

Activity and outcomes quarterly report

Quarter 2: July to September 2017



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News highlights



Healthwatch Surrey campaign reaches 197,000 Surrey listeners



Our Eagle Radio campaign ran for 13 weeks from July 1st to September 30th, which involved a 30 second radio advert which played 4 times a day on Eagle 96.4 and DAB stations, including at least one play during Breakfast and Drive Time shows.

The advert reached 197,000 listeners over the 13 weeks, who would have heard our advert on average 9.5 times over that period.

A Healthwatch Surrey web banner also ran on the Eagle website in July and September, which had over 50,000 impressions in July alone

with 95 clicks through to our website.

This quarter we have received 246 experiences from just the helpdesk, website and email, which is an increase of 33% on Q1.

Epsom & St Helier 2020-2030

Our work on behalf of Epsom & St Helier University Hospitals NHS Trust meant that we spoke to over 1,000 people, informing them of proposed plans for a future specialist unit on one of the hospital sites. More details on pg.6



Community Cash Fund winners

The winners of the Community Cash Fund 2017/18 are:

- The east to west Trust - Relational Support Work Groups
- Ash Parish Dementia Action Alliance - The Creativity Box
- Friends of Bushy Hill Jnr School - Bushy Hill Family Recipe Book
- Oxted Young Persons Theatre - Inclusive Theatre for the Community
- Dyscover - Aphasia Ambassadors Group - Health Phase.

#ItStartsWithYou

July saw the launch of a national Healthwatch awareness campaign called #ItStartsWithYou. To mark this, we launched our new video which explained the role of Healthwatch and the impact people can have by sharing their experiences with us. The video reached 8,803 people on Facebook and was viewed 2,927 times, which was a great start for first campaign of this kind.



Key dates and plans for the next three months



Healthwatch Surrey Board Meeting in public

Tuesday 24th October

Guildford Baptist Church, Millmead, Guildford, GU2 4BE

2.00pm - 4.00pm

All welcome

Publications

The following reports relating to our key priority areas will be produced in Q3:

- **Mental Health in schools - Follow-up report** (October)
- **GP Get Online findings** (December)

Online GP services report

During Get Online week 2017 we visited eight GP surgeries across Surrey to raise awareness of online access to GP services. We wanted to find out what people think of these services, how they use them, and the concerns and barriers that might stop them from accessing GP services online.

The results are now in - we spoke to 239 people, plus our Healthwatch Surrey volunteers and Board of Directors, and saw nearly 40 people sign-up to GP services or reactivate their accounts.



We will be producing a summary of people's feedback in the coming months which will be made available in December through our website, and shared with General Practices and commissioners across the county.

Engagement events

During the next three months, our engagement team will be busy visiting supermarkets, high streets and community events across Surrey to hear about your experiences of health and social care.

- East Surrey Hospital, 16th October, 10-11.30am
- Surrey Community Action Fundraising Fair, 19th October
- Family Voice AGM, 20th October, 12.15-4pm
- Stanwell Road Surgery, 26th October, 10am-12pm
- The Mill Medical Practice, Godalming, 30th October, 10am-12pm
- We Are Surrey, Egham, 31st October, 2-5pm
- Royal Surrey County Hospital, 2nd November, 10am-12pm
- St Peter's Hospital (A&E), 11th November, 3-5pm
- Camberley Health Centre (TBC)

For further details of these and other events, please visit our website at: www.healthwatchesurrey.co.uk

What we do



We are an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care services.

We engage with and listen to what people from all parts of the community say so that we can offer reliable evidence that can be trusted. That way, we will have the credibility to speak with a voice that is heard and taken seriously by decision makers.

Getting out and about and hearing from the people of Surrey

Our community engagement work enables people to share their views and concerns about local health and social care services. This can include using our 'enter and view' powers to visit health and social care services across Surrey.

Influencing change and improvements

We provide evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans. This includes reports and recommendations to influence the way services are designed and delivered.

