

To: Healthwatch Surrey Board

From: Samantha Botsford, Local Healthwatch Contract Manager

Date: November 2023

Local Healthwatch Contract Manager's report on Healthwatch Surrey

Summary of the last quarter Q2: July - September 2023

Highlights

We have made great progress in each of our priority areas (access to primary care, mental health, social care, the involvement of people) this quarter and are already seeing the results of our planning sessions in Q1 and a renewed focus on the impact this work is having for local communities.

We are also pleased to report that the number of people being supported by the Independent Health Complaints Advocacy service (IHCA) has increased, with a greater number of referrals coming directly through our Information and Signposting service, meaning we continue to see the benefits this quarter of the Helpdesk being more closely aligned to the wider Healthwatch Surrey work.

Priorities

We started the year refreshing our priorities as well as identifying the outcomes that we are planning to achieve and how we are going to deliver on this. This refresh has put our priorities at the heart of all of the work we undertake as Healthwatch Surrey and has provided greater clarity and focus to the staff team. When out on engagement, we are asking questions that are relevant to the pieces of research we are completing and focusing the insight we hear and share along clearer lines.

One example of this is our engagement events at hospitals. Earlier this year Kate and Sam met with the Chief Executives or their representatives of the hospitals to discuss gaps in patient experience and topics that they would like to know more about. We used this information to develop a programme of visits aimed at understanding people's attitudes to sharing feedback and the various ways they are able to do so. We have begun to receive responses from the hospitals and publish our reports, providing more transparency and identifying common themes which hospitals can learn from to encourage more of their patients to share feedback about services which leads to greater improvements.

The outcomes that we are working towards under our social care priority are:

- Our support to those using services improves.
- Our support to Adult Social Care improves.
- Adult Social Care's service user listening is strengthened.

- Services improve as a result of person-centred listening.

This quarter we have been planning a project that will contribute towards all of those aims. We have been working closely with Surrey County Council to coordinate a project to gather the views of people planning for care and where they would go to find information to help Surrey County Council (SCC) ensure that people's needs are being met. We have been trialling the questions and we're launching the project more fully in Q3.

We have also published our summary report of the 2022-23 Enter and View programme which has been shared with CQC, SCC and Surrey Heartlands as well as being shared in our Insight Bulletin. We have been invited to present this at the Surrey Heartlands System Quality Group in December to help inform their deep dive into Care Homes.

Our access to primary care priority has also come a long way this quarter. We are regularly sharing the insight we hear with both Surrey Heartlands and Frimley and can see the significant impact that people's experiences are having on service changes. Surrey Heartlands are using examples of what people tell us in their monthly newsletters to GPs along with tips and ideas on how to improve the experience of their patients. As the new website is rolled out across Surrey Heartlands along with a greater emphasis on the NHS App, we are asking people on engagement for their experiences of this and sharing that with the Primary Care teams to ensure that any changes and improvements include what people have told us matters to them.

As part of our mental health priority, we visited a number of winners of our 2023/24 Community Cash Fund to hear from young people accessing their services about the support they receive and their feedback about the mental health support they receive. We published a report of what people told us which was also shared with over 500 stakeholders to increase the awareness of what matters to young people in the county. We've also been exploring new ways of sharing what young people have told us and have been collaborating as part of the User Voice & Engagement Coordination (UV&EC) Group ensuring that the voice of young people is better heard.

Challenges

One of the significant challenges that we have had this quarter is recruitment to the Local Healthwatch Advisory Group (LHWAG). Unfortunately we did not get a diverse mix of candidates through our first round at recruitment. In addition, one of the existing members has also had to step back. We are reviewing our recruitment campaign in an attempt to make it less formal and attract more potential candidates. In the meantime, the group is still effective, functioning and providing support to the Healthwatch Surrey staff team.

This quarter has seen significant change in senior leadership across Surrey Heartlands – in both NHS and SCC executive positions, plus new chairs of the Health and Wellbeing Board and the Adults and Health Select Committee. This provides us with an opportunity to refresh and reset in areas where we want to improve our influence, but takes considerable resource to build new relationships. Following our question to the Surrey Heartlands AGM which did not get answered in public, our CEO met with Karen McDowell (interim CEO for Surrey Heartlands Integrated Care System) and Giselle Rothwell (Director of Communications and Engagement for Surrey Heartlands Integrated Care System). We received an apology for the way the question was handled and discussed how the visibility of the feedback and concerns that come into Healthwatch can be increased with ICS leadership. In addition to our standard escalation routes with providers, we will be having a quarterly meeting with Karen to share our insight and concerns; and will be working with Giselle to establish a process for increasing scrutiny of our top escalations.

Regarding new appointments in adult social care at Surrey County Council, we will be reaching out and seeking introductory meetings. Our attendance, along with CEOs of Surrey’s large VCSE organisations, at the monthly “Partner Update Meeting” gives us good exposure to key contacts. Kate and Katharine Newman have had two meetings with the new chair of the Surrey Safeguarding Adults Board, and as a result we will be engaging more with the board and sharing our insight at their Development Day in December.

Finances: Q2

Healthwatch Surrey Expenditure April to September 2023	
Category	Expenditure
Staff Costs	£155,425
Direct Delivery Costs	£36,342
CIC Costs	£12,264
Health Complaints Advocacy	£48,638
Citizens Advice Insight	£6,860
Total	£259,529

Performance on KPIs

This quarter we have seen an increase in referrals to IHCA service, exceeding the 30 per quarter target for the first time since Q1 22/23. The increase can be attributed to Helpdesk referrals and also increased comms around the service this includes; featured social media posts regarding the advocacy service; information being added or updated on 4 out of the 5 hospital websites; Healthwatch Surrey posters and leaflets being sent to Royal Surrey and Ashford and St Peter’s Hospitals and local borough offices.

