

To: Luminus CIC Board

From: Samantha Botsford, Local Healthwatch Contract Manager

Date: 7th November 2024

Local Healthwatch Contract Manager's report on Healthwatch Surrey

Summary of the last quarter Q2: July - September 2024

Highlights

- Increased Helpdesk Activity
- Outputs from 3 project areas

Strengthening our Information and advice provision

I have been reporting on the increased benefits of investing in our information and advice provision since we brought our Helpdesk "in house" last year. This quarter we have seen an increase in the number of people coming to the Helpdesk for information and advice and we have also relaunched our Information and Advice section of the Healthwatch Surrey website to better support people's needs and will continually review and update these areas going forward. We have seen an increase of 18% in website traffic in the month after we launched the update and the information and advice page was the 5th most visited page (vs 14th the month before).

As well as many examples of helping individuals, we continue to benefit from close working between our Helpdesk and research functions. In July 2023, we were contacted by an individual with questions about NHS dentistry which we were able to answer. We used their experience as part of a report highlighting the continuing issues being faced by many residents in Surrey struggling to get NHS dentistry. This has recently been picked up by Healthwatch England who are using our case study as part of their national drive to improve NHS dental access.

Breadth of volunteer involvement

Last quarter I reported on the increased breadth of opportunities for volunteers and this quarter we have continued along the same trajectory. We have visited a number of 'Freshers Fairs' to coincide with the start of the new academic year to talk to young people about their experiences of health and care services as well as recruiting new volunteers. As a result, we have successfully recruited 6 new volunteers this quarter, 5 of whom applied after meeting us at the fairs. We wanted to ensure that we are providing the best support possible to our young volunteers who are showing a keen interest in shaping health and care services. As a result, we are working with them to upskill their engagement and research skills to enable them to capture and amplify the voice of their peers and we'll be supporting them to feed that back into the system in Q3 and Q4.

Outputs from 3 project areas

We have been particularly busy this quarter in finalising outputs related to our thematic priority areas. We have launched our new 'GP leaflet' which came about as a result of feedback from asylum seekers and refugees and other communities telling us that they didn't understand access to GPs. One of our planned outcomes to achieve under this priority was ensuring people have the right information about these services. As a result, we co-produced the leaflet that is now being distributed through Surrey libraries and during our community engagement events across Luminus. Whilst we are capturing feedback on this, Include.org are also co-producing an EasyRead version with their community champions which we are excited to launch in Q3. After consultation with the Local Healthwatch Advisory Group, we are now starting on a new research project aimed at hearing from people affected by domestic abuse and how their needs are being met by primary care, and GPs in particular. This will be an opportunity to develop relationships with services who support people affected by domestic abuse as well as amplifying the voice and encouraging the system to better meet people's needs and ensure they're getting the support they require.

The aims of our Involvement of People priority is to facilitate more inclusive involvement of people in the planning and delivery of services. This quarter we published our report based on neurodivergent people's experiences of outpatient appointments in Surrey hospitals. Learnings from this have been shared with acute trusts, some of which have committed to incorporating our recommendations as part of continuous development. We will be following up on progress throughout the next quarter and possibly beyond, ensuring that the experiences that people have shared with us continue to contribute to improvements.

Our work on social care this year has focussed on those planning to and currently self-funding their care to ensure that they know about eligibility and are making sound decisions about their care. More details can be found in the quarterly impact report as Surrey County Council have already made changes to their information and advice campaign. We look forward to moving onto the 2nd phase of this project in Q3 aimed at hearing from family/friends/carers and current self-funders which will include visits to care homes.

Patient safety review

Following the publication of the Dash review, the Government has asked for a further review into patient safety. Healthwatch, along with 5 other organisations will be reviewed by Dr Penny Dash and recommendations are expected to focus on whether a different approach is needed to bolster patient safety. Healthwatch England's response can be found here:

<https://www.healthwatch.co.uk/response/2024-10-15/government-announces-review-patient-safety>.

Finances: Q2

Healthwatch Surrey Expenditure April to September 2024	
Category	Expenditure
Staff Costs	£192,121
Direct Delivery Costs	£8,184
CIC Costs	£44,361
Health Complaints Advocacy	£48,638
Citizens Advice Insight	£5,000
Total	£298,304

Performance on KPIs

We have bounced back from the pre-election period of limited communications activity and as a result we have seen an increase in Helpdesk activity.

