

## Surrey Health and Wellbeing Board

<b>Date of meeting</b>	13/09/18
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<b>Sponsoring Surrey Health and Wellbeing Board Member</b>	N/A

Item / paper title: Healthwatch Surrey, Annual Report 2017/18

<b>Purpose of item / paper</b>	<p>Healthwatch Surrey is the local independent champion for service users, families and carers across health and social care.</p> <p>This Annual Report provides a summary of the organisation's activity, and what it has heard from local people, in 2017/18.</p>
<b>Surrey Health and Wellbeing priority(ies) supported by this item / paper</b>	<p>Healthwatch Surrey's role includes:</p> <ul style="list-style-type: none"> <li>• Information, signposting and advice about local services</li> <li>• Independent NHS complaints advocacy services</li> <li>• Community engagement</li> <li>• Research</li> <li>• Championing the involvement of local people in the delivery of services</li> </ul> <p>Through this role – and its statutory seat on the Health &amp; Wellbeing Board – Healthwatch Surrey has directly contributed to all 5 Health &amp; Wellbeing Board strategic priorities in the past year.</p>
<b>How does the report contribute to the Health and Wellbeing Board's strategic priorities in the following areas?</b>	<p><b>1. Centred on the person, their families and carers</b></p> <p>Example: Having heard from local people that discharge from hospital was an important issue, we worked in collaboration with local hospitals, visiting wards to talk to patients and conducting an online survey. We found that lack of clear information caused unnecessary worry and in some cases there was inadequate planning for the return home. We made six recommendations for improvements and have developed a patient/family/carer-centred checklist to help enable patients to take more control and be more empowered during the discharge process.</p> <p><b>2. Early intervention</b></p>

Example: We have been very active in the last year in sharing what we heard from the public about child and adolescent mental health services, enabling some families to get their voices heard, sharing our insight with the Children's Health and Education Select Committee and contributing to the Independent Review, as well as sharing individual concerns with the provider.

### 3. Opportunities for integration

Example: We were delighted to be able to work closely with the Epsom @ Home team to conduct an evaluation from the patient perspective of this integration initiative. Our findings were presented to the hospital Board and more patient feedback mechanisms have been put in place as a result of our collaborative work.

### 4. Reducing health inequalities

Example: Our work to amplify the voices of users of HIV and sexual health services and to ensure they were heard as those services changed in Surrey. Healthwatch acted as a conduit for individual patients who needed help and support in raising concerns about their care, as well as sharing these concerns more generally in a patient working group.

### 5. Evidence based

One of our key goals as an organisation is to ensure our work is based on sound evidence. This year local people shared almost 4,000 detailed experiences of health and social care services with us. All our reporting is based on insight that we gather from the public.

### 6. Improved outcomes

As a result of our work:

- Almost 3,000 local people have received advice and signposting to help them access health and social care services.
- Over 250 people were supported through the NHS complaints process by our advocacy service.
- As a result of our Enter and View visits to care homes and our summary report, the majority of homes who responded to our impact assessment told us they had reviewed their provision of meaningful activities, and explored ways that families, friends and volunteers could get involved in these activities.
- Following our report "My GP Journey", about the barriers some people face in accessing appointments, the majority of GP practices who responded to our impact assessment said they planned to incorporate our findings in some way. This

	<p>included one practice manager who is using our video as part of disability awareness training.</p> <ul style="list-style-type: none"> <li>• Vulnerable patients with complex HIV and sexual health conditions were enabled to have their voices and concerns heard as the service moved to a new provider.</li> <li>• The patient and service user voice is being heard across seven workstreams of the Surrey Heartlands STP as a result of our recruitment and support of 'Citizen Ambassadors' who bring an independent perspective to the work of these programmes to improve healthcare in priority areas.</li> </ul>
<b>Financial implications - confirmation that any financial implications have been included within the paper</b>	N/A
<b>Consultation / public involvement – activity taken or planned</b>	N/A
<b>Equality and diversity - confirmation that any equality and diversity implications have been included within the paper</b>	N/A
<b>Actions requested / Recommendations</b>	<p><b>The Surrey Health and Wellbeing Board is asked to:</b></p> <ul style="list-style-type: none"> <li>• Note and endorse this Annual Report.</li> <li>• Promote this Annual Report and the role and services of Healthwatch within their organisations.</li> <li>• Promote the engagement of local people and service users, and the involvement of patients as partners in service development, as widely as possible across the system as integration and change develops.</li> <li>• Maximise all opportunities to make best use of Healthwatch's insight and expertise in engaging with local people, so that the whole system benefits from hearing more, and sharing what we hear.</li> </ul>

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