

To: Healthwatch Surrey Board

From: Samantha Botsford, Local Healthwatch Contract Manager

Date: April 2024

# Local Healthwatch Contract Manager's report on Healthwatch Surrey

Summary of the last quarter Q4: Jan-March 2024

## Highlights

- Commended by Healthwatch England Impact Award
- Achieving all annual KPIs
- Being influential during uncertain times

## Healthwatch England Impact Award

In March Healthwatch England held their annual showcase of the Healthwatch network culminating in an award based on the impact that local Healthwatch has had. We are pleased to announce that we were commended in the National Healthwatch Impact Awards, held earlier this week.

The National Healthwatch Impact Awards recognise outstanding examples from across the Healthwatch network where the experiences of local people help to make positive changes to local health and social care services.

We were commended for our work with a local resident, Chantelle, who was unable to access cancer screening. Our video ([Healthwatch Surrey Testimonial Video \(youtube.com\)](#)) tells Chantelle's experience. Chantelle has learning disabilities and is also a wheelchair user. We know that this means it's especially important that she gets the support she needs as she's at risk of poorer health outcomes.

By sharing Chantelle's experience, we've not only enabled her to access the screening that she should have, we have also helped ensure other people have better experiences going forward.

## Local Healthwatch Advisory Group (LHWAG)

With all thematic priorities progressing well with individual projects, this quarter the LHWAG has been particularly involved in planning for the year ahead. We have discussed the workplan for 2025-25 and agreed on how our community engagement will better support each of our priority areas in the coming year. We have reviewed the Communications and Volunteer strategies and how they will help to contribute to the successful delivery of the workplan. In March, we held a joint session of the LHWAG and the staff team to ensure a shared understanding and ambition to better capture and report on the impact that we as Healthwatch Surrey has. Work is ongoing on this and we will be working towards a refreshed version of the impact report for 2024-25.

As we are now in a pre-election period of sensitivity, we have also created a process (which has been shared with the LHWAG) to help us plan our work according to the guidance on how we can ensure we remain partial during these periods.

#### Being flexible to system change

We recognise the uncertainty and pressure currently being experienced within the health and social care sectors and have tried to be supportive and respectful of this whilst also continuing to remain influential and ensuring that services are still able to respond to urgent concerns that we escalate.

The uncertainty surrounding the future operating models can be challenging to navigate and we are in the early stages of new agreements in the Frimley footprint, where we have taken the decision to direct our resource more at Place, something that we will continue to monitor in terms of our effectiveness, influence and commitment.

Whilst there is a certain degree of uncertainty pertaining to system structure, we have maintained commitments to sharing insights based on what people have told us in various committees and boards across both systems, ensuring that the voice of local people plays a key role in decision making.

A recent development in our offer of support to the system is the creation of a reading panel- a group of volunteers who are interested in ensuring system communication meets the needs of the intended audience and is accessible. The panel have provided advice on how Surrey Heartlands ICB should communicate the importance of regular eye checks and what to expect as well as commenting on the communication informing people about the new provider of Non-Emergency Patient Transport amongst other things.

We have also been involved in preparations being made by Surrey County Council ahead of its first local authority inspection by CQC and look forward to being part of that further in the coming weeks.

#### Finances: Q3 – Q4

<b>Healthwatch Surrey Expenditure - Full Year</b>	
<b>Category</b>	<b>Expenditure</b>
Staff Costs	£370,686
Direct Delivery Costs	£82,636
CIC Costs	£21,644
Health Complaints Advocacy	£97,275
Citizens Advice Insight	£13,720
<b>Total</b>	<b>£585,961</b>

<b>Healthwatch Surrey Income - Full Year</b>	<b>£585,485</b>
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<b>Healthwatch Surrey Balance - Full Year</b>	<b>-£476</b>
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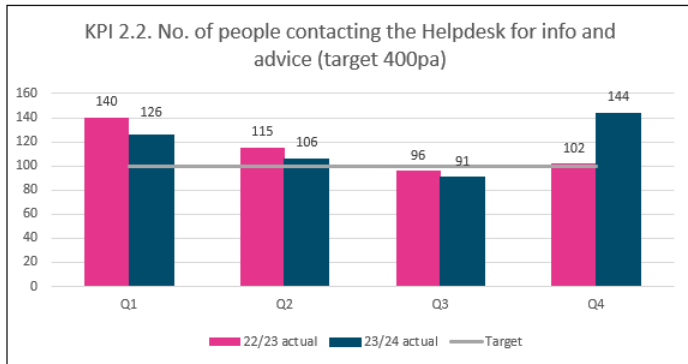
## Performance on KPIs

As we have reached the end of the financial year, we are incredibly proud to have achieved all of our KPIs. We are particularly proud to have had such a successful inaugural year for running the Helpdesk in-house. Whilst there has been a small increase in the number of people contacting the Helpdesk, we have seen significant benefits to this arrangement in the number of people being accessing the Independent Health Complaints Advocacy service. There has also been a significant increase in the number of people sharing experiences with us. This has been particularly successful in the last quarter, thanks in a big part to the promotion of surveys aimed at specific issues being faced by local communities. There is a significant emphasis in our comms strategy on hearing from local communities which has helped us to achieve this success which we will continue into the new year.

