

Quarterly Report: April-June 2021

Headlines

<p>We heard from <b>659</b> people about their views and experiences</p> 	<p>Published our <b>Annual Report</b></p> 
<p>Shared our report on <b>Recessive Genetic Conditions</b></p> 	<p>Distributed more than <b>400</b> GP Access cards to help people register with a surgery</p> 
<p>Signed <b>Community Partnership Agreements</b> with <b>7</b> organisations</p> 	<p><b>1990</b> visits to our website <b>7334</b> page views</p> 

## 1. Introduction

This quarter we've spent time on the first phase of the engagement work for two of our annual priorities – **autism**, and **maternity services**; this has involved talking to stakeholders, mapping existing activity and identifying where our work can have impact. This is key to planning and shaping the work that we will do next quarter when we start to reach out and talk to people about their experiences.

We've highlighted previously that our **Information and Advice** role has become more prominent as a result of Covid – in our updated strategy we have committed to finding new ways of reaching people, broadening our reach and making our information more accessible. As part of this work, this quarter we have launched our regular **BSL Vlog** in partnership with Citizens Advice Sheffield. This covers a wide range of topics to help keep deaf people informed about health and related issues. We have also been working with partners in primary care, the CCG and the voluntary sector to promote and distribute the **GP Access Card** - an initiative which helps people know about their right to register with a GP. Information and advice as a route to helping people access the care they need, is a vital part of our work.

Another focus this quarter has been promoting and expanding our **Community Partnerships**; these are agreements made with voluntary sector organisations, where we set out a commitment to support each other in amplifying the voice and experiences of people the groups work with. This is part of our strategic aim to build a greater culture of involvement in Sheffield – we can only do this by connecting with others to develop the ways in which we encourage and support people to have their say.

## 2. Enquiries, Information and Advice

In this quarter, **74** people have used our information and signposting service. These enquiries come us through email, telephone calls, or via our website. Many people often don't know where to turn to with their healthcare and social care concerns. Our information and signposting service can help them find the right place to start.

As well as dealing with each individual enquiry, we make a note of patterns that are coming up for a number of people and look for routes to raise these general areas of concern. For example, we are still hearing a lot about accessing dentists, and we continue to share this with the dental commissioners on a regular basis. Sometimes, we can help people find solutions to their concerns, and we are able to help them get the treatment they need. Other times, we get enquiries where people do not need information or signposting, but just want a way to share their feedback for service providers to learn from. Whichever way people need our help, we do our best to respond in a way that is helpful to them.

## Where have we signposted people this quarter?



Cancelled surgery o Covid

### Case Study

#### Accessing a GP

Rashid\* got in touch with us as he needed help registering his family at a local GP. At the time, he was unsure if he could register, because he didn't have an NHS number, or proof of address. We told him that he did not need either of these things to register at the GP, and called the GP surgery in question, and explained his situation. They told us that he shouldn't have a problem registering, and that he should get in touch as soon as possible. We posted him a GP access card, and he was registered at the practice within the next two weeks.

He later got in contact with us again, because his wife needed urgent medication, and their registration had not get gone through. She had received some medication for a couple of days from NHS 111, however this was about to run out. NHS 111 told him that until they get registered, they needed to get their medication from the walk-in centre, or the out-of-hours phone line. When he phoned the out-of-hours service, they told him to go to the walk in centre to get the medication. He was uncomfortable doing this, because they didn't have any child-care, and would have to take their children with them.

We helped him by calling the out-of-hours service, and clarified with them that they could indeed help his wife get the medication she needed. After speaking to a different member of staff, we arranged for his wife to speak to the out of hours GP.

They contacted us the following day to let us know that they had managed to get the medication the same day. They fed back that they were happy with the help we'd we've given them and said "Healthwatch made it easy for us to get the support we needed".

*\*Name has been changed*

## BSL Vlog

As part of our commitment to providing information in a range of formats to improve accessibility, we have been working with the Deaf Advice Team at Citizens Advice Sheffield to produce a regular [vlog](#). The vlog has covered a wide range of topics including how to vote, getting a Covid vaccine, Long Covid, and accessing a dentist. The Vlog is shared on our website, as well as the Facebook page of the Deaf Advice Team.