We can also report concerns about the quality of care to the Care Quality Commission so they can take action.

Information, signposting and advice

We provide, or signpost to, information about local services and how to access them through our telephone helpdesk (0303 303 0023), local Citizens Advice, website and social media.

Independent health complaints advocacy

In partnership with Advocacy in Surrey, we are able to provide free, independent support and assistance to people who might need support to make a complaint about an NHS service. We work to ensure people can represent their own interests as far as possible and not to offer advice on how we think an individual should act.



Getting out and about and hearing from the people of Surrey



Listening Events

We have been out and about all through Q2 to hear experiences and views from the people of Surrey. This included family fun days, high streets, GPs, district hospitals and school summer fairs.



1st July, Busbridge Summer Fair



9th August, Royal Surrey



21st September, Leatherhead

New ways to engage

Engagement with council staff

We met with Reigate and Banstead Borough Council to establish a breakthrough initiative to engage with employees at the Town Hall and Earlswood Depot. This will begin in November.

Reactive Engagement

St Peter's Hospital

On 17th August, Healthwatch staff and volunteers visited Cedar, Aspen and May wards at St Peter's hospital, gathering 80 experiences. These were shared with the hospital and we are currently awaiting their formal response.

We conducted 8 listening events on high streets, Epsom Hospital and Epsom & Ewell Family Fun Day. We also held four showcase events at Epsom Downs Racecourse on 28th September.

So far we have spoken to over 1000 people and 51 have completed a survey on their views.

Hospitals and GPs

We visited a number of GP surgeries including Park Road Surgery in Camberley, Walton Health Centre, Holly Tree Surgery, Fairfield Medical Practice and Woodlands Practice. We also talked to patients, carers and families at Frimley Park, St Peter's, Ashford and Royal Surrey hospitals.

Epsom St Helier 2020-2030

Involving local people in plans for change

During Q2, we worked on behalf of Epsom & St Helier University Hospitals NHS Trust to share their proposed plans for future purpose-built acute unit at one of their hospital sites to give local people an independent place to share their views.



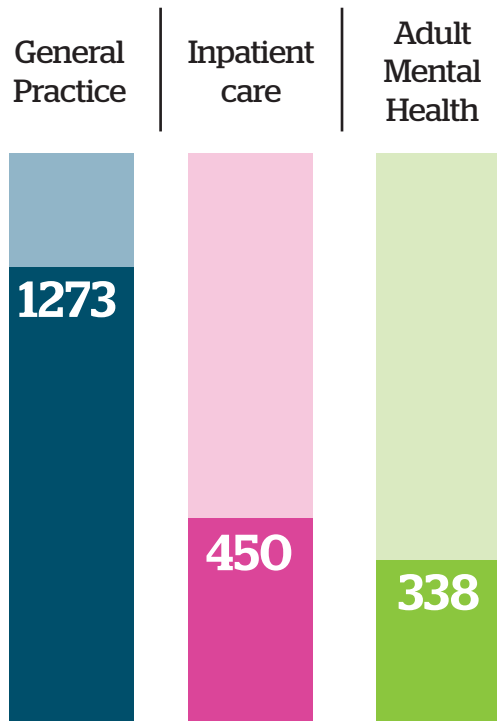
15th September, Cobham High St

What we've heard (in 12 months up to September 2017)

