



Annual report 2017/18



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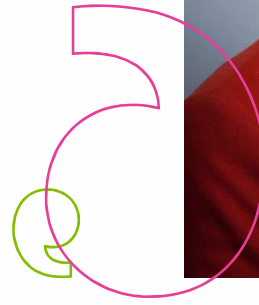
Message from our Chair

New Year brings change and fresh starts.

For Sheffield Healthwatch 2017-18 has been about lots of new beginnings. Our host organisation, Voluntary Action Sheffield, won the contract to provide Healthwatch for the city for five years from April 2017: a very good, fresh start. We appointed new staff and set about continuing to be the independent watchdog for health and social care with and for the people of Sheffield. This report sets out our achievements for the year and I want to pick out just two of these which reflect our wider mission.

We have been involved in the Test Bed project, an NHS programme to test the use of digital technology to help people with long term conditions like diabetes. Our role - to make sure its design and delivery is informed by real patient experience and understanding - has been one of its acknowledged successes. There are lessons here: involve people from the very beginning, resource their engagement, and listen and act on what they say.

Helping local people monitor services and how they can be improved is central to Healthwatch's mission. We especially want the views of people who find it hardest to be heard. We teamed up with Citizen's Advice Sheffield's Deaf Advice team who had noticed increasing complaints from Deaf people about the provision of British Sign Language interpreters. Healthwatch Sheffield ran workshops with service users, service providers and commissioners (who pay for these services) to find out more. Out of this came recommendations to improve the care of Deaf people - see page 25 for details.



Lots of lessons here! Working with others widens Healthwatch Sheffield's understanding and helps us to work towards positive change. Finding out about people's experience is crucial to being an effective local Healthwatch.

Healthwatch couldn't work without collaborating with so many organisations: statutory bodies; services providers; voluntary and community sector partners and supporters.

I want to particularly thank our staff - both current and those who have moved on; the Advisory Board, and Voluntary Action Sheffield for its support, without whom our achievements would not be possible.

Thank you to our volunteers, they are crucial to Healthwatch: they widen our capacity and bring their own life experiences to our work. They are involved in every aspect of our work - see page 8 for details.

New starts need willingness to learn lessons, tenacious focus on what really matters and plenty of good humour! Healthwatch Sheffield has all of these. I hope you find this report demonstrates just how Healthwatch Sheffield helps local people to influence how services are designed, run and improved.

J.A. Robinson

Judy Robinson.

Our Year in Numbers



This year we have improved our Twitter following by

448

followers.



Our **44** volunteers help us with everything from our Advisory Board and Young Healthwatch to administration tasks and public engagement.



We've received feedback on

158

local services.



Our reports have highlighted the access needs of

Deaf people
and people with
Learning Disabilities

Hello

Hi

We heard from

450

people during our investigation into Mental Health in the Community.



We have hosted

183 people

at our events this year.



Who we are



We are Healthwatch Sheffield. Part of a national network of local Healthwatch, our vision is Health and Social Care services designed, commissioned and delivered using the views of Sheffield's people.

In this report we'll share how we've used people's views to highlight issues and improve health and social care services in Sheffield.

Our statutory duties:

1. **Promoting and supporting the involvement of local people** in the commissioning, the provision and scrutiny of local care services.
2. **Enabling local people to monitor the standard of provision of local care services** and whether and how local care services could and ought to be improved.
3. **Obtaining the views of local people** regarding their needs for, and experiences of, local care services and importantly to make these views known.
4. **Making reports and recommendations about how local care services could or ought to be improved.** These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. **Providing advice and information** about access to local care services so choices can be made about local care services.
6. **Formulating views on the standard of provision** and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. **Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews** or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC) and to make recommendations to Healthwatch England to publish reports about particular issues.
8. **Providing Healthwatch England with the intelligence** and insight it needs to enable it to perform effectively.

Who we are



Healthwatch Sheffield is hosted by Voluntary Action Sheffield, enabling us to build relationships with a wide network of Voluntary, Community and Faith groups. We're based at The Circle, a fully accessible city centre building. One of our hubs is here, the other two are in the north and the south of the city. We hope to develop more hubs next year.

Our people:

Healthwatch Sheffield is made up of a small staff team:

- Margaret Kilner - Chief Officer
- Laura Cook - Policy & Evidence Officer
- Mark Smith - Volunteer & Engagement
- Grace Darbyshire - Engagement Officer
- Grace Edwards - Communications Officer
- Holly Robson - Administrator
- We have two Healthwatch Local workers employed by Manor & Castle Development Trust and Southey and Owlerton Area Regeneration (SOAR), Helen Warren and Paula Cowley.

The team:

- Recruits and develops a high skilled group of volunteers.
- Raises awareness of Healthwatch and opportunities to get involved.
- Signposts people to information and services.
- Obtains experiences and views from individuals and communities.
- Monitors the stories we hear to identify trends.
- Carries out focused investigations and reports the findings.
- Develops relationships with key partners.
- Develops partnerships.

As a new team, we've spent time this year developing our people and working out how best to deliver a vibrant and effective Healthwatch. Our values underpin how we work:

Responsive

- We seek out the voices of local people and what we hear informs our decisions and actions.
- We challenge assumptions with evidence and experience.
- We seek to empower local people to become active in improving Health and Social Care.

Credible

- Our independence is fundamental to our mission.
- We are well informed and objective in our approach.
- We build on what is already known, developing greater insights and providing valuable contributions to decision makers.

Focused

- Our aims and mission are at the forefront of our decision making.
- Decisions about areas of focus are transparent, including staff, volunteers and stakeholders.
- We will be innovative and creative to ensure maximum impact locally.

Collaborative

- We are visible and accessible.
- We work in partnership with the public, health and social care sectors and the voluntary and community sector.
- We are advocates for the service user involvement and co-production.

Volunteers

To be an effective and inclusive Healthwatch, we work with a network of local volunteers who are passionate about bringing lived experience to the forefront of decision making about health and social care services. Our volunteers help us to deliver our statutory duties and increase our reach into communities.

