

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: January 2022

CEO's report on local Healthwatch contract

Highlights of the last quarter (Q3: October to December 2021)

Highlights

We've been heartened this quarter by the appetite that there has been across the Surrey system for hearing the insight shared with Healthwatch by Surrey residents. We have shared people's feedback on local services at both the Adults and Health Select Committee and the Children, Families and Lifelong Learning and Culture Select Committee. Our report on lived experience in the early years after a dementia diagnosis, designed to coincide with a refresh of Surrey's dementia strategy, has influenced the strategy and has received a lot of interest around the system. Likewise, we have continued to present the voice of carers and their experiences of the process of discharge from hospital to various forums. Our work on understanding the barriers to access in primary care has informed Surrey Heartlands research on this issue. We have continued to highlight difficulties local people are facing in accessing dental care, and wound care after hospital treatment.

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, and how we prioritise. With vacant posts in the staff team, we are all stretched in our ability to respond to everything that comes our way.

Volunteers

Volunteers are crucial to our ability to encourage Surrey residents to share their experiences, to help us amplify their voices in an influential way with decision-makers, and to help us deliver on our remit across the large Surrey system.

We held our volunteer celebration event in November. Our volunteers were able to hear the results of our recent volunteer satisfaction survey and review of our volunteering strategy; about our plans for the year ahead; and from the volunteers who have been involved in carrying out our dementia project, about their involvement. It was great to be able to get together and say thanks to everyone for their contributions during 2021.

This quarter, our volunteers' commitment has enabled us to carry out an Enter and View visit to Shrewsbury Court Independent Hospital to chat to patients; and to help East Surrey hospital in carrying out a survey in their Emergency Department.

Our new group of volunteer Strategic Influencers, who will be helping to represent Healthwatch Surrey across the system on strategic issues, met just before Christmas and will be powering ahead with their work in 2022.

Engagement

We gathered 440 experiences across health and care this quarter through our Helpdesk, Citizens Advice Champions, Independent Health Complaints Advocacy and our engagement events.

This quarter we began our place-based engagement in Guildford and Waverley, then onto Surrey Downs and North West Surrey. Unfortunately, due to high numbers of Covid infections, we were unable to complete the North West spotlight engagement.

We visited Godalming and Banstead high streets to chat with shoppers and passers by and listen to their stories about accessing their GP or how their outpatient appointments were running. We met patients at Roya Surrey, Epsom and Ashford St Peters hospitals, and heard about waiting times and standard of care within outpatients and cancer services. We also joined a community café within a church, met with worshippers at a local parish, chatted with service users at a mental health hub and a sexual health centre.

We hope to do much more of this in the year ahead, as our ability to get out and about increases.

Finances

Healthwatch Surrey CIC – Expenditure Q3 as of 31st December 2021

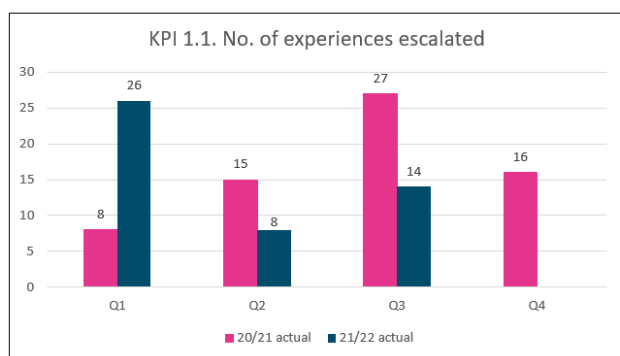
LOCAL HEALTHWATCH CONTRACT	Expenditure to
Category	Dec-21
Staffing Costs	£231,949
Direct Delivery Costs	£34,829
CIC Costs	£27,446
Signposting	£26,488
Health Complaints Advocacy	£69,869
Help Desk	£10,950
TOTAL	£401,531

