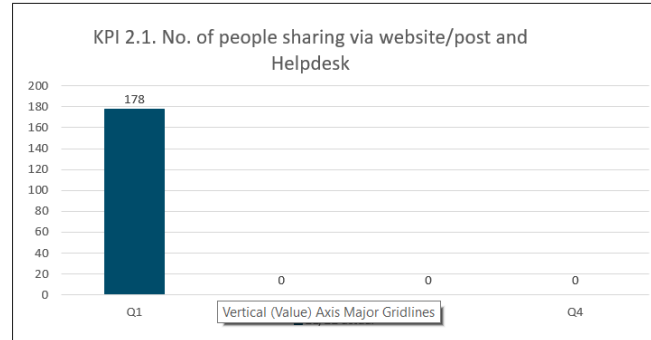
Link to mission/vision	KPI No.		Lead	20/21 figure	Q1	Q2	Q3	Q4	Cumulative total to date
1. Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey.	KPI 1.1	The number of experiences we have escalated	SBo	66	26				26
	KPI 1.2.	The proportion of reasonable responses received to escalations (80%)	SBo	Annual figure - reported elsewhere					
	KPI 1.3.	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	n/a	178				178
	KPI 2.2.	The number of people contacting the Helpdesk for information and advice (400 PA)	LS	547	188				188
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	LS	145	72				72
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	LS	48	22				22
	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 people sharing experiences with us*	SBo	n/a	299				299
	KPI 3.2.	The number of outcomes achieved (4 PA min)	KS	9	4				4
	KPI 3.3.	Project and outreach reports (4 PA min)	TW	15	3				3
4. As a social enterprise we have secured a growing and sustainable future	KPI 4.1.	Amount of new business turnover	LS	69,113	24,638				24638
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	2395	780				780
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	ZH	19	3				3

* From 1st April 21 we will be counting the number of people sharing experiences with us, rather than the number of experiences shared.

Appendix one: KPI graphs

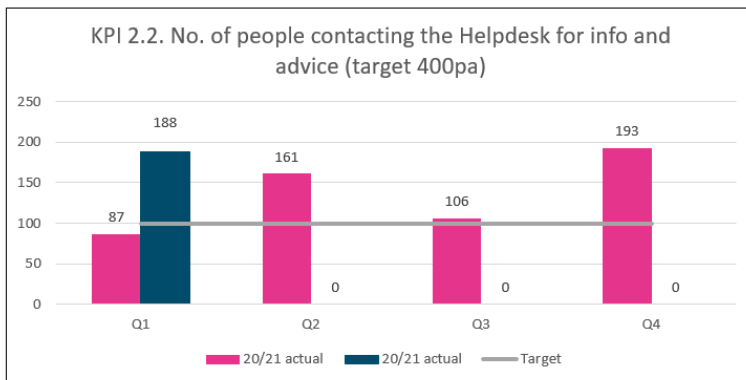


exp. escalated	Q1	Q2	Q3	Q4	Total
20/21 actual	8	15	27	16	66
21/22 actual	26	0	0	0	26

