



To: All Members of the Health Liaison Panel

Dear Councillor,

HEALTH LIAISON PANEL - TUESDAY, 8TH NOVEMBER, 2022 , Council Chamber - Epsom Town Hall

Please find attached the following document(s) for the meeting of the Health Liaison Panel to be held on Tuesday, 8th November, 2022.

1. **SUPPLEMENTARY INFORMATION: INTRO TO HEALTHWATCH SURREY - PRESENTATION** (Pages 3 - 26)

Intro to Healthwatch Surrey – Presentation Slides

For further information, please contact Democratic Services, 01372 732000 or democraticservices@epsom-ewell.gov.uk

Yours sincerely

A handwritten signature in black ink, appearing to read "Sing".

Interim Chief Executive

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Introduction to Healthwatch Surrey Healthwatch Liaison Panel – November 2022

What is Healthwatch Surrey?

- We give the people of Surrey a voice to improve, shape and get the best from health and social care services.

- Independent organisation

- Created by Health and Social Care Act 2012

- Independent feedback, reports and recommendations to commissioners and service providers.

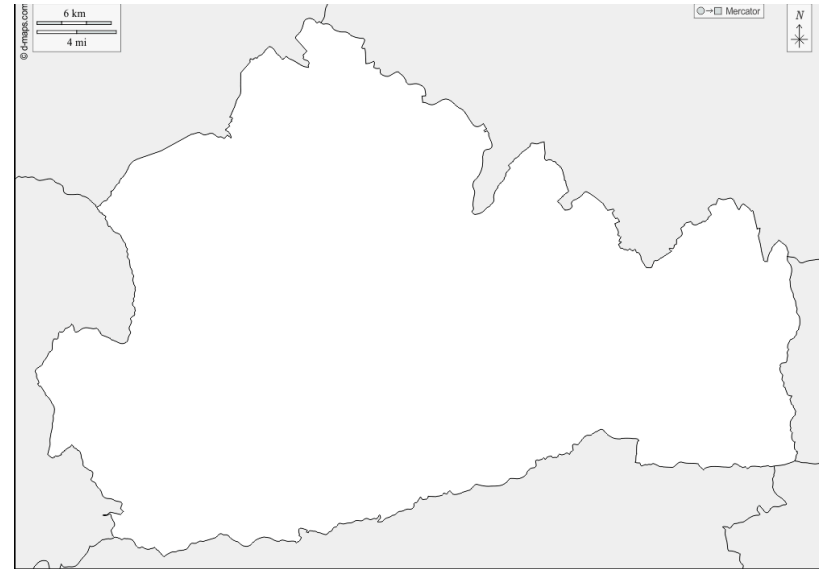


How we cover Surrey

- Cover the whole of the NHS and social care, both Surrey-wide and locally
- Rolling programme of community engagement across the county - agenda-free listening

Particular interest in reaching those who are less-well-served by services, or at risk of health inequalities

- Helpdesk - people can contact for advice and information
- Health Complaints Advocacy Service, provided via Surrey Independent Living Charity
- Work closely with other organisations!



Our Volunteers

**Community
Listeners**

**Community
Influencers**

**Surrey
Heath**

**Surrey
Downs**

**Guildford &
Waverley**

**North-West
Surrey**

**East
Surrey**

**Strategic
Influencers**

**Young
Healthwatch**

Our main areas of activity

Local Healthwatch contract

Community
engagement

Evidence,
research and
influence

Information
and Advice

Healthwatch Surrey CIC

Independent
NHS
Complaints
Advocacy

Citizen
Ambassadors
for Surrey
Heartlands

Giving Carers
a Voice

Specifically
funded
research work

Community Engagement

- Place-based
 - Agenda free
 - Targeting inequality
 - Unheard voices
- Community Places
 - Hospitals/GPs
 - Day centres
 - Community cafes
 - Foodbanks

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Community Engagement –

Surrey Downs spotlight month

September 2022 – spoke to 36 people across 4 different community events (impact of national mourning period).

Typically would visit places such as:

- Page 9
- Epsom Hospital
 - Plaza Hub, Epsom Square, Epsom
 - Cobham Community Centre
 - Messy Bundles, St Marks Church, Tattenham
 - Dorking Family Centre

Next visit to Surrey Downs in April 2023 although obviously people can, and will, contact us in the meantime.

What we're hearing



Evidence, Research & Influence – What we're hearing

Communication

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"I am not computer orientated at all – It is hard to get through to my GP Practice over the phone. I was there recently seeing the nurse and whilst there wanted to make another follow-up appointment. The receptionist said she couldn't do this and that I would have to go home and call the next morning. This isn't at all helpful."

"I have access issues due to my profound hearing loss. I have been concerned for a while that there is no way to contact my GP practice by email. They insist on phones even though I used to be able to arrange appointments and exchange messages online."

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Evidence, Research & Influence – What we're hearing

Dentistry

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"I have not been able to get myself on an NHS dentist waitlist for years. And I have been trying for years and years. I cannot afford to keep paying for a dentist."

Access

"I was under a pain clinic but again that was difficult for me to get to, as I use public transport, so I gave up with it."

Agenda Item 4

Evidence, Research & Influence – What we're hearing

Cost of Living

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"I tried to make an appointment [at my GP Practice] last week. I spent all my credit on my phone just waiting for 25 minutes in a phone queue. I waited but didn't get through to speak to someone, I gave up. They've changed their phone system. It's not easy to get down there to speak to someone as I would need to get the bus to get there, it's hard for me to follow up with them."

"I've been waiting for pharmacy, for an hour so far, it's been abysmal, it puts up the parking costs which is a worry."