KPIs

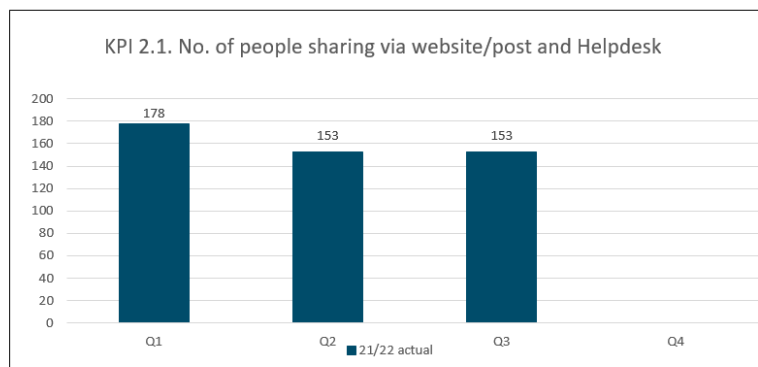
Link to mission/vision	KPI No.		Lead	20/21 figure	Q1	Q2	Q3	Q4	Cumulative total to date
1. Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey.	KPI 1.1	The number of experiences we have escalated	SBo	66	26	8**	14**		26
	KPI 1.2	The proportion 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	157		488
	KPI 2.2	The number of people contacting the Helpdesk for information and advice (400 PA)	LS	547	188	172	154		514
	KPI 2.3	The number of people accessing the Independent Health Complaints Advocacy service	LS	145	72	69	68		209
	KPI 2.4	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	LS	48	22	24	28		74
	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	440		1039
	KPI 3.2	The number of outcomes achieved (4 PA min)	KS	9	4	4	4		12
	KPI 3.3	Project and outreach reports (4 PA min)	TW	15	3	6	7		16
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	63,166		108,342
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	885		2355
	KPI 5.2	The number of new volunteers per quarter (5 PQ)	WL	19	3	5	1		9

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

Appendix one: KPI graphs

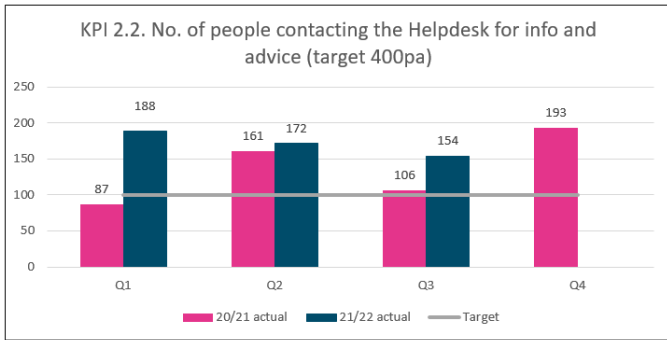


exp. escalated	Q1	Q2	Q3	Q4	Total
20/21 actual	8	15	27	16	66
21/22 actual	26	8	14		48

