

# Quarterly report

## April-June 23

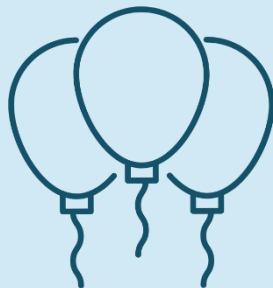
Heard from **1091** people about their views and experiences



Launched our survey on palliative and end of life care



Published our annual report



Heard about the experiences of **440** people in different communities, through the Long Covid grants work



Set the priorities for Healthwatch work in 2023-25



Published SpeakUp Grant reports from Sheffcare and Sheffield Foyer



# 1. Introduction

This quarter we have been able to finalise and share our priorities for the next 2 years - our plan on a page sets these out below.

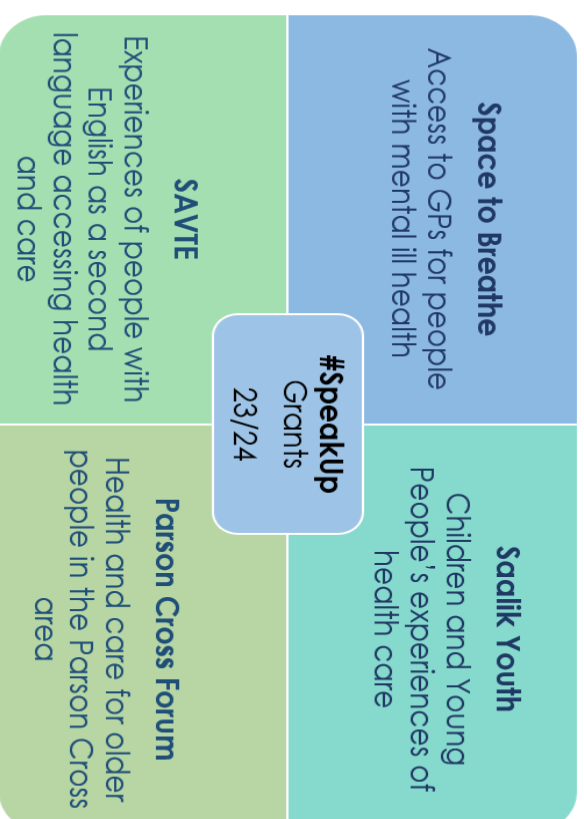
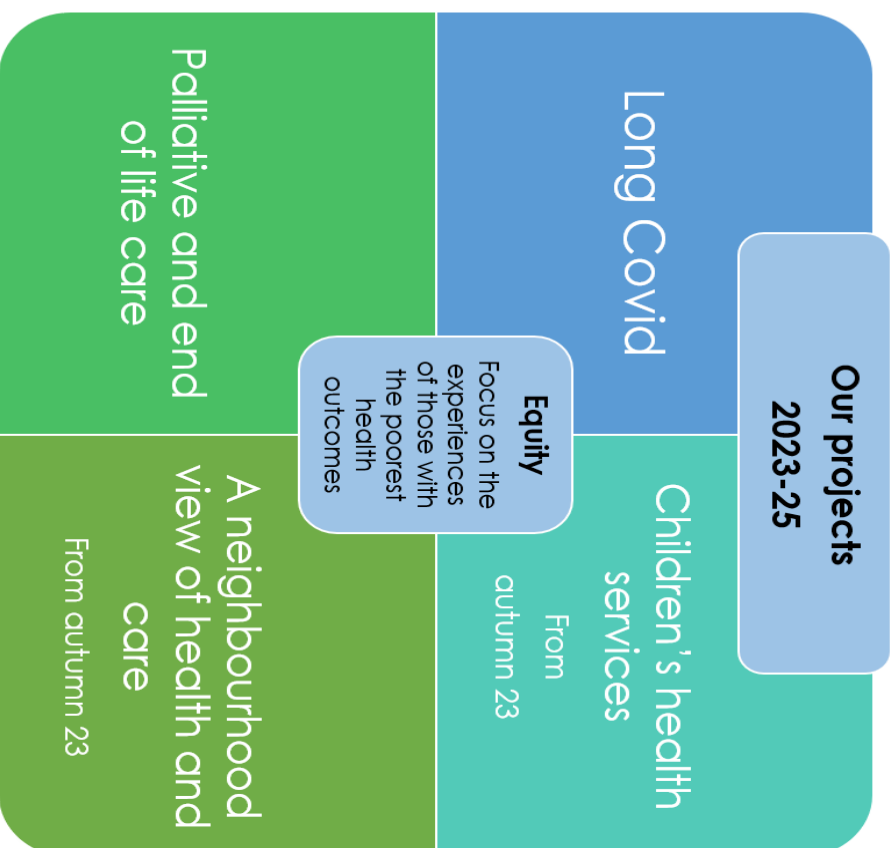
We will continue to work with Voluntary Action Sheffield on our Long Covid project, and this continues to be a priority area of work, as it was last year. Our new areas of focus are Palliative and End of Life care (which we have started work on this quarter) Children's health, and a Neighbourhood View of health and care (both of which we will be starting towards the end of the year). For a neighbourhood view of health and care we will be looking at people's experiences of all services within a particular area of Sheffield - we want to explore how different parts of the system are working together to keep people well.

