

Registration number 08737632

Healthwatch Surrey CIC

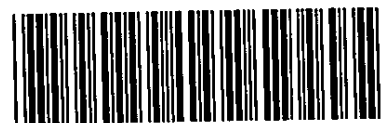
(A company limited by guarantee)

Annual Report and Unaudited Financial Statements

for the Period from 17 October 2013 to 31 March 2015

Westlake Clark
Chartered Accountants
7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

THURSDAY



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COMPANIES HOUSE

Healthwatch Surrey CIC

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Healthwatch Surrey CIC
Company Information

Chairman	Mr P D Gordon
Directors	Mr T J Davies Mr R Davy Mr P Charlesworth Mr M R Sharman Mrs N Corkish
Registered office	The Annexe Lockwood Day Centre Westfield Road Guildford Surrey GU1 1RR
Accountants	Westlake Clark Chartered Accountants 7 Lynwood Court Priestlands Place Lymington Hampshire SO41 9GA

Healthwatch Surrey CIC

Directors' Report for the Period from 17 October 2013 to 31 March 2015

The directors present their report and the unaudited financial statements for the period from 17 October 2013 to 31 March 2015

Incorporation

The company was incorporated on 17 October 2013

Directors of the company

The directors who held office during the period were as follows

Mr T Jason ^{DAMES} (appointed 17 October 2013)

Mr P R Biddle (appointed 15 May 2014 and Resigned 9 July 2014)

Mr R Davy (appointed 17 October 2013)

Mr P Charlesworth (appointed 17 October 2013)

Ms M L Storey (appointed 17 October 2013 and Resigned 31 October 2014)

Mr J P Stewart (appointed 17 October 2013 and Resigned 30 June 2014)

Mr M R Sharman (appointed 3 November 2014)

Mr P D Gordon - Chairman (appointed 17 October 2013)

Mr S Parish (appointed 17 October 2013 and Resigned 6 January 2015)

Mrs N Corkish (appointed 17 October 2013)

Directors' liabilities

There is a third party indemnity provision in place for the benefit of directors

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006

Approved by the Board on 23/6/15 and signed on its behalf by


Mr P D Gordon
Chairman

Healthwatch Surrey CIC
Statement of Directors' Responsibilities

We confirm that as directors we have met our duty in accordance with the Companies Act 2006 to

- ensure that the company has kept adequate accounting records,
- prepare financial statements which give a true and fair view of the state of the company's affairs as at 31 March 2015 and of its loss for that period in accordance with Generally Accepted Accounting Practice in the UK and the Financial Reporting Standard for Smaller Entities, and
- follow the applicable accounting policies, subject to any material departures disclosed and explained in the notes to the financial statements

**Independent Chartered Accountants' Review Report to the Directors of
Healthwatch Surrey CIC
for the Period Ended 31 March 2015**

We have reviewed the financial statements of Healthwatch Surrey CIC for the period from 17 October 2013 to 31 March 2015, set out on pages 5 to 9. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the company's directors, as a body, in accordance with the terms of our engagement letter. Our review has been undertaken so that we might state to the company's directors those matters we have agreed with them in our engagement letter and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's directors as a body for our work, for this report or the conclusions we have formed.

Directors' responsibility for the financial statements

As explained more fully in the Statement of Directors' Responsibilities set out on page 3, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Accountants responsibility

Our responsibility is to express a conclusion based on our review of the financial statements. We conducted our review in accordance with International Standard on Review Engagements (ISRE) 2400 (Revised), Engagements to review historical financial statements and ICAEW Technical Release TESCH 09/13AAF Assurance review engagements on historical financial statements. ISRE 2400 (Revised) also requires us to comply with the ICAEW Code of Ethics.

Scope of the assurance review

A review of financial statements in accordance with ISRE 2400 (revised) is a limited assurance engagement. We have performed additional procedures to those required under a compilation engagement. These primarily consist of making enquired of management and other within the company, as appropriate, applying analytical procedures and evaluating the evidence obtained. The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (UK and Ireland). Accordingly we do not express an opinion on these financial statements.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the financial statements have not been prepared

- so as to give a true and fair view of the state of the company's affairs as at 31 March 2015 and of its loss for the period then ended,
- in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, and
- in accordance with the requirements of the Companies Act 2006

Westlake Clark

Westlake Clark
Chartered Accountants
7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

Date *13 July 2015*

Healthwatch Surrey CIC
Profit and Loss Account for the Period from 17 October 2013 to 31 March 2015

	Note	17 October 2013 to 31 March 2015 £
Turnover		1,008,000
Cost of sales		<u>(937,900)</u>
Gross profit		70,100
Administrative expenses		<u>(71,666)</u>
Operating loss		<u>(1,566)</u>
Loss on ordinary activities before taxation		<u>(1,566)</u>
Loss for the financial period	5	<u><u>(1,566)</u></u>

Healthwatch Surrey CIC
(Registration number: 08737632)
Balance Sheet at 31 March 2015

