

## Healthwatch Surrey annual report 2013/14

Our Annual Report will be made available to the public on 30 June 2014 through a variety of means and formats including:

- On our **website**: [www.healthwatchesurrey.co.uk](http://www.healthwatchesurrey.co.uk)
- **Printed copies**: available at local events or on request from our helpline: 0303 303 0023 or email: [enquiries@healthwatchesurrey.co.uk](mailto:enquiries@healthwatchesurrey.co.uk)
- Dissemination **through stakeholders**

### Introduction

Much has been accomplished in the last year and we look forward to building on the work that has started but we know there is still much to do in pursuing our vision:

***‘To improve health and social care services and outcomes for people in Surrey’.***

The Healthwatch Surrey service started in April 2013 with a contract awarded by Surrey County Council to Help & Care, Surrey Independent Living Council and Citizens Advice Surrey. The contract included setting up an independently governed Community Interest Company (CIC). The Healthwatch Surrey CIC was formed in October 2013 and the contract was novated to Healthwatch Surrey CIC on 1 April 2014.

Our annual report summarises how we have started to listen to consumers and gain a better understanding of people’s experiences of health and social care in the County. These represent the start of a growing databank of knowledge and information, which is already enabling us to share objective and data-driven evidence with system partners and so prompt and contribute to improvements in health and social care services.

### About us

We are the consumer champion for health and social care in Surrey. We are here to improve health and social care services and outcomes for people in Surrey. We do this by being an independent consumer champion ensuring that the voices of people in Surrey reach the ears of the decision makers. We:

- enable people to share views and concerns about local health and social care services
- provide evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans
- provide, or signpost to, information about local services and how to access them.

We also have the power to ‘enter and view’ health and social care services across Surrey where there is an identified pattern of issues or concerns as well as produce reports and recommendations to influence the way services are designed and delivered.

### Our statutory activities

We have grouped our statutory activities into three areas:

- community research and engagement
- evidence and insight
- information, signposting and advice

### Community research and engagement

#### *Engagement with the public*

During our first six months, we met people and handed out postcards at over 30 locations across all 11 boroughs to help raise awareness about our role. This included shopping centres, High Streets, railway stations and hospitals.

In more recent months, we have visited the busiest GP surgeries and nearby pharmacies, community centres and community hospitals in all 11 boroughs to continue to raise our profile and to start getting peoples' experiences and information about the issues that are important to them.

### ***Engagement with commissioners and providers***

We have spent time going out to meet Board Members and senior managers involved with communications, patient experience, complaints and public engagement from all six Clinical Commissioning Groups, all community and hospital service providers and local councils. These meetings have enabled us to establish how we will work with each of them to ensure the best outcome for the local public.

As part of our work with the providers of NHS services, we responded to six sets of quality accounts and have got involved with a number of other initiatives including:

- taking part in the 24 hours hospital insight project at Ashford and St Peters Hospital NHS Foundation Trust
- co-hosting a listening event with Epsom & St Helier NHS Foundation Trust
- participating in listening events and focus groups that were part of the Care Quality Commission's new inspections of NHS Trusts
- giving feedback based on what people had told us to the CCG and media during the process of engagement with the people of East Surrey as part of the Better Service Better Value (BSBV) review of acute hospital services in West London and East Surrey.
- continuing to work with Surrey Disabled Peoples Partnership (SDPP) and this Committee to improve the experience for people using Patient Transport Services (PTS)
- participating in a survey of A&E at East Surrey Hospital.

### ***Engagement with the voluntary (third) sector***

We have developed strong links with the voluntary (third) sector to increase awareness about Healthwatch Surrey with their members and to explore any opportunities for joint or shared work. Throughout the year, we have:

- given presentations at voluntary organisations' groups and meetings
- attended other organisations' events
- called and attended meetings.

### ***Seldom-heard groups***

We set aside a budget to enable us to work with groups that are already successfully involved with and representing some members of our community whose views are not heard very often, if at all. We have commissioned three Surrey organisations (Surrey Youth Focus, Surrey Minority Ethnic Forum, Sight for Surrey) to undertake community engagement work on our behalf in the following areas:

- researching the views of **young people**
- engagement with **black and minority ethnic** communities
- gathering data and case studies of people's experiences when accessing health care with regard to **diabetes and possible preventable sight loss**.

### ***Enter and View and PLACE assessments***

We supported some of our volunteers who will be our Authorised Representatives to carry out 24 patient-led assessments of the care environment (PLACE) following requests from acute, mental health and community hospital provider organisations throughout Surrey.

To prevent duplication with the PLACE visits we have been part of and the wide range of Care Quality Commission visits and inspections that have been carried out throughout Surrey this year we have not needed to undertake any Enter and View activity.

### **Evidence and insight**

We have been collecting data, stories, experiences and comments through all of the activity that we do and we have started to collate all this information in one place using our Customer Relationship Management (CRM) system.

We have been scrupulous about data security and confidentiality and we have focussed initially on the importance of **how** we collect stories rather than **where**. However, as the year has progressed we have increased our focus on collecting the data in one place and this is beginning to reap rewards.