Some come to us because of their own experiences of health and care services, and some have skills and knowledge from previous or ongoing study or professional roles.

This year we reviewed our approach to volunteering with support from Sheffield Volunteer Centre and developed a new **Volunteering Strategy**. We've simplified the application and introduced an online version. We've worked harder than ever to match volunteering opportunities to the interests and talents of our volunteers.

This has helped us increase the range of activities volunteers are involved with, including joining our #SpeakUp Small Grants panel to assess funding applications from community groups, helping to develop and deliver our safeguarding adults training, and helping to lead the face to face engagement for our priorities project.

We prioritise recruiting volunteers initially to three key roles:

Volunteer Ambassador - spreading the word and raising awareness about Healthwatch in the local community.

Community Research Volunteer - carrying out targeted community research.

Enter and View Volunteer - Healthwatch has powers to visit and review health and social care services that are funded by the NHS or Sheffield City Council. The service provider then has to respond to findings.

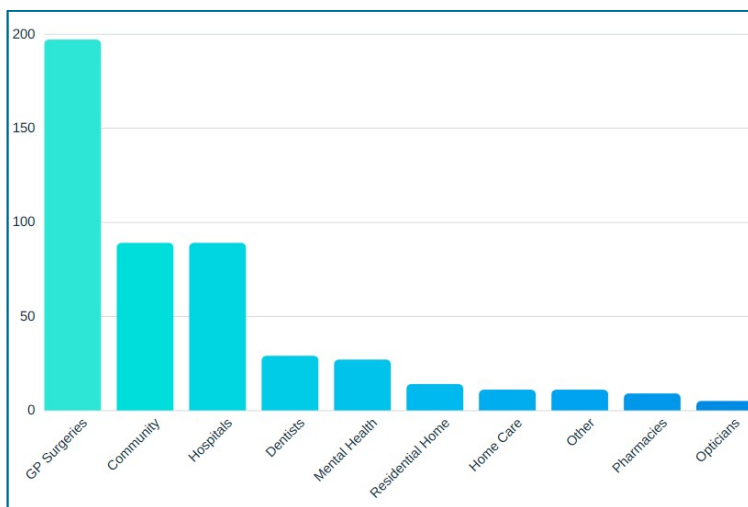
"I joined Sheffield Healthwatch as a volunteer this year. The goal of making sure the voice of the consumer is heard by those who fund and deliver health and care services really made sense to me. There are several different roles for volunteers - so there is something for everyone. The Healthwatch staff couldn't be more friendly, welcoming and encouraging. Since completing the training I have been involved in really meaningful activities. I would encourage anyone who would like to volunteer with Healthwatch Sheffield to do so. The experience is personally very worthwhile and it helps achieve very important goals."

David Boddy, Healthwatch Sheffield Volunteer.

Your views on local services

It's crucial that we make sure the experiences and views of local people are represented to those making key decisions about the provision of health and social care in Sheffield.

To hear from as many people as possible we have created lots of different ways for people to share their views, from being present within communities through Healthwatch Local to our online feedback platform.



The top 5 positive themes were:

- 1) Staff attitude
- 2) Experience of treatment
- 3) Quality of treatment
- 4) Effectiveness of treatment
- 5) Information and advice

The top 5 negative themes were:

- 1) Waiting times
- 2) Appointment availability
- 3) Booking appointments
- 4) General communication
- 5) Convenience/distance to travel

Rate and Review

Our online feedback centre is called Rate and Review. It's accessible using a variety of devices so you can have your say and read about other people's experiences at a time and place to suit you.

<https://www.healthwatchsheffield.co.uk/services/>

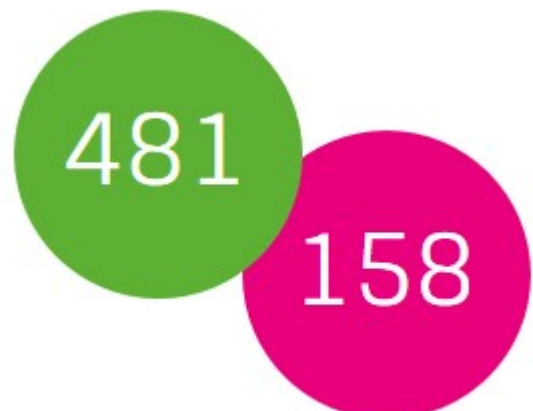
Reviews can be left anonymously, or you can leave your details so your comment can be followed up. All reviews are moderated by a member of the Healthwatch team to make sure no one can be identified from their review, and any serious concerns can be escalated, before being published online.

Service providers can respond to reviews and take the opportunity to use the comments to improve experience.



Average rating for April 2017-March 2018 (3.6050)

Overall, local people have rated services an average of **3.6** stars out of 5.



This year Healthwatch Sheffield received **481** reviews of **158** service providers.

Engagement

Healthwatch Sheffield always wants to hear from people across the city and involve them in identifying ways to improve services. This year we have extended our range of ways to reach and involve people including:

