

# Insight Bulletin: December 2021

Every year thousands of people share their experiences of health and social care with us: we hear the good and the not so good, and share these experiences with commissioners and providers to ensure the voices of the people of Surrey are heard.



As another challenging year closes, we want to say **thank you** and celebrate some of the positive stories we've heard about the things that matter most to people when it comes to their health and social care.



## Services and people going the extra mile

*"1 week [after hospital treatment] I received an unexpected telephone call from the GP<sup>1</sup> to check if my symptoms were any better. This was very reassuring."*

*"All the team were busy but kept popping in to check on me."*

*"I went to the chemist to pick up my prescription, which they could not supply... I popped into my doctor surgery to see if they could help... they could not have been more helpful. They arranged for me to pick up the prescription from a different chemist going forward and would call me as soon as they spoke to the doctor, which they did 5 minutes after leaving the surgery... The receptionist was exceptionally helpful and friendly and I was very relieved to have the problem sorted out so quickly."*

---

<sup>1</sup> Provider names are removed throughout: the experiences we share here are an example of what we've heard around the theme so we are likely to have heard similar experiences about other providers. We anonymise experiences so we don't focus unfairly on individual providers.

## Connecting well - good listening, clear explanations, shared decisions



*“I live in an assisted living home. If I felt unwell I'd tell my carers and they arrange for the doctor to come and see me. They've arranged for us all to have our vaccinations here too. I was in hospital for about a month after a minor stroke. My home called the ambulance and I woke up on the Stroke ward at Epsom. I didn't know how I had got there. Apparently, I collapsed at front steps. They looked after me well, all my test results were sent through to my GP and they arranged for patient transport to take me home. I like my care home, as I have my own room but we all have our meals together.”*

*“The doctor was not rushed and listened 100%”*

*“Reception team are very polite and respectful and patient with me.”*

*“We were involved and supported in the decision-making every step of the way. Personalised information booklets helped us make the right treatment choice for us, taking account of our own personal situation.”*



### Kindness and compassion

*“My son ... has Downs Syndrome and sees a heart specialist. Really good appointment, just went back to thank them with some chocolates as they are so patient and kind.”*

*“My dentist couldn't facilitate as I was too anxious so referred me here - there I had a full-on panic attack in the waiting room. Here, they were amazing, so calm and caring.”*

### Reassuringly spotless IPC

*“She went to Urology department, East Surrey Hospital for some tests and was very impressed by how clean it was. All surfaces gleaming and this made her very happy.”*



*“The strict adherence to PPE was present and gave confidence. Face screens and gowns, gloves etc... hand sanitising, one patient in the building at a time. Complete disinfecting of each surgery after use. I couldn't imagine any further precautions that this surgery could take. It was superb.”*



## New, convenient, efficient processes

*“Text from my GP surgery received to apply for (Covid vaccination) appt. Link to follow which immediately went to a calendar. There were 4 or 5 optional venues. Chose venue and appointments came up. Clicked on selected one. Done!”*

*“Jane<sup>2</sup> needed medication for a recurring condition which normally requires a face to face consultation, a urine sample and a subsequent trip to the surgery to collect a prescription. [This time Jane] used the e-consult system, she received a call from the GP the same morning who, knowing the client's history, waived the need for a sample and sent the prescription to the pharmacy which Jane collected barely 2 hours after going online. Jane found the whole process to be very speedy... which resulted in the early relief of symptoms.”*

## Smooth, efficient pathways and referrals

*“John was referred to xxx Hospital Neurology department by his GP in the spring for assessment by a consultant Neurologist. He had a scan and assessment... the consultant was very helpful and explained things clearly to him. She has referred him to St. Georges Hospital at the end of August for further assessment and he received the referral very quickly...She has also set a review for face to face appointment in six months to see his progress.”*



*“Really positive experience recently with GP referral into Ashford. Having gastro issues, concerned it might be cancer. GP referred me to Ashford for investigation and I was seen within days, let alone the 2 week pathway”*

---

# Thank you and happy holidays

---

<sup>2</sup> All names changed to protect anonymity

# About Healthwatch Surrey

## Our role

One of the statutory duties of Healthwatch Surrey is to listen to the views of local people about their health and social care and to share these with the organisations who make decisions about local services.

## How we gather our insight

We gather feedback through channels including our Helpdesk, website, social media, and local Citizens Advice. We also distribute flyers, advertise, engage with groups through our partners and contacts, and initiate focus groups. The number of people we hear from and the topics we hear about varies from month to month. Some topics covered may depend on the groups we engage with.

## How we share our insight

If we hear a case of concern regarding patient safety we immediately signpost the sharer to the appropriate body and escalate the case with the provider/commissioner.

We share our wider themes with Trusts, CCGs, Surrey County Council, Public Health, CQC, and in various boards and groups across Surrey.

If there is a topic you would like to hear more about, please contact

[kate.scribbins@healthwatchesurrey.co.uk](mailto:kate.scribbins@healthwatchesurrey.co.uk)

If you would like to be added to or removed from the distribution list for this Insight Bulletin, please contact [natalie.markall@healthwatchesurrey.co.uk](mailto:natalie.markall@healthwatchesurrey.co.uk)

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