

To: Healthwatch Surrey Board

From: Lisa Sian, COO

Date: April 2023

Local Healthwatch (HWSy)

Reflective Review – April 2023

In January 2023 we enlisted the help of an independent consultant Steve Inett to conduct our local Healthwatch reflective review.

The aim of the review was to understand the views of stakeholders and partners in health and social care. The review also seeks to understand how effective HWSy is in carrying out its role, from the perspective of those stakeholders and partners. The report will inform the strategies and plans of HWSy for 2023/24.

The attached full report details the findings from the survey that ran from 7th March to 27th March 2023.

The findings of the report will now go to the Local Healthwatch Advisory Group (LHWAG) for further discussion and to develop an action plan based on the findings.

The Board is asked to note the findings of the report and the next steps for the LHWAG as outlined above.