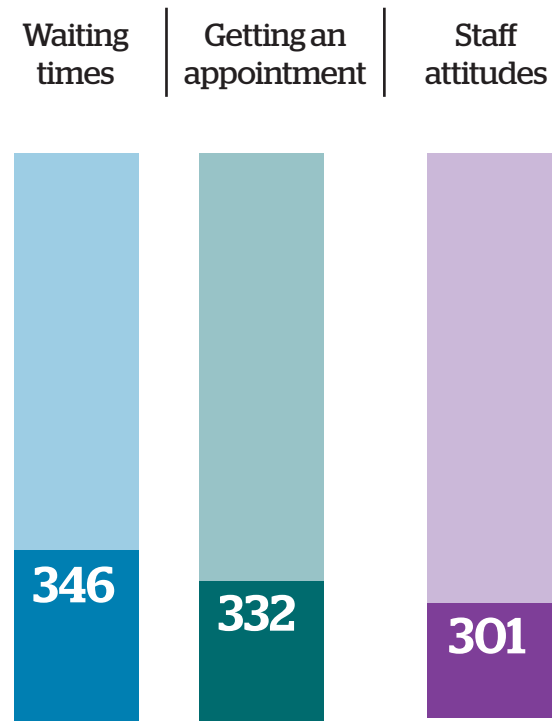
We record all the feedback and suggestions we get from meetings and events we go to, via Citizens Advice, from people contacting us directly (through our website, email, Helpdesk and social media) and through our network of volunteers.

We have heard 4,199 individual experiences.

The most frequently mentioned services were:



The most frequently mentioned topics were:

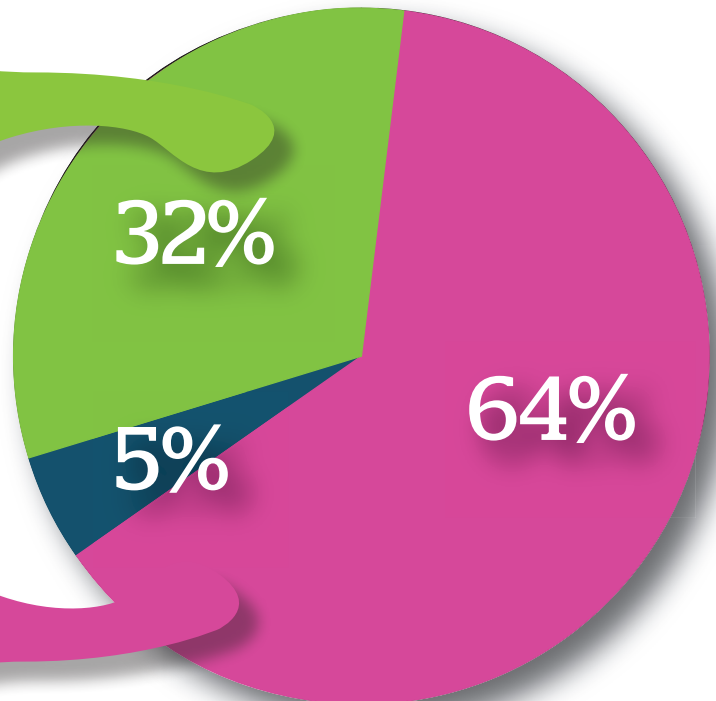


The services with the highest proportion* of **positive** experiences:

- 111 and Out-Of-Hours (64%)
- Community Hospitals, Respiratory care and Optometry (=60%)
- Physiotherapy (59%)

The services with the highest proportion* of **negative** experiences:

- Nursing care home (89%)
- Care assessments (88%)
- Child and family social care (85%)



Positive: 32% Negative: 64% Neutral: 5%

* = of services mentioned at least once a month

Influencing change and improvements

We keep a record of all the feedback and suggestions we get (from meetings and events, people contacting their local Citizens Advice and through our website, helpdesk, e-mail, social media). We use the feedback in a range of ways:

Recent Improvements

This quarter, this included:

- Following an escalation to North West Surrey CCG, we identified a gap in knowledge amongst GPs who were unaware that the microsuction services for ear wax were now provided at clinics at Ashford & St Peter's hospitals. The CCG took action to promote the service, through its monthly e-newsletter to GPs.
- After we shared an experience of a man who had been prescribed medication incorrectly out-of-hours with the local commissioner, a reminder was sent to all clinicians about the correct process. The commissioner's list of pharmacies in Surrey will also now be updated and checked on a 6-monthly basis to ensure patients can be given correct information about the location and opening times of pharmacies.