	Note	31 March 2015	
		£	£
Current assets			
Debtors	2		3,938
Cash at bank and in hand			<u>3,532</u>
			7,470
Creditors: Amounts falling due within one year	3		<u>(9,036)</u>
Net liabilities			<u><u>(1,566)</u></u>
Capital and reserves			
Profit and loss account	5	<u>(1,566)</u>	
Shareholders' deficit			<u><u>(1,566)</u></u>

The directors' statements required by Section 475(2), (3) are shown on the following page which forms part of this Balance Sheet

Healthwatch Surrey CIC
(Registration number: 08737632)
Balance Sheet at 31 March 2015

..... *continued*

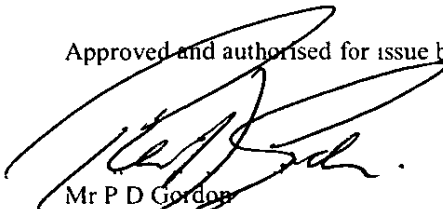
These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective 2008)

For the period ending 31 March 2015 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

Approved and authorised for issue by the Board on 23/6/15 and signed on its behalf by



Mr P D Gordon
Chairman

Healthwatch Surrey CIC
Notes to the Financial Statements for the Period from 17 October 2013 to 31 March
2015

1 Accounting policies

Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008)

Going concern

The financial statements have been prepared on a going concern basis

Turnover

Turnover represents amounts receivable from Surrey Council for Healthwatch services
Revenue is recognised evenly over the life of the contract in line with the services provided

The contract was initially set up in the name of Help and Care, a charity registered in England and novated to Healthwatch Surrey CIC on 1 April 2014 once the CIC was in place. These accounts have been prepared to show the transactions as if the contract was in the name of Healthwatch Surrey CIC for the full period from 1 April 2013 to 31 March 2015 to reflect the substance of the transactions over their legal form in line with UK GAAP

2 Debtors

	31 March 2015 £
Other debtors	3,938
	<u>3,938</u>

3 Creditors: Amounts falling due within one year

	31 March 2015 £
Accruals and deferred income	1,566
Other creditors	7,470
	<u>9,036</u>

4 Company status

The company is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the company in the event of liquidation.

Healthwatch Surrey CIC

Notes to the Financial Statements for the Period from 17 October 2013 to 31 March 2015

..... continued

5 Reserves

	Profit and loss account £	Total £
Loss for the period	(1,566)	(1,566)
At 31 March 2015	(1,566)	(1,566)

6 Related party transactions

Other related party transactions

During the period the company made the following related party transactions

Help & Care

(Subscriber in Healthwatch Surrey CIC)

In the period £257,000 was paid to the above for services. At the balance sheet date the amount due to Help & Care was £nil

Citizens Advice Surrey

(Subscriber in Healthwatch Surrey CIC)

In the period £332,128 was paid to the above for services. At the balance sheet date the amount due to Citizens Advice Surrey was £nil

Surrey Independant Living Council

(Subscriber in Healthwatch Surrey CIC)

In the period £348,772 was paid to the above for services. At the balance sheet date the amount due from Surrey Independant Living Council was £3,938

7 Control

The company is controlled by the following three subscribers who have each guaranteed £1

Help and Care

Citizens Advice Surrey

Surrey Independant Living Council

Healthwatch Surrey CIC
Detailed Profit and Loss Account for the Period from 17 October 2013 to 31 March
2015

	17 October 2013 to 31 March	
	2015	
	£	£
Turnover (analysed below)		1,008,000
Cost of sales (analysed below)		<u>(937,900)</u>
Gross profit		70,100
Administrative expenses		
Employment costs (analysed below)	(47,910)	
General administrative expenses (analysed below)	<u>(23,756)</u>	
		<u>(71,666)</u>
Loss on ordinary activities before taxation		<u><u>(1,566)</u></u>

Healthwatch Surrey CIC
Detailed Profit and Loss Account for the Period from 17 October 2013 to 31 March
2015

	31 March 2015 £
Turnover	
Sales, UK	1,008,000
	<u>1,008,000</u>
Cost of sales	
Direct costs	937,900
	<u>937,900</u>
Employment costs	
Wages and salaries	40,059
Recruitment Costs	6,442
Staff training	1,409
	<u>47,910</u>
General administrative expenses	
Room Hire Expenses	390
Insurance	7,248
Printing, postage and stationery	54
Accountancy fees	1,566
Management fees	12,080
Travel and subsistence	2,418
	<u>23,756</u>

008779/15

CIC 34**Community Interest Company Report**

For official use
(Please leave blank)

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*Please
complete in
typescript, or
in bold black
capitals.*

**Company Name in
full**

Healthwatch Surrey CIC

Company Number

8737632

Year Ending

31/03/2015

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

(N.B. A Filing Fee of £15 is payable on this document. Please enclose a cheque or postal order payable to Companies House)

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

Healthwatch Surrey acts as the consumer voice for users of Health & Social Care Services in Surrey

In this capacity it has collected a large body of evidence and personal stories relating to Health and Social Care which it has used to inform and influence service providers, commissioners and system leaders with the aim of improving services, service quality, access and outcomes for the people of Surrey

