

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: January 2023

CEO's report on local Healthwatch contract

Highlights of the last quarter (Q3: October to December 2022)

Highlights

We are very mindful of the pressures that our NHS and Surrey County Council partners have been under in recent months, and the anxiety that creates for local people. We have tried to do our bit to share good news stories about excellent care, both in our regular Insight Bulletin and in our Christmas cards to our stakeholders.

This quarter we completed our latest project, which explores what we can learn from the cases that have come into our Independent Health Complaints Advocacy service. We know that many people are reluctant to complain about the care that they or a loved one have received, and that the process can be daunting. So, it's very important that the NHS encourages feedback – both good and less good - and complaints, and demonstrates that it acts on this feedback. We want to work with complaints colleagues across the NHS to ensure that the service is widely promoted; that patients, families and carers clearly understand the different processes involved in feedback and complaints; and that our system acts on complaints and is transparent about the learnings and improvements that are made as a result. See our report on our website for more details. We look forward to taking this forward over the coming months.

We are delighted to be leading the development of a network of voluntary and community organisations who are now meeting monthly to share what we are all hearing from citizens and users of health and care services. This is shaping up to be a powerful network which will be more influential by speaking with one voice to our system partners, and making it easier for those in charge of designing and delivering services, to establish the needs and views of local people.

We are making good progress on becoming embedded in key structures in Surrey Heartlands (thereby ensuring that the voices of local people are heard in decision-making and monitoring of services). The Frimley system is more of a challenge to us as although we are well-heard in Surrey Heath, we are only one of a number of local Healthwatch who feed into the Frimley ICS. We are in ongoing conversations with Frimley ICS about this.

Challenges

Our top challenge remains how to ensure we have influence both at place and system-wide, in Surrey Heartlands and Frimley ICSs, given the breadth of coverage that involves.

Engagement

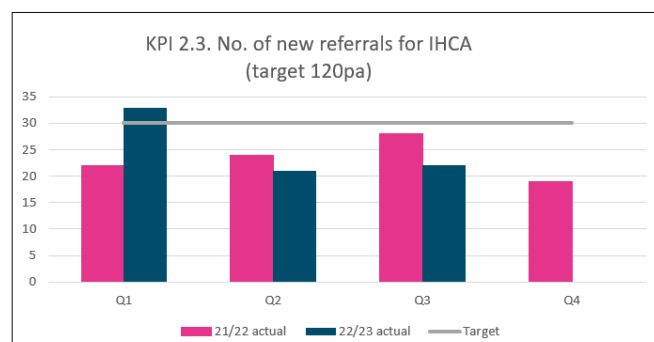
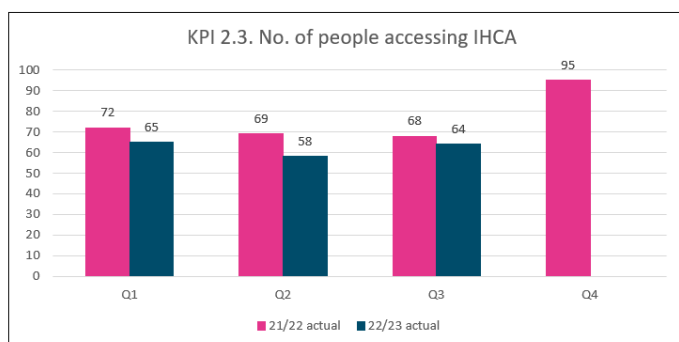
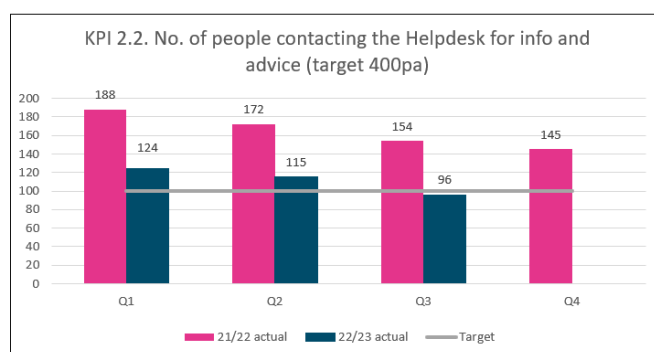
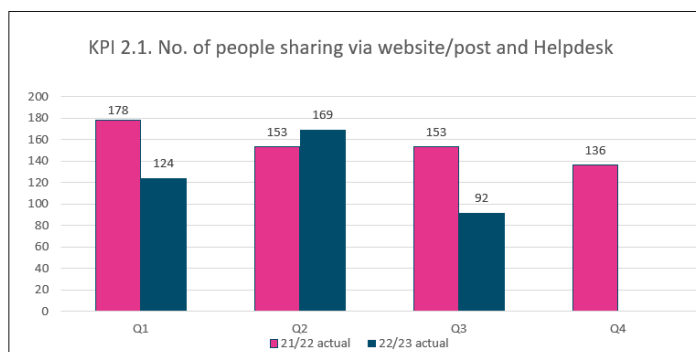
Our focus on communities which may have been hardest hit by increases in cost of living has led to many people sharing experiences with us which are related to issues such as housing and transport, which go beyond our formal remit as a local Healthwatch but are of course intrinsically linked to health and wellbeing. We continue to explore ways we can ensure this valuable insight is shared, including, this quarter, in conversations with public health colleagues and as input to the Joint Strategic Needs Assessment.