Focus on GP Appointments

28 practices are now considering inviting patients with long term conditions to attend staff training sessions to talk about living with their conditions.

The majority of practices responding to our report 'My GP journey' said they would now consider testing automated door phasing systems to improve access for patients with mobility issues and sensory impairment.

A practice in North West Surrey is considering extending their use of the existing MJog texting service, which allows patients to receive text messages, for more flexible communication.



In collaboration with the Care Quality Commission, we facilitated a series of focus groups with people using mental health and substance misuse services provided by Cygnet Health care. This strengthened the patient voice in the regulator's final inspection report which will drive improvements within the service.

Having heard concerns about the closure of the Blanche Heriot GUM and sexual health unit, we made a referral to the Adults and Health Select Committee in Surrey. Experiences and views were shared in a scrutiny session on the subject in September. This led the committee establishing a task group to review the issues raised and Jeremy Hunt is now seeking assurances on the changes.



Escalations

27 particularly concerning experiences were escalated promptly to the Care Quality Commission, 17 of these also to Providers, 7 to Commissioners, one to the Children's Rights Dept and one to the Multi-Agency Safeguarding Hub.

Information, signposting and advice

Enquiries via
Healthwatch Champions*

486

**citizens
advice**

Helpdesk calls

93



*Specially trained Healthwatch Champions are based in five Citizens Advice and can offer information and advice via the telephone and face-to-face.

Case study



Helpdesk provides information and advice to couple wanting IVF treatment

A gentleman living in London but relocating to Surrey to care for his father called the helpdesk.

He and his wife are hoping to start IVF treatment funded by the NHS but wanted to make sure funding was available. He had done some research but was unable to get definitive information.

The Helpdesk was able to assist by finding him the current policies, explaining the content and confirming

that they applied to the whole of Surrey.

Help with healthcare research

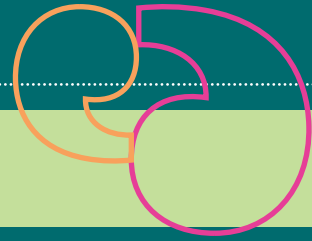
A lady contacted the Helpdesk as she was scheduled for surgery at a local hospital. She was wanting to find out more details about the experience of the consultant who would be conducting her operation.

We were able to provide a series of links to relevant website to assist the client in researching both her consultants.

Where people were referred and signposted to

- Citizens Advice
- Children and Family Health Surrey
- Advocacy
- Action Against Medical Accidents (AvMA)
- Care Quality Commission (CQC)
- Social services
- Community Mental Health Team
- NHS Choices
- PALS
- North West Surrey CCG
- Local MP
- MIND
- Surrey and Borders Partnership
- NHS England
- Shared Lives

Case study



Help given to make a complaint to Surrey County Council

A gentleman who was a carer for his foster son with multiple severe disabilities approached Citizens Advice needing help.

His Special Guardianship payments provided by the Children's Services Department at Surrey County Council had suddenly stopped without warning after many years.

The Citizens Advice helped the client to write a letter of complaint to the Council.

After receiving the letter, the Council acknowledged that they should have given him more notice and set up a care plan for his son.

He was signposted to "Shared Lives" who are the providers of Adult care at home.



Healthwatch Champion helps after discharge of vulnerable person

Having been discharged from an inpatient mental health facility, a lady contacted Citizens Advice as she was experiencing mental health problems and needed further support regarding her living situation.

The lady had been in hospital for a period of time and felt there had been no process in place upon discharge to make sure she had a safe place to live and support her as a vulnerable person.

At the time of seeking help from Citizens Advice, the lady was pregnant, had no safe place to live, no money or food.

The adviser was able to signpost the lady to Surrey Local Assistance scheme to enable her to access emergency funds.

Consequently, this also meant she was referred to the multi-agency safeguarding hub (MASH) for further help and support.