It also provides information and signposting services with the aim of enabling people in Surrey to make informed choices about the different Health & Social Care Services in the county

A social audit report covering these points is attached

(Please continue on separate continuation sheet if necessary)

PART 2 – CONSULTATION WITH STAKEHOLDERS

Healthwatch Surrey's primary stakeholders are the residents of Surrey (Local Authority Area)

During the year Healthwatch Surrey has carried out a number of consultations and public engagement events along with a proportion of its CIC Board Meetings that are held in Public

A social audit report covering these points is attached

PART 3 – DIRECTORS' REMUNERATION

no remuneration was received"

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION

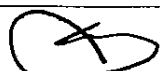
no transfer of assets other than for full consideration has been made

(Please continue on separate continuation sheet if necessary)

PART 5 – SIGNATORY

The original report must be signed by a director or secretary of the company

Signed



Date

13/07/2015

Director

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record

Tel	
DX Number	DX Exchange

When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ
DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38
Linenhall Street, Belfast, BT2 8BG

The accounts and CIC34 **cannot** be filed online

(N.B. Please enclose a cheque for £15 payable to Companies House)

healthwatch
Surrey



Healthwatch Surrey

Annual Report 2014/15

Cover Photo: © Southern - Surrey & Berkshire Media Ltd

Pictured: Nicola Borrow, Richard Davy, Lucy Finney, Gill Munton (SEAP), Philip Broad, Jane Shipp



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Welcome from the Chair



Welcome to the second Annual Report from Healthwatch Surrey. I hope that by reading the report you will get a clear idea of the work that

Healthwatch has undertaken over the last year along with a good sense of what people in Surrey have been saying to us about the Health and Social Care services they use and of the issues that concern them.

So whether you are a consumer, commissioner, or provider of services this report should be of interest and use to you

The Health and Social Care system in Surrey is one of the largest and most complex in the country - with its two tier local authority structure of the County Council and eleven Borough and District Councils, six Clinical Commission Groups, five Acute Hospitals, three Community Health Service Providers and 132 GP Practices as well as a multitude of Independent Providers. This size and complexity has presented Healthwatch Surrey with one of its biggest challenges and has required us to develop a different approach to that taken by many other local Healthwatch organisations operating in smaller and less diverse environments.

Although our organisation is not yet fully matured and delivering in the way that I believe we can, we have made a great deal of progress. Evidence of this can be seen in the growing number of people who are contacting us to share their issues and concerns, the increasingly positive reception we receive from commissioners and system leaders, and the system and service improvements being pursued as a result of our reports on subjects such as GP Appointments, Views of Young People, Views of Black & Minority Ethnic Communities and Experiences of NHS Complaints. Credit for this progress must go to our staff, delivery partners, volunteers, board members and system partners. "Thank you" to each one of you for your contribution



As we embark on our third year, extending our understanding of consumer concerns and requirements, Healthwatch Surrey is acutely aware of how the present culture and operation of many parts of the Health and Social Care system in Surrey is proving a block to real progress. While we see many projects and activities trying to address detailed service matters, we see very few addressing the key challenge of achieving cultural change.

It is my view that Healthwatch Surrey needs to see itself, increasingly be seen as, and be, a potent and positive catalyst to cultural change. We only exist because of evident failure of the system to take proper account of consumers of its services - and we will not be needed when the system culture is appropriately focussed on the people to whom services are delivered.

It is my hope and desire that with our dedicated volunteers, staff and delivery partners, we can work closely with system leaders, commissioners and service providers to effect this cultural change. Healthwatch Surrey's amplification of the voice of the consumer, ensuring that it is heard in all parts of Surrey's evolving Health and Social Care system, will help accelerate progress towards that end.



Peter Gordon, Chairman



About Healthwatch Surrey

We are an independent organisation that gives the people of Surrey a voice to improve, shape and get the best from their health and social care services.

Our aim is to improve health and care services and to foster a culture that puts people and their needs, aspirations and perspectives at the centre.

We do this by being an independent consumer champion ensuring that the voices of people in Surrey reach the ears of decision makers.

Whilst being part of the Healthwatch England national network, Healthwatch Surrey is a Community Interest Company led by a Board of Directors of whom a majority (including the Chair) are volunteer independent non-executives.

Our vision

To improve health and social care services and outcomes for people in Surrey

We create rewarding volunteer experiences that attract local people who have the interest of others and the improvement of services at heart

The personal contribution of these selfless and generous people is supported to ensure it is effective and in line with the values of Healthwatch Surrey. Moreover it is acknowledged and valued

Volunteers are key to the way we **empower people with information, advice and advocacy services** Helping people to get the most out of their health and care services

Our volunteer roles also help us get beyond voices that are already being heard, engaging with and listening to a diverse range of people People that would otherwise not be heard Highly vulnerable people, disadvantaged groups and the general public.

They **listen to and engage with people** by participating in a proactive, diverse and innovative engagement programme This is supported by a VOICE Network - a collaboration of voluntary, community and faith organisations - that harnesses the voice of representative organisations

These volunteers then enable us to use the experiences and views we hear to **shape and challenge decisions about services**. They are armed with the plans, information, evidence, insight and platforms they need to do this.

