




# Healthwatch Surrey Hospitals Feedback Project – Our impact 2025



“The co creation of the space in the new cancer centre was planned using the feedback from patients to Healthwatch Surrey with regards to process, environment and communication”.

**Royal Surrey Foundation Trust  
Cancer Centre**



# Aim of our project and the service it related to

- In 2023, we spoke to people who had received care in various departments across Surrey hospitals.
- Our objective was to help the hospitals to share feedback, and to make it easier and more accessible for people to give their feedback.
- Another objective was to raise awareness of Healthwatch Surrey as an independent organisation to share feedback with.





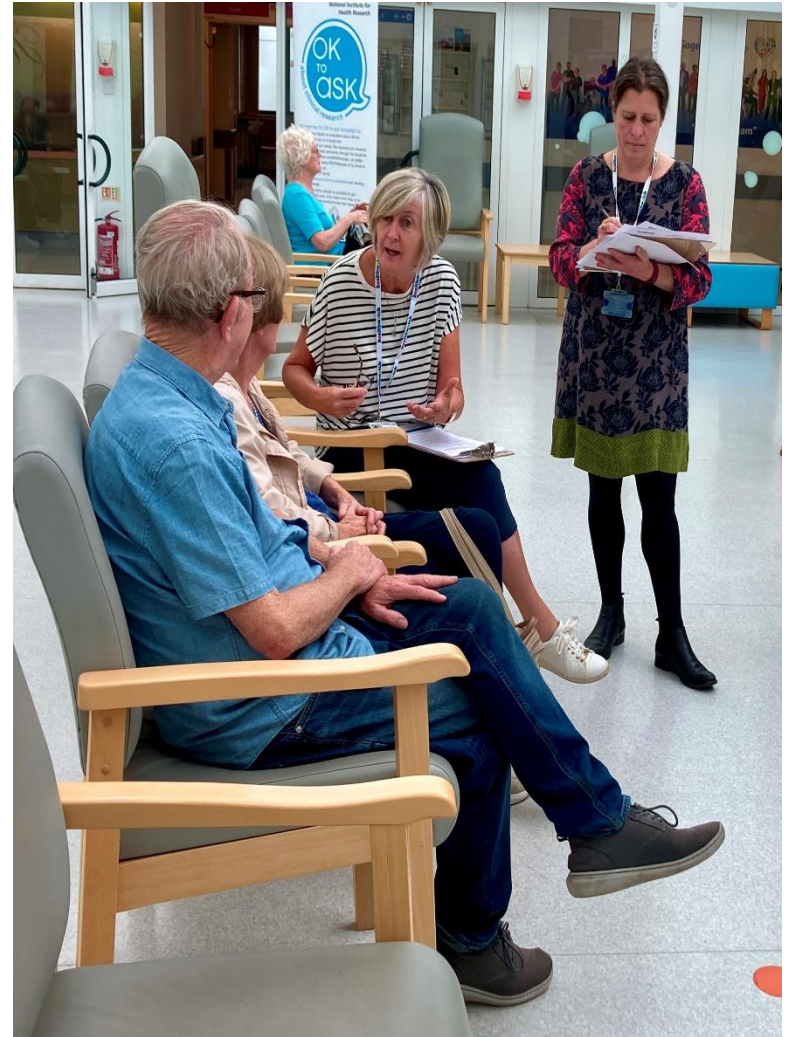
# What we heard – the required changes:

- Feedback mechanisms need to be made accessible and visible to ensure equity of access.
- There needs to be improvements in signposting to PALS and the Friend and Family Test to encourage people to feedback.
- The feedback loop needs to be strengthened and made more visible to people leaving feedback i.e. promoting changes because of feedback.



# To achieve change :

- We shared individual reports to each of the NHS Acute Hospital Trusts that we had visited.
- We shared a summary video of the whole project with each hospital, with Surrey Heartlands ICB and on our website.
- We asked each hospital to respond to their report and to say what changes they would make from Healthwatch Surrey recommendations.
- We contacted each hospital one year later to establish what changes had been made and the impact of these changes.



# What is the impact of our work?

- As a result of feedback received from this project, the Emergency Department at Ashford and St. Peter's Hospitals NHS Trust has implemented the use of a live screen with estimated waiting times – breaking down wait for triage and doctor care. Every 15 minutes the Tannoy system announces approximate waiting times and leaflets are given explaining pathways and what to expect whilst waiting.
- There is ongoing work to review websites, posters and leaflets for PALS, FFT and inclusion of QR codes.
- Ashford and St. Peter's Hospitals have included a link on their home page under a feedback button directing people to the Healthwatch Surrey website.
- East Surrey Hospital have included a widget on their website which directs people to the Healthwatch Surrey website.



# What is the impact of our work? (2)

- St. Peter's Hospital paediatric service recognised that children found it hard to engage with feedback devices. A 'top and pants washing line' was introduced where a child or parent/carer can choose a top for praise or pair of pants if they are unhappy.
- This hands-on simple feedback project has been used on their 'you said we did' board and has made noticeable changes in the department and on the ward.
- Royal Surrey Foundation Trust used our feedback from patients using St Lukes Cancer Centre in 2023, to plan the new Cancer Centre to improve process environment and communication.





# How to contact us:

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Surrey