

**Activity and outcomes  
quarterly report**

**Quarter 4: January to March 2018**



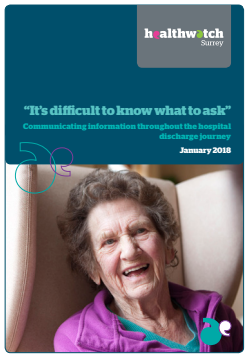
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## Discharge Report Published



January saw the publication of 'It's difficult to know what to ask - Communicating information throughout the hospital discharge journey'. The report emphasised that some older patients in Surrey feel they would have benefitted from better planning and more information in preparation for being discharged from hospital. Healthwatch Surrey took the findings and worked closely with hospitals, patients and other organisations to design a checklist of key questions raised by patients as being important to consider before leaving hospital. The checklist, 'Leaving hospital - What do I need to know?' was made available in print and online in February and is currently being trialled at Royal Surrey County Hospital.

## Eagle Winter Campaign

We ran a second radio campaign during Jan - March. A new radio creative ran in rotation with the original advert with 847 adverts airing across the Eagle radio stations in this period. The aim was to raise awareness of Healthwatch Surrey to a wider Surrey audience. An online campaign ran alongside the radio for the month of March. The snow days in March meant an uplift more visitors to their website which resulted in more people seeing our advert than predicted. The banner advert was viewed 72,000 times with 134 individuals clicking for more information during the 4-week period.



## The Big Chat

In January we supported a workshop for professionals working with children and young people in Surrey, in collaboration with Surrey Youth Focus. Attendees discussed current challenges to young people's emotional health and mental wellbeing (EHMW) and shared creative suggestions for supporting this age group to look after their own and others' EHMW. The workshop was attended by over 70 professionals from organisations including schools, Surrey County Council, Surrey and Borders Partnership, and voluntary organisations. Feedback from the workshop will be available in Spring 2018.



## Over 60 people share their experiences of adult mental health services

Volunteers and staff ran five drop-in sessions coupled with an online survey to find out more about people's experiences of adult mental health services in Surrey. Over 60 people took part and gave honest and in-depth feedback which will be collated to produce a full report later this year.

# Key dates and plans for the next three months



## Healthwatch Surrey Board Meeting in public

Tuesday 24th July 2018

Blue Room,  
High Cross Church,  
Camberley, GU15 3SY

2.00pm - 4.00pm

All welcome

## Engagement events in Q1

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

- Royal Surrey County Hospital- 4th April 10- 12pm
- Oxted Therapy Unit- 2nd May 10- 12pm
- East Surrey Hospital- 23rd May 10- 12pm
- Molesey Community Hospital- 24th May 10-12pm
- Frimley Park Hospital- 14th June 10- 12pm

For further details of these and other events, please visit our website at:

[www.healthwatchesurrey.co.uk](http://www.healthwatchesurrey.co.uk)

## Publications

The following reports relating to our key priority areas will be produced in Q1:

- Care Homes report & impact report (April)
- Mental Health report (May)

## Care Homes report to be published

Volunteers and staff completed 20 Care Home visits looking at residents experiences of mealtimes. The 20 individual Care Home reports are now available on our website and the summary report will be published in April.



## Working with our Partners

We are pleased to have renewed our arrangements with our Citizen Advice Bureaus (Woking, Camberley, Waverley, Reigate & Banstead and Runnymede and Spelthorne) all of which have dedicated Healthwatch Champions waiting to hear your health & social care experiences.

Please note from 1st April 2018 our NHS Advocacy service has new contact details tel: 01483 310500 text: 07704 265377 email: [nhsadvocacy@surreyilc.org.uk](mailto:nhsadvocacy@surreyilc.org.uk)

Our Helpdesk number for enquiries remains the same 0303 303 00 23.



# 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 enjoyed holding events all across Surrey throughout Q4 to hear your experiences and views. We heard from people at shopping centres, high streets, GPs, district hospitals and sexual health services.