We have extended an offer to statutory partners who may want to use the platform to reach BSL users with their information, and will continue to develop the ways in which we use the Vlog.

## GP Access Cards

We continued to support the NHS England and Improvement GP Access Cards Registration Campaign this quarter, acting as a hub for the cards which help to prevent people from wrongly being refused registration at a GP practice because they don't have proof of ID, address or immigration status. We distributed 419 cards to 21 members of staff from statutory services and VCS organisations who support those who may need the cards. They welcomed the campaign, and many told us that they think it will help address a longstanding issue that has affected people in our city.

We also delivered presentations about the campaign for the Health and Care Needs Steering Group and SHSC Health Inclusion Team, and co-designed and delivered a training session about access to GP services for homeless people at a Protected Learning Initiative for GP reception staff, in collaboration with Sheffield CCG and staff from Devonshire Green and Hanover Medical Centres.

We are working with a local GP and Health Inclusion Champion, and Sheffield CCG to raise awareness of the campaign within general practice and tackle the prevalence of issues around registering with a GP as experienced by homeless people and other groups who already experience significant health inequalities.



### 3. Website / Gathering Feedback

**Website** - This quarter **1990** people visited our website, totalling **7334** page views. After our home page, the most visited pages were our 'News & Reports' page and our 'What we do' section. A high proportion of people who viewed these were new visitors, so we are pleased to see that even more people across Sheffield are finding out who we are and learning more about our work.

**Paper Feedback Forms** - this quarter we have distributed our paper feedback forms via the following routes:

- **Disability Sheffield PPE supplies** - distributed along with PPE supplies for people using direct payments to employ carers
- **GP Access Cards** – Each GP Access Card has been distributed in a pack containing information about Healthwatch and our paper feedback form (along with other items including a facemask and pen)
- **Our community partners** – our community outreach lead has taken paper feedback forms to some of our community partners

We have been getting 2-3 paper feedback forms each week, which although a small number, helps us know that people can reach us with feedback regardless of their access to the internet. We will continue to look at opportunities to distribute these in different places.

### 4. CQC / Sharing intelligence

- **CQC:** This quarter we have shared 84 pieces of feedback about 26 services with the CQC – this is more than most quarters, which reflects the inspection which took place looking at core services at SHSC. We met with inspectors to talk through a range of feedback that we had in relation to different aspects of Mental Health provision.
- **Healthwatch England:** Every quarter, the themes and key issues from enquires and feedback are routinely shared with Healthwatch England via our CRM system, and also by sharing with them our monthly roundup. They use this to help inform their 'What are we hearing?' reports, and to help them identify issues which need raising at a national level. This quarter, together with our Healthwatch in our region, we highlighted a range of concerns and issues relating to dentistry.
- **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 Health and Wellbeing Board, and also at the CCG Quality Assurance Committee.

## *Using Voice for Influence*



Sharing information with the CQC is part of our Statutory function as a local Healthwatch. When we knew that the CQC were coming to inspect core services at SHSC we pulled together feedback to share with inspectors. As well as looking at what we already had, we reached out to community organisations to ask them if they had insights that they would like to share in relation to mental health care and support. We received a substantial amount of feedback from 9 different organisations and were able to use this to give inspectors a rich insight into the experiences of people accessing mental health services in Sheffield.

## 5. Young and Student Healthwatch

**Ellesmere Youth Project** – last quarter we described the sessions that took place with our Community Outreach Lead and EYP. The young men in the group went on to develop and distribute a survey as part of our SpeakUp Grant work, and the Healthwatch Team has continued to work with the group to analyse and write up what they found. This report will be published next quarter.

**Thalassemia South Yorkshire** - This quarter was an opportunity to connect with young people and children during the half term holiday. I was invited to run an arts and crafts session and crafts session with children age 4-16yrs from Asian and Minority Ethnic communities living in Sheffield.

16 young people attended an online session focusing on what health means to them.

Participants discussed and drew what they are able to do to maintain their level of health for each aspect. They were also asked about what they would like to do or what was missing from reaching 'good' health and wellbeing. The end result was a picture portrait of what they had identified as beneficial for them and what they would like to do.