In our last report we described how we set our priorities to ensure they reflect the issues that are important to people in Sheffield. We recognise that in addition to the projects we will do on our identified priorities, there are ongoing concerns that people have around key areas such as GP access, NHS dentistry and mental health. We know we will continue to hear about these issues through our day to day work (for example through our information enquiries and through our community outreach) and will be working to raise these issues in the different boards and decision-making meetings that we are part of.

Our #Speak Up grants will also help us hear the experiences of different communities, - this year's grants will involve children and young people in Burngreave (through Saalik Youth Project), older people in Parsons Cross (Parson Cross Community Development Forum), people with English as a second language (SAVTE), and people with mental ill health (Space to Breathe). The grants programme is an important tool for ensuring that our work raises the concerns and issues that are important to people across the city.

Finally, the other significant focus for us in this period was talking to people about how NHS South Yorkshire should be working over the next 5 years. We were commissioned to do this work by the Integrated Care Board (ICB), to support them in hearing from people in a range of communities across Sheffield. Our staff went out and about to more than 30 different locations to speak with individuals and groups in the city. We were particularly focussed on hearing from those who we know are likely to have poorer health comes - for example asylum seekers, and people in lower income areas. By doing this work, we hope that the NHS plans will be able to better address the needs of these groups.

# Workplan 23-25



Providing a high quality **information and advice service** – including developing information resources, and actively highlighting themes and issues coming through enquiries e.g. dentistry, GPs, pharmacy, access to services

**Public and patient forum** for the Sheffield Health and Care Partnership

**Community partnerships**

Following up on recommendations made in 22/23

Space to be responsive to new issues and opportunities arising

Develop and strengthen our ways of working in the health and care system in **South Yorkshire and Sheffield**, including collaborative working with other South Yorkshire Healthwatch

## 2. Enquiries, Information and Advice

Members of the public can tell us about their experiences of health and social care services in the Sheffield region so that we can then share their views and opinions with decision makers. We also offer specific information and advice about their care. Giving information about health and social care services is one of our statutory duties.

Enquiries we receive may include finding out about people's rights to treatment, what services may be available to them, or how to raise a concern about a negative experience they have had. We help people to find the right information as well as signposting them to further support if needed. Sometimes we can help people with their question immediately, whilst other situations may be more complex and may involve supporting the individual for a longer period of time.

Between April and June 2023, our information and advice service received 113 pieces of individual feedback relating to people's experiences of health and social care services. The people we heard from reached out to us through our website, email, and by telephone. Although we have seen a slight drop in dentistry enquiries we have still been hearing from those who have been struggling to access an NHS dentist. A very small number of dental practices were accepting NHS patients this quarter, so we have been able to direct people to this provision.

We have heard from some members of the public who have been unhappy with their GP practice, mainly due to feeling unsupported and not listened to. We have also continued to hear from those who have struggled to get through to their GP via phone to access both routine and urgent care appointments. Patients are still being held in long queuing systems and have often been told no appointments were available. We have provided advice to those who told us they wanted to raise a concern or complaint and have signposted people to the Sheffield Advocacy Hub if they have needed support to do this.