We do this by publishing reports to raise awareness of experiences and views, making recommendations, escalating issues to other bodies and converting individual experiences into outcomes We identify the impact in all that we do.

In 2014/15 there has been a voluntary contribution of approximately 4,590 hours from people interested in improving health and social care outcomes for people in Surrey



Picture. Members of the Healthwatch Staff Team (from left to right)
Julie Dallison, Katherine Leach, Matthew Parris, Lauren ter Kuile, Vanda Green



Empowering people with information and advice

Helping people get what they need from local health and social care services

People can access our information and advice services by telephone, text relay, SMS text, email or face to face by popping into any of the Citizens Advice Bureau in Surrey. Over 3,100 people accessed our information and advice services in the last 12 months

3,108 people accessing information and advice services

M used our information and advice service. She is the main carer for her husband whose health condition suddenly deteriorated before Christmas. Their named GP had attended an appointment at their home and said that nothing could be done until after Christmas. We put her in touch with Surrey County Council who put a support package in place, including some much needed respite. This meant that M was able to continue caring for her husband and keep him at home.

F used our information and advice service. She works for the NHS and had an urgent referral from her GP to a service she had previously been referred to. Two years ago she was able to access this service in a neighbouring hospital, but has been told she cannot be referred again. She contacted Healthwatch Surrey to ask why. We signposted F to NHS England who were able to provide information on contracting arrangements and rights of NHS employees in this situation. She was also informed of her right to ask the GP to refer her to the CCG for an individual funding request.

Key outcomes for people contacting our information and advice Helpdesk included:

- 66% of people provided with information and advice
- 21% of people signposted to additional support services
- 6% of people signposted to NHS Complaints Advocacy

21% of people were signposted to additional support services



Engaging with and listening to people who use services

Understanding people's views and experiences

In order to take the voices of local people to the ears of decision makers, first we must understand what people are saying

We have been able to reach out and communicate with approximately 490,000 local people in the last 12 months, which has led to 10,550 interactions with local people.

In the course of these interactions we have heard, documented and analysed 7,850 views and experiences from people that use services in Surrey

Views and experiences have been shared with us through the following means:

- At events we have held or attended
- During research projects e.g. surveys
- Calls, texts and emails to our Helpdesk
- Website
- Leaflets distributed at events and displayed at service provider locations
- Face-to-face at one of our 13 partner Citizens Advice Bureau
- During Enter & View programmes

7,850 views and experiences shared

Through these channels we have heard the experiences of young people (353), older people (1,805), people that work /

volunteer in Surrey but don't live in the county (163), disabled people (981), people with a long term health condition (2,669) in addition to disadvantaged groups, vulnerable people and people we consider to be seldom heard.

There are a significant number of people in Surrey who we believe are seldom heard. The Healthwatch Surrey Board identified and prioritised two communities for 2014/15 with whom we did some focussed work. These were Young People and the Black & Minority Ethnic community



Picture Information stand at the Family Voice Conference



Events

We attended and held over 50 events including

- Listening Events on the merger of Royal Surrey County Hospital and Ashford & St Peters Hospital
- University of Surrey Wellbeing Fair
- Motor Neurone Disease Association

Each of these events enabled people to share views and experiences

Research Project: GP appointments

A survey of the experiences people are having of making GP appointments allowed us to hear from 1,111 people

Research project: The seldom heard views of Young People

Surrey Youth Focus enabled us to hear from 600 young people through a survey and two focus groups.

Research project: The seldom heard views of the BME community

Working in partnership with Surrey Minority Ethnic Forum, through surveying and interviews, we were able to hear about the experiences of 467 people from the Black and Minority Ethnic community

Our Helpdesk, Website and Leaflets

Views and experiences were captured through our telephone helpdesk, website and leaflets displayed at service provider locations and distributed at our events

Citizens Advice Bureaux (CABx)

The majority of the views and experiences shared with us (5,453) have come from people accessing information and advice services in our partner network of CABx.

Enter & view programmes

One of our statutory powers enables us to enter service locations and seek the views and experiences of people who we would otherwise not reach. Two programmes have been conducted this year,

Stroke Rehabilitation Services

A series of Enter & View visits to service provider locations were conducted in December 2014 to find out how the experiences of patients accessing this service had changed following similar visits in November 2012

Dementia Care Homes

We heard about a number of negative experiences of Dementia Care Homes relating to provision of information, making a complaint and standards of care

This service is provided to what we believe is a seldom heard and particularly vulnerable group of people. We explored this further with visits to eight service provider locations.

A number of recommendations will be made to commissioners and service providers following these visits

Demographics

Each quarter we review the extent to which we engage with different genders, ages, ethnicities and with people that have disabilities or long term health conditions

In 2014/15 there has been good representation across these demographics with the exception of young people and people without disabilities or long term health conditions.