Epsom Hospital



Farnham Dene Medical Practice



Buryfields Sexual Health Centre

## Awareness Raising

We attended 4 Valuing People's Groups to raise awareness of our findings from 'My GP Journey' as well as hear experiences of people with learning disabilities. We plan to do more engagement with people with learning disabilities next quarter.

## Outreach work

We visited a support group for parents of children with special education needs and heard about the different challenges navigating services can bring to a family supporting a child through school and therapies.

## Hospitals and GPs

We visited a number of services in Q4 including: Hartley Corner Surgery, Autism & ADHD Event (Surrey and Borders Partnership), Epsom Hospital, Farnham Dene Medical Practice, Royal Surrey County Hospital (A&E), Ashford Hospital and Buryfields Sexual Health Centre.

## Surrey Heath Volunteers

Look out for our volunteer team in Surrey Heath as they will be holding engagement events independently and using their local knowledge to seek out the most seldom-heard voices in the local community.

The Surrey Heath volunteer group are a dedicated and compassionate group who would love to come and visit local support groups to hold outreach events. To find out more please contact [engagement@healthwatchsurrey.co.uk](mailto:engagement@healthwatchsurrey.co.uk)



## What we've heard in the last 12 months

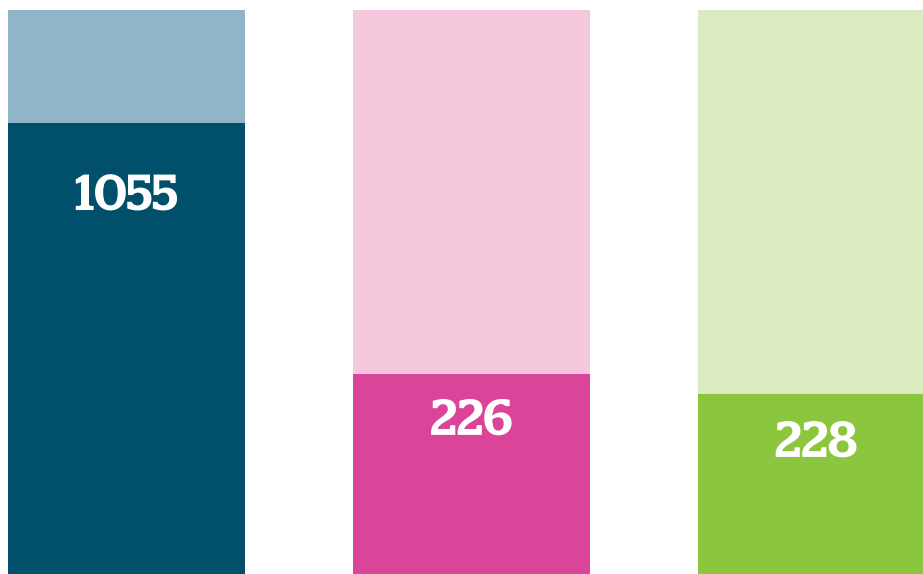
We record all the feedback and suggestions we get from meetings and events we go to, via Citizens Advice, from people contacting us directly (through our website, email, Helpdesk and social media) and through our network of volunteers.

We have heard 3,824 individual experiences. The most frequently mentioned services were:

General  
Practice

Inpatient  
care

Adult  
Mental Health

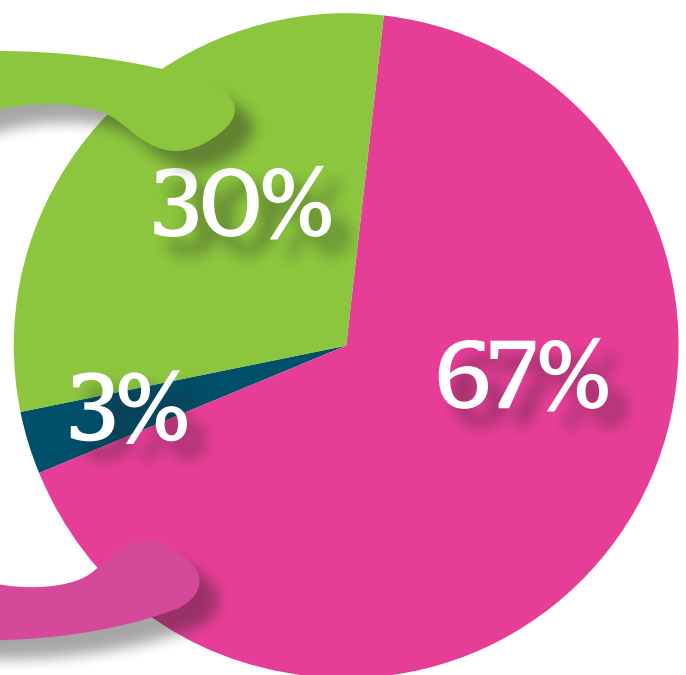


The services with the highest proportion\* of **positive** experiences:

- Physiotherapy (71%)
- Urology (67%)
- 111 & Out of Hours (60%)

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

- Community nursing (100%)
- Autism/ADHD (98%)
- Neurology (97%)



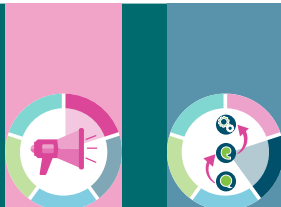
● Positive: 30% 
 ● Negative: 67% 
 ● Neutral: 3%

\* = 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:

## Leaving Hospital – What do I need to know?



Following the release of ‘It’s difficult to know what to ask’ we worked with local hospitals to develop an information tool to support the process of leaving hospital. A discharge checklist ‘Leaving Hospital - What do I need to know?’ (March 2018). The checklist has been designed with patients and is being piloted at the Royal Surrey County Hospital, with the aim of helping people 65+ to prepare for leaving hospital.

Six recommendations were made within the report directed at Hospital staff, Hospital Discharge teams, Social Care Teams and providers of Residential Care. Responses from the organisations involved have been received and documented within an Impact Report.

We have successfully raised awareness of the experience of leaving hospital in the county on BBC Surrey. CEO Kate Scribbins was able to highlight some of the common barriers people faced and the availability of the new checklist which aims to support patients and their friends, family and Carers.



## Escalations

30 experiences were escalated to the Care Quality Commission, 13 escalations were made to providers, 13 to Commissioners, 12 to NHS England, and 4 to the Multi-Agency Safeguarding Hub (MASH).



## Take the voice of local people and share it in local decision-making forums

- Health & Wellbeing Board,
- Adults & Health Select Committee (including Surrey Heartlands and Sexual Health Services sub-groups),
- NHS England Quality Surveillance Group,
- Children’s & Young People Partnership Board,
- Safeguarding Adults Board,
- Surrey Priorities Committee,
- North West Surrey Primary Care Co-Commissioning Board,
- Surrey Quality Assurance Group (Adult Social Care).

We have an identified role and specific objectives for each, which are reviewed quarterly.

## Project reports and Recommendations

- It’s difficult to know what to ask: ‘Communicating information throughout the hospital discharge journey’ (January 2018) - what 59 in depth conversations told us about expectations, needs and experiences throughout the process of leaving hospital.
- Healthwatch Surrey Impact Report: ‘It’s difficult to know what to ask’ (March 2018) - documenting the impact of our report.





# Information, signposting and advice

Enquiries via  
Healthwatch  
Champions\*

**749**

citizens  
advice

Helpdesk calls

**151**



‘It’s a relief just to **tell somebody.**

You’ve taken some of the weight off my shoulders by just being able to tell you’

**Helpdesk Caller**

\*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



### Help with concerns over care provision

Sandra\* became unhappy over the last year following more than 30 changes of live-in carer, and the quality of care reduced significantly. She was concerned that the agency might remove the care services completely if she made a complaint. The Healthwatch Surrey Helpdesk explained the responsibilities of the provider to ensure care was provided, which gave her confidence to raise her concerns.

