

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: Oct 2021

CEO's report on local Healthwatch contract

Highlights of the last quarter (Q2: July to September 2021)

Highlights

This quarter has seen the dissemination of our report, in partnership with Action for Carers, on carers' experiences of those they care for being discharged from hospital during the pandemic, under the new Discharge to Assess arrangements. We were invited to present our findings and recommendations at the Surrey Heartlands System Board and subsequently at various other boards across our system. We have written to place leads and hospital CEOs asking for the responses to our recommendations.

We've continued to hear a lot of feedback, both positive and negative, about people's experiences in accessing care at their GP surgery. Good, honest, clear communication to patients at this time of high demand and change is really important, and, in addition to sharing what we are hearing with commissioners for primary care, we have been helping some surgeries to get this right by giving them feedback on their communications.

We have been working with our NHS partners to establish how community and citizen voices will be heard in the new NHS architecture, and are involved in a process of co-designing what the "assurance" process for this might look like with a range of NHS and voluntary/community/faith sector colleagues.

Our volunteers have been fantastic at supporting us as we have returned to face-to-face engagement this quarter.

Challenges

The top risks to our Healthwatch work relate to how we adapt to the changing architecture of the NHS, in terms of having influence at both place level and system wide. As awareness of Healthwatch Surrey and our role grows, and our work is seen as adding value, we receive more and more invitations to be involved in work programmes and have to be extremely selective. Our success depends on our ability to recruit, support and manage more volunteers to help us fulfil our broad remit, and to work out where we can all have most influence.

Volunteers

Volunteers are crucial to our ability to encourage Surrey residents to share their experiences, and to help us amplify their voices in an influential way with decision-makers. Five new volunteers joined us this quarter: two in North West Surrey, one in Surrey Downs, one in Surrey Heath and one in East Surrey. They have received their training and inductions and will be attending their first volunteer group meetings in October. Our volunteers are enthusiastically supporting our staff-led engagements as we return to face-to-face events. They have signed up to support all our Guildford and Waverley engagements and supported our recent survey at Epsom Hospital. Our volunteer groups continue to make progress with their local area group workplans in line with our ask of the volunteer groups. We have nominated our Young Healthwatch for the “Celebrating our Volunteer Team” award at the Healthwatch England Network awards. They have been working as part of a Young Adults Reference Group, and task and finish groups to support Surrey Heartlands’ Young Adults Community Mental Health Transformation Programme to improve services for 18-25-year-olds in Surrey. The awards will be presented during Healthwatch Week 9th – 12th November 2021. We will be holding a volunteer celebration event on 18th November bringing all our volunteers together to acknowledge all their hard work over the last year and to look ahead to the plans for next year.

Engagement

300 people shared their health and social care experiences with us this quarter through our Helpdesk, Citizens Advice Champions, Independent Health Complaints Advocacy and our virtual and face to face engagement events.

This quarter we have returned to our face-to-face engagement in public spaces. We have joined Woodhatch & Whitebushes family fun day and Staines Rotary club’s Wellness Festival and gathered some rich insight and experiences. We have also been out and about at Epsom Square, Redhill market area and on Guildford High Street to chat to local residents and hear their recent experiences of accessing health and social care.

We got the opportunity to join Guildford’s hard of hearing group as they returned to their face to face meetings after 18 months. Men in Sheds (Dorking) kindly facilitated getting us some experiences from their regular members. Blossom LGBTQ+ asked their users if the pandemic has affected any of their access to care. We also were delighted to join Guildford and Waverley Cancer support group, MelaNoMore, for a second time by Zoom.

In September, we were asked by Epsom & St Helier Trust to facilitate a patient survey in their Emergency Department. The survey which was part of a Think 111 campaign, was to help establish if people consult 111 or another service before presenting at A&E. Patients were also able to feedback on their waiting times and care of the consultant, nursing and reception team. Our volunteers and staff visited Epsom on 3 days to chat to respondents.

