

Board Report – Thematic Priorities and Project Development

January 2022

Recent and current activity

In the past quarter we have:

- Published Insight Bulletins in October, November and December
- Continued to publicise and share our report Carers Experiences of Hospital Discharge
- Published our report on Finding Support after Dementia Diagnosis and discussed the findings with Surrey Heartlands/SCC Joint Dementia Strategy Action Board

Our current priorities are:

- Plan Insight Bulletins for January and February/March
- Continue to press for response to our recommendations in both the Carers Discharge and Dementia Reports
- Select and begin delivery of a final project for 2021/22

Insight Bulletin

Our October and November bulletins highlighted a range of issues, some longstanding and some exacerbated by the pandemic

- The impact of delays to hospital treatment
- Wound care
- Best practice for telephone consultations
- Children and Young People falling between the gap between GPs and Secondary Care

- The relative calm with which the Booster rollout was met by people compared to their responses to the initial vaccine rollout

We also highlighted key findings and recommendations from our Carers Experiences of Hospital Discharge and Dementia Support reports.



Our December bulletin was designed as a Thank You at the end of a tough year and the beginning of a tough winter. We set out to “celebrate some of the positive stories we’ve heard about what matters most to people”, and we know this was appreciated by our system partners.

We will publish an Insight Bulletin at the end of January. As February is such a short month and the situation regarding engagement is unclear we may phase two bulletins across February March and April rather than publish one every month.

Carers Experiences Of Hospital Discharge

We have received written responses to our recommendations from most of the Surrey hospitals and have had an initial phone discussion with RSCH. Given the pressures both health and social care are currently under we did not push for responses over December, but we will make a final call to RSCH and to Surrey County Council before publishing the responses in January.

In February an event has been convened by Surrey Carers and Providers Network where the recommendations from this report will be the springboards for workshops tasked with finding new ideas and processes for improving discharge for carers. The event already has wide attendance, and we will be working towards tangible improvements for carers, not just at discharge but throughout hospital admission.

Finding Information and Support in the early years after Dementia Diagnosis

Our findings and recommendations were presented to the Surrey Heartlands/SCC Joint Dementia Strategy Action Board last year. The board delayed completion of their Draft Strategy until they had received our report, and our findings and recommendations are frequently featured in the strategy.

The strategy is now out for consultation and we will be pushing back on several fronts. On the one hand we must recognise that the Board and their strategy do not control delivery and their ability to influence some actions is limited. On the other hand, the system needs to recognise the needs of people and their carers and this should be reflected in a document as influential as the Dementia Strategy.

Final project for 2021/22

Under our "Access" thematic priority our final project for the year will be "What does good waiting look like?".

Over the past year we have made several reports and recommendations relating to communication to patients while they are waiting for treatment, and Healthwatch England has reported on the same issues. While wait times in Surrey are less bad than some other areas Surrey Heartlands reports 20,000 people waiting over 18 weeks for treatment (Oct 2021) and there are a further 16,000 in Frimley.

Continued waiting is inevitable, but we see no evidence of change in hospital communication or guidance for patients. We therefore plan a more formal project to answer the question "What does good waiting look like?". This will combine a quantitative survey (modelled on the survey we are running in Frimley) with qualitative depth interviews focussing on those at

risk of health inequalities. We also expect to produce a patient experience video to bring our findings to life.

2022/23 Project Development

At the February Board Workshop we will present a paper on proposals for selecting projects for the coming year.