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BY EMAIL

Ms L Davies
Chief Officer
Healthwatch

Dear Lucy

I am writing to you regarding the Speak Up Reports that were submitted to Healthwatch in 2019 and 2020. They are great pieces of work and reflect the strong and diverse third sector Sheffield thrives upon.

I would like to thank you for your patience following my initial letter in November 2019 and to reassure you that the information Healthwatch gathered has been reviewed and acted upon in the intervening time. I feel it is important to acknowledge that whilst the recommendations from the 12 Speak-Up reports have always been important to us, the global pandemic has had an impact on so many areas of our lives and we, along with many other organisations, have prioritised listening and responding to the impact Covid is having on people, hence the delay in our response.

In relation to the recommendations that were made by the organisations, the information has been disseminated to our commissioning leads for each service area and they have reassured me that the information will be considered and acted upon. I was heartened to hear that many of the recommendations were already included in our planning, and steps had been taken prior to, and during the pandemic, to ensure that overcoming the inequalities mentioned, were inherent in our collective work. I wanted to highlight some specific feedback I received from commissioning teams in relation to the reports:

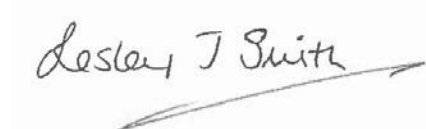
- In relation to the feedback about primary care from Flower Estate Family Action, Foxhill Forum and Reach South Sheffield, the key themes of involvement, access, choice and support are inherent in the Primary Care Strategy and subsequent plans for implementation. It is important to say, however, that the impact of Covid on primary care and the way that people access their GP surgery has changed since the Speak-Up reports were written and we, alongside other organisations such as yourselves, have worked hard to hear the experiences of local people throughout. The issues raised, such as moving to

online methods and telephone contact between patients and their healthcare team have been advantageous for some yet created greater inequalities for others. We are mindful of the need to adapt our primary care strategy and plans appropriately to help close the inequality gap.

- The feedback from SYEDA helped to inform our successful proposal to NHS England in late 2019 for funding to help transform eating disorder services through a single all-age pathway. The result in a less fragmented pathway, along with earlier intervention, prevention, assessment and treatment. A new team has been recruited to oversee this work and a patient and public involvement group have been established to guide and support its development and protocols.
- The feedback from STAMP reflects other information we have heard from people who have utilised mental health services where their needs were not met in a timely or appropriate way. As a result, an all-age crisis care pathway is being developed for the city. We remain committed to hearing from young people about their experiences, alongside other groups who haven't felt heard in the past.
- The range of feedback from Evaluation Solutions provides a stark reminder of the information gathered as part of our interpreter contract review, as well as our ongoing work about the urgent care system. We are acutely aware, through our work with the Refugee Council and Sheffield City of Sanctuary (whose work on the Asylum Journey has recently been circulated to all CCG staff), that language barriers exacerbate health inequalities and access to services and, through the interpreter contact review, look forward to working alongside the Healthwatch team to challenge the issues that have been raised.
- In February 2020, CCG staff were invited to an education session with a person who had experience of transitioning from female to male and many of the issues highlighted in the SAYIT report were included in the education session. This resulted in subsequent information sessions for specific CCG and primary care teams throughout 2020 and the speaker has been invited to deliver a second session for all staff as part of LGBTQ history month in February 2021.

I want to take this opportunity to thank all the organisations that produced a Speak-Up Report in 2019 / 20 and to all the people who contributed to the information that was gathered. We are aware that Healthwatch are currently advertising for organisations to apply for grants for 2021/22 and we look forward to hearing which organisations have been successful and responding to their feedback in the coming year.

With kind regards,



Lesley Smith
Accountable Officer

