



Insight Bulletin – December 2022

“I am so lucky. Thank you.”

We’ve heard nearly 3,000 experiences of health and social care from the people of Surrey in the past year: we hear the good and the not so good, and share these experiences to make sure people’s voices are heard.

At the beginning of a challenging winter we want to celebrate the good work of so many people providing health and social care in Surrey, and pass on the positive feedback and thanks of local residents to everyone involved in their care. For this special bulletin we have identified the providers in the patient experiences, but we hear many examples of excellent care across the year.

Skill, professionalism and quality of care

My husband got great care from Royal Surrey¹ recently. He has diverticular disease so he was referred to the hospital with a rectal bleed. When he was being assessed, they picked up irregular heart patterns through the ECG. So he was admitted under the coronary care team.

Royal Surrey County Hospital, March 22

My brother-in-law is end of life and we have come over from Malta to say goodbye. The care here is incredible – the nurses are just so great.

Frimley Park Hospital, June 22

We went to the vaccine centre today and my son was vaccinated by Claire ...she was extremely knowledgeable and reassuring and made sure my son held his arm in the most relaxed way possible – she explained how the muscle worked and how the vaccine would flow better in a relaxed muscle. THANK YOU

Unknown vaccine centre, April 22



The rash had not gone after a week and new areas were appearing.... I therefore went to my local pharmacist (Boots Fetcham) and asked to speak directly to him (Kim). He took time to check it wasn't meningitis and suggested it might be shingles. He rang my GP surgery and asked if they could assist me that day, explaining that although he knew they were busy, he felt this should be a priority as, if it was shingles they could give me something to mean I was not infectious within a few days (and therefore able to continue the care for my parents). I was really impressed by the extra concern the pharmacist expressed, particularly around my caring responsibilities and that he went the extra mile by calling my GP surgery to ensure I was dealt with quickly.

Boots Fetcham, September 2022

Efficient, inclusive access to care

Booked online for an appointment for my mother-in-law, was phoned back within 20-30 minutes and was seen straightaway, this is the follow up appointment today and I couldn't be happier with the service.

Brockham Surgery, April 22

The Doctor arranges for me to have a telephone interpreter (Bengali) it makes things easy and it means we can speak to each other. They asked when I booked if I would like someone to interpret and I said yes. I also get text messages from them, so I can put those into my translate app and then it helps me to understand. I also sometimes get messages in Bengali which is excellent.

Merrow Park Surgery, July 22

We also see a paediatrician at Ashford hospital every 6 months. They are excellent. They coordinate a number of the referrals and this makes it so much easier. They also signpost and coordinate with our GP.

Ashford Hospital, November 22

I phoned reception on Thursday and asked for a GP appointment. I was offered a face to face appointment the following Monday (without even having to request face to face) - I was even offered a choice of times with



different doctors and was able to discuss which one was best suited to my issue. I felt this was excellent service given the strain the system is under.

St Lukes Surgery, January 22

I was ... offered the choice of receiving the questionnaires etc in the post or via email. They also asked if I wanted to have the full details given to me over the phone or sent over in an email. I feel this is very good practice, as sometimes processing verbal information can be challenging for those with Autism.

Surrey and Borders Partnership, October 22

Warmth, compassion and the human touch

The eye clinic staff were excellent, I was really nervous, especially as I came on my own. The staff were nice, kind and caring, they put me at ease. After, they got me to sit and wait for 20mins before I went and came and checked on me, made sure I felt okay before I left. Excellent care. The secretary has been very kind, she saw my anxiety and has said she can email the letter through with a copy of everything that was discussed so that we can look at it together.

Epsom Hospital, May 22

Rowlands pharmacy in Brockham is great. My mum often wanders in there in a confused state and asks for advice, which she then forgets as soon as she gets home. The pharmacist knows her and dad and is so kind and patient.

Rowlands Pharmacy Brockham, October 22

I also enquired if I could bring my mum with me, for emotional support and to provide information about my early childhood, to which they said yes of course.

Surrey and Borders Partnership, October 22

The housing association where we live [PH housing in Cobham] ring me every Monday to check up on us. The warden also comes twice a week too.

Unknown social housing provider, September 22



And appreciation for some of the third sector and smaller services who make such a big difference to people's ability to enjoy their lives

Had a wheelchair fitting and got a wheelchair from Millbrook all on same day, great service. This helps for my grandchildren to take me out and for holidays.

Millbrook, March 22

We use this centre twice a week. We find it very good. The staff are lovely and look after us. It gives us a break. We can play bingo, have lunch and chat to other people.

Cobham Community Centre, September 22

We now attend the Samson centre for his physio sessions, they work him hard! He feels a sense of satisfaction for what they have been able to achieve

Samson Centre for MS, November 22

On behalf of the people of Surrey we at Healthwatch Surrey would like to say THANK YOU for your care, professionalism and hard work.