A focus on:

The Listening Tour

Seeking out views and experiences across the county

The Listening Tour during September 2014 saw Healthwatch Surrey visit high streets, supermarkets and other public locations across the county to seek out views and experiences of local services.

The Healthwatch Surrey volunteers, board members and staff team were all aboard a double decker bus for one week in September 2014 to seek out people's views on health and social care services.



Picture Epsom High Street

The bus visited high streets, supermarkets and other public areas in locations across nearly all boroughs and districts including Burgh Heath, Camberley, Caterham, Epsom (pictured), Godalming, Guildford, Kempton Park, Leatherhead, Oxted, Weybridge and Woking

People were able to visit the bus for information and advice from Healthwatch and to talk to advisors from partner organisations such as the Citizens Advice Bureau, SEAP and Sight for Surrey

During the week 2,618 people chose their top health priority from a selection of five options. The votes were cast as follows:

- Mental Health inc. Dementia - 888
- GP appointments - 496
- Treatment waiting times - 467
- A&E services - 453
- Paying for Social Care - 314

Mental Health including Dementia topped the poll in every location, with one exception; in Epsom & Ewell the top priority for people was their A&E services

More than 252 people told us about their views and experiences of local services. 92 of these were about General Practice. 78% of the experiences we captured on this service focussed on 'Access to services', 72% of which were negatives.

We are using these experiences to inform our priorities and projects over the next year.



Experiences that people have shared with us

Analysis of views and experiences

We systematically capture and analyse the views and experiences shared with us to inform our priorities and support our work with decision makers

In 2014/15 the services we heard about most frequently from people were:

Community Care

Hospital Services

General Medical Practice

For each experience we assign topics which enable us to identify emerging trends and themes

A summary of what people have told us about these services follows:

Community Care

People contacting us about these services referred to the following topics most frequently:

- Eligibility criteria (26%)
- Quality of care (8%)
- Liaison with other agencies (7%)
- Care assessments (7%)

Other topics mentioned included; 'Care at Home', 'Complaints' and 'Charges & payments'.

Hospital Services

People contacting us about these services referred to the following topics most frequently:

- Clinical care (33%)
- Quality of diagnosis / care / treatment (14%)
- Complaints (10%)
- Discharge & aftercare (5%)
- Waiting lists / availability of care (5%)

Other topics mentioned included, 'Mental health issues', 'Diagnostic medicine', 'Staff attitudes / training / levels'.

General Practice

People contacting us about these services referred to the following topics most frequently:

- Quality of diagnosis / care / treatment (15%)
- Administration / appointments (7%)
- Registration with GPs (7%)
- Communication with patients (6%)
- Complaints (6%)

Other topics mentioned included; 'Availability of care', 'Liaison with other agencies', 'GP charges'.



Enabling people to shape and challenge decisions about services

Shaping and challenging services

We enable people to shape and challenge decisions about local services by.

- Publishing reports to raise awareness of experiences and views
- Making recommendations
- Escalating issues to other bodies
- Putting local people at the heart of improving services

Improving the experience of booking GP appointments

We researched the views and experiences of local people of making GP appointments, given the frequency that we heard from people about this topic

The report '*Getting an appointment with your GP Experiences of the people of Surrey*' was published in July 2014 and documented the findings of a survey of 1,111 people. It identified:

- Day of appointments, 34% of people have always or often been able to get an appointment on the day of their choosing
- Day or time of appointments; 37% of people have either rarely or never been able to get an appointment on either the day or at the time they would like
- Online booking systems, 78% of surgeries surveyed say they offer online booking whilst only 36% of

patients report that online booking is an option

- Preferred GPs; A third of respondents were able to book an appointment with their GP of choice either 'always' or 'often', and a further third were 'rarely' or 'never' able to book with their preferred GP
- Other comments, Complaints centre on having to phone at a set time, having to repeatedly hit redial, not being able to get through, getting cut off and the cost of phone calls
- Frustration with other barriers to booking an appointment included; wheelchair access, unhelpful receptionists, discrimination, the need to accommodate a Carer or coordinate transport.

These findings were presented to NHS England (commissioners) and a number of Clinical Commissioning Groups (leaders of the local health economy)

78% of surgeries surveyed offer online booking, only 36% of patients report that online booking is an option

The findings were also shared with the Health & Wellbeing Board, the 132 GP practices in Surrey and the Chair of each of their Patient Participation Groups.



We made a recommendation to implement a patient 'Preference List' (see Impact Stories - Case Study 1)

Responses to the report and recommendation were received from NHS England, all Clinical Commissioning Groups and 44% of GP practices (67 practices failed to respond)

Improving the experience of making NHS complaints

We conducted an investigation into the experience of making an NHS complaint

Our report '*The first step into the Complaints Maze How easy is it to make a complaint about NHS healthcare in Surrey?*' published in October 2014, documented the types of information provided and details of the support available.

These findings were shared with the organisations that were covered by the research.

The investigation was conducted in parallel to complimentary work by Healthwatch England resulting in the report '*Suffering in silence*' which documented the views of 1,600 people.