### Help to find a hospital

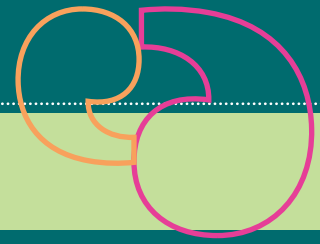
Alice\* had surgery at a local hospital which was not successful. She is due for a review there soon and is hoping to request a tertiary referral to a larger hospital with skills in the required area. She’s been finding it difficult but the Healthwatch Surrey Helpdesk supplied her with several sources to assist her with her search.

\*Names have been changed to protect identities.

## Where people were referred and signposted to

- Citizens Advice
- Advocacy in Surrey
- Multi-Agency Safeguarding Hub (MASH)
- Action Against Medical Accidents (AVMA)
- Community mental health
- NHS England
- NHS PALS
- NHS Choices
- GP Surgery
- MIND
- ThinkAction Surrey
- North West Surrey CCG

## Case study



### Help with challenging a prescription charge

David\* was very anxious after receiving a penalty charge notice from NHS Business Services Authority (NHSBSA) for a prescription charge of £34.40 and a penalty charge of £100. He thought the charges were covered by his NHS prepayment card. He was also extremely anxious about being able to afford medication in the future. Citizens Advice realised that his name had been recorded incorrectly on the latest card and assisted in challenging the charge and getting the correct name on the prepayment card. The NHSBSA agreed to cancel both the prescription charge and the penalty charge. David was very relieved that he did not owe anything and that a new correct card was on the way and, in the meantime, he was able to get his medicine from his usual chemist.



### Advice on how to make an NHS complaint

Jack\* was unhappy with the care his sibling had been receiving. His sibling had had a stroke and was also receiving care for cancer and other health complaints. He was unhappy that the nurses had not been treating his sibling correctly; they had missed a number of problems and his sibling was subsequently re-admitted to hospital. He knew how to complain to the provider but said he wanted to take his complaint further. Citizens Advice explained the various ways of making complaints about NHS care and provided information from the Citizens Advice guide. Jack said he would explore the various options described by the adviser. In particular, he would follow the procedures outlined in the Citizens Advice guide.



### Help to contact GP surgery

Carol\* was distressed and worrying about her daughter. She was referred to Children & Adolescent Mental Health Services through her school and after an assessment her daughter was found not to have any problems. However, her behaviour did not improve, so the lady tried to contact her GP to discuss this. She said that she has tried to get an appointment by phoning the surgery but has found it impossible. She has to call 2 days in advance but due to her work finds it hard to call early enough and every time she phones, all the appointments have been taken. The Helpdesk contacted the surgery on her behalf and explained her difficulties. She was offered a telephone appointment. The lady was pleased with this, however, was frustrated that this wasn't offered to her previously when she explained the difficulty to the receptionist.

\*Names have been changed to protect identities.

# 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 - October to December 2017

Individuals supported: 51

New referrals: 41

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"

## Advocacy case study



Jenny\* contacted NHS complaints advocacy for support with several ongoing issues she had with the psychiatric ward on which she was an inpatient. These included; not being listened to by staff, personal items stolen, being given a razor blade unsupervised which led to her attempting suicide. Working with the Advocacy service Anne was able to write a letter of complaint

to the ward manager, inviting him to an informal meeting to discuss her concerns. Following reassurance that the meeting would not affect her future care she felt confident to attend the meeting and speak for herself. Supported by her Advocate in the meeting, Anne was able to get an explanation she understood and reassurance about what would happen to her in future and she left feeling happy that her queries had been answered.

Following the meeting Anne felt more confident and was able to focus on her recovery which meant she progressed quickly and then was released from section completely. She expressed gratitude to the NHS Advocacy service for the help and advice she received with her complaint.