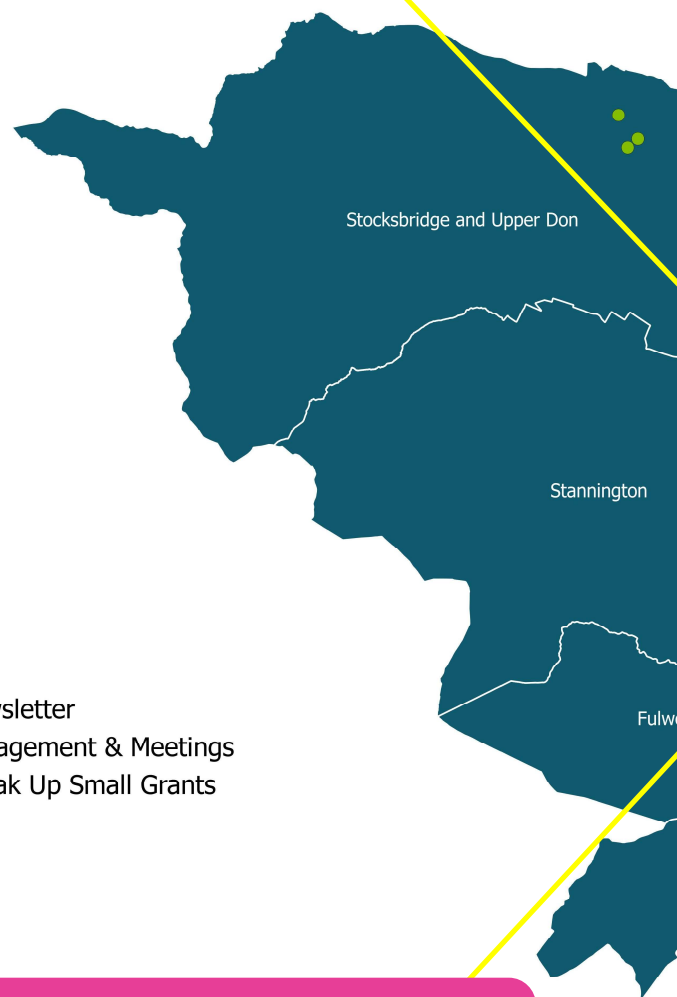
- Young Healthwatch (see page 21)
- Student Healthwatch (see page 22)
- Healthwatch Local (see page 18)
- SpeakUp grants (see page 23)

We participated in activities and events across Sheffield to hear about the issues that affect different communities. We also hosted our own events, both here at The Circle, and out in communities.

This map shows the reach of our engagement.

Key

- Healthwatch Newsletter
- Healthwatch Engagement & Meetings
- Healthwatch Speak Up Small Grants
- Sheffield Wards



Chinese Community Centre

In a Question and Answer session we discussed more focused pieces of work which could be done in the future to give voice to the growing Chinese Community in Sheffield.

Sheffield Teaching Hospitals' Outstanding Outpatients

Attendees engaged with the example feedback we shared and were keen to discuss how things could be made better. Our contribution was noticed by staff from the Ophthalmology department, who asked us to attend their away day and Charles Clifford Dental Hospital who are interested in working together to reduce missed appointments.

"It was a really good experience so thanks to you and the team. It really feels like I have had the opportunity to 'do something' about the negative parts of being in hospital"

Independent Review of the Mental Health Act
focus group participant

Independent Review of the Mental Health Act

Independent Review of the Mental Health Act Working in partnership with the Sheffield Advocacy Hub (Citizen's Advice Sheffield) we held focus groups to capture the experiences of people affected by the Act, providing a unique opportunity for local people to influence the future of this national policy.

Mill Road GP Surgery

The Perfect Patient Pathway Advisory Group visited Patient Participation Groups at GP surgeries, including Mill Road Surgery, to incorporate their feedback in Test Bed projects.

Somali Maan Health and Wellbeing Event

We discussed the stigma surrounding mental health issues and the work that Somali Maan is doing to de-stigmatise mental health. We also spoke to several people regarding Mental Health in the community, and their experiences fed into our Community Mental Health report (see page 26).

Sheffield Hallam and University of Sheffield Fresher Fairs

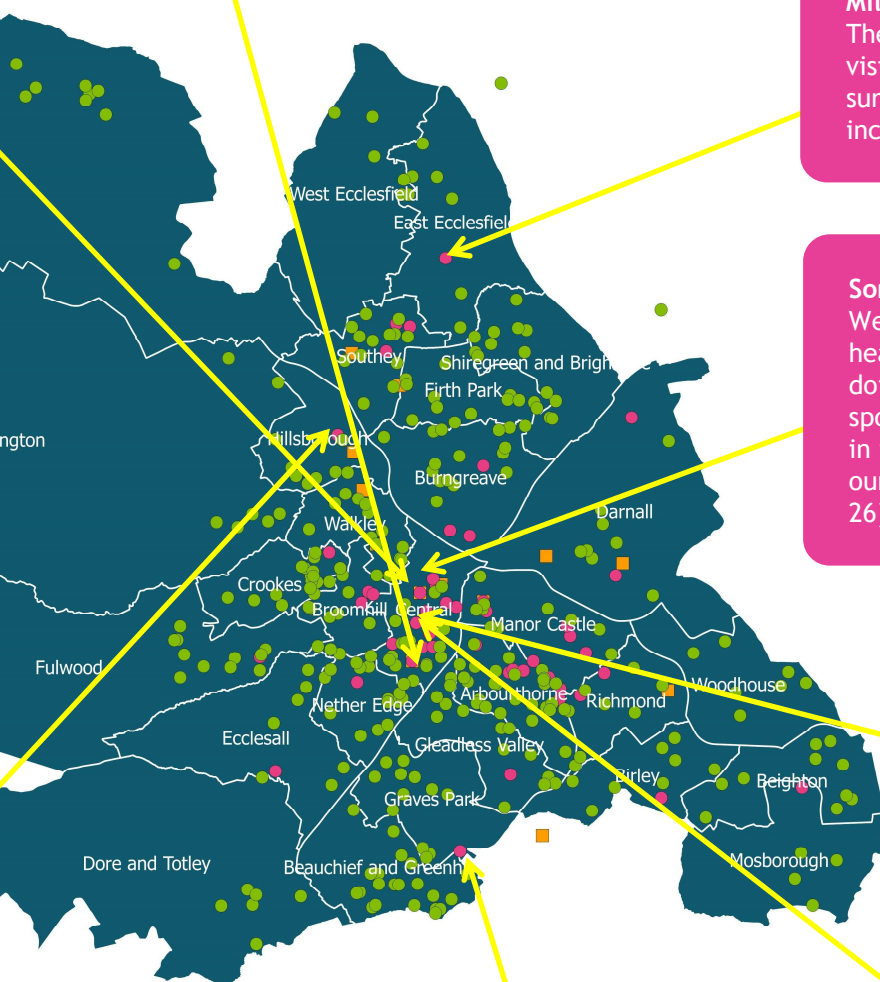
These Fairs enabled us to gather the views of students on health and social care and encourage participation in our research through Student Healthwatch and volunteer placements.

