



Awards showcase

Outstanding individuals
who've made a difference



Mike Chapman tells us his story





Outstanding individuals making a differences awards showcase session

Lisa Sian - Healthwatch Surrey





“I heard vulnerable patients from the Blanche Heriot Unit raise points which were not being listened to. I heard that some services were falling through a gap.

I had worked for a global IT technology services company for 20 years transitioning services between suppliers and setting up new services. I knew the importance of effectively engaging with all stakeholders and managing risks when service budgets are reducing.”

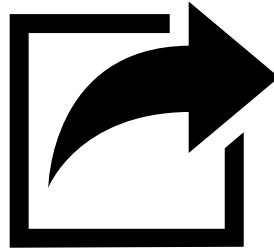


Questions raised during the meeting were recorded and put to the commissioners for their response...



However, in 2018 Healthwatch Surrey continued to hear a concerning number of negative patient experiences about the sexual health services.

So, how did Liz work to resolve the issues?



Making a difference..

In response to the concerns raised by Liz, the provider put in place the following:

- recruitment
- further training
- introduction of booked appointments
- more appointments available for booking online
- monitoring of call costs


Liz was also able to champion the voice of Surrey residents in the National Health and Social Care Committee's sexual health inquiry

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Making a difference..

“I have heard vulnerable patients express their concerns and issues and worked with Healthwatch Surrey to request commissioners and service providers to respond to escalated concerns.

Being invited to join a focus group for the Health and Social Care Committee Sexual Health Inquiry was the ‘icing on the cake’. I was given the opportunity to catch remarkable insights first hand from commissioners and service providers from up and down the country”

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“My involvement with the sexual health services over the last 2 years has shown how Healthwatch can amplify patients’ needs and experiences in a way which truly influences commissioners and service providers. And, as I volunteer with Healthwatch I really can make a difference to services I care passionately about.”

- Liz Sawyer, Healthwatch Surrey Volunteer