\*Names have been changed to protect identities

# Our volunteers



## Care Homes project work

Our Volunteers have been involved in all aspect of this project from initial planning to carrying out visits. During January and February, a team of 9 volunteers with staff have undertaken 20 Enter & View visits to care homes to find out people's experiences of mealtimes. They have also been involved in reviewing the report and have provided good feedback to enable us to learn some valuable lessons which can be applied to future project work.



## Our volunteer Liz Sawyer represents Healthwatch



Surrey on the Patient Working Group (Sexual Health). Within this role she has opened communication channels that have enabled Healthwatch

Surrey to become a conduit for patients who can come to us to feedback about the new Sexual Health services. This has enabled us to influence change by feeding this directly to the new provider.

“Our volunteers gave  
**402 hours**  
of their time this quarter”

## Mental Health Drop Ins

Three volunteers helped us to conduct five drop-in sessions collecting feedback from a number of adult mental health service users.

Our Surrey Heath volunteer group is gaining strength and we are now taking steps to develop a new volunteer group in the Guildford & Waverley area.

## INTERESTED IN BECOMING A VOLUNTEER?

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

Tel: 0303 303 0023

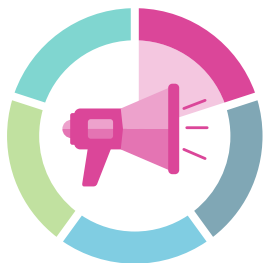
Email: [enquiries@healthwatchsurrey.co.uk](mailto:enquiries@healthwatchsurrey.co.uk)

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:



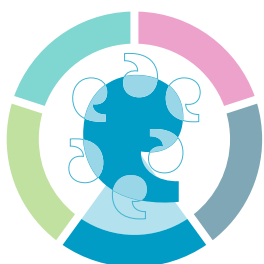
## Amplifying your voice

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.