Trans and non-binary Support Group

We worked with SayIt Sheffield and their Trans/non-binary support group to hear about their health and care provision. SayIt Sheffield guided our approach and enabled us to engage with an otherwise hard to reach group, to inform our Trans and non-binary work.

Breathe Easy Support Group

As part of the Perfect Patient Pathway engagement, the Advisory Group visited this support group to introduce a representative of the company making the technology for the Asthma Project, to the service users.



Helping you find answers

We play a key signposting role that supports people access the right health and social care information.

Online- self-service access through our website

We offer a searchable directory of Health and social care services.

In the last 12 months the Healthwatch Sheffield website had:

- 9,568 visitors to our website
- 'Search for a Service' function was visited over 2,500 times.
- 481 reviews were written about 158 different Health and care services

The most common service type to review was GPs, with 190 reviews of GP Practices in Sheffield.

We also offer supported signposting through telephone enquiries:

- We offer a free and independent service for people to contact us in confidence.
- We signpost people to services that best support the needs they identify, so they can make contact with the right services for them.
- We also put people in touch with sources of information on NHS and Social care services.
- We give information about what to do when things have gone wrong, when people want to make a complaint.

We are not specialists

We are not health and care professionals or trained clinicians, so we can't offer any direct advice about medication or treatment. We are not able to offer financial or legal advice.

We can help you to find the right information, so you can get access to the right help for you.

"I'm getting old now, but feel there is very little out there to guide and help me with information to get through it."

Mrs P called us because she was worried about her future and didn't want to become a burden on her family as she got older.

She wanted to put her life in order, but struggled to find information on how to make provisions for old age.

What we were able to do:

- Speak in depth over the phone about services available.
- Follow up by posting out more information.
- Send a cover letter with advice to contact Age UK, along with some leaflets/guides.
- Helped keep Mrs P informed about Healthwatch Sheffield through our newsletter.

We successfully signposted Mrs P to Age UK and she is now getting support in planning her care.

"I am frustrated by the delay, we've got the new wheelchair but we have to use the old one until staff have been trained"

Mrs S rang in relation to her brother who lives in a care home and has Multiple Sclerosis.

Mrs S's brother had a new wheelchair delivered but was waiting for an Allied Health Professional to come out and train the care home staff in how to use it. Until then he had to use his old wheelchair, which was not suitable.

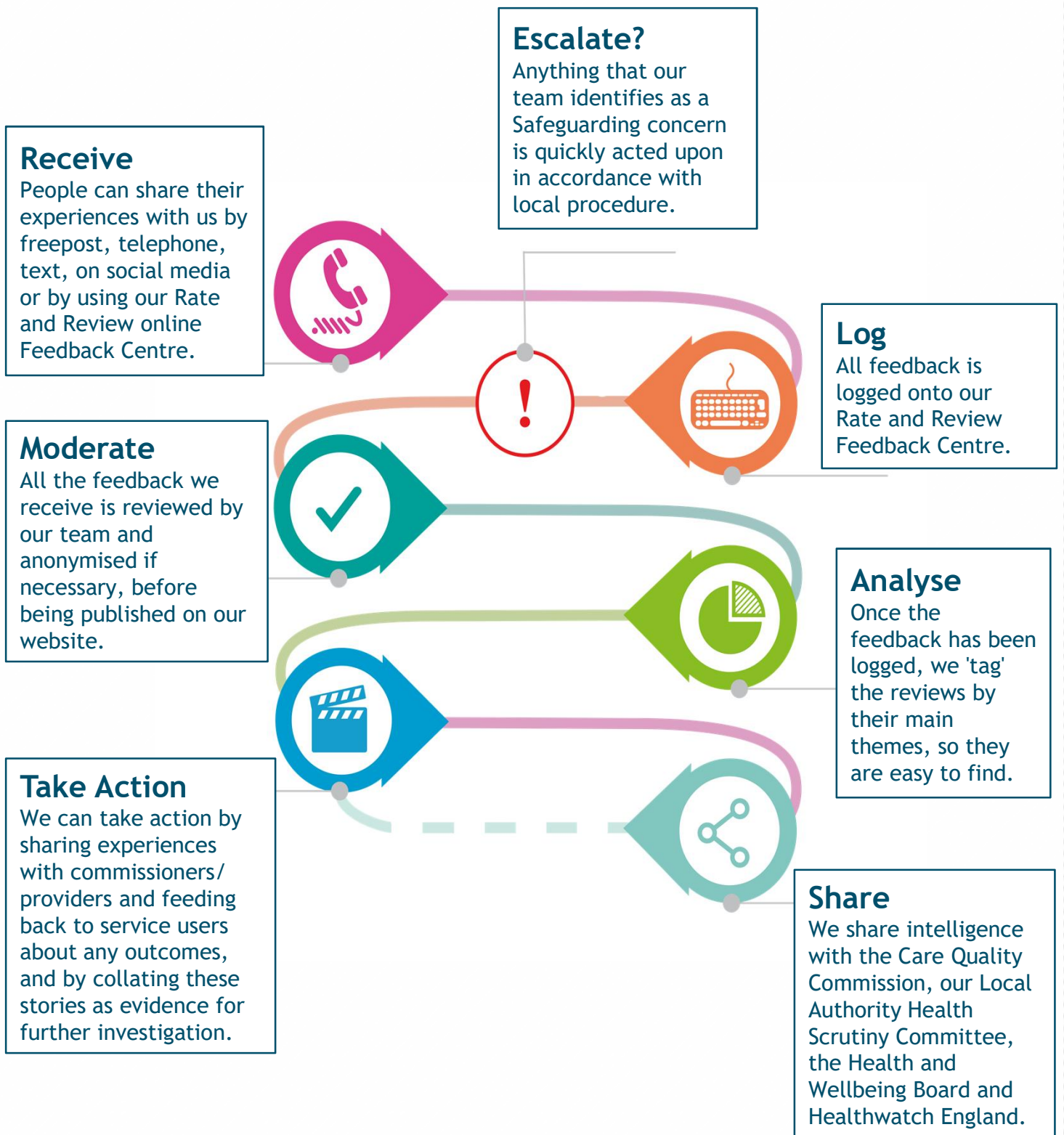
Mrs S felt that he had been made to wait a longer time than she thought was acceptable and wanted to know how to complain.