Following publication of these reports we made nine recommendations to local NHS organisations. Responses to the report and recommendations were received from all but two organisations (see Impact Stories - Case Study 2).

Seldom heard views of the Black & Minority Ethnic (BME) community

More than 250 people from the BME community shared their views and experiences via interviews and a survey.

The findings were published in the report '*Our Health Matters - The Healthcare experiences of BME communities in Surrey*' and included:

- Over 40% of people felt that communication was a barrier to involvement with health services
- There was less reported satisfaction with both access to and experiences with dentists than other health care
- 30% of respondents felt that health services were not sensitive to their culture and community
- A lack of confidence was a common theme amongst case study participants
- 30% of respondents said they were not confident that they knew what services are available



The findings of this report have been shared with members of the Health & Wellbeing Board, commissioners, providers and County & Borough Councillors

A lack of confidence was a common theme amongst BME participants

Seldom heard views of Young People

Over 220 young people between the ages of 11 and 25 took part in an online survey and two focus groups



The findings were published in the report '*Our Health Matters views of young people in Surrey*' and included

- Young people are very concerned about the widespread experience of bullying in school/college and its impact on their health and wellbeing
- Bullying triggers a chain that leads to isolation, loneliness, depression and self-harming or other destructive behaviours such as excessive alcohol consumption
- The view of young people is that education and health services greatly under-estimate the extent and impact of this common experience that starts as an education issue and becomes an NHS health issue requiring treatment, or worse, A&E involvement
- The survey evidence is that young people are broadly content with the health services they receive from the NHS
- There was considerable criticism of the orthodontic service

The findings of this report have been shared with the Children's Health &

Wellbeing Group, commissioners, service providers and County & Borough Councillors.

Putting local people at the heart of improving services

In addition to publishing these reports - raising awareness of the voice of local people - we have facilitated and benefited from the contribution of a team of local volunteers who have dedicated 282 hours to Healthwatch Surrey activity. This activity has supported the shaping and challenging of decisions about services.

In particular we have enabled involvement of local people in the commissioning, provision, management and scrutiny of services through the following activities:

- The Surrey County Council commissioning options appraisal for people with learning disabilities
- Improving discharge processes at East Surrey and St Peters hospitals
- Enhancing public involvement in Disability Equipment and Adaptation services
- Presentations to the Health Overview & Scrutiny Committee
- Care Home closure consultation
- Social Care Quality Assurance task and finish group
- Accessibility review at Epsom & St Helier Hospital
- Primary care access for Homeless People
- Mental Health Strategy consultation
- Enter and view visits

There are three main types of involvement of our volunteers in this activity, which are defined as Authorised Representatives (Enter & View visits), Community Ambassadors (engagement with people



and shaping/challenging services in a locality) and Strategic Ambassadors (strategic level shaping/challenging of services)

In addition to these roles Peter Gordon (Chair and volunteer) has also been our representative on the Health and Wellbeing Board. Peter has raised awareness of our work and secured discussions on 'Entry to the Health & Social Care system'

Working with others to improve local services

We have escalated the following number of individual issues to statutory bodies that can act in ways that Healthwatch Surrey cannot

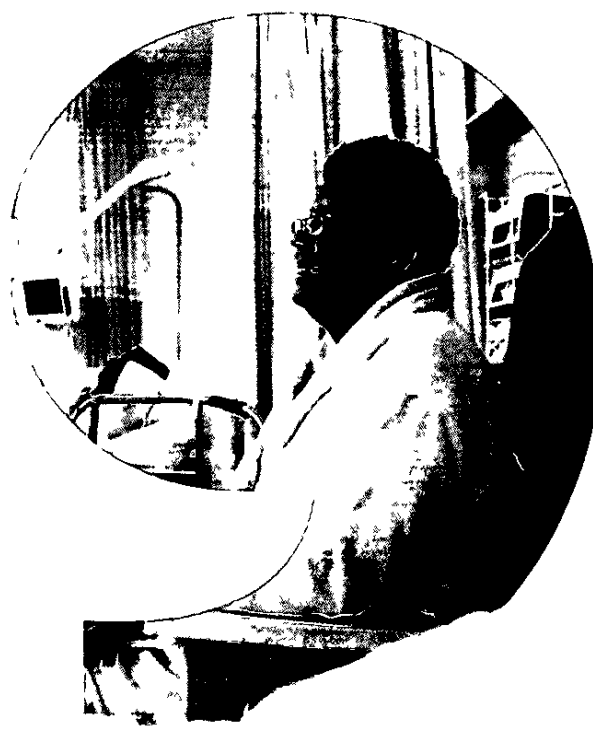
- 8 experiences to the CQC
- 8 experiences to the Safeguarding Adults Board of Surrey County Council
- 1 experience to the Safeguarding Children's Board of Surrey County Council

Our umbrella body Healthwatch England can shape and challenge services on a national basis, although we have not yet had cause to escalate an issue to them

Whilst we escalated a number of issues, we have not made specific recommendations to these bodies in 2014/15.

In addition to this we have reported a number of experiences and views of local people to support CQC inspection programmes.