People have also got in touch this quarter to tell us about their experiences of mental health services. A few people told us that due to staff shortages they have had to wait a long time to be allocated new care coordinators or key workers. We also heard from individuals who expressed concerns that different services were not communicating with each other, for example, mental health, autism and ADHD services.

As a result of the work we carried out around the cost of living crisis, we decided it would be helpful to produce an information leaflet that would let people know what assistance was available with different healthcare costs. Working in partnership with the team at Citizen's Advice Sheffield, we have started to produce a 'help with healthcare



### 3. Website

This quarter our website had 2,022 visitors - a 12% increase on last quarter - and 6,045 page views.

Our most popular news pages were those [launching our 2023 #SpeakUp grants](#) and inviting people to [share their views on end of life care services](#).

Our most popular report was [Sheffcare's #SpeakUp report](#) from their project in the last round of grants.

### 4. CQC / Sharing intelligence

**CQC:** This quarter we have shared 5 pieces of feedback about 2 services with the Care Quality Commission (CQC).

**Healthwatch England:** Previously we routinely shared anonymised data from enquires and feedback with Healthwatch England via our CRM system, and also by sending them our monthly roundup. Last quarter our CRM system was decommissioned and we have now set up a data sharing process with the new digital system at Healthwatch England - we will be sharing information on a monthly basis in the future. This connection with Healthwatch England helps us influence policy at a national level.

**What have we been hearing?:** This quarter we have shared three roundup reports with statutory partners, commissioners and service providers to highlight the issues that people are talking to us about. These are picked up in different ways, and have become a regular item for discussion at the Health and Wellbeing Board.

### 5. Young and Student Healthwatch

This quarter we did planning for a sixth form work placement student who will spend time with us in July. During this placement we will visit some young people's community groups; this work will help us in the preparation of our priority around young people, which we will start towards the end of 2023.

## 6. Community Partnerships

The Community Partnership programme is a way for us to connect with voluntary sector organisations, working together to raise the voices of the people they support. We now have 12 [community partners](#), who help link us to a range of communities.

We produce regular newsletters for our community partners, but there is no fixed approach for the way the partnership works; we work flexibly to find ways that we can support each other in helping people have their say about health and social care services in Sheffield. This quarter, we asked our community partners to help the people they work with have their say on the NHS South Yorkshire Forward plan.

## 7. #SpeakUp Grants

### 2022-23 grants

This quarter we published another two #SpeakUp reports from the 2022 round our small grant scheme:

#### Sheffcare

Sheffcare's #SpeakUp project was about the impact of Covid-19 and lockdowns on care home residents and their families. They spoke with 24 residents, 32 friends and family members, and 8 staff and volunteers across several of their homes.

Their findings included insights into how care homes handled the pandemic, experiences of visiting during Covid-19, the impact of lockdown, and the ongoing impact of Covid-19 in care homes, with continued restrictions and outbreak control.

The people who shared their views as part of this project were keen to see increased flexibility in policy making; they felt that blanket decision-making had had a negative impact on individuals' health and wellbeing, as well as having a long-term negative impact on the care home environment.

The Integrated Care Board responded to our report outlining where they will share the learning from it. The report has also been shared with care home managers across the city by the Adult Social Care team at Sheffield City Council; we await their formal response to the report.

You can read the report and the responses [on our website here](#).

## Sheffield Foyer

Sheffield Foyer worked with their residents - young people with experience of homelessness - for their #SpeakUp project. It explored their knowledge and understanding of sexual health topics, as well as the barriers to accessing sexual health information, screening, and treatment.

They found transport was one of the biggest barriers - people felt sexual health services were inaccessible due to cost and time. Other barriers included embarrassment, lack of information about what to expect, or not having someone to go with.

The young people who shared their views wanted information to be provided in ways that work better for them, and for sexual health services to offer more flexibility in terms of time and location of appointments.

We have shared this report with colleagues in public health, primary care, and Sexual Health Sheffield. Following interest by professionals in exploring this topic further, we will be supporting Sheffield Foyer to host a round table discussion in August, bringing together professionals from those services with supported living providers.

You can read the report [on our website here](#).

## 2023-24 grants

This quarter we launched the 2023-24 round of the #SpeakUp grants scheme.

