

To: Healthwatch Surrey Board

From: Samantha Botsford, Local Healthwatch Contract Manager

Date: July 2023

Local Healthwatch Contract Manager's report on Healthwatch Surrey

Summary of the last quarter Q1: April to June 2023

Highlights

This quarter has been full of activity as we have finalised our reporting for 2022/23 as well as launching our activities for 2023/24.

Helpdesk

The quarter began with our ambitious project to bring the Healthwatch Surrey Helpdesk "in-house". This had previously been operated through Citizen's Advice, Woking who were providing the service and we would like to thank them for their support in making the transition successful and for all of their hard work over the past 5 years. Being more directly involved in the information and advice provision is already providing us with new opportunities to ensure that the voice of the residents of Surrey is better heard in other parts of the health and care system. One significant development is being able to simultaneously provide the support for individuals whilst also utilising our relationships and connections that we have developed to highlight areas for improvements to reach wider than the individual who brought an issue to our attention. This can be seen in the case study highlighted in the Influence and Impact report. We also reported on our experience of supporting a family to access mental health and social care support and concerns about safeguarding to the Surrey Heartlands Quality and Performance Assurance Committee. This prompted a discussion about how the system can learn from experiences such as this, including in the development of the suicide prevention strategy for Surrey; ensuring that lived experience is very much part of that planning. Including our Helpdesk's experience of trying to support the family navigate services provided an alternative view to the discussion involving ways in which system partners can promote and support our service. There are also opportunities created from being closer to the Helpdesk for personal development within the staff team; two of our team members will be attending social care training with Surrey County Council to develop their own skills and will be sharing key learnings with the wider team. Another significant development is in the increase in referrals to our Independent Health Complaints Advocacy Service who reported that they are directly supporting eight new cases following a referral from our Helpdesk versus an average of one case in previous quarters. By using our experience of providing information and advice to people, we've also been able to identify potential areas for collaboration with VCSE colleagues to support Surrey residents to receive services in a way they need. For example, we are working together to better understand changes to

contributions of care costs. We have also been working with VCSE colleagues to highlight challenges in accessing care act advocacy for some residents of Surrey.

Priority and activity planning

We have used the start of this year to reflect on planning ways for our work to adapt and improve. This year we have taken a new approach to our priority planning, including adopting the Healthwatch England Theory of Change model. By planning the impact that we're trying to achieve prior to embarking on any activity, we are being more focussed than ever before on exactly how we can influence improvements and outcomes for the people of Surrey. For example, we've reported widely on the impact that we have had in sharing the drivers of frustrations for people in accessing primary care services. As well as continuing to highlight these and new issues, we're also striving to make things better for people by ensuring that they have a better understanding of access routes and what is available to them, and we are planning projects to deliver on this. Similarly, for our priority area in social care, we find people contact us with queries around access and entitlements as opposed to quality concerns. As a result, we are looking forward to tackling some of these questions more broadly by working with Surrey County Council to assess their information and advice provision for those planning for social care support for the first time.

As well as planning for the year ahead and beyond, we also published our 2022/23 annual report: Engaging People, Connecting Communities. We are particularly proud of the changes that we have made to our community engagement strategy and the impact that has had in ensuring that the experiences of those less well heard are an integral part of what we share with health and care colleagues. This also means that we are often having more in depth conversations with people and covering a number of different topics and experiences of a number of different services. As a result, we're often able to take a fuller picture of someone and their experiences to a wider audience. We believe that this is an important step forward, and shines a light on the importance of services integrating more effectively to meet the needs of people they serve.

The Local Healthwatch Advisory Group (LHWAG) continues to make a positive contribution in helping us to develop and monitor our activities that we're delivering. The advisory group's contributions and suggestions helped to shape both our impact report, annual report, and the projects that we are planning on undertaking as part of our priorities. Another useful step forward following discussions at the LHWAG is to focus more on the impact our work has had and how we track, report, and reflect on that. As such, we will be introducing an impact tracker across our staff team to better capture and report on the outcomes and improvements we are making.