Agenda Item 4

Positive Experiences

The services were excellent today. Love the hospital and the service – my Ear, Nose and Throat consultant is amazing. I saw them earlier than the appointment time and I've been offered a follow up appointment if necessary.

My GP has been really helpful towards me and my mental health, I didn't want to take medication and so I was referred to DHC talking therapies and I had CBT for 6 weeks via the telephone.

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. I was also impressed by the way the surgery reacted and the swift way I was seen.

Enter and View

What is Enter and View?

- Statutory right to enter
- Find out people's experiences, people's voices are represented
- Through Surrey County Council and CQC (Care Quality Commission)

One a month to match our spotlight months

September 2022 – Priory Court Care Home, Epsom

- Priory Court report not yet published but will be on our website

Those we have visited recently:

- Lots of positives
- Well supported in homes
- Grateful that services returning to pre-Covid times

Evidence, Research & Influence – How do we share and who with?



- Individual concerning cases escalated quickly with provider and we ask for a response
- Monthly Insight Bulletins
- Themes and trends shared on a regular basis for each hospital/SABP/Adult social care/Public Health
- Share regularly with CQC, commissioners, Quality and Performance Board, places, quality leads for ICS, primary care for Heartlands etc.

Evidence, Research & Influence – Boards and Committees



- Place Based meetings, boards and committees
- Health and Wellbeing Board
- Adults and Health Select Committee
- Children, Families, Lifelong Learning and Culture Select Committee
- System Board
- Carers Partnership Board
- Mental Health Delivery Board
- Ethics Committee
- Quality and Performance Board (Surrey Heartlands) and Frimley ICS Quality Collaborative (Frimley) and place-based quality committees
- Primary Care Commissioning Committees for Surrey Heartlands and Frimley
- Surrey Priorities Committee
- Health Equalities & Inequalities Group
- Governing body of Surrey Heartlands CCG
- Surrey Heartlands Health & Care Professional Executive.

Evidence, Research & Influence – Our Research Projects

‘Waiting for hospital care’

Survey of patient experiences of waiting for treatment and the challenges of planned care during the past 18 months – published July 2022.

Recommendations

1. Think Active Management – is the health of people on waiting lists being actively managed, or is it a hiatus in their care?
2. Review processes to ensure all patients are given the information, advice, contacts and signposting they need to stay well and minimise deterioration while waiting.
3. Communicate with patients regularly to reduce stress, improve trust, and reduce timewasting inbound queries.

Evidence, Research & Influence – Our Research Projects

Responses to our recommendations

When local Healthwatch make recommendations to providers, those providers have a statutory duty to respond within 30 days of receiving our recommendations.

- as ever your report provides valuable and balanced insight **Ashford and St Peter's**
- the report has stimulated positive discussion across both Primary and Secondary Care **Guildford & Waverley**
- Relaunched the Outpatient Improvement Workstream; added signposting to the workstream (in response to our report) **Surrey and Sussex**
- Once [My Planned Care] has been robustly implemented, we will then evaluate whether any further developments are required **Epsom and St Helier**

Information and Advice

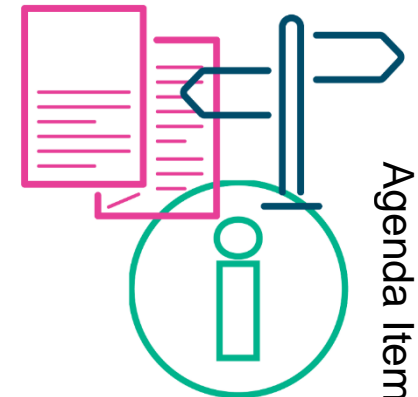
Our Helpdesk which people can contact to share their experiences of health and social care also offers free, independent information and advice about health and social care services.

We also provide and share information and advice through our website and social media.

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Our Helpdesk is available Monday – Friday and can be reached:

- By phone
- By SMS
- By email



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Independent NHS Complaints Advocacy

We can provide free, independent support and assistance to people who need support to complain to the NHS. This service is provided in partnership with Surrey Independent Living Council (SILC).



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Advocates can:

- Help people feel more confident in making a complaint By SMS
- Help people write letters to the right people
- Go with people to meetings with medical professionals

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Giving Carers a Voice

- New contract
- Enable us to engage with more carers – share experiences with us
- Involve carers with designing, developing, shaping, evaluating, and monitoring services
- Focus of this work will be with unpaid carers aged 18 and over who provide support to relatives, friends and neighbours in their own homes or in the community
- Work closely with community groups who support carers
- Host specific engagement events for carers.



Citizen Ambassadors for Surrey Heartlands

In collaboration with Surrey Heartlands, Citizen Ambassadors maximise the representation of different citizen voices by engaging and involving people who do not already consistently engage in service change within the NHS.

Specifically funded research work

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We undertake specifically commissioned research to explore more complex issues:

- User engagement for Surrey and Borders Partnership
- UEC survey for Surrey Heartlands
- Care barriers for second language English speakers for CQC

Working together

- Sign up to our Insight Bulletin to find out more about what we are hearing
- Share what we do and encourage people to:
 - tell us their experiences of health and social care
 - contact us for information and advice about health and social care
 - If they need support to complain to the NHS
- You can email us direct about yours or someone's experience of health and social care or if you have concerns about their experiences
- Are there other ways we can help you?

Any questions



How to contact Healthwatch Surrey

Telephone: 0303 303 0023 (local rate number)

Text (SMS): 07592 787533

Email: enquiries@healthwatchsurrey.co.uk

Website: www.healthwatchsurrey.co.uk

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