Support to complete Carer's Assessment

The mother of a child with autism and learning disabilities came to Citizens Advice regarding a Carer's Assessment form she had received from Surrey County Council.

The lady was unsure and concerned about the implications of the assessment following a change in her personal circumstances and therefore was seeking advice.

After speaking with the Woking Locality team, we were able to establish that the Carer's Assessment form was the first step in the review of what services would best assist the family.

Once this was explained, the lady was happy with the Council's proactive approach and will complete the assessment in full confidence.

Independent health complaints advocacy



In partnership with Advocacy in Surrey, we are able to provide free, independent support and assistance to people who might need support to make a complaint about an NHS service. We work to ensure people can represent their own interests as far as possible and not to offer advice on how we think an individual should act.

We find that most people tend to refer themselves to the service. Other referrals come from voluntary organisations, people's family and friends, Healthwatch Surrey and Surrey Hubs.

Advocacy work - July to September 2017

Individuals supported: 68

New referrals: 45

The highest number of complaints (for the new referrals) were about:

- Acute hospitals
- GP services
- Mental health services

"I could not have got through the process without your support"

Case study



Advocate supports wife to understand decisions made by hospital prior to her husband's death

Having lost her husband to diabetes related illness, a lady contacted us as she was struggling to come to terms with his death and felt that the hospital had some level of responsibility in his demise. As a result was unable to grieve for her husband.

The advocate met the lady at home to understand the questions she wanted

answered and to explain the NHS complaints process to her.

We helped her to compose a letter of complaint to the hospital. However, their response left the wife unsatisfied with the answers given.

A Local Resolution Meeting (LRM) was arranged and the advocate supported the lady and her daughter throughout

the process of preparation and in attending the meeting.

The staff involved were very accommodating and gave detailed answers to her questions.

Consequently, the lady was happy and able to understand the decisions made by the hospital.

Our volunteers



The Office Project, Guildford

Volunteers at The Office Project in Guildford have been helping us with some administrative duties such as photocopying, stuffing envelopes and laminating.

Attending AGMs

Our volunteers have been busy attending Clinical Commissioning Group (CCG) meetings as well as their Annual General Meetings (AGMs).



Volunteer Angus Paton at North West Surrey CCG AGM in July

Getting to know our volunteers

Our volunteer biographies and photos can now be found on the Healthwatch Surrey website.

In August, we trialled a lunch'n'learn for volunteers and Healthwatch Surrey staff as a fun and interactive way of getting to know each other better and highlighting ways they can be involved in all aspects of Healthwatch Surrey's work.

Project work

Volunteers are now actively involved in all aspects of our project work. They have increasingly been part of the initial planning and development of projects where their knowledge and past experience is invaluable.

New volunteers

We have recruited four new volunteers in Q2, bringing our total active volunteers to 22.

Engagement events

More volunteers are now actively involved in supporting the Healthwatch engagement team.

The Surrey Heath group supported a listening event at Frimley Park Hospital, gathering 56 experiences. They also took part in engagement at Royal Surrey and St Peter's Hospitals.



Volunteer Barbara Smithin at Frimley Park Hospital

“Our volunteers gave **323.5** of their time this quarter”

INTERESTED IN BECOMING A VOLUNTEER?

For more information on volunteering opportunities at Healthwatch Surrey please get in touch.

Tel: 0303 303 0023

Email: enquiries@healthwatchsurrey.co.uk

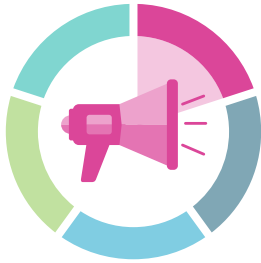
Text: 07592 787533



Making a difference



We continually monitor the range of ways we make a difference to local health and social care services for the people of Surrey. This includes:



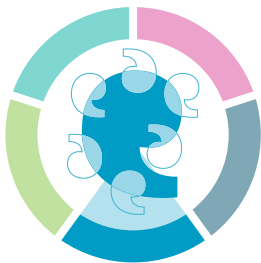
Amplifying your voice

Sharing views and experiences at meetings and events where health and social care services are planned and reviewed to ensure the voices of the people of Surrey are heard.