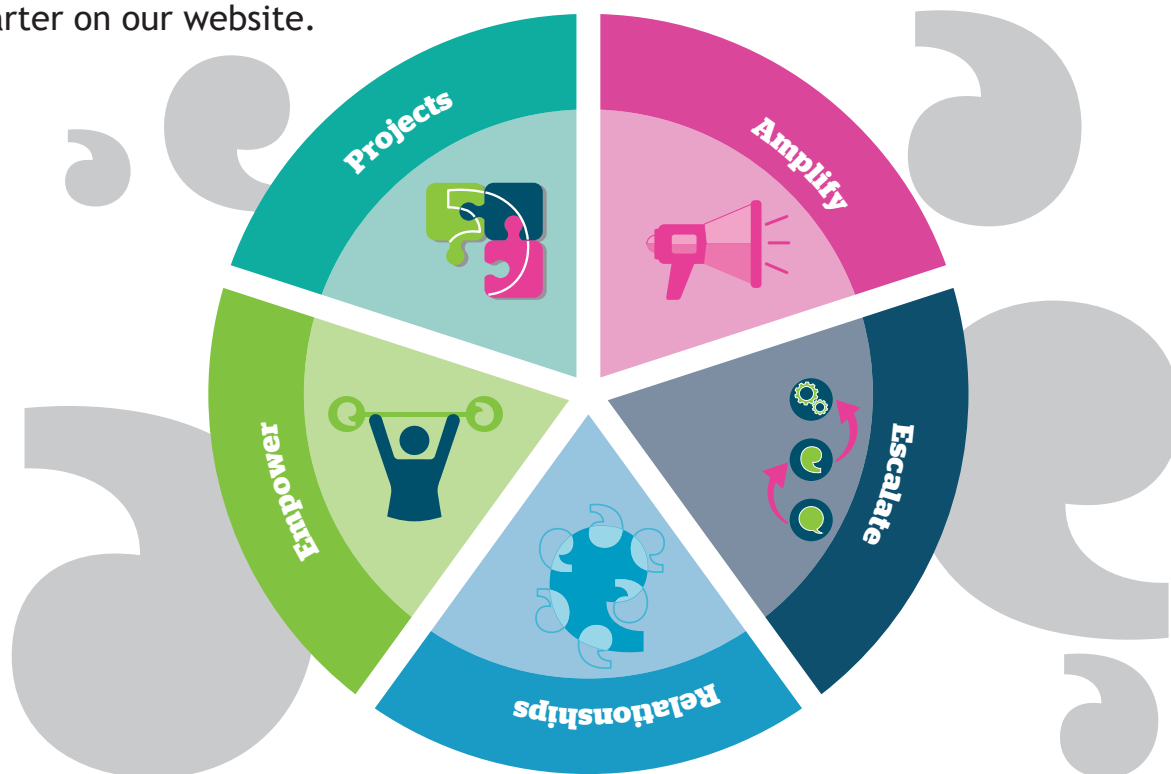
## Projects

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 challenged leaders to ensure there is a strong emphasis on addressing issues with Children & Adolescents Mental Health Services in the Women & Children's transformation workstream, during a meeting of the Adults Health Select Committee - Surrey Heartlands STP sub-group.
- We challenged senior leaders of adult social care services, at the Adults Health Select Committee, on the nature and level of involvement of NHS colleagues in the new Adult Social Care Online portal and the extent to which the portal addresses health needs, particularly at key points like Hospital Discharge. A commitment was made to work toward a vision of an integrated health and adult social care online portal.
- We presented findings from 'If I've told you once' to the Adults Health Select Committee, in relation to an item on the new shared care record, to highlight support for record sharing amongst health professionals but also to demonstrate the need to engage with groups and around services where there is less support i.e. people who access adult social care.



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

- We escalated concerns about people accessing inpatient mental health care being discharged to no fixed abode - Guildford & Waverley CCG are now reviewing their policy and have passed it onto Public Health.
- A safeguarding concern raised at one of our care home visits was passed onto the locality team and the concern is now being investigated by them
- We escalated 3 experiences of people with HIV not receiving their medication to treat their condition with Central & North West London (CNWL) and received assurance in each case from the service provider.
- We escalated a safeguarding concern to the Multi Agency Safeguarding Hub about the suitability and safety of accommodation and support of someone with Learning Disabilities. Response from MASH:

“The Transition Team and the Surrey Clinical Commissioning Group are actively working to support [the family] to resolve any concerns they have in relation to [their son’s] care and support, whilst also ensuring that [he] is supported within the Mental Capacity Act (2005) to take a lead on decisions that affect him. [His] Social Worker will maintain oversight over [his] care and support arrangements at the placement and will communicate, as required, with the family and other professionals involved in supporting [him]. Please be reassured that the team are doing everything possible to ensure that [he] is supported within a successful placement.”



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

- The National Autistic Society have included a call to action for people with Autism to share their experiences of Health & Social Care in their newsletter.
- We sent a call to action via the Learning Disabilities Surrey County Council distribution list to hear experiences from people with Learning Disabilities.
- We have secured agreement with North West Surrey CCG to hold a regular meeting to share the experiences we’ve heard from people concerning primary care and will be working with them to maximise use of our evidence. This will ensure that these insights get directly to decision-makers.
- We have been invited to join the primary care delegated commissioning committee for Surrey Heath CCG.
- We contacted various organisations supporting people with learning disabilities, including The Grange and Cobham Community Centre, to promote our work in hearing experiences from people with learning disabilities.
- We now have contacts at the National Institute for Health Research (NIHR) to share our report findings with.
- We provided advice to commissioners with the Surrey Heartlands STP footprint on how to communicate and facilitate a consultation on commissioning intentions.



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 Q4 outcomes report.