K used our information and advice service. She was concerned about various issues she had come across whilst working in a care home. She stated that health and safety guidelines were not adhered to and residents were often visibly upset and distressed. K was worried about alerting relatives of residents as, based on a previous complaint, she felt that this might have a negative impact for the resident. Healthwatch Surrey raised the issue as an alert to the Safeguarding Adults Team.





Impact Stories

Case Study One

Improving the experience of making GP appointments

We identified that GP services are a high priority for people in Surrey. A significant number of negative experiences of this service related to making appointments.

We conducted research into these experiences and views which led to action by local decision makers to improve the situation.



When reviewing the experiences people had been sharing with us, it was clear that GP services were a high priority. It was also an important issue for people during The Listening Tour. Of the negative experiences people shared with us about GPs, 42% were about making appointments.

Healthwatch Surrey gathered the views and experiences of over 1,100 local people about the booking of appointments. We published the findings of these surveys in our report *"Getting an appointment with your GP"*

This report brought the issue to the attention of decision makers and other influential people. Decision makers

responded by making commitments to improvement initiatives

- GPs are enhancing their booking processes
- A system-wide task group has been established by NHS England
- NHS England support the development of a minimum standard

Improvements to GP booking processes include:

- 32 practices introducing telephone consultations
- 29 practices introducing specialist elderly appointment booking
- 28 practices introducing additional ways to book appointments

In the process we have been able to share important information and initiatives between different decision makers and other influential people

The Healthwatch Surrey Board has committed to undertaking a further project related to this priority in 2015/16





Case Study Two

Making it easier to complain to the NHS when things go wrong

Our report '*A first step into the complaints maze*' highlighted some of the barriers people have when setting out to make a complaint online.

Having raised awareness of the findings, local decision makers responded to the nine recommendations we made. We were encouraged that a significant number of local services met the majority of these recommendations, whilst a number of actions have also been identified by decision makers to make improvements.

Complaints emerged as a consistent topic in the experiences people shared with us across the three most talked about services - GPs, hospitals and community care.

To get a better understanding of the experience local people were having in making complaints, Healthwatch Surrey investigated the type of information available online about how to make complaints in its report '*A first step into the maze*'. This was conducted in parallel with a national investigation by Healthwatch England - called '*Suffering in Silence*' - which documented the views of 1,600 people on the same subject.

The report and its findings were presented to local commissioners and providers.

Nine recommendations were made and all but two of the organisations responded:

- 53% were already meeting 8 or more recommendations
- 82% are taking action to implement recommendations not currently met

Surrey and Sussex Healthcare NHS Trust and Central Surrey Health have told us about actions they are taking to:

'Implement mandatory training for all front line professionals across health and social care to include clarification that they can say 'sorry' without fear of legal implication'

NHS England, Ashford & St Peter's Hospitals NHS Foundation Trust and Central Surrey Health have told us about actions they are taking to

'Ensure people have access to clear, up-to-date, consistent and accessible information on how to complain - clearly displayed in all settings including waiting rooms and appointment letters'

North East Hampshire & Farnham CCG and Surrey & Sussex Healthcare NHS Trust will be involving patients in reviews of their websites, including information about making complaints

Virgin Care have centralised the complaints and customer services functions in order to introduce a level of independence to complaint handling to try and reassure patients that their care will not be compromised



Case Study Three

Improving access to GP services for people who are homeless

Several Citizens Advice Bureaux across the county had reported to us that they had clients who were homeless and needed to see a GP, but had been refused appointments.

After information and advice had been provided to the clients involved, Healthwatch Surrey took the matter further and contacted the Public Health team at Surrey County Council who have a responsibility to ensure provision of primary care services to people who are homeless.

The Public Health team provided us with a list of GP surgeries in Surrey that are commissioned to provide services to homeless people

Healthwatch Surrey then circulated this list amongst its own information & advice services and other local information and advice networks

Case Study Four

Adult Safeguarding procedure reviewed

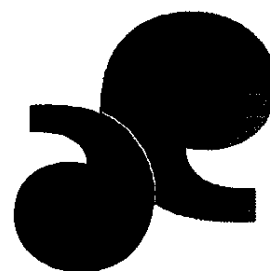
D contacted us with concerns about a residential care home where her friend lives.

She suspected possible financial and emotional abuse at the home. She was unhappy at the way her alert to the Safeguarding Adults Team at Surrey County Council was handled. There was no feedback or follow up phone call to notify her of what had been done. The experience left her feeling that she had wasted her time.

As a result of D's comments, Healthwatch Surrey raised this experience with the Adult Safeguarding Lead at the council, to understand whether the approach

taken in this case was common. Whilst there were some specific issues in this case - related to performance standards - it was acknowledged that the current procedure could be giving other callers the impression that they are 'wasting their time'.

As a result of this information, the procedure is being reviewed with a view to providing feedback to callers once initial investigations have been conducted.





Our plans for 2015/16

Our priorities

Our priorities at the time of publication, in order of priority, are.