Next quarter sees a return to our place-based targeted engagement, beginning with the Guildford & Waverley area

Finances

Healthwatch Surrey CIC – Expenditure Q2 as of 30th September 2021

LOCAL HEALTHWATCH CONTRACT

Category

Staffing Costs	£137,963
Direct Delivery Costs	£18,072
CIC Costs	£18,360
Signposting	£17,659
Health Complaints Advocacy	£46,580
Help Desk	£7,300
<u>TOTAL</u>	£245,934

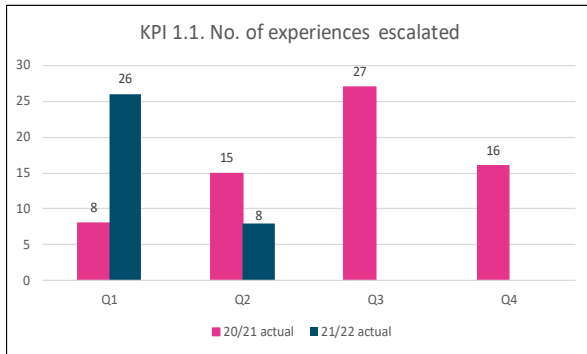
Expenditure to

Sep-21

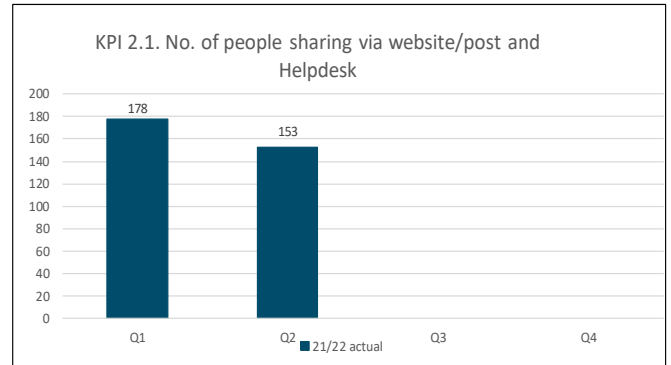
KPIs

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	8**		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	153		331
	KPI 2.2.	The number of people contacting the Helpdesk for information and advice (400 PA)	LS	547	188	172		360
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	LS	145	72	69		141
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	LS	48	22	24		46
	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	300		599
	KPI 3.2.	The number of outcomes achieved (4 PA min)	KS	9	4	4		8
	KPI 3.3.	Project and outreach reports (4 PA min)	TW	15	3	6		9
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	20,538		45176
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	WL	2395	780	690		1470
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	WL	19	3	5		8

Appendix one: KPI graphs

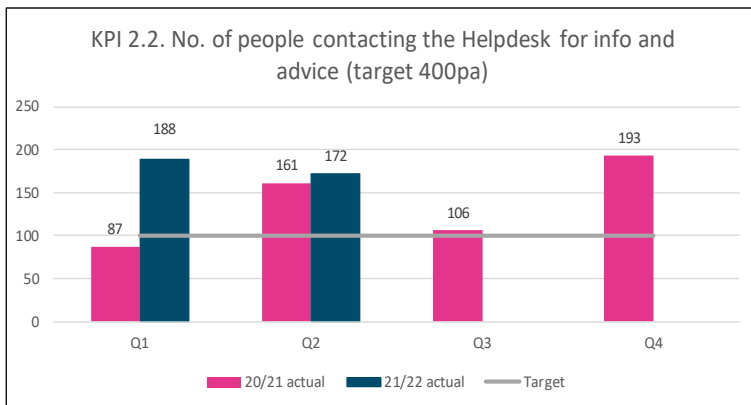


exp. escalated	Q1	Q2	Q3	Q4	Total
20/21 actual	8	15	27	16	66
21/22 actual	26	8			34