Escalation

Raising issues and concerns directly with commissioners and providers or with regulators and monitoring groups and organisations to ensure specific action is taken to improve a particular service.



Relationships

We are committed to developing mature relationships with health and social care commissioners and providers, as well as with community, voluntary and faith groups and organisations, to make it quicker and easier for services to be improved based on the feedback we share.



Empowering people

Supporting local people with information and advice that empowers them to get the best experience of health and social care services.



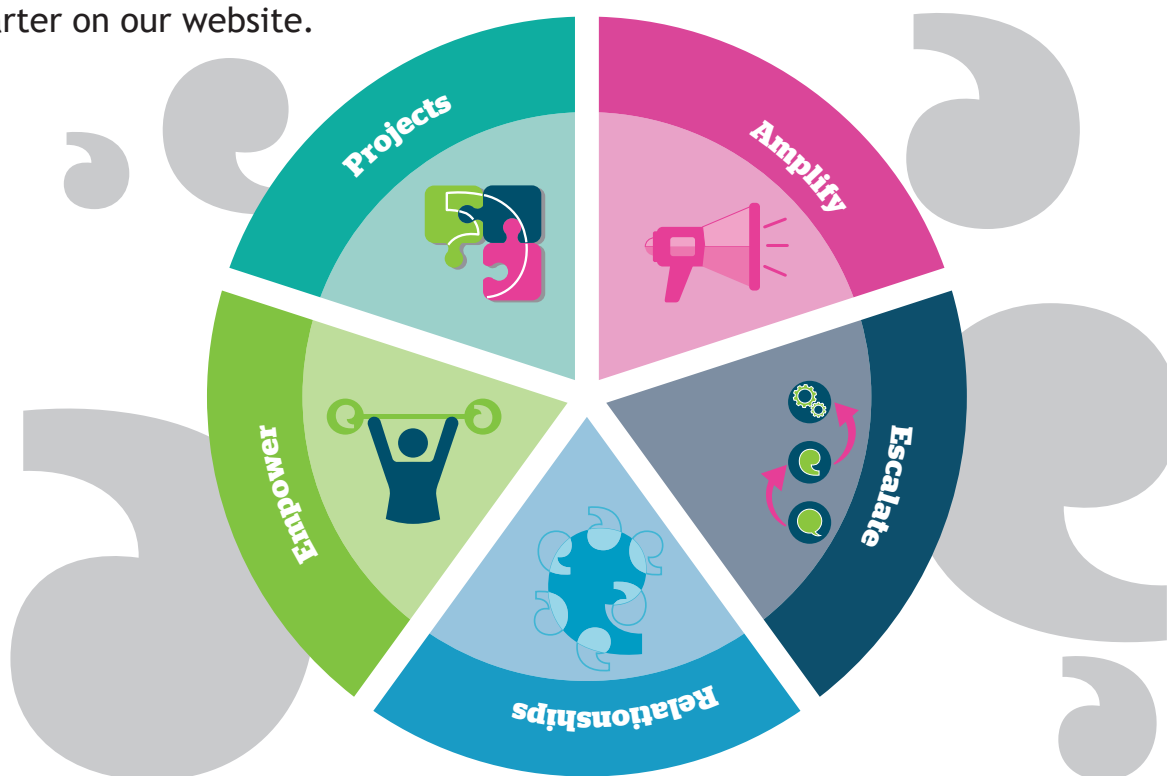
Projects

Our project work enables us to find out more about a particular issue or service and make recommendations for change or improvements. Projects are based on the themes that come from what people are telling us and other local priorities.

Summary of outcomes



The following pages highlight a wide range of ways we have made an impact on the way health and social care services are planned, commissioned and delivered. Some of our key outcomes are summarised in this section. You can find all our outcomes for this quarter on our website.