## 6. Community Partnerships

This quarter our Community Outreach Lead has been focused on growing the Community Partnership programme. Under the original name of Alliance Partnerships Healthwatch Sheffield had 3 existing sign ups who were Disability Sheffield, City of Sanctuary Sheffield and Sheffield Flourish.

**Stage 1** was to redesign any paperwork to be visually friendly and ask the 3 existing organisations to recommit to the new branding.

**Stage 2** was to introduce the idea of becoming a Community Partner to organisations currently working with us in different ways. These new partners are Sheffield Voices, Sheffield Dementia Action Alliance, Burton Street Foundation, Saalik Youth Project and Thalasaemia South Yorkshire.

**Stage 3** was to run a social media campaign which resulted in 3 organisations approaching us to become Community Partners of which 2 have signed up, Sheffield ME and Fibromyalgia Group and ISRAAC Somali Community Association.

The Community Partnership programme is not only an opportunity to share information with Healthwatch Sheffield but will be a means for collaboration between partners. Part of signing up to the programme sees partners receiving quarterly newsletters containing health and collaboration updates, regular informal check in's and information sharing, and an annual event incorporating an open space for learning, development and networking.

## 7. Engagement

### Planning for our priorities

We have done less engagement activity this quarter – as we go into a new financial year, we have been spending some time planning for activity which we will do in relation to our priorities.

### Maternity

One of our priorities for this year is the experience of Black and Asian women in maternity services. Following the CQC inspection of Jessops which rated the service as 'Inadequate' we have widened this to include maternity services more generally, but with a particular focus on the experience of Black and Asian Women. This quarter we spoke to a range of stakeholders to find out about work that was already taking place, and put in place plans for work that would help improve and develop understanding of the experience of women and families accessing this care. Stakeholders included:

- Maternity Voices Partnership
- Sheffield Teaching Hospitals
- Staff at Jessops
- Sheffield Maternity Co-operative
- CQC
- Voluntary sector partners

Next quarter we will start work to talk to and hear from people about their experiences of maternity care.

### Autism

**Adults:** We have been working with the Sheffield Autism Partnership Network to support their development of a survey. This survey will go to individuals and organisations to develop understanding of what services people are already accessing, and where they may be gaps in support.

**Children:** We have been attending regular meetings of the Neurodevelopment Task and Finish Group. This quarter we worked with the group to help develop a survey for parents and carers of children and young people who have been assessed or offered an assessment in relation to having neurodevelopmental needs. We have also been working on our plans for an event for families who have children who have Special Educational Needs, which we hope to run in Burngreave to hear from families who might not link into this survey or other engagement work done by the group.



## #SpeakUp Grants

Last quarter we reported that we had awarded #SpeakUp grants to 13 community organisations in Sheffield, who wanted to share the experiences of the people they work with.

These projects are currently underway, and engagement activities are varied, ranging from focus groups, to creative workshops, surveys and more. Groups are taking an even wider range of approaches than normal this year, due in part to Covid-19 restrictions. Some will hold in-person events while most are completing engagement online. We have supported the groups in planning their activities, and will be working with them in producing reports based on their findings, which will make recommendations to local commissioners and service providers.

We will begin publishing these next quarter, when each group's report is ready. We will also produce a summary report which pulls together any cross-cutting themes from the individual groups.

We have received positive reactions from commissioners to previous rounds of the grant programme and believe it is a good way to extend our reach into communities, as well as building our relationships with voluntary sector partners. We hope that this year's grants will result in change for local people, and that they will feel heard by local decision-makers.



### *Using Voice for Influence*

#### Homecare – The experience of the Afro-Caribbean Community in Sheffield

Last quarter we described the work we had been doing to support Sheffield City Council in its programme to develop a new approach to Homecare, including facilitating an online event to hear views from the public. We knew that both in this event there was a gap - we had not heard much about the experiences of people from ethnic minority communities accessing care.

Through our #SpeakUp Grants, we were able to work with SACMHA, to hear from people in the Afro-Caribbean Community.. We worked with them to deliver 3 separate events, and have collaborated on producing a written report. Although the finished report is not yet published, we have already shared the key findings with commissioners developing the new homecare model, so that they can use the insights to help inform the work they are doing.



