

HWSy Board Report – Projects

From: Tessa Weaver

To: HWSy Board

Date: 26th October 2022

The Board is asked to review progress on our project work, and endorse next steps for selection of the next topics for projects.

Recent and current activity

In the past quarter we have:

- Published Insight Bulletins in July, August and September
- Published responses to “Waiting for Hospital Care”. (Response from Epsom St Helier was very late to arrive)
- Worked on a new report examining the complaints the NHS Complaints Advocacy Service has managed over the past year. The original aim was to gain better understanding of who the service supports and the focus of their complaints; partly to feed into our ongoing understanding of patient experience and partly to help identify opportunities to increase awareness and use of the service. There is an opportunity to bring fresh insight to a new Network of Complaints and Patient Experience Leads being set up by Surrey Heartlands. We expect the report to be ready for publication in the coming weeks.
- Made (slow) progress in assessing the system appetite for a report on the lived experience of waiting for Neurodiversity Assessment.

Our current next steps are:

- Plan Insight Bulletins for October (currently under development), November and December (as is becoming traditional, this will be in the form of an end-of-year thank you).
- Finalise and publish the Advocacy Report
- Initiate our next project.

Project Selection and Development – request for endorsement

Over the years the mechanisms by which Healthwatch Surrey feeds back on the big issues of the day have grown and strengthened. Patient reports about GP access, dentistry, cost of living crisis, waiting for treatment or access to social care have been fed back to Access Boards, What We've Heard meetings, Quality Boards, MPs, the Insight Bulletin and by direct contact with relevant stakeholders.

This has allowed us to free our main project work to be more targeted. At a previous board meeting it was agreed that we would take a rolling approach to project selection, making sure that over time we

- Encompassed a range of different demographic groups
- Encompassed physical health, mental health and social care
- Responded to public/volunteer interest
- Ensured there was system appetite for our insight, with potential for tangible impact

This is hunting, not gathering.

It takes considerable investment to find meaningful projects with system appetite that meet our requirement for public/volunteer interest as well as our requirements for variety. As a result, we may develop a long list of areas of interest, but do not have the luxury of choosing one project from a handful of possibilities and discarding the rest.

Our current list of options includes:

- Waiting for assessment for neurodiversity. There is system interest in this from the adult perspective as well as children and young people.
- What people expect or want from Integration (survey + following a pathway, probably Stroke)
- Respite Care – there is volunteer interest in this area, it covers our social care need, but the question/issue is still to be formulated

We are yet to fully analyse the output from Horizon Scanning but will use that as a basis for development of further project ideas.

| | Demographic group | Physical Health/Mental Health/Social care | Public/volunteer interest | System interest |
|--------------------------------|--------------------------|--|----------------------------------|------------------------|
| Hospital Discharge | All/Carers | Physical/Social care | ✓ | ✓ |
| Dementia | Primarily older/Carers | Mental Health/Social Care | ✓ | ✓ |
| Waiting well | Adult | Physical | ✓ | ✓ |
| Advocacy | Adult | Physical/Mental Health | | ✓ |
| Waiting/ neurodiversity | CYP (+Adult?) | Mental Health | ✓ | ✓ |
| Respite | All/Carers | Social care | ✓ | |
| Integration | All | Physical/mental/Social | ✓ | |

The Board is asked to endorse our next steps

- Prioritise and progress “Waiting for Neurodiversity Assessment” with system partners, to optimise value and potential to benefit the people of Surrey.
- Following publication of the Advocacy report
 - Review “what people want from Integration” and firm up proposals
 - Investigate “Respite” to identify a suitable question
 - Review outputs of Horizon Scanning to identify further potential project areas