

Healthwatch Surrey priorities 2023-2026

Cross-cutting themes	Priority area	Rationale	Planned outcomes/measure of success
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"> Inequalities Less-well-heard Better involvement and engagement – HWB 4Cs Integration of health and social care services </p>	<p>Agenda-free listening and feeding back insight</p>	<p>Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey. Which is why our Community Engagement strategy for LHW with a rolling rotation around Places and a particular focus on people who may be at risk of health inequalities/poor outcomes/less well heard is at the heart of everything we do.</p> <p>As well as being respected and trusted by Surrey residents, we are also influential in sharing what people have told us both Surrey-wide and at place, in Surrey Heartlands and the Frimley system. Our influencing is based on sound knowledge of local issues and the insight and experiences of local people, combined with excellent relationships with our NHS and SCC partners and a good understanding of where in the system we need be to have influence.</p>	<p>To be completed following our Theory of Change sessions</p>
	<p>Information and signposting</p>	<p>Through the implementation of our Comms Strategy, we will actively encourage more people to share feedback whilst empowering Surrey residents with the best information, advice and signposting is a fundamental service offered by Healthwatch Surrey. We see this as a key enabler for residents to access and navigate the best care and support available to them. We also recognise the importance of system partners promoting Healthwatch Surrey and our services in order to support those who are less well heard and more at risk of health inequalities.</p> <p>In addition to ensuring the quality of our own signposting, we will use the knowledge we gain through that service to support and challenge NHS and SCC to ensure their signposting and communication is as effective as possible. Identifying areas for improvement and how to make local information and signposting fully accessible will also help ensure a better experience of health and care for Surrey residents.</p> <p>Communication has been the most common theme in the experiences shared with us in 2022-23, showing that it is a significant issue for Surrey residents. We will encourage, support and advise our system partners to be as effective and accessible as possible in their communications to residents, which will enable people to more successfully navigate services and identify areas where integration could be improved.</p>	
	<p>These will form the foundation to enable us to focus our efforts specifically on:</p>		
	<p>Access to primary care</p>	<p>Access to primary care is fundamental to people's experiences of health and care. The ways in which people access primary care and the availability of services has evolved significantly over recent years, and Surrey residents have consistently shared the impacts that this has had on them. Sharing these experiences of access is an integral part of ensuring equity of access for Surrey residents and helping to improve experiences going forward.</p> <p>Encouraging effective communication and relationships between providers and Surrey residents will also be important to ensuring that people are able to access the care and support that they need.</p>	
	<p>Social care</p>	<p>Social care support can change the lives of many Surrey residents. The availability of social care and understanding of what is available can often be complicated for many people who need to access support. Ensuring that people are involved in shaping social care services by sharing experiences and the challenges that people share with us is pivotal in improving services.</p> <p>The integration of health and social care is still in its early stages and the success of this will have a significant impact on the health and wellbeing of local people.</p>	
	<p>Mental Health</p>	<p>Mental Health is intrinsically linked to the health and wellbeing of local people. By ensuring that people's experiences of mental health services, as well as the impact that wider determinants of health and health inequalities can have on mental health is shared, understood, and acted upon will help to improve services and understanding of the significance of local people's mental health.</p>	
	<p>Involvement of people: Listening, feedback, complaints,</p>	<p>Involving local people in decision making and the design and changes of services will also ensure that services truly serve their local communities. Encouraging system partners to consider and involve local people through co-design, co-production and enabling and empowering local people and communities to lead on making improvements themselves will benefit the communities and people of Surrey.</p> <p>Responding to feedback and complaints of services and encouraging our local system leaders to learn from experiences will help to drive improvements.</p> <p>Within our core contract we are currently committed to attend a number of boards and committees in order to ensure that the voice of local people is considered in the development of services. Our commitment to each of these will be reviewed in terms of the effectiveness of our contribution and the relation to our priority areas.</p>	
	<p>Amplify Voice in VCSE</p>	<p>We are increasingly seeing the benefit of working collaboratively with VCSE partners and the importance of connecting more organisations to decision-making in order to make improvements to the wellbeing of Surrey residents. We are committed to coordinating the Voice group and being an instrumental part of the success of the VCSE Alliance.</p>	
	<p>Assessing long term impact</p>	<p>In order to assess the impact that our work has had, we will commit to following up on the recommendations that we have made in the following project areas or encourage a revisit to the recommendations. This will not involve further research, however, we may draw on our more recent insight to help assess progress from Surrey residents perspective:</p> <ul style="list-style-type: none"> • Carers experience of hospital discharge • Support in the early years following a dementia diagnosis • Waiting Well • Wound care • Pregnancy loss 	

We will also follow up on progress of recommendations 12-18mths after more recent projects:

- Learning from complaints
- The importance of an ND diagnosis
- 2022-23 Care Homes Enter & Views

As Healthwatch celebrates 10 years, we will look back on the impact some of our more significant projects have also had.