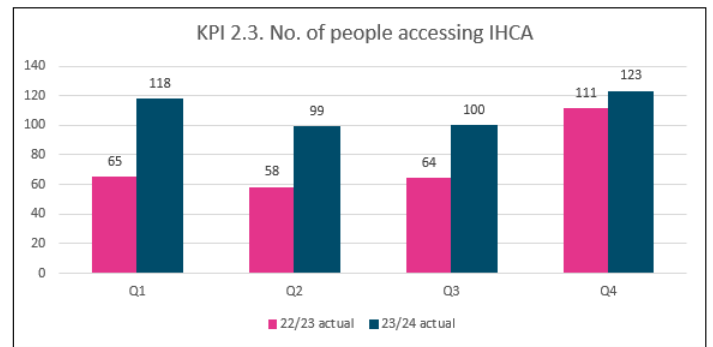
## KPIs: Q4

KPIs for 2023/2024									
Link to mission/vision	KPI No.	Lead	22/23 figure	Q1	Q2	Q3	Q4	Cumulative total to date	
<b>1. Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey.</b>	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					
<b>2. Healthwatch Surrey’s role, function and services are known, understood and valued by consumers and therefore they readily contact us.</b>	KPI 2.2.	The number of people contacting the Helpdesk for information, advice or to share an experience(400 PA)	Helpdesk	427	126	106	91	144	<b>467</b>
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	IHCA	298	118	99	100	123	<b>440</b>
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	IHCA	89	28	40	32	21	<b>121</b>
	KPI 2.5.	Service user satisfaction with the Helpdesk and Independent Health Complaints Advocacy service	LS	Testimonials reported quarterly in influence and impact report					
<b>3. Our influencing is based on sound evidence, knowledge and insight</b>	KPI 3.1.	The number of people sharing experiences with us	SBo	1423	256	338	378	660	<b>1632</b>
	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	5	7	<b>23</b>
	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	G	<b>RAG</b>
<b>5. We exist to empower communities and we do this by recruiting and empowering volunteers to enable us to hear more and share more.</b>	KPI 5.1.	The number of hours our volunteers have contributed	HG	1874	446	413	463	419	<b>1741</b>
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	HG	10	2	5	7	3	<b>17</b>

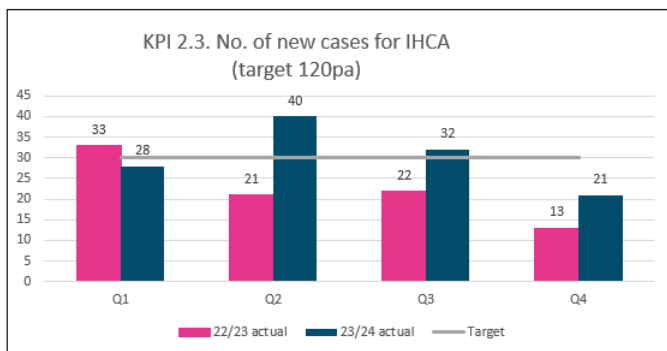
## KPI Graphs



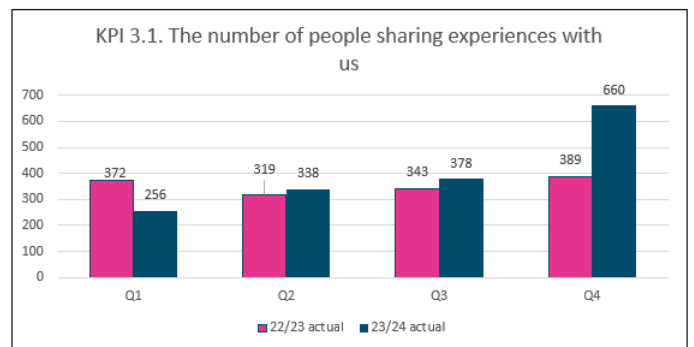
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
22/23 actual	140	115	96	102	453
23/24 actual	126	106	91	144	467
Target	100	100	100	100	400



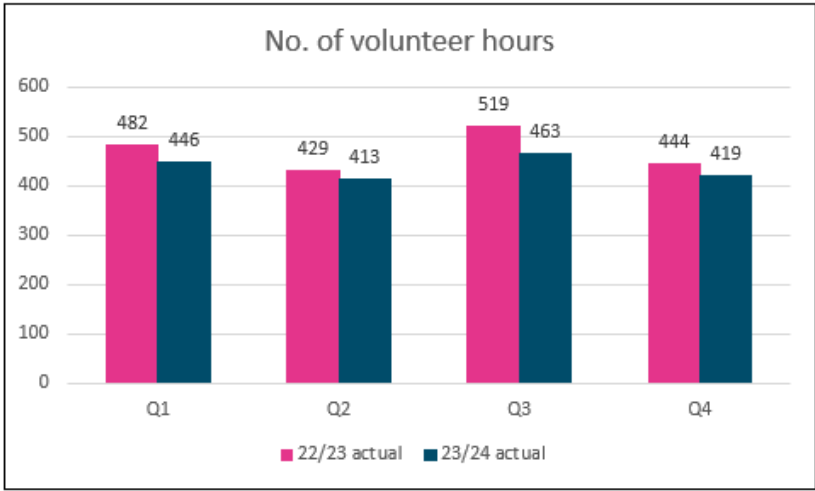
IHCA access	Q1	Q2	Q3	Q4	Total
22/23 actual	65	58	64	111	298
23/24 actual	118	99	100	123	440



IHCA referrals	Q1	Q2	Q3	Q4	Total
22/23 actual	33	21	22	13	89
23/24 actual	28	40	32	21	121
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	378	660	1632



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
22/23 actual	482	429	519	444	1874
23/24 actual	446	413	463	419	1741