What we were able to do:

We informed Mrs S of the Patient Services team at the Northern General Hospital and signposted her to their enquiry line.

Mrs S made contact and made arrangements direct with the team.

Step by step



How do we tell people about our work?



We have appeared on BBC Radio Sheffield twice, reaching approximately **260,000** people.



Our Twitter following has risen to **2,547** and our Facebook likes have risen to **340**.



Our number of website page views has risen by 1,213, to **36,933**.



We have produced **5** newsletters, sending them out to **363** postal addresses and **1,242** e-mail addresses.



We were interviewed by Sheffield LIVE for their TV channel and website.



We have introduced a blog to our website. We have posted **3** entries between newsletters.



We have sent out **36** Mail Chimp e-bulletins.

Making a difference together



The CQC monitors, inspects and regulates services to make sure they meet standards of quality and safety. It has a legal duty to listen to what Local Healthwatch says about services.

To ensure local people's experience influence the CQC, we've shared our reports and provided information and intelligence to highlight areas of concern and excellence ahead of planned inspections of local services.

This year we shared information with the Care Quality Commission (CQC) about 24 services.

We also participated in preparing and planning for the CQC Whole System Review which took place in February and March 2018.

The Review considered how well health and social care services work together in Sheffield to meet the needs of older people, particularly to:

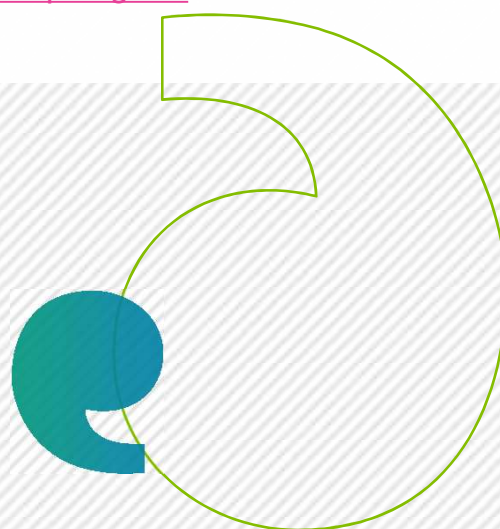
- Support people so they can stay well at home.
- Respond when people are in a crisis or their needs change.
- Help people to leave hospital safely and well.
- Help people to regain their independence after a hospital admission.

Many local people told us their stories and we shared these with the CQC review team. We recruited people to two focus groups, one for older people and their families/carers and another for members of the voluntary, community and faith sector.

The experiences we gathered will be reflected in the findings of the review will be published in June 2018.

Care Quality Commission website:

<https://www.cqc.org.uk/>



Quality Accounts

Our contribution to the Quality Accounts process helps to drive quality improvement by working with all the major health care providers across the city.

A Quality Account is a report about the quality of services by an NHS healthcare provider. The reports are published annually by each provider, including by those from the independent sector, and are available to the public on the NHS Choices website.

The Quality Accounts approach requires NHS Trusts to reflect on progress against priorities in patient safety, the effectiveness of treatments, and patient feedback about the care provided.

We attended the Sheffield Teaching Hospitals' Quality Board throughout the year, suggesting ideas for new quality objectives and contributing to the oversight of the quality priorities.

We've also provided regular updates and recommendations to:

- Yorkshire Ambulance Service NHS Trust.
- Sheffield Health and Social Care NHS Foundation Trust.
- Sheffield Children's NHS Foundation Trust.

The Children's Trust also attended the January Young Healthwatch meeting.

We used the intelligence gained through our engagement with people who use services to provide formal responses to each of the local Trusts' Quality Account reports.



“Sheffield Teaching Hospital Foundation Trust welcome the opportunity to work with colleagues from Healthwatch Sheffield. As a member of the Patient Experience Committee Healthwatch Sheffield helped to shape the work plan for the next year which includes a monthly patient experience theme for the committee to consider in greater depth. As a member of the new Quality Board, Healthwatch Sheffield have actively contributed to the development of the Quality Priorities for 2018-19 and to the production of the 2017-18 Quality Report.”

Sue Butler, Head of Patient and Healthcare Governance at Sheffield Teaching Hospitals NHS Foundation Trust.



Voluntary, Community and Faith Sector Health and Wellbeing Forum

Our Forum is a network of local voluntary, community and faith organisations with an interest in health and social care which fills an important gap in the city. It provides a unique opportunity for service users and service providers to come together regularly to work on issues of interest and concern.

The Forum is convened by Healthwatch Sheffield and this year we partnered with others to bring in depth knowledge and experience and keep the Forum relevant and vibrant. **A total of 77 people attended this year** and attendance rose from 13 to 39 by the end of the year.

The Addressing Social Isolation & Loneliness forum was particularly well received. Delivered with Sheffield Flourish and AgeUK Sheffield it enabled service users and providers to work together in small groups to come up with practical solutions to challenges people face.

“Presentations were interesting. Table conversations were thought provoking and creative.”

“Hearing about some of the ongoing work. Working collaboratively with colleagues and sharing ideas. Finding a lot of common ground.”

“Thanks for such an informative, welcoming, and valuable event, I left feeling enlightened and uplifted, and full of ideas!”

Forum attendees

Other Forums focused on:

- Prevention is Better Than Cure
- Accountable Care System
- Together for Good: How the VCF sector, the NHS and the City Council can work together to improve Sheffield’s health and social care



Healthwatch Local

A new initiative this year, Healthwatch Local allows us to benefit from established, deep and trusting relationships built in the communities our delivery partners serve (SOAR and Manor and Castle Development Trust). This proved particularly beneficial in gathering rich data from people with mental health difficulties as part of our Mental Health in the Community project.