Amplifying your voice

- We presented to the Children and Young People’s Partnership Board about the role of Healthwatch and what we’ve heard about young people, including problems in accessing CAMHS and our work with Magna Carta School. They gave us the following feedback: *“Thank you [HW] for providing us with further clarity around the role of Healthwatch. With this we will be able to work more closely together, using the valuable information Healthwatch gathers to change our services and ensure the voice of the service user is heard.”*
- We challenged commissioners at the Adults & Health Select Committee to provide more information about how they would measure the long term impact on the proposals to reduce Housing Related Support. This led to a recommendation by the committee: *“That officers outline how it will measure the long term impact of those proposals, especially on socially excluded groups.”*
- We heard that there was low uptake on Babcock4S free training for schools so we asked Surrey Downs CCG to share plans in place to increase uptake of mental health training in schools.



For more information, about how we have shared views and experiences at meetings and events to ensure the voices of the people of Surrey are heard, go to page 8.

Escalation

- The Escalation Panel identified a theme of negative experiences relating to dental charges and the NHS Business Service Authority. This led to work with Healthwatch Kirklees to make improvements to the 'penalty charge notice' letter that is sent out nationally to people who are receiving fines for claiming exemption from NHS charges.
- We held a meeting with Surrey and Borders Partnership to share evidence about mental health services in Surrey, particularly concerns around CAMHS waiting times. Assurance was given around two experiences, one of which had turned into a formal complaint with the assistance of the Healthwatch Surrey NHS Complaints Advocacy service.
- We alerted the Quality Surveillance Group to negative experiences we had received related to Surrey and Borders and its Mindsight CAMHS service. We noticed that lack of timely access to CAMHS was frequently mentioned in experiences shared with us. This led a Quality Risk Profiling Tool being carried out on behalf of the QSG and NHS England. This has resulted in CAMHS waiting times becoming a risk which commissioners will hold SABP to account for.
- We alerted the Multi-Agency Safeguarding Hub after a patient reported concerns about patient safety, security and hygiene at the Abraham Cowley Unit. After MASH alerted the unit, the patient saw an immediate change in hazards, cleanliness, person-centred care and respect. The CQC provided assurance that intelligence would be passed to the relevant person responsible.



For more information, about how we have raised issues and concerns to ensure specific action is taken to improve a particular service, go to page 8.

Relationships

- We met with two SECamb Lay Governors to introduce them to Healthwatch and explain how we collect the user voice, to share views about the ambulance service and to link up with patient engagement aspects of SECamb's work.
- We secured an opportunity to present Healthwatch Surrey to the new programme managers for the workstreams of the Surrey Heartlands STP. We were able to showcase our engagement work and our reach into seldom heard communities.
- During our regular meeting with CQC, Russell Hackett, Mental Health Inspector, told us that he takes the notes from our quarterly meetings to his team meetings to inform others about what we have heard about services in Surrey.
- Following our report on St Peter's hospital ward event, Caroline Crabtree, Head of Patient Experiences said: "The report is well presented, both in information and aesthetic-wise, which makes it easier to digest the material. Healthwatch does have a great corporate style!"
- The Healthwatch England Conference allowed us to build relationships with other local Healthwatch, eight of which have since contacted us for more information about how we measure and collate our impact and outcomes.



For more information, about how our relationships are making it quicker and easier for services to be improved, based on the feedback we share, see our Q2 outcomes report.

Empowering people

Our information, advice and advocacy services enable us to help with individual queries. This means we help individuals in a wide range of ways on a daily basis. Some of the ways we have empowered people this quarter included:

- During Q2, we produced three new information leaflets, 8,200 of which have already been distributed through channels across Surrey.
- We have spoken to over 1,000 people about Epsom & St Helier 2020-2030 proposals, thus empowering people to get involved in decisions about the future of hospital care in Surrey.
- Our Healthwatch Champions at Citizens Advice helped a vulnerable woman get support after discharge and a gentleman to make a complaint after his Special Guardianship payment was stopped. (See page 10 for case studies).
- Through our advocacy service, a wife was able to get resolution over the situation around the death of her husband with a local hospital. (See page 11 for case study).