- Improving the experience of making a GP appointment
- Amplifying the voice of Young People
- Making it easier to make NHS complaints
- Increasing involvement of people, patients and service users in decision making
- Promoting and supporting people, patient and service user focused cultures

Our Board review and agree priorities based on the available evidence each quarter. These priorities drive our work with decision makers.

Planned projects

Our Board prioritises its projects each quarter. At least four projects will be completed this year.

At the time of publication the following project had been committed to the work plan

- How people over 65 interact with Primary Care services

This project seeks to bring to the attention of decision makers the behavior and attitudes of people accessing primary care services in Surrey. It will include a series of focus groups and will, in

particular, contribute to the debate about improving access to GP services

Furthermore our Board has committed to scoping the following projects

- Investigation into Care at Home services
- Views of the seldom heard: The mental health and emotional wellbeing of young people

We will be actively seeking additional project proposals from volunteers, our VOICE network and members of the public during 2015/16

Opportunities and challenges for Healthwatch Surrey

Our Forward Plan for 2015/16 (available on our website) identifies five Key Results Areas for the year. These are outlined below with a short summary of some of our plans

5 Key Results Areas 2015/16

Empowering people with information, advice and advocacy

- We will be seeking to raise awareness of Healthwatch Surrey's services in order to increase the propensity of people to use them;
- Key to this will be a review of our Communications Strategy and recruitment to a new Communications Officer role
- We will identify the extent to which people are satisfied with our

services and incorporate their views on how they could be improved

Listening to and engaging people who have views and experiences of services

- We will build on our existing strength of listening to and engaging a diverse group of people by doubling the number of events we organise and participate in
- We will improve the way we work with colleagues in the community and voluntary sector to ensure their experience and insight enables people to shape and challenge services effectively, in particular by growing the size and participation in our VOICE network and Involvement Reference Group

Shaping and challenging services

- We will provide more support for the Healthwatch Surrey representative on the Health & Wellbeing Board
- We will establish regular and effective platforms with all local commissioners to enable volunteers to be part of shaping and challenge services
- We will encourage project proposals from our volunteers and members of our VOICE network
- We will report on at least four projects to raise awareness of the views and experiences of people in Surrey
- We will make recommendations in our reports, where appropriate, and monitor the outcomes that result

Creating rewarding volunteer experiences

- We will make greater use of volunteers in engagement events
- We will recruit a Community Ambassador within each Clinical Commissioning Group area
- We will undertake targeted recruitment activity in East Surrey

Developing a sustainable organisation

- We will conduct a review of forthcoming guidance from Healthwatch England on sustainability of local Healthwatch



Picture Volunteer Isabel Mattick (right) in Camberley during The Listening Tour



Our governance and decision-making

Our board

The Healthwatch Surrey Board is made up of six independent and three member-nominated Directors.

The independent Directors, who are all volunteers, are

- Peter Gordon (Chair)
- Jason Davies
- Paul Charlesworth

There are three vacant independent director posts to which we are currently recruiting.

The member-nominated Directors are

- Mark Sharman (Help and Care)
- Norma Corkish (Citizens Advice Surrey)
- Richard Davy (Surrey Independent Living Council).



Picture Members of the Healthwatch Surrey Board (from left to right) Jason Davies, Norma Corkish, Richard Davy, Peter Gordon, Mark Sharman, Paul Charlesworth

How we involve the public and volunteers

The board meets in public each quarter, during which people are able to observe the business of the board and there is a dedicated item on the agenda for questions from the public.

At these meetings the Board makes decisions about the priorities of Healthwatch Surrey and the projects it undertakes

The Board is supported in that decision making by a Priorities Recommendations

Group which reviews new priorities and project proposals against

- Evidence of experiences captured by Healthwatch Surrey
- Links to the Health & Wellbeing Board Strategy and Joint Strategic Needs Assessment
- The extent to which it is known to avoid duplication

This committee is made up of volunteer Community Ambassadors



Financial information

Period from 1st April 2013 to 31st March 2015

Between 1st April 2013 and 16th October 2013 the Healthwatch Surrey contract was held by Help & Care on behalf of Healthwatch Surrey CIC. On the 17th of October 2013 the contract was transferred to Healthwatch Surrey CIC. For auditing purposes the accounting period was from 17th October 2013 to 31st March 2015 but included all income and expenditure for the two year period between 1st April 2013 and 31st March 2015

INCOME	
Funding received from local authority to deliver local Healthwatch statutory activities	£1,008,000

EXPENDITURE	
General Administrative Expenses	£23,756
Staffing costs	£47,910
Direct delivery costs	£937,900
Total expenditure	£1,009,566
Balance brought forward	(£1,566)



Contact us

Get in touch

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Guildford GU1 1RR

Registered offices of our partners

Citizens Advice Surrey

15 - 21 Haydon Place, Guildford, Surrey GU1 4LL

Help & Care

896 Christchurch Road, Bournemouth, Dorset BH7 6DL

Surrey Independent Living Council

Astolat, Coniers Way, Guildford, Surrey GU4 7HL

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s in Surrey, Wellbeing and Health Scrutiny Board (previously Health Overview and Scrutiny Committee), and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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