Healthwatch Local works in neighbourhoods in the north and south of Sheffield to:

- Recruit volunteers.
- Engage with groups across the city.
- Use existing interactions between volunteers and citizens to gather people's views and experiences.
- Deliver themed focus groups, administer surveys and gather views from easy to ignore communities.

We utilise existing neighbourhood networks and activities to deepen our reach. For example, visiting social cafés to raise awareness and gather views, running stalls at local celebration events and visiting sheltered housing schemes.



Who do I speak to?

A Healthwatch Local worker visited a sheltered living scheme whilst gathering people's views on home care. She met Mr J who was losing faith in the home care service.

Mr J had arranged care visits for his mother after she had a stay in hospital. She was becoming increasingly forgetful about when she had last eaten or taken her medication.

The care visits became less regular and morning visits were getting later, which was confusing for Ms B and affected her health as she was diabetic. She would sometimes tell carers that she had already eaten or would eat later, and sometimes she would forget to eat at all.

When an error with her medication meant Mr J had to approach the service provider, he was unsure who to speak to, felt there was little interest in the incident and it wasn't investigated.

The Healthwatch Local worker supported Mr J to raise the issue a second time with the service provider, giving him the details of the complaints department for him to log it with the right people. Mr J was able to get the support to make his mother's care run smoother.

Mr J's experiences were then shared with our Policy Officer and were included as evidence in our investigation into home care.

The Perfect Patient Pathway Test Bed:

The Perfect Patient Pathway (PPP) Test Bed is one of seven NHS England 'test bed' sites. It aims to improve the lives of people with long term health conditions by using technology. This collaborative programme is led by Sheffield Teaching Hospitals NHS Foundation Trust and is evaluated by the University of Sheffield's School of Health and Related Research (SCHARR).

We enable members of the public to inform the programme's design and delivery through community engagement visits, the Test Bed Advisory Group (TAG) and our project champions. Our TAG members have experience of living with or caring for people with long term conditions. Their input is used to improve the experience of people taking part in the projects and to help the PPP team navigate through the challenges of introducing technology in a 'real world' setting.



The TAG with Vince Yuen from The Chinese Community Centre (above). She translated information and booked appointments for her members so they could be falls risk assessed.

Digital Care Home Interviews

The TAG felt it was important to find out about residents' experience of taking part in the Digital Care Home project. Interviewing care home residents was potentially challenging to get right so the TAG led on a co-designed process. This led to successful interviews with care home residents and relatives, in a way that suited them, and crucially, ensured their views were included in the evaluation of the project.

Spotlight on the Strength and Balance project

The Strength and Balance project gave those aged 65 and over the opportunity to have a falls risk assessment using a QTUGTM device. Those with a high-risk score were offered a referral to the Integrated Care Team Therapists for a personalised six-month intervention to improve their strength and balance.

The project focuses on prevention and keeping people well and independent for longer. Generally, people don't tend to have this intervention unless they have already had a recorded fall.

Lee Harker, TAG member and Digital Care Home project Champion with Strength and Balance project innovator Barry Greene (right).



"The role of Healthwatch ... has been pivotal and as a result the Sheffield City Region Test Bed has been recognised nationally for its strong patient and carer involvement. The feedback and insight from the patient and user input has been of immense value ... Their views and opinions have made change happen and we are so grateful for their continued support."

Liz Howarth, Perfect Patient Pathway Programme Director

The Impact of Engagement on the Strength and Balance Project



Letters sent out from GP practices, invited moderately frail patients aged 65 and over to have a falls risk assessment using a QTUG™ device.



60 patients were assessed between December 2016 - October 2017.



Community groups and Patient Participation Groups (PPG's) reacted positively about the project; some members said they would like to be assessed.



The Project Champion suggested working with community groups whose members could benefit from assessments.



Test Bed Advisory Group suggested visiting community groups to boost recruitment and suggested which groups to visit.



Test Bed team listened to engagement feedback and decided to try out a community model.



281 people aged 65 and over assessed between February 2018 - April 2018.



Assessments offered to groups that are harder to reach.

Young Healthwatch

Young Healthwatch is a group of volunteers who work to make sure children and young people's views of health and social care are listened to. Any young person aged 14-25 can be a part of Young Healthwatch. Together, they design and create projects which meet the aims of Healthwatch Sheffield.



Young Healthwatch:

- Helps to influence Healthwatch Sheffield's work, to make health and social care services better for children and young people.
- Volunteers get involved in projects to gather views about children and young people's experiences of health and social care services.
- Works with partners to help Healthwatch Sheffield and other services be more 'child and young people friendly'.
- Members act as role models for young people's involvement by helping us talk to and listen to other children and young people.

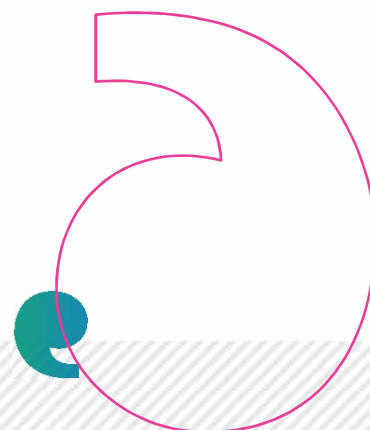
We currently have ten volunteers from different areas of Sheffield with a wide range of interests. This year the group worked on self-worth in the under 25s.

The project #RealMe was designed and run by Young Healthwatch, through a survey to gather young people's feelings on self-worth and an arts competition. They also designed and ran a workshop for students at the Firvale Centre, Sheffield College, to increase understanding of mental health issues, and how to recognise them.

The findings of the #RealMe project will be published in summer 2018.

Young Healthwatch has built relationships with Flower 125, The Sheffield Childrens' Hospital, Chilypep and Rainbow Heron Arts Café this year, and hope to use these relationships in future pieces of work.

Next year Young Healthwatch will be involved with the NHS at 70 #iwill campaign, which focuses on the importance of youth social action in relation to health and care.



Student Healthwatch

We created Student Healthwatch to give students the opportunity to influence local health and social care services. This year we worked with students to create a range of rewarding opportunities to volunteer with Healthwatch Sheffield that worked for them and us.