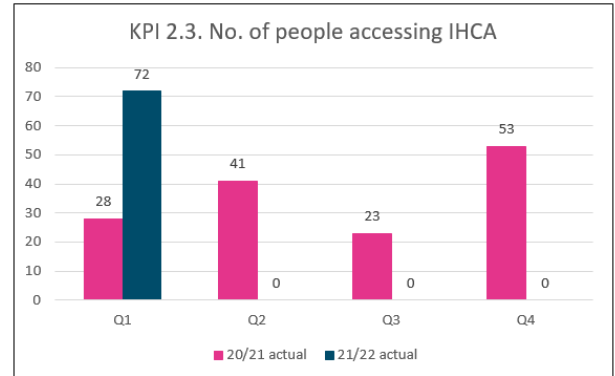


exp.website/post/Hdesk	Q1	Q2	Q3	Q4	Total
21/22 actual	178	0	0	0	178

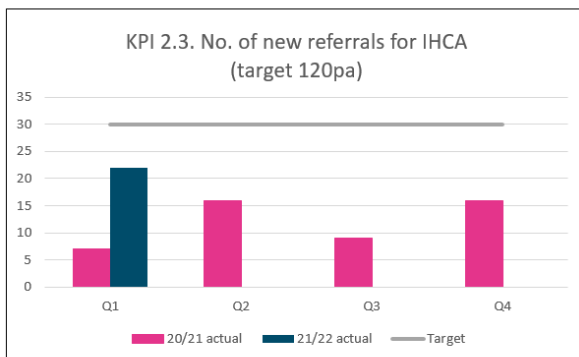
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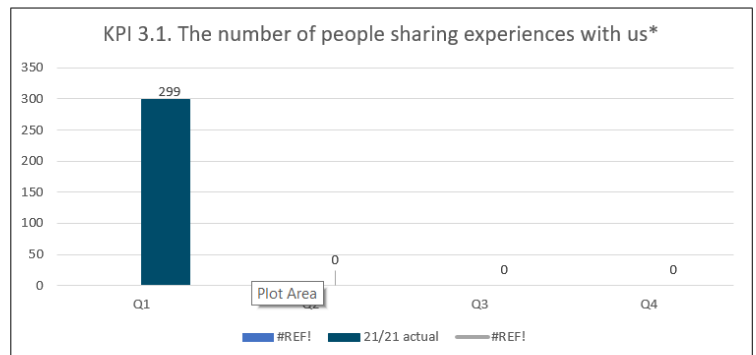
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
20/21 actual	87	161	106	193	547
21/22 actual	188	0	0	0	188
Target	100	100	100	100	400



IHCA access	Q1	Q2	Q3	Q4	Total
20/21 actual	28	41	23	53	145
21/22 actual	72	0	0	0	72

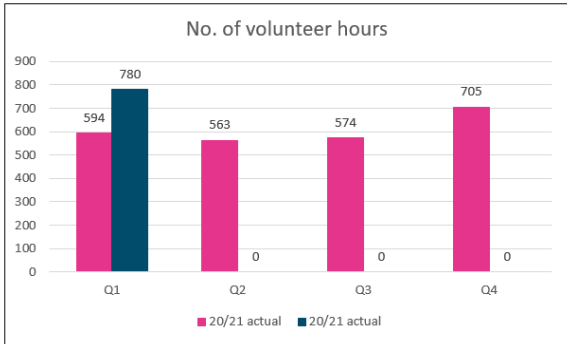


IHCA referrals	Q1	Q2	Q3	Q4	Total
20/21 actual	7	16	9	16	48
21/22 actual	22	0	0	0	22
Target	30	30	30	30	120

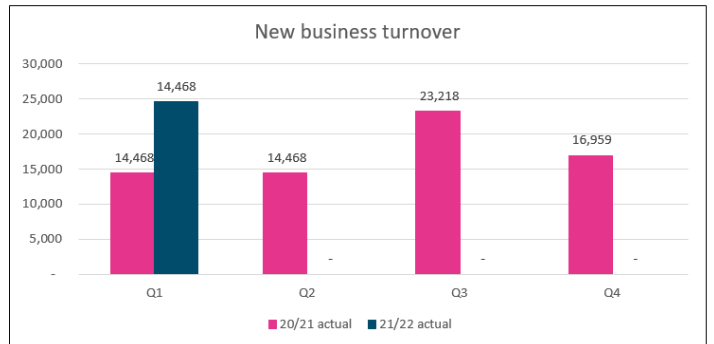


No. of useable exp	Q1	Q2	Q3	Q4	Total
21/21 actual	299	0	0	0	299

* From 1st April 21 we will be counting the number of people sharing experiences with us, rather than the number of experiences shared.



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
20/21 actual	594	563	574	705	2436
21/22 actual	780	0	0	0	780



New business turnover	Q1	Q2	Q3	Q4	Total
20/21 actual	14,468	14,468	23,218	16,959	69,113
21/22 actual	24,638	-	-	-	24,638