

## Healthwatch Surrey Update – September 5<sup>th</sup> 2013

### **Governance**

An independent appointments panel was established consisting of experienced voluntary, community and faith sector senior trustees and chief executives.

The Healthwatch Surrey Non-Executive Director posts were widely advertised in the press and via voluntary, community and faith sector networks. We had a good response and after shortlisting and interview the panel appointed Peter Gordon (Chair), Paul Charlesworth, Jason Davies, Simon Parish and James Stewart. They along with the consortium partners Norma Corkish (Citizens Advice Surrey), Richard Davy (Surrey Independent Living Council) and Marianne Storey (Help and Care form the board for Healthwatch Surrey

The board has now met twice and has training sessions and planning days booked for September and October and board meetings booked in for the next 16 months. The two meetings held so far were both very positive and there is a clear sense of how the board will work together to provide governance and leadership for Healthwatch Surrey.

### **Information and advice**

A telephone and SMS helpline along with public email contact has been established by Help and Care and Healthwatch Surrey has its own website and twitter account.

Citizens Advice Surrey has appointed a part time co-ordinator to ensure consistency of approach across the individual Citizens Advice Bureaus in Surrey and each bureau has an identified a champion with a specific responsibility for Healthwatch.

Training events for CAB managers, supervisors and Healthwatch champions were held in July organized by Surrey Welfare Rights and delivered by them and a representative from each of the consortium partners.

## **Evidence, insight and influence**

Help and Care have recruited research and admin staff who are working on developing the information and data recording elements of the Healthwatch Surrey service.

A new Customer Relationship Management system has been developed by Help and Care to record public enquires and feedback. This means that information received by the helpline, via email or through the Citizens Advice Bureau network can be recorded on a central system using consistent coding to help build a comprehensive bank of public feedback information that is then easy to access, analyse and report on. Data sharing protocols have been established and a provisional reporting framework (in line with Healthwatch England requirements ) has been agreed.

The Healthwatch Surrey helpline and the Citizens Advice Bureau network have recorded over 875 issues against health & social care and Healthwatch categories.

In the CAB's the largest categories of concern were hospitals, GP's, community and residential care whilst at the helpline the main areas of concern raised were access to and waiting times for services, patient transport and facilities and issues of patient choice. *As the service has only been operational for four months it is still not possible to draw any evidential data from this information.*

## **Community research and engagement.**

We have an engagement and liaison co-ordinator in post whose primary work to date has been engaging across a network of stakeholders and interested groups. These have included the communication leads for Clinical Commissioning Groups, Acute Hospitals and Community providers along with attendance at county wide communication meetings.

We have also met with Surrey County Council Adults and Children's services staff and the Health Overview and Scrutiny committee. The engagement and liaison co-ordinator has been attending the Health and Wellbeing Board meetings and workshops and now that the Chair of Healthwatch Surrey has been appointed it is

planned that they will take the Healthwatch Surrey seat on the Health and Well Being Board.

We have also established links with a number of voluntary, community and faith sector groups, along with interested organisations or groups. These include East Surrey Domestic Abuse Service, Family Voice, General Medical Council, Guildford and Waverley CCG Patient Public Engagement Forum, Healthwatch England, MacMillan Cancer Support, Surrey and Borders Partnership's Health Action Group, Valuing People Learning Disabilities Partnership Board, Voluntary Action Networks in Spelthorne, Farnham and Cranleigh and Wellbeing Centres in Tandridge, Epsom & Ewell and Surrey University.

Existing (Surrey LINK) volunteers supported Healthwatch Surrey with 24 Place Assessment and we responded to 6 Quality Account reports. We also participated in the 24 hours hospital insight project at Ashford and St Peters Hospital. Work on the Stroke Project and report was completed and submitted to the Health Overview Scrutiny Committee and follow up work resulting from the report is still underway.

We have participated in a number of consultations and discussions including the Better Services Better Value, the Surrey Domestic Abuse Strategy consultation and the Healthwatch England survey on advocacy.

Our communications and engagement team undertook a series of public awareness session in High Streets, Railway Stations, shopping centres etc. across all 11 boroughs in Surrey. Articles about Healthwatch Surrey have been in the local press and we have made a number of media contributions related to local health and social care events and news stories.

We have also developed and printed information about Healthwatch Surrey including postcards, posters and an easy read leaflet.

The next phase of our engagement will be focused on young people and children and hard to reach groups including gypsies and travellers and adults and families in isolation. In September we will also begin the recruitment of volunteers for Healthwatch Surrey focusing on the volunteers roles of 'Authorised Representatives' to carry out Enter and View visits and 'Healthwatch Ambassadors' to help us promote Healthwatch Surrey throughout the county.

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