Healthwatch is now listed as a co-curricular activity at Hallam University, so more students can volunteer with us as part of their course. We also hosted a 100 hour Masters level placement, which we hope to repeat.

Several students have worked on the Trans and Non-Binary Experiences of Health Care project, assisting with facilitating focus groups, workshops and helping to write up the final report. The final report will be published in summer 2018 .

In 2017-18 Student Healthwatch had six active volunteers, with several more in training.

We have been active on the Student Health and Wellbeing board this year and gained valuable insight into health and care issues for students in the city. We plan to build on our current relationships with both Universities to create tailored engagement opportunities with University societies.



Sheffield Hallam University



The University Of Sheffield.





Small Grants Scheme

To extend our reach, especially into more marginalised communities and those who find it hardest to be heard, we piloted a new initiative this year using our involvement fund - the #SpeakUp Small Grants scheme.

Launched in January 2018, community and voluntary groups were invited to apply for up to £500 to run engagement activities or projects that help Healthwatch Sheffield fulfil its statutory duties.

The findings will help us to understand how different communities experience health and care. But more than that, we hope they will empower people and communities to ask questions about local health and care services, and raise aspirations about involvement in local conversations about health and care services.

Our panel awarded a total of **£9,067** through **15 grants**, with activity completed by the end of May 2018.

Grants went to a wide range of projects aiming to reach voices from lots of different perspectives including: local neighbourhoods; people with learning disabilities; asylum seekers and refugees; young men; mental health service users; wheelchair users; people living with dementia and their carers'; several different BME communities; and people affected by domestic abuse.

We are really looking forward to hearing how these projects went and learning more about how Healthwatch Sheffield can continue to develop its reach into all of Sheffield's communities.

This pilot scheme will be evaluated, and learning incorporated into another round in 2018.

We awarded our Small Grants to:

- The Burton Street Foundation
- The City of Sanctuary
- Darnall Community Development Centre
- Darnall Dementia Group
- DAWS Community Gym
- Disability Sheffield
- Foxhill Forum
- Park Community Action
- Sheffield Chinese Community Centre
- Sheffield City Trust
- STAMP (facilitated by Chilypep)
- Survivors of Depression in Transit (SODIT)
- The Link Community
- ShipShape
- Zest



Working with others to improve services

Our work with Sheffield Mencap & Gateway

In November 2017, we published 'My Health, My Say', the report of our investigation into the health and social care experiences of people with Learning Disabilities in Sheffield.

Concerns were expressed to Healthwatch Sheffield that, despite the emphasis on supporting people with Learning Disabilities to improve their health, changes in services and financial pressures experienced by the NHS and Social Care, mean the needs of this relatively small number of often vulnerable people may be overlooked. It was also of concern that those with Learning Disability continue to experience poorer health outcomes.

To better understand the experiences of local people we worked closely with Sheffield Mencap & Gateway. With their help, we adapted a 2014 survey to be accessible to people with Learning Disabilities. They also helped distribute the survey and provided support to people who needed help to complete the questionnaire.

The report includes recommendations for providers and commissioners of health and social care services in Sheffield, to improve the help and care that people with Learning Disabilities in the city receive.

Carrying out this investigation and working closely with Sheffield Mencap & Gateway has helped us to look more closely at our role in promoting and supporting the involvement of local people with Learning Disabilities in the commissioning, provision and scrutiny of local care services.

This year we developed Learning Disabilities awareness within our team, published an Easy Read version of My Health, My Say and participated in the Mental Health, Learning Disability and Dementia Delivery Board.

Next year we want to continue to actively seek the views and experiences of people with Learning Disabilities and their families or carers by including Disability Day Centres in our Enter & View programme. We will also seek to recruit volunteers with Learning Disabilities and their families or carers.



The full report:

<https://www.healthwatchsheffield.co.uk/wp-content/uploads/2018/01/LD-report.pdf>

Easy read version:

<https://www.healthwatchsheffield.co.uk/wp-content/uploads/2015/12/Easy-Read-Healthwatch.pdf>

Working with others to improve services

Our work with Citizen's Advice Sheffield's Deaf Advice Team & Disability Sheffield

In January 2018, we published 'Not Equal', the report of our investigation into the health and social care experiences of Deaf people in Sheffield.

Concerns were brought to us by colleagues in Citizens Advice Sheffield's Deaf Advice Team and advocates at Disability Sheffield about the increasing number of complaints they were supporting local Deaf people to make about the provision of BSL interpreters at NHS appointments.

We recognised that many of the problems experienced could be addressed by proper implementation of the Accessible Information Standard, which by law, providers of NHS and adult social care services have a legal duty to apply.

"Working in partnership with Healthwatch brought hearing professionals together with Deaf people, who were able to express their concerns/barriers. Some of the stories were quite personal and this interaction had a big impact on local health and social care professionals. Two people from the workshop had their lives improved straight away as they were finally able to get interpreters for their appointments with health professionals. I have had Deaf people coming to me to thank me for the work as it has made a real difference to them."

Sharon Hirshman, local advocate for the rights of the Deaf community.

"We would like to thank you for 'Not Equal' - you have been an excellent partner. We can report that some clients are now telling us that they have received appointment letters that include confirmation that a British Sign Language Interpreter has been booked! We hope that this work will help to not only change Deaf people's experiences locally but inform any national needs/picture."

Kate Bushen, Service Supervisor, Deaf Advice Service, Citizens Advice Sheffield

We heard from approximately 75 Deaf, Deafblind and hard of hearing people about their experiences. Our findings suggest that local Deaf people are yet to experience the improvements that the Standard aimed to embed.

We will continue to involve local people in monitoring whether the Accessible Information Standard is being properly applied.

In March 2018 we followed up the report with a workshop where providers and commissioners discussed their responses to the findings with local Deaf people. At this event we co-designed a leaflet for health and social care professionals on the do's and don'ts for communicating with Deaf people.