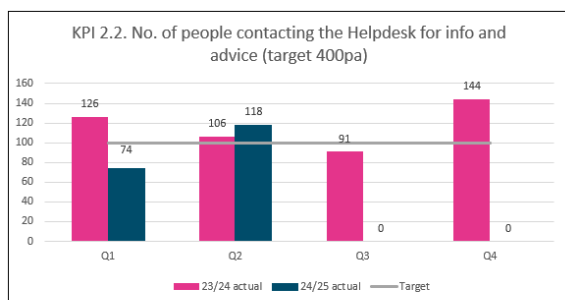
Summer is usually a quiet time for volunteer involvement and so the number of hours is down on last quarter. This is also in conjunction with a recruitment drive for new volunteers rather than creating opportunities for existing volunteers, which we are returning our priority to for Q3. Our plans for volunteer-led engagements are still not having the effects we had been hoping and require a lot of staff involvement. As a result, we are relying less on this and have more opportunities to get involved in increased Enter and View activity, PLACE assessments and surveys and we're piloting a new way of working with young volunteers to give them experience and skills of engagement, report writing and presenting. We will monitor this and the effect on volunteer hours over the rest of the year.

The number of publications this quarter is high as this includes monthly insight bulletins, Place reports and project reports as well as ad-hoc or one-off topic summaries. Again, we are monitoring the resource this requires along with the impact this creates, particularly at Place where discussions are still ongoing as to what role Healthwatch Surrey can meaningfully play.

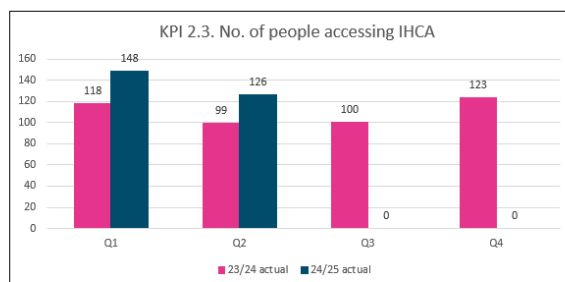
KPIs: Q2

KPIs for 2024/2025										
Link to mission/vision	KPI No.		Lead	23/24 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	467	74	118			192	
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	IHCA	440	148	126			274	
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	IHCA	121	30	32			62	
	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	1632	304	281			585	
	KPI 3.2.	The number of outcomes achieved (4 PA min)	AR	Highlights reported quarterly in influence and impact report						
	KPI 3.3.	Project and outreach reports (4 PA min)	KS	23	5	11			16	
	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	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	1741	374	288			662	
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	HG	17	3	6			9	

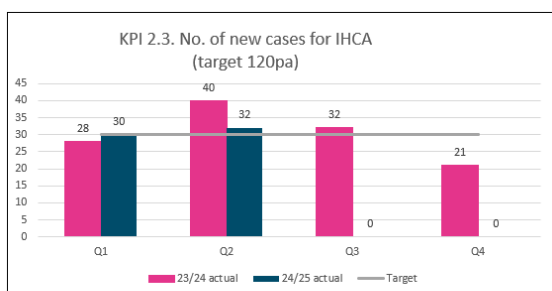
KPI Graphs



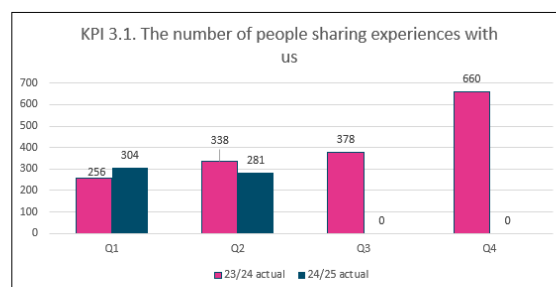
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
23/24 actual	126	106	91	144	467
24/25 actual	74	118	0	0	192
Target	100	100	100	100	400



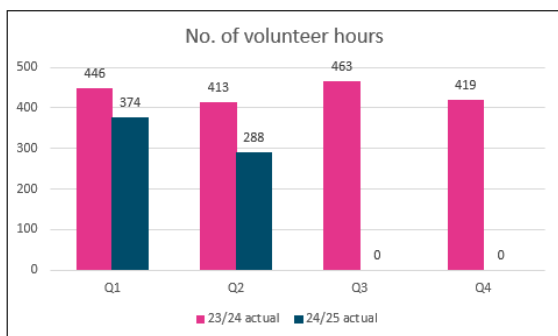
IHCA access	Q1	Q2	Q3	Q4	Total
23/24 actual	118	99	100	123	440
24/25 actual	148	126	0	0	274



IHCA referrals	Q1	Q2	Q3	Q4	Total
23/24 actual	28	40	32	21	121
24/25 actual	30	32	0	0	62
Target	30	30	30	30	120



No. of useable exp	Q1	Q2	Q3	Q4	Total
23/24 actual	256	338	378	660	1632
24/25 actual	304	281	0	0	585



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
23/24 actual	446	413	463	419	1741
24/25 actual	374	288	0	0	662