As part of our priority planning, we have also taken a closer look at our regular commitments to attend system meetings and the purpose that our attendance is serving. A number of our volunteers and advisory group members regularly represent Healthwatch and the experiences that people tell us at a number of boards and committees. This role is incredibly important in supporting us to ensure that people's experiences are shared as wide as possible. One of the challenges that volunteers and the staff team continue to make across NHS and social care is how involved are people's experiences and how effective is the listening landscape across Surrey, which is also now one of our priority areas. As such, we are using this tool in discussions with Surrey Heartlands for their deep dive into patient experience at the System Quality Group in September.

Challenges

Seeking commitment to act on insight that we share remains a challenge for us across many levels. We continue to share insight at place which is well-received and provides synergy with our

community engagement strategy. However, ascertaining exactly the impact that this insight remains a challenge, as well as covering the breadth of both Surrey Heartlands and Frimley ICS's.

Similarly, our Surrey-wide impact can often be challenging to capture. In recent years, we have developed a number of voice-projects and made recommendations on how to make improvements as a result of people's experiences. Again, these are often well-received and many comments demonstrate the importance of the issue that we have highlighted, however, it can often be challenging to capture the direct impact that these have had. As such, we are planning on a number of follow-ups to these reports and recommendations as well as adapting some of our approaches to help provide solutions as well as highlighting issues.

Performance on KPIs

At the start of this financial year and following the Helpdesk moving "in-house," we have made some tweaks and updates to our KPI reporting to better reflect the Healthwatch Surrey contract. We have highlighted where some of the information can be found exactly and how often we report that information. As we are recording any contacts with the Helpdesk looking to share an experience or asking for information and advice, we are no longer reporting on these separately.

Whilst we are slightly down on the number of new cases managed by the Independent Health Complaints Advocacy Service, the advocacy team are currently supporting significantly more people overall than last year.

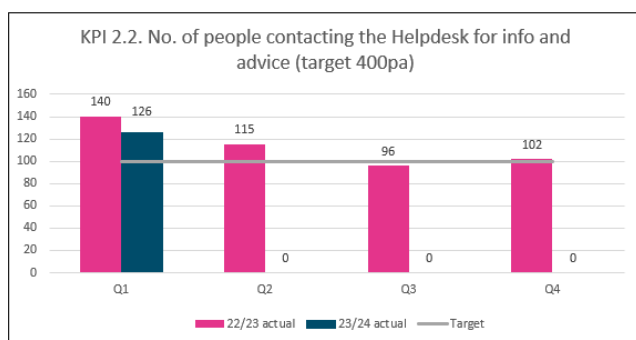
Finances: Q1

Healthwatch Surrey Expenditure - April to June 2023	
Category	Expenditure
Staffing Costs	£99,669
Direct Delivery Costs	£21,422
CIC Costs	£4,318
Health Complaints Advocacy	£24,319
Citizens Advice Insight	£3,063
Total	£152,790