## Empowering people

- We have distributed over 2,000 information and advice leaflets and posters, signposting people to our telephone helpdesk, NHS complaints advocacy and to Citizens Advice services.
- We asked Kingston Advocacy Group to update their website as they no longer provide self-advocacy services but a google search would lead people to believe they did.
- We raised awareness of our report 'My GP journey' with 4 Valuing People's Groups in South East Surrey, North West Surrey, South West Surrey and Mid Surrey. This led to people with learning disabilities, their Carers and professionals gaining insight into the role of Healthwatch Surrey and sharing their experiences with us about their own GPs.
- Our Helpdesk handled over 100 calls helping people with information and advice to help them navigate the health and social care system.
- Through our NHS advocacy service 51 new referrals were helped with NHS complaints. This included Anne\* who was helped to make a complaint regarding her inpatient mental health treatment, satisfied with the response to her queries Anne had the confidence to concentrate on her recovery and be released from section. (See pg. 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

- The Epsom @Home service held a team meeting to discuss actions from the Epsom @Home report and have started including telephone calls to follow-up with patients and provide a method of feedback.
- The Big Chat workshop in January, in collaboration with Surrey Youth Focus, brought together 60+ professionals from local schools, Surrey & Borders Partnership, Surrey CC and VCFS representatives to discuss young people's mental health and creative ways to help young people to look after their own and others' mental health and wellbeing.
- The Practice Manager at Moathouse Surgery in Merstham ran a Disability Awareness Training for all staff and asked us to use the 'My GP Journey' video as part of the training. We have been invited to come along to the training to talk about the report and the recommendations.
- We had feedback from one of the Care Homes we visited;  
"Many thanks for your visit to our home, both residents and staff expressed how much they enjoyed the visit. These visits give an opportunity to highlight areas that could be improved. Following on from the visit we now employ a new member of staff who works on Sunday, she eats lunch and socialises with residents, she then spends the afternoon chatting individually or partaking with activities" - Greys Residential Home



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





In order to maximise our impact, we focus our work on a number of priority areas. We review these each year to ensure the issues remain relevant and that we are able to have a positive effect on services on behalf of people in Surrey.

## Early intervention in mental health

In January we supported a workshop for professionals working with children and young people in Surrey, in collaboration with Surrey Youth Focus; attendees discussed current challenges to young people's emotional health and mental wellbeing (EHMW) and shared creative suggestions for supporting this age group to look after their own and others' EHMW. The workshop was attended by over 70 professionals from organisations including schools, Surrey County Council, Surrey and Borders Partnership, and voluntary organisations. Feedback from the workshop will be available in Spring 2018.

Between February and March Healthwatch Surrey ran five drop-in sessions coupled with an online survey to find out more about people's experiences of adult mental health services. Over 60 people took part and gave honest and in-depth feedback which will be collated to produce a full report later this year.

## Amplifying the voice of people living in care homes

Early this year, Healthwatch Surrey enlisted the support of volunteers to visit 20 care homes for older people in Surrey. The aim was to hear from residents and visitors, as well as from staff, about mealtime experiences and access to food and drink. We heard from over 200 people during the project, and the information gathered will be compiled into a full report of themes to be shared with commissioners, providers and the public in Spring 2018. Individual reports for each home visited are available on the Healthwatch Surrey website.

## Hospital discharge

January saw the publication of 'It's difficult to know what to ask - Communicating information throughout the hospital discharge journey'. The report emphasised that some older patients in Surrey feel they would have benefitted from better planning and more information in preparation for being

discharged from hospital. The report was shared widely, and an impact report published in February 2018 highlighted some of the responses to the project.

Patients also explained it is difficult to know what information to ask for; taking this forward, Healthwatch Surrey worked closely with hospitals, patients and other organisations to design a checklist of key questions raised by patients as being important to consider before leaving hospital. The checklist, 'Leaving hospital - What do I need to know?' was made available in print and online in February and is currently being trialled at Royal Surrey County Hospital.

## Accessing GP services

Following three years of focus on 'Accessing GP services' and consultation with stakeholders to review the continuation of Healthwatch Surrey's thematic priorities, we will be moving on to a new priority for 2018/19. All past reports for this priority area can be accessed via the Healthwatch Surrey website.

# 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





**Sarah Wood**  
Events and Administration Officer





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