### ***Stroke pathway project***

We presented our report of the findings and recommendations following the Surrey Local Involvement Network's (LINK) review of stroke rehabilitation services to this Committee, with a follow-up discussion six months later. The progress with the recommendations include:

- Surrey County Council approved funding of £115,600 for the Stroke Association Stroke Support Workers from Better Care Funding. This replaced the short-term Whole System funding which came to an end.
- East Surrey CCG's Director of Nursing & Quality visited the stroke services at East Surrey Hospital to discuss the patient experience of discharge from the Hospital, lack of a psychology service and limited availability of community rehabilitation.
- East Surrey CCG is considering options from First Community Health and Care for the delivery of the community rehabilitation service in the east of Surrey.
- NW Surrey CCG has included recommendations from the report in its draft strategic commissioning plan as some of the key changes to the current model of commissioning

### ***GP appointments project***

We had a good take up of our survey investigating the appointment booking process for GP surgeries in Surrey, with over 1100 responses received. The full report will be published in summer 2014, but initial analysis shows that a large number of respondents are unhappy with the booking system at their GP surgery.

Twelve percent of comments received were from patients who just wanted to say how happy they were with their GP practice, and a further 9% wanted to pass on ideas and good practice that they felt worked well in their surgery.

These and similar comments were used to draw up a 'Patient Wish List' for booking appointments with their GP, a template for what patients feel works well.

The report will be circulated not only to GP practices, but also to NHS England Surrey and Sussex Area Team who commission GP services, Surrey Health Scrutiny Committee, Surrey Health and Wellbeing Board and Surrey Clinical Commissioning Groups in line with our remit to provide evidence-based feedback to commissioners and providers to influence and inform decisions and plans.

### ***Complaints Project***

We have carried out an online desktop survey, prompted by the Healthwatch England review to find out how easy it is to find details on how to complain and the complaints procedure. Our initial analysis showed that there is considerable variation between providers.

Following our recent engagement work in GP surgeries, it became clear that there is also a problem for patients knowing how and where to complain when they have a problem with their GP practice. As a result, a second phase has been added to this project, to look at the availability and ease of access to information on the complaints process in GP practices.

Once the second phase is completed, the two parts of the project will be combined into a report for completion in 2014/15.

### ***CQC inspections***

We have been involved in a number of focus groups and attended the listening events set up by the CQC so the public to share their views and experiences.

### ***Quality Surveillance***

We are an active member of the NHS England Surrey and Sussex Local Area Team's Quality Surveillance Group. We are able to use our membership of this meeting to raise concerns that we have heard and to get early notice about potential quality issues and be part of the discussions to improve quality.

### **Information, signposting and advice**

Through our unique partnership with Citizens Advice Surrey and Help & Care, we were able to offer a telephone information, signposting and advice helpline that operates 9am-5pm Monday to Friday and a High Street presence through the 12 Citizens Advice Bureaux (CABx) in Surrey from the first day of our existence.

Looking at 2013/14 as a whole, and combining the figures for Citizens Advice Bureaux with those of the Healthwatch Surrey helpline, approximately 4,700 health or social care issues / enquiries were recorded from over 2,500 individual contacts from members of the public under our information, signposting and advice activity. The highest numbers of issues raised are under four main categories:

- hospital services (818)
- community care (710)
- social care (690)
- general practice (650).

Within each category there are clearly identifiable sub-topics that account for significant numbers of enquiries, as follows:

- hospital services - quality of care / treatment
- community care - availability of care / treatment, plus costs and charges for care
- social care (including residential care) - eligibility (for services) and quality of care / services
- general practice - access to GP and quality of diagnosis / care / treatment

This shows that 'quality' is a key concern for patients / service users across both the health and social care sectors, and is something we have factored into our work plan for 2014/15.

The majority of callers to the helpline do so because they know we will record their experience and use it to identify repeated issues, themes or trends in all the things we hear about. Most people call or email because they want us to hear their story.

When people have had a particularly bad experience, we only get involved in offering individual assistance when we fear there might be a real cause for concern for their safety. Otherwise, our helpdesk staff advise people how to make a complaint or seek help or support from the organisation they are unhappy with. If people want to pursue a complaint and don't

feel able to do that themselves, we refer them to SEAP who provide an Independent NHS Complaints Advocacy service.

When we can help with individual enquiries we do so by offering information advice or signposting them to other organisations who can help them.

### **Advocacy**

We work with SEAP (Support, Empower, Advocacy, Promote), the Independent NHS Complaints Advocacy service provider in Surrey. We also help to promote the service and refer people who contact us about individual complaints if they may need advocacy. Information about SEAP can be found on their website [www.seap.org.uk](http://www.seap.org.uk)

Produced by Healthwatch Surrey, The Annexe, Lockwood Day Centre, Westfield Road, Slyfield Industrial Estate, Guildford GU1 1RR

Tel: 0303 303 0023 (local rate number)

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

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

This page is intentionally left blank