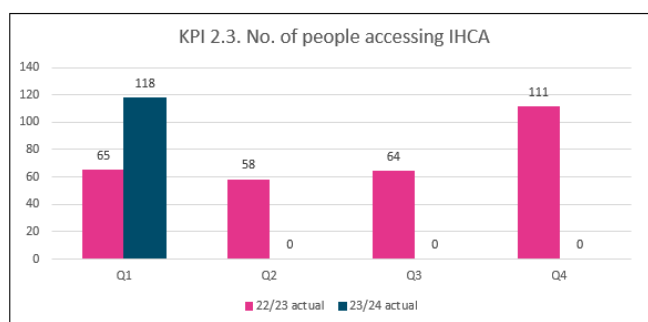
KPIs: Q1

KPIs for 2023/2024									
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	Non-contract KPI. Definition and process to be reviewed by LHWAG					
	KPI 1.3.	Reflective Review - number of responses received and satisfaction levels	LS	Reported biannually					
2. Healthwatch Surrey's role, function and services are known, understood and valued by consumers and therefore they readily contact us.	KPI 2.2.	The number of people contacting the Helpdesk for information, advice or to share an experience(400 PA)	Helpdesk	427	126				126
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	IHCA	298	118				118
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	IHCA	89	28				28
	KPI 2.5.	Service user satisfaction with the Helpdesk and Independent Health Complaints Advocacy service	LS	Testimonials reported quarterly in influence and impact report					
3. Our influencing is based on sound evidence, knowledge and insight	KPI 3.1.	The number of people sharing experiences with us	SBo	1423	256				256
	KPI 3.2.	The number of outcomes achieved (4 PA min)	AC	Highlights reported quarterly in influence and impact report					
	KPI 3.3.	Project and outreach reports (4 PA min)	KS	19	3				3
	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				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	HG	1874	446				446
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	HG	10	2				2

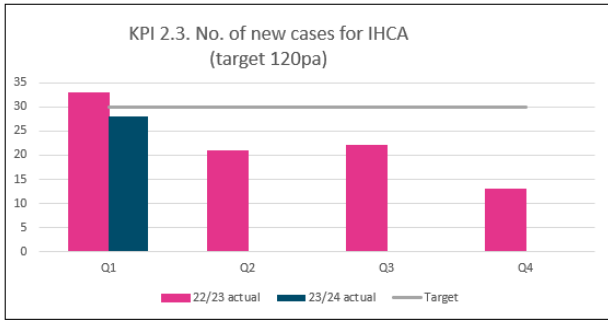
KPI Graphs



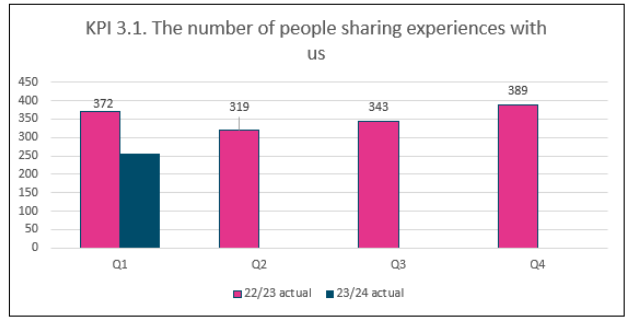
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
22/23 actual	140	115	96	102	453
23/24 actual	126	0	0	0	126
Target	100	100	100	100	400



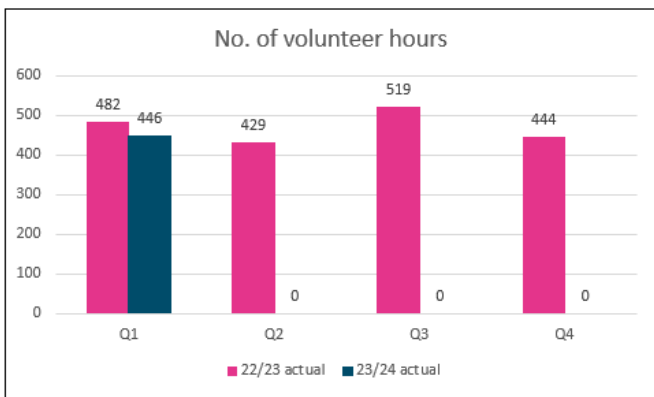
IHCA access	Q1	Q2	Q3	Q4	Total
22/23 actual	65	58	64	111	298
23/24 actual	118	0	0	0	118



ICHA referrals	Q1	Q2	Q3	Q4	Total
22/23 actual	33	21	22	13	89
23/24 actual	28	0	0	0	28
Target	30	30	30	30	120



No. of useable exp	Q1	Q2	Q3	Q4	Total
22/23 actual	372	319	343	389	1423
23/24 actual	256	0	0	0	256



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
22/23 actual	482	429	519	444	1874
23/24 actual	446	0	0	0	446