Applications were open from 2<sup>nd</sup> May to 5<sup>th</sup> June 2023, and were advertised widely. We received 13 applications for the 4 grants we had available. The panel met in early June and awarded grants to the following organisations:

- Saalik Youth Project
- Sheffield Association for the Voluntary Teaching of English (SAVTE)
- Parson Cross Community Development Forum
- Space to Breathe

We've been having initial conversations with these groups, helping to fine tune their plans and identifying where we can best support them to make the projects a success. We're excited about the range of topics they will be working on and will share more details about their plans in the next quarter.



## 8. Projects, Involvement and Engagement

### Maternity Outreach Project

This quarter we finished our interviews about maternity services with women from Black, Asian and Minoritised ethnic groups. This work will be published and shared next quarter.

### Long Covid

The Long Covid project has been continuing with the range of activities set out in its plan: the main focus this quarter has been the completion of Stage 1 of the Community Grants (information gathering) as well as convening two sub groups; one to produce a video about Long Covid and one to work on setting up a Long Covid Network. There has been one interview to hear the experience of a person living with Long Covid. The Steering Group continues to meet every four weeks and continues to have a good, engaged attendance.

For the first stage of the grants programme, organisations were asked to submit a bid and a proposal to collect information about the experiences and the needs of people with Long Covid within their communities. Altogether, we received 20 applications from a wide variety of community organisations using a wide variety of engagement and consultation methods. A panel was convened comprising representatives from the voluntary sector, Sheffield Teaching Hospitals, as well as Healthwatch Sheffield and Voluntary Action Sheffield (VAS).

A total of 12 organisations were chosen, with two of them asked to work jointly - meaning that altogether 11 grants were given out.

As part of the Long Covid programme, we organised an information session with the Long Covid Rehabilitation Hub at Flower Estate Family Action. 8 members of the community attended this session. We also attended an in-person event at Disability Sheffield and spoke to 9 of their members about Long Covid.

In June, all of the funded organisations presented their findings at a city-wide workshop. This was attended by 24 people across 16 organisations. The presentations and the ensuing discussion were excellent and have produced some unique findings which will be actioned in stage 2 of the grants programme, where organisations will be working to produce resources to meet the needs that have been identified.

Altogether the 1<sup>st</sup> stage of the grants programme consulted with 440 people, primarily from Black, Asian or minoritized ethnic backgrounds across Sheffield.

## Integrated Care Board - Forward Plan

As part of the NHS Joint Forward Plan, Healthwatch Sheffield participated in hearing from a range of communities about their priorities for health and social care services. To do this, our existing relationships with community organisations were vital, as well as reaching out to organisations we didn't already have links with.

We would like to thank the many organisations who supported this work - we went to around 30 different locations in the city to talk to people about what they thought was important to share with the NHS in developing their plan.

Some examples of this included:

- **Firth Park One Stop Shop** set up one-to-one interviews with those they support. Every person was from a different background and culture. The interviews enabled us to have detailed conversations about health and social care services people use and the barriers they face to accessing those services.
- **ZEST** invited us to join a regular conversation group with women who speak English as a second language. Using creative methods, we could hear what was important to the women concerning keeping well.
- **Woodthorpe District and Communities Forum** let us visit their craft club. We heard from older people about their experiences using GP surgeries and pharmacies in their community.
- **S4 Foodbank** were happy for us to attend and hear from a broad range of people across the city. They told us about their experiences accessing dental treatment and support for asylum seekers.

## End of Life Care

This quarter we started our work to hear about people's experiences of palliative and End of Life Care. This is to support the development of a system wide plan for End of Life Care in South Yorkshire, something which is now the responsibility of the Integrated Care Board (ICB). We designed a survey with input from a range of stakeholders, and launched it at the start of June. As well as the digital survey we are holding

interviews and community conversations to hear more in-depth stories of people's experiences - these are particularly focussed on hearing from people who are less

likely to fill in an online survey, eg older people, and people with English as a second language. SACMHA and The Hadfield Institute are working with us on this project.

We shared early feedback from this work when we attended the Vision day event for palliative and end of life care at the end of June.

## Out and about - stalls at community events

This quarter the Healthwatch team had a stall at 2 community events:

**Friendship Festival** at the Chinese Christian Church in Heeley. We booked an interpreter at this event to help us with language and cultural liaison - more than 100 people came to our stall and we were able to share information about our work at Healthwatch, as well as information on how to access health and care services. The most asked for information was about how to access dental care; we were able to signpost people to places in the city where we know they may be able to access NHS care.