Sheffield Teaching Hospitals have put an action plan in place to improve care and NHS Sheffield CCG have planned a Practice Learning Event for primary care staff with a focus on the Accessible Information Standard. With our partners, we will host a further workshop in July 2018 bringing together Deaf people and social care staff.

The full report:

<https://www.healthwatchsheffield.co.uk/wp-content/uploads/2018/01/Not-Equal-Report-Jan-2018.pdf>

Follow-up briefing:

<https://www.healthwatchsheffield.co.uk/wp-content/uploads/2018/01/Not-Equal-Follow-Up-Briefing-2.pdf>

Working with others to improve services

Our work on Mental Health in the Community

Access to good quality mental health services continues to be a significant concern to the people of Sheffield.

Following our 2016 investigation into crisis care, in 2017 we focused on people's experiences of mental health support in the community as this is where most people access their care.

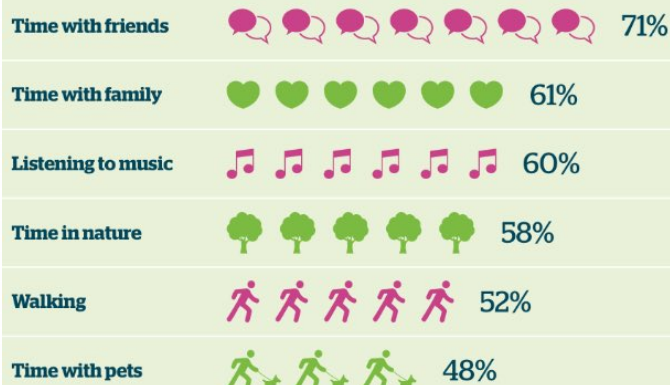
We reviewed local patient experience data, undertook a review of the relevant literature and listened to the views of service users and carers, providers, commissioners and key stakeholders.

We also carried out a survey to enhance existing data. We received 235 responses and overall, heard from 450 people.

Our full report will be published in June 2018.



Figure 5: The percentage of survey respondents who found these activities 'very helpful' for maintaining good mental health (n=223)



Our work on home care

In March 2017 Healthwatch Sheffield published a report of people's views of Home Care- 'Care at Home' - timed to influence the re-commissioning of home care services by Sheffield City Council.

To follow up on this and develop an in depth understanding of people's views, this year we carried out more detailed conversations with people about their experiences of home care. We spoke to 42 people and worked with groups supporting the over 65's and with people with long term conditions, including Alzheimer's Society Sheffield, Age UK, Stroke Association, Sheffield Carers Centre and Disability Sheffield.

Working with the council, the NHS and care providers we will provide a platform for older people and their carers to give their views on the care they receive and how care could be delivered in the future.

Once the report is published this summer, we will invite commissioners and providers of home care to respond to the findings and recommendations. We will monitor the services as the use of home care increases, with feedback from service users and their relatives informing our work.

Next Steps

Together for Good: Our Strategy for 2018 to 2020

The end of the first year of delivery under new contracting arrangements provides a valuable opportunity for reflection and learning from experience.

We've spent time this year learning how our evidence is used and how we can be more strategic in our approach, to ensure that the voices of local people are heard in the most influential places.

Establishing our presence as a force for positive change within the health and care system with the benefit of independence, gives us the credibility to influence.

Over the last few months we've consulted with our partners and asked local residents to share with us their views on our role, and their ideas about the issues we should focus on to make the biggest difference to them.

We've drawn on these ideas to develop a strategy to help us meet our ambition, you can read the full strategy on our website: www.healthwatchsheffield.co.uk or you can contact us for a paper copy.

Our core work will always be wide ranging, with all NHS and social care funded services within scope, but we will focus on specific priority work areas over the next two years to make best use of our limited resources.

We've identified three aims which encapsulate what we want to achieve on a system wide level.

Our Aims for 2018 to 2020:

1. Support local people to have their say.
2. Bring voice and influence to existing health & care commissioners and providers as well as to the emerging local partnerships.
3. Build capability and capacity across local health & care services to effectively involve local people.



These are the main issues that we will focus on to help improve health and social care services. However, we will review our priorities with our Strategic Advisory Group on a regular basis so they are responsive to unexpected changes, opportunities and compelling evidence.

Access to Primary Care

There is variation in the experiences of patients and carers across the city, with frustration about the routes to access appointments in some areas, whilst others enjoy responsive services.

We will highlight best practice and involve people in identifying and addressing difficulties.

Access to Dentists

Many people struggle to find and register with an NHS dentist and feel unclear about their rights and entitlement to access NHS dentistry. We will investigate the quality and accuracy of information available and the role that this plays in people's oral health.

Experiences of people with Dementia and their families/carers

We have heard from local people their concerns about Dementia awareness amongst health and social care staff and whether services are responsive to the needs of people with Dementia and their families. We will support people to share their experiences so that they can shape the ongoing transformation of the city's Dementia pathway.

The equity and experience of Continuing Health Care (CHC) assessments

People's experiences of CHC are too often confusing, frustrating and stressful. We will explore opportunities to bring the views of service users and their families to the centre of efforts to improve the process in a challenging financial climate.

Understanding what services are available and how to access them

When people are in need of care, they want access to be easy, but all too often people are unaware of the services that are available to them. Poor access to advice and information can prevent people taking control of their own health and care. We will seek out good practice and explore the role of information in improving equity of access.

Quality of day centre provision and quality of care homes

People told us that day services for people with learning disabilities have changed in recent years and that, as with care homes, there is variation in the quality of care and activities offered.

We will focus our Enter and View visits on these services to contribute to the local evidence base of the views of service users and their families.

Our finances

This table shows a summary of our finances 2017/18.

Voluntary Action Sheffield(VAS), the contract holder for Healthwatch Sheffield, has been responsible for our financial management and accountancy.

The funding for our Healthwatch, which comes from the Department of Health through Sheffield City Council, has been used to deliver Healthwatch's statutory activities.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	209,952
Additional income	53
Total income	210,005
Expenditure	£
Operational costs	69,517
Staffing costs	111,581
Office costs	8,338
Total expenditure	189,436
Balance brought forward	20,569