For more information about how we are supporting local people with information and advice that empowers them to get the best experience of health and social care services, go to page 9, 10 and 11.

Projects

- As a result of our 'My GP journey' report:
 - 34 out of 42 practices (81%) responded that they were either making minor changes or incorporating feedback into their existing practice.
 - 40 out of 43 practices (93%) said they would consider how appointments for patients with long term conditions are handled to promote continuity of care for on-going needs.
 - 28 out of 42 practices (67%) responded that they would consider inviting patients with long term conditions to attend staff training sessions to talk about living with their condition.
- Quotations from the Interim summary of work on the 'Epsom @Home' project were presented at the Epsom Health and Care Annual General Meeting in September.
- Following our work on mental health in schools with Magna Carta School, we had a productive follow up meeting to look at how we can further expand the project into other schools in Surrey.
- A recommendation from our 'My GP journey' report was that Healthwatch Surrey should consider ways to increase awareness and understanding of GP online booking services. During this quarter, we secured visits to eight GP surgeries as part of 'Get Online Week' to promote online services. A full report into our findings will be published in Q3.



For more information, about progress with our project work, go to pg. 17.



Following review, we have opted to continue with the four thematic priority areas below. This is a result of continued negative sentiment heard frequently about services within these areas.

Early intervention in mental health

We are currently exploring an opportunity to work with a local VCFS organisation to pilot workshops that encourage young people to think about ways in which their own and others' mental wellbeing can be supported before the need for formal input from mental health services.

Following from concerns about the transition between inpatient and community mental health support, we plan to talk to people who have experienced inpatient mental health care about how this experience could be better managed and further support recovery. We have consulted with Surrey and Borders Partnership to help guide our planning and hope to hold a series of focus groups and drop-in sessions in the New Year.



Amplifying the voice of care home residents

We have liaised with the Adult Social Care Team who have given guidance to support our plans for a second series of Enter and View visits into local care homes; these visits will focus on person-centred care, particularly how choice and dignity are supported during mealtimes, and will take place in early 2018. The plans have also been shared with the volunteers involved in 'My Way, Every Day' for comment to ensure that previous learning is carried through into this project.

Investigating the experience of hospital discharge

An interim summary report has been produced for the Epsom @Home team, updating them on the steps taken to gather feedback from people recently discharged from their service. One case study has been produced and we hope to combine this with additional feedback by end of October, with a final report being produced in November.

We have discussed our plans to engage with older people on hospital wards about communication throughout the discharge process with a number of patient quality leads. Following these discussions, we plan to visit wards at Ashford & St Peters and Royal Surrey County Hospital in November to December this year.

Improving the experience of making a GP appointment

An Impact report illustrating responses to 'My GP journey' is available on our website. In response to issues raised by patients and following interest from practices, we are considering ways in which we can support practices to access local community groups for information on conditions, and to enhance the role of Patient Participation Groups.

As part of 'Get Online Week 2017', we conducted a series of eight visits to GPs promoting online GP services and gathering people's views, concerns and feedback on barriers to access. These visits were supplemented by an online survey. The feedback we have will help inform efforts to increase the uptake of online services.

Meet the team



Kate Scribbins
Chief Executive



Matthew Parris
Evidence and Insight Manager/
Deputy Chief Executive



Lisa Sian
Operations Manager



Jade Vlada
Engagement Officer



Lauren ter Kuile
Communications Officer



Jacquie Pond
Engagement Officer



Samantha Botsford
Evidence and Insight Officer



Natalie Hoare
Volunteers Officer




Erika Lorimer
Administration Officer





Natasha Ward
Projects Officer


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