**Health and Wellbeing Event** at Jordanthorpe. We took information about Healthwatch and resources to help people access health and care services in the city.

## 9. Reports

### What have we been hearing?

This quarter we published three of our monthly intelligence briefings - from [March](#), [April](#) and [May](#). These briefings highlight key themes from our enquiries and other intelligence sources, and are shared with local decision-makers and service providers so they can hear timely feedback from Sheffield residents.

In these briefings we shared some ongoing themes, such as the difficulties people are facing accessing NHS dentistry and getting a GP appointment. We have also shared feedback about mental health services - particularly around communication to patients - hospitals, patient transport and more.

### Our annual report

At the end of June we published [our 2022-23 annual report](#). We were pleased to share this report, exploring some of the topics we've been working on over the last year, and how we can make change together with people who share their views.

Highlights from the year include:

- Hearing from 2,736 people about their experiences of care

- Providing information and advice about health and care services to 9,161 people
- Working in partnership with community organisations on a huge range of topics that matter to local people

## Using Voice for Influence

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This quarter we asked for updates on the impact of previous reports published, and how progress was being made on actions as a response to our recommendations.

Our report on **Older People's Experiences in Care homes** has been used to help shape the service specification for care homes in the city and we were told:

“The work undertaken by Healthwatch by hearing the voices of residents and families has been so beneficial to the commissioning of a new care homes contract, the report they produced has provided valuable insights into what people see as important when living in care homes and has been used to develop the 8 principles of a good care home”.

***Jade Bann, Commissioner***

Our report on the **African-Caribbean Experience of Homecare** (done in partnership with SACMHA) has been used to help inform the recent commissioning process for Homecare providers. Specifically, we were told:

“After SACMHA’s important research into the home care experience of some African-Caribbean elders, SACHMA and Sheffield City Council worked together to create some questions to test the organisations bidding to provide home care through the Council’s new contract. The questions covered how organisations could show how they might respect cultural heritage/traditions (e.g. food or diet), religious observance and other values central to people’s identity. They focused on the importance of communication in the provision of care and support, enhancing people’s social interaction and experience, addressing barriers to communication and listening to family members. And they challenged organisations to show how they would recruit, support and develop a workforce that was diverse and could identify with the people receiving home care”.

***Ed Sexton, Senior Engagement and Equalities Officer, Sheffield Council***

## 10. Quality Accounts

Each year we are asked to comment on the [Quality Accounts](#) of local NHS Trusts. We comment on the general accessibility of these accounts, as well as responding to each organisation's priorities for the year ahead, progress against last year's priorities, and the opportunities for patient and public involvement in their work. This quarter, with the help of a team of volunteers, we responded to Quality Accounts from the following organisations:

- Sheffield Children's NHS Foundation Trust
- Sheffield Teaching Hospitals NHS Foundation Trust
- Sheffield Health and Social Care NHS Foundation Trust
- Yorkshire Ambulance Service NHS Foundation Trust
- St Luke's Hospice

The reports, with our responses included, will be published on each organisation's website in the coming months.

This year we paid particular attention to the way the Accounts presented patient feedback; information about complaints and other feedback routes are no longer a mandatory inclusion in the Quality Accounts, but we feel it is important for Trusts to be transparent, in this document or somewhere else accessible and public-facing, about how they use these valuable insights.

### Using Voice for Influence

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Alongside our role in responding to Quality Accounts, we have been working with Sheffield Teaching Hospitals through the process of setting their next set of Quality objectives; these are areas where the Trust will give extra focus in order to help improvement.

Following our feedback on patient experience, the new set of Quality Objectives for the hospital includes the Accessible Information Standards. This will mean that more work will go into ensuring that communication is right for different groups of people (eg deaf people and people with learning disabilities). This is vital if access to healthcare is to be improved for people who we know are already at risk of poorer health.