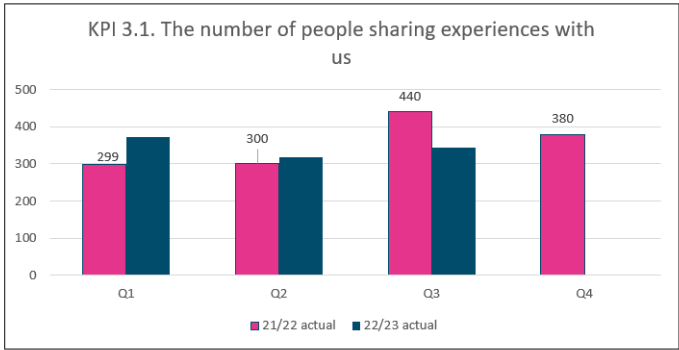
Finances

<u>SCC HEALTHWATCH CONTRACT</u>	Reforecast	Budget to	Expenditure to
Category	Budget 22/23	Dec-22	Dec-22
Core Staffing Costs	£391,436	£293,577	£279,913
Direct Delivery Costs	£71,098	£53,324	£32,455
CIC Costs	£42,117	£31,588	£30,057
Health Complaints Advocacy	£92,864	£69,648	£69,648
Help Desk	£15,041	£11,281	£11,281
<u>TOTAL</u>	<u>£612,557</u>	<u>£459,418</u>	<u>£423,353</u>

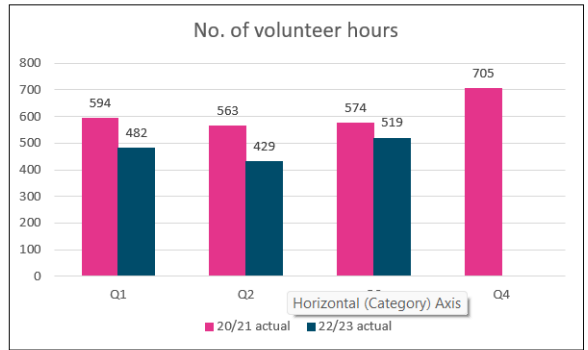
KPIs: Q3

KPIs from 2022/2023 Annual Work Plan									
Link to mission/vision	KPI No.		Lead	22/23 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 1.2.	The proportion of reasonable responses received to escalations and project recommendations (80%)	SBo/TW		Annual figure - reported in Annual Report				
	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*	SBo	620	124	169	92		385
	KPI 2.2.	The number of people contacting the Helpdesk for information and advice (400 PA)	Helpdesk	649	140	115	96		351
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	IHCA	304	65	58	64		187
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	IHCA	93	33	21	22		76
	KPI 2.5.	Service user satisfaction with the Helpdesk and Independent Health Complaints Advocacy service	LS		Annual figure reported in Annual Report				
3. Our influencing is based on sound evidence, knowledge and insight	KPI 3.1.	The number of people sharing experiences with us	SBo	1419	372	319	343		1034
	KPI 3.2.	The number of outcomes achieved (4 PA min)	AC	14	4	4	4		12
	KPI 3.3.	Project and outreach reports (4 PA min)	TW	20	5	5	4		14
	KPI 3.4.	The tracking of engagement and insight shows we are hearing from a wide range of communities (activity plan and demographics collected)	SBo/SBr	RAG	G	G	G		RAG
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	EE	2799	482	429	519		1430
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	EE	10	2	4	1		7





No. of useable exp	Q1	Q2	Q3	Q4	Total
21/22 actual	299	300	440	380	1419
22/23 actual	372	319	343	1034	1034



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
20/21 actual	594	563	574	705	2436
22/23 actual	482	429	519	1430	1430