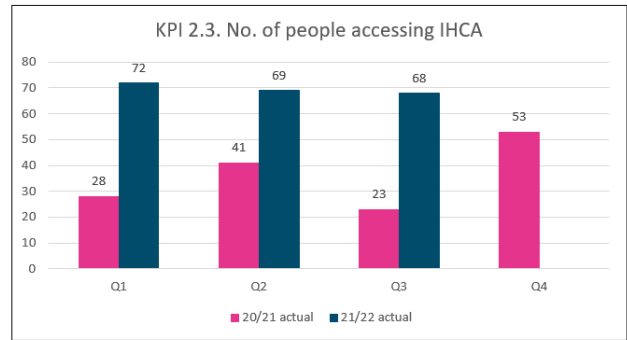


exp. website/post/Hdesk	Q1	Q2	Q3	Q4	Total
21/22 actual	178	153	153		484

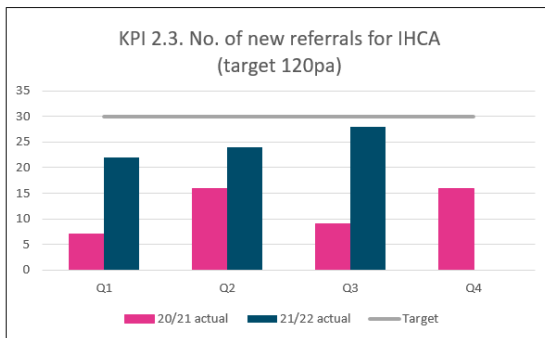
* From 1st April 21 we will be counting the number of people sharing experiences with us, rather than the number of experiences shared.



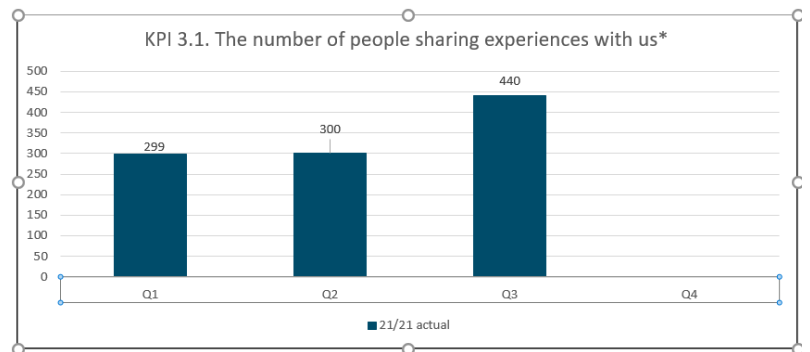
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
20/21 actual	87	161	106	193	547
21/22 actual	188	172	154	-	514
Target	100	100	100	100	400



IHCA access	Q1	Q2	Q3	Q4	Total
20/21 actual	28	41	23	53	145
21/22 actual	72	69	68	-	209

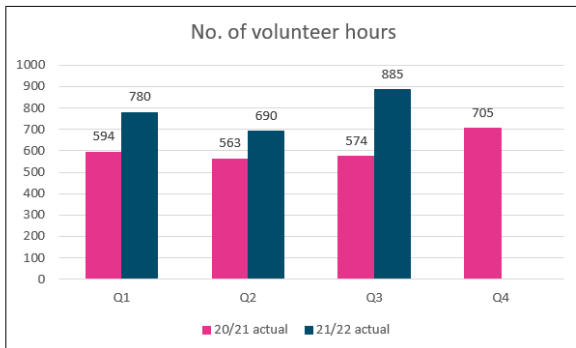


IHCA referrals	Q1	Q2	Q3	Q4	Total
20/21 actual	7	16	9	16	48
21/22 actual	22	24	28	-	74
Target	30	30	30	30	120

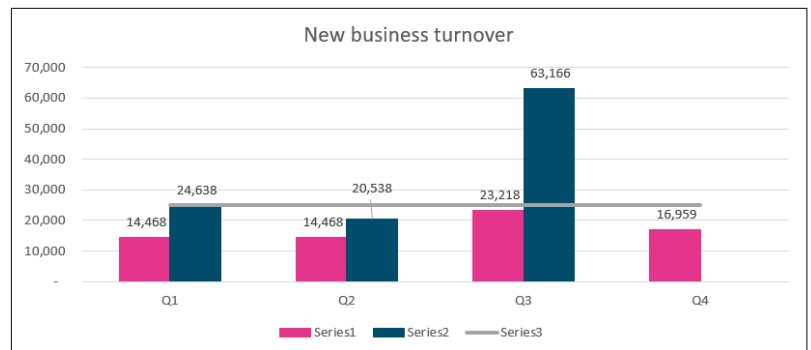


No. of useable exp	Q1	Q2	Q3	Q4	Total
21/22 actual	299	300	440	-	1039

* 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	885	-	2355



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	63,166	-	108,342
Target	25,000	25,000	25,000	25,000	120