## 11. Health & Care Public Forum (Sheffield)

The forum met 3 times this quarter, during meetings, the following work areas were discussed:

- **Governance arrangements at Sheffield Place** - The Executive Place Director for Sheffield informed the group about the new commissioning arrangements in 'Place' Sheffield committee arrangements, including the vision, strategic aims and possible priorities.
- **Work to improve experiences of taxis for people with accessibility needs** - The group learnt about accessibility training for taxi drivers and a film produced by Safe Places to raise awareness of accessibility issues, and shared their concerns about a lack of accessible taxis in the city.
- **Re-procurement of the Extended Hour Community Pharmacy service** - Experiences of the current service were shared along with comments on a survey designed to gather the views of the general public.
- **Work to support vulnerable and housebound people with their medicines** - There was a discussion around ideas to make improvements for this cohort of people, including digital innovations that are being trialled and work to improve communication between services.
- **Virtual wards** -Comments were given on a leaflet for people using the new frailty virtual ward and the group shared their views on the wards.

## 12. Local decision making

The Health and Care Bill is new legislation which has made changes to the way the NHS is organised - on 1st July 2022 new **Integrated Care Boards** (ICBs) were set up across the country in each sub-region. These boards will work with partnerships of local organisations such as voluntary sector organisations and local authorities, as part of an **Integrated Care System (ICS)**. Sheffield is now part of the **South Yorkshire ICS**.

This is important to the work of Healthwatch because our role is to influence and improve the way services are run. In the new system, some decisions about Sheffield

services will now be made at a South Yorkshire level - this means we need to have routes to influence decisions in this new structure.

During this quarter we have:

- Continued to work with other South Yorkshire Healthwatch to promote the importance of public involvement and citizen voice in the new structure.
- Carried out the work to hear the views of seldom heard groups for the NHS South Yorkshire forward plan - Healthwatch Barnsley and Healthwatch Doncaster worked alongside us on this.
- Designed a palliative and end of life care survey which is South Yorkshire wide - the other Healthwatch in South Yorkshire have helped us share and promote this.
- Continued meeting regularly with Engagement and Involvement leaders at the ICB, to ensure that our work at Healthwatch is connected to work taking place at a South Yorkshire level
- Continued attending the Quality, Performance and Patient Experience sub-committee of the ICB.
- Attended a South Yorkshire event to consider how qualitative data (people's views, experiences and stories relating to health and care) can be shared effectively to help it influence the design and delivery of services

Healthwatch has a non-voting place on the ICB where we have the opportunity to bring insight from our work, and constructive challenge to the system in our role as a critical friend. As an interim measure, the Healthwatch Sheffield Chief Officer has taken this place while we develop a longer term plan to ensure we can be fully effective in our work with the board.

Locally, our Chair has been attending the **Health and Care Partnership Board** meetings, and has been active in contributing to discussion around the future of how services will work together as Sheffield Place. This also links to the role that we have currently facilitating the Health and Care Public Forum, giving people and patients an opportunity to directly hear about and comment on locally developed plans (see section 11 above).

**We will continue to advocate for the importance of involving people in decision making, wherever those decisions are made.**

## 13. Supporting services to involve people

During this quarter we have worked in partnership with services to help them plan and deliver engagement and involvement work / activities, including:

### Mental Health Services

- We attended the third of three mental health events, hosted by Sheffield Flourish, to inform changes to the community mental health teams in the city. At this session, Sheffield Health and Social Care Trust fed back on how people's views at previous events were accounted for within proposed plans for future provision. We then met with both organisations to discuss possible next steps for involving people in this transformation work.
- We joined in discussions at a meeting to review learning from experts by experience about being involved in recent mental health transformation work.
- We attended an event about Sheffield Health and Social Care Trust's (SHSC) plans to implement the Patient and Carer Race Equality Framework (PCREF) and race equity and community engagement.

### Adult Social Care

Our Community Outreach Lead attended a meeting with staff from adult social care to prepare for the Festival of Involvement - next quarter we will be offering hands on support at one of the sessions taking place in a care home.

We also continue to support the We Speak You Listen events for adults with learning disabilities (run by Sheffield Voices), following our previous collaboration on the Chance to Choose project; our Community Outreach Lead attended one of these this quarter. Linked to this, we had a Healthwatch Stall at the Big Voice event which took place in the Town Hall.

### Supporting other Healthwatch

Last year our Community Outreach Lead was on secondment to a role in Healthwatch England, supporting the development of engagement across the network. This year, she will continue to spend some of her time on this work, through facilitating the **Healthwatch England's Engagement Leads Network** events.