## 8. Reports

### What have we been hearing?

We produced our round up reports in [April](#), [May](#), and [June](#). Key issues included Children and young people's mental health, difficulties accessing a dentist and mixed experiences with GP appointments.

### On Equal Terms – Then and Now Healthwatch Sheffield Annual Report 2020-21

We published our reflections on the year in our [annual report](#). This focussed on areas of our work which had been changed and shaped by Covid-19, and the ways in which we had listened to and shared people's experiences during the pandemic.

### Recessive Genetic Conditions: The experiences of parents and professionals

We worked with the Genetic Literacy Project at Firvale Community Hub to speak to local parents about their experiences of accessing information and support in relation Recessive Genetic Conditions. [The report](#) highlights that whilst information and support is available, people's experiences of accessing it is mixed, and more needs to be done to ensure help is offered at the right time and in the right way.

## 9. Quality Accounts

NHS Trusts send us their Quality Accounts to review each year. Last quarter we reported that the 2019-20 Quality Accounts, along with our responses, had been published online. NHS England had delayed the Quality Account timescales for 2019-20, but they are back on the regular schedule this year. As a result, we have received and responded to the 2020-21 Quality Accounts this quarter.

A working group of staff and volunteers provided responses to Quality Accounts from:

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

We were unable to respond to Yorkshire Ambulance Service NHS Foundation Trust's report.

Due to the very short deadlines we were provided with this year, we were not able to respond in as much detail as we would have liked, incorporating more feedback we had heard throughout the year. However, we were able to give guidance on including patients and families more in decision-making and service monitoring, as well as highlighting particular areas of focus that we would urge Trusts to continue working on.

## 10. Sheffield Accountable Care Partnership

We continue our focussed commissioned piece of work to support engagement across the Accountable Care Partnership (ACP) in Sheffield.

To keep the group accessible for people who don't access online events, our staff member continues each month to have phone conversations or e-mail correspondence with 2-3 people who make contributions outside of the meeting. We have also received positive feedback on this approach.

Agenda items this quarter have included:

- How is the Health and Social Care System organised to deal with the challenges presented by Long Covid?
- Homecare Transformation Programme
- The Health and Care Bill
- Covid vaccinations
- ACP 10 year vision
- Pharmacy updates
- Personalised Care
- Digital Inclusion

After each meeting, a written summary of feedback and questions is shared with the speakers who are asked to provide an update/response. These responses are then shared with attendees.

## 11. Volunteers

This quarter one of our engagement volunteers has started attending the SOAR social café.

Volunteers have also been involved in looking at and commenting on the Quality Accounts, while some members of our Strategic Advisory Group have been representing Healthwatch at a range of key meetings with the local authority and CCG.

## 12. Healthwatch Team

There have been no staff changes this quarter.

## 13. Coming up – What next for Healthwatch Sheffield?

We will start to publish our SpeakUp reports

We will start work on talking to people about their experiences of maternity services

We will hold our first 'Community Partners' Event

We will publish the responses to our Recessive Genetic Conditions report

## *Using Voice for Influence*



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:

- Health and Wellbeing Board
- CCG Governing Body
- Children & Young People's Health & Well Being Transformation Board
- Learning Disability Partnership Board
- Primary Care Commissioning Committee
- CCG Quality Assurance Committee
- Sheffield CCG Strategic Patient Involvement, Experience and Equality Committee
- Sheffield Mental Health, Learning Disability, Dementia and Autism Delivery Board
- Mental Health Crisis Care Board
- Black, Asian and Minority Ethnic Public Health Group
- Healthier Communities and Adult Social Care Scrutiny Committee
- Patient Experience Committee (Sheffield Teaching Hospitals)
- Area Prescribing Committee
- Community Mental Health Team Review
- Quality Board (Sheffield Teaching Hospitals)
- Carers Strategy meetings
- Adults Service Improvement Forum
- Neurodevelopmental Task and Finish Group (children's hospital)
- Sexual Health Networking Meeting
- Sustainable Travel Committee Meeting (STH)
- SYB ICS Digitally Enabling our System Transformation Board
- Community Covid Hubs meetings
- Health and Care Strategy meeting – voluntary sector