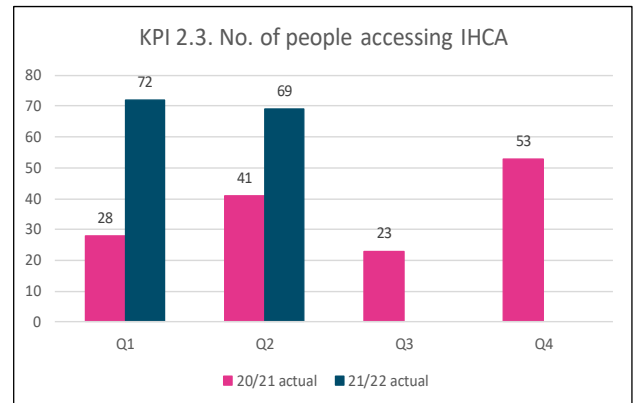


exp.website/post/Hdesk	Q1	Q2	Q3	Q4	Total
21/22 actual	178	153			331

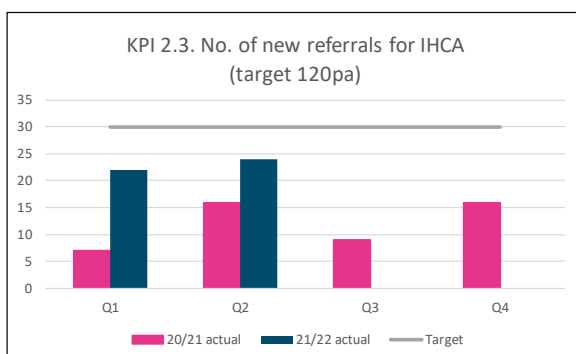
* From 1st April 21 we will be counting the number of people sharing experiences with us, rather than the number of experiences shared.



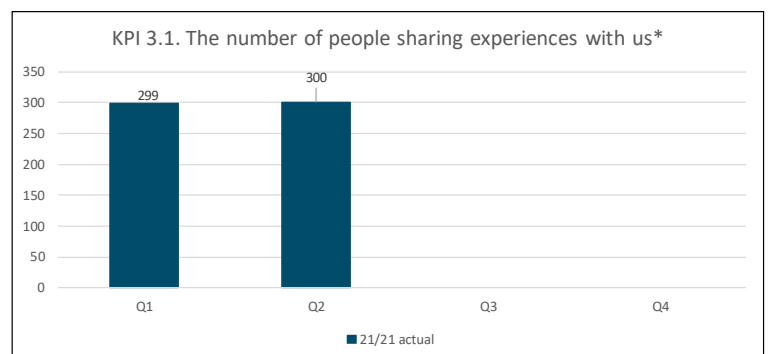
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
20/21 actual	87	161	106	193	547
21/22 actual	188	172			360
Target	100	100	100	100	400



ICHA access	Q1	Q2	Q3	Q4	Total
20/21 actual	28	41	23	53	145
21/22 actual	72	69			141

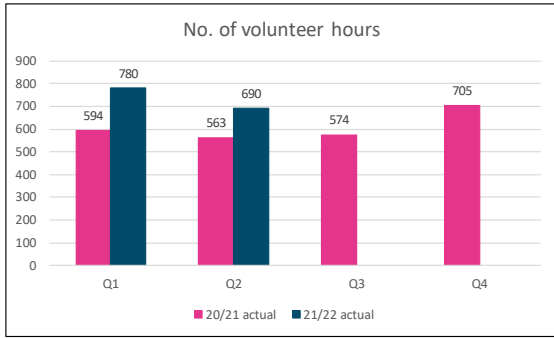


ICHA referrals	Q1	Q2	Q3	Q4	Total
20/21 actual	7	16	9	16	48
21/22 actual	22	24			46
Target	30	30	30	30	120

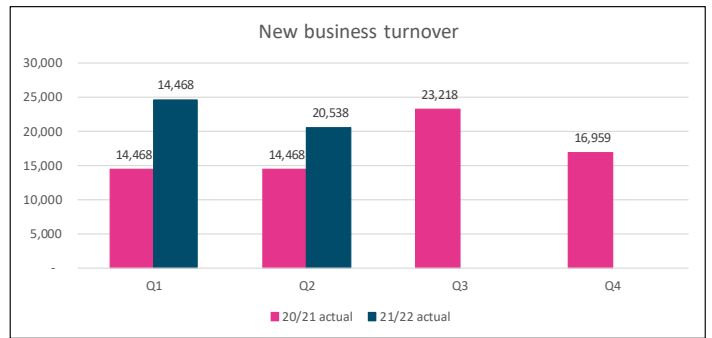


No. of useable exp	Q1	Q2	Q3	Q4	Total
21/21 actual	299	300			599

* 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	690			1470



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	20,538		45,176