We also saw an increase in new volunteers joining us this quarter which meant we reached our 5 volunteers per quarter KPI target. This aligns with an increase in our outreach work both to raise awareness of Healthwatch Surrey and services we provide, as well as offering opportunities for people to get involved either through volunteering with us or through the range of other engagement work ongoing across the county.

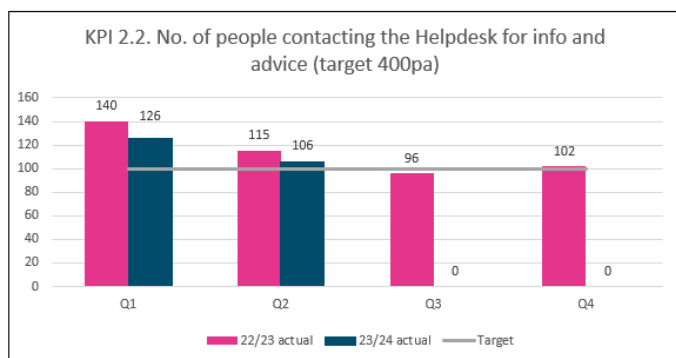
Volunteers tend to be less able to commit time over the summer period and some of our engagement events and venues with young people were not appropriate for volunteers to attend. In addition, some system meetings that the volunteers help prepare for were also on hiatus over summer which is why volunteer hours were reduced this quarter. There are a number of invitations to PLACE assessments in Q3 which will increase the volunteer hours. It remains a challenge to accurately record volunteer hours.

KPIs: Q2

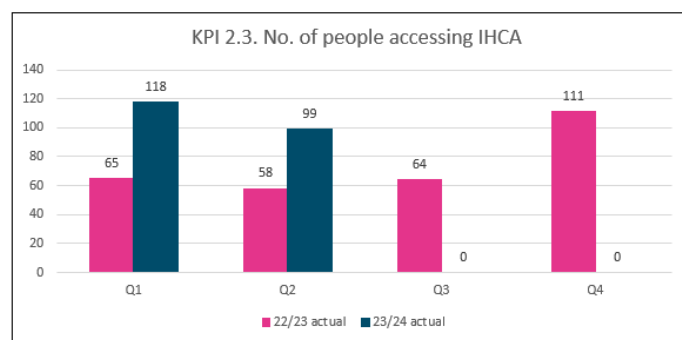
KPIs for 2023/2024

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	106		232
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	IHCA	298	118	99		217
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	IHCA	89	28	40		68
	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	338		594
	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	8		11
	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		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	413		859
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	HG	10	2	5		7

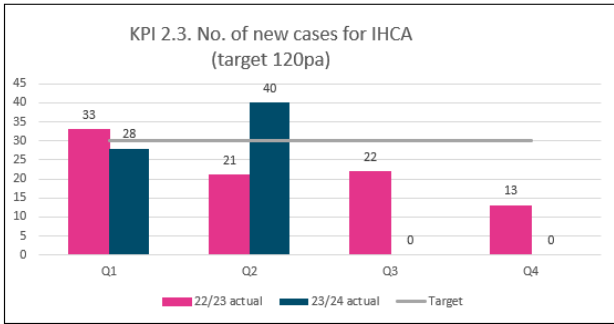
KPI Graphs



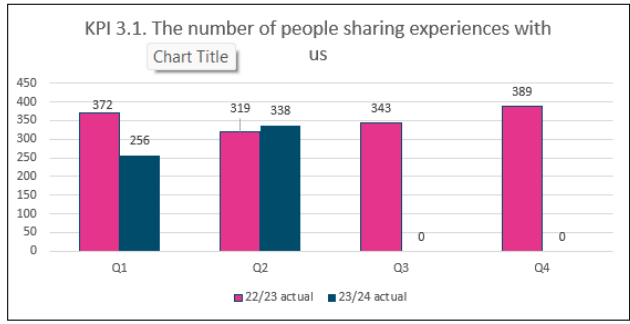
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
22/23 actual	140	115	96	102	453
23/24 actual	126	106	0	0	232
Target	100	100	100	100	400



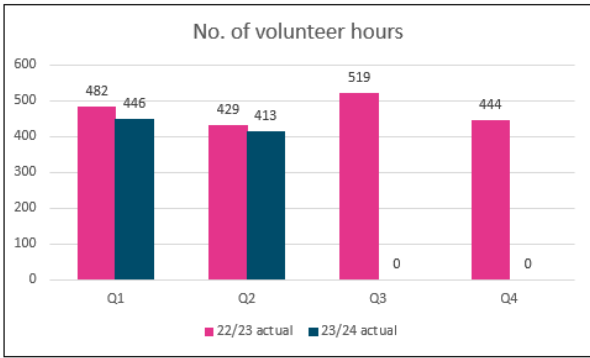
IHCA access	Q1	Q2	Q3	Q4	Total
22/23 actual	65	58	64	111	298
23/24 actual	118	99	0	0	217



ICHA referrals	Q1	Q2	Q3	Q4	Total
22/23 actual	33	21	22	13	89
23/24 actual	28	40	0	0	68
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	338	0	0	594



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
22/23 actual	482	429	519	444	1874
23/24 actual	446	413	0	0	859