The Healthwatch Engagement Leads Network (HELN) events are held online and attended by engagement, outreach, and volunteer leads from other local Healthwatch across England. The events are a space to share learning, network and broker



working relationships with external charities and organisations. Healthwatch Sheffield is hosting these events for 2023-24. The mix of external and internal speakers has been successful, resulting in consistent attendance.

The events are monthly and alternate between informal and formal delivery, giving the opportunity to explore specific topics chosen by the Healthwatch network. The chance to support engagement at a national level is a huge development opportunity for us. Healthwatch England is helping the local Healthwatch take ownership of a national engagement way of working. Response from the attendees supports this method of delivery, and feedback has been positive:

*“This was an exceptional session, arguably the best session I have attended in my time at Healthwatch. It was the perfect balance of interactive activities, discussions and presentations (absolutely brilliant presentations too!). It was amazing to see volunteers involved and engaged in the event, as well as such a diverse array of staff who all engaged. The facilitator was fabulous...”*

*“I really enjoyed the vibe/energy that Sarah, who hosted the session, brought to the group. It was my first time joining one of these sessions. For someone new to an engagement role, it was great to meet fellow engagement officers and exchange ideas for engagement activities that I can go away and experiment with in my local Healthwatch.”*

## 14. Volunteers

This quarter volunteers contributed at least **203 hours** of their time to support our work. This includes time taken to guide our work as part of our Strategic Advisory Group, share a patient and public perspective as part of the Health and Care Public Forum (Sheffield), and attend committee and board meetings on our behalf.

### Volunteering highlights

In April and May, a team of four volunteers helped us to respond to this year’s Quality Accounts (you can read more about these in section 10). They read the draft reports and shared their views on a whole range of topics - from how accessible they would be to the public, to whether the reports did a good job of addressing patient and public concerns about recent Care Quality Commission (CQC) inspections. Bringing together a team of volunteers, with varying personal and professional backgrounds, helps us to bring a much broader range of perspectives to tasks like these and makes our response much more valuable.

## 15. Healthwatch Team

This quarter no staff have left the team, although **Winnie Lutakome** and **Olga Gontsova** who joined us on a temporary basis from Voluntary Action Sheffield completed the projects they were working on in this quarter, and are not currently working with us.

**Pam Daniels** - Engagement Lead at Voluntary Action Sheffield, is currently working with the Healthwatch Team on the Palliative and End of Life Care project.

## 16. Coming up - What next for Healthwatch Sheffield?

We will start work with the organisations who have successfully applied for one of our #SpeakUp Grants

We will launch round 2 of our Long Covid Grants

We will publish our maternity report

We will continue work on our project for Palliative and End of Life Care

## Using Voice for Influence

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As well as sharing our intelligence in our written round ups, staff and volunteers regularly raise feedback and share experiences in the meetings they attend. Taking part in meetings helps us stay informed about developments in services, and enables us to promote the importance of listening to, and involving people, in shaping those developments. This quarter, we have attended the following meetings, boards and committees:

- Health and Wellbeing Board
- Lived Experience and Co-production Assurance Group (Sheffield Health and Social Care Trust)
- Integrated Care Board (NHS South Yorkshire)
- Quality, Performance, Patient Involvement and Experience Committee (NHS South Yorkshire)
- Learning Disability Partnership Board
- Health Scrutiny Sub-Committee - Sheffield City Council
- Area Prescribing Group
- Primary Care Commissioning
- Integrated Medicines' Optimisation Committee (IMOC)
- Community Mental Health Team Review
- VAS weekly network meetings
- Health and Care Strategy meeting - voluntary sector
- Sheffield Health and Care Partnership Board
- South Yorkshire Local Dental Network
- Oral Health Advisory Committee (Sheffield)
- Sheffield Teaching Hospitals Quality Report Steering Group
- Patient Engagement and Experience Committee - Sheffield Teaching Hospitals
- Strategic Care Home transformation oversight group

**Representatives from other Healthwatch in South Yorkshire also attend a range of meetings on behalf of our region, giving us an opportunity to feed into other areas of work including:**

- South Yorkshire Integrated Care Partnership
- South Yorkshire Mental Health / Crisis care meetings