

Greater appreciation
of many things we had
taken for granted

Together

we're making health and social care better

Annual report 2022–23

healthwatch
Sheffield

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

Healthwatch is often described as a “watchdog”, keeping a watchful eye on health and social care services. We certainly had to be terrier-like about **dentistry** as people told us how difficult it was to find an NHS dentist and the impact of delayed treatment. Getting health systems to recognise this problem and that dental health affects *all* health required persistence and determination. It’s a good example of Healthwatch listening to people’s experiences and making sure that health decision makers hear it too.

Indeed, this report underlines the Healthwatch approach of listening to different people and communities – over a long time – and developing trusted relationships so that services can understand what is happening and be willing to work together to make improvements.

In the **Chance to Choose** project we supported adults with learning disabilities to have a say in a new Council service. In work with older people in **care homes**, we ensured the voices of residents were included in the way services were set up and monitored. Healthwatch always want to ensure people who are sometimes overlooked are listened to and their experiences brought into the picture.

Hearing from *all* communities in Sheffield and linking to people we hear from less frequently, for example those who are marginalised by race, is a continuing priority. This year it led to projects exploring experiences of **Long Covid** and **maternity care**, and is part of the continuing effort to ensure all people in Sheffield have an equal chance of a healthy life.

Of course no amount of listening will make much difference if health systems don’t engage with what people are saying. So this year, with the start of a new health structure in South Yorkshire (the Integrated Care System), we’ve been working with Healthwatch colleagues across the region to ensure that engagement and people’s needs are at the heart of decision making. We want to see health systems engaging and involving people creatively, over time and with proper resources, leading to better outcomes for individuals and communities.

Healthwatch could not do its work without partnerships with voluntary organisations such as Disability Sheffield, the advice of our Strategic Advisory Group and the support of Voluntary Action Sheffield – our accountable body and active collaborator. We are grateful for our partnerships with Sheffield City Council and the NHS.

Lastly, I want to thank our energetic and creative Healthwatch staff led by Chief Officer Lucy Davies, and all our volunteers whose work has such a positive impact on the lives of people in Sheffield.



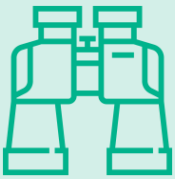
J. A. ROBINSON

Judy Robinson
Healthwatch Sheffield
Chair

About us

Your health and social care champion

Healthwatch Sheffield is your local health and social care champion. From Stocksbridge to Mosborough and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A city where people have an equal chance of a healthy life



Our goals

- Find out what matters to local people; influence and improve health & care services
- Involve those who often aren't heard
- Help make Sheffield a healthy city to live in



Our year in review

Reaching out



2,736 people shared their experiences of health and social care services with us this year, helping to raise awareness of issues and improve care.

9,161 pieces of information & advice were shared with people who came to us for clear guidance about topics such as dental care and the cost of living crisis.

Making a difference to care



We published **4 topic based reports**

11 'What have we been hearing?' reports

These are our regular insight reports giving a snapshot of what we are hearing from the public – we share these with services each month so that they can learn what is and what isn't working for people.

Health and care that works for you



We're lucky to have **28 volunteers** who gave up **more than 100 days** to make care better for our community.

We're funded by our local authority. In 2022–23 we received **£209,952** which is the same as last year.

We currently employ **7 staff** who help us carry out our work.

How we've made a difference this year

Spring

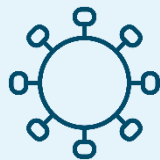


Paul Blomfield MP quoted our work when he raised important questions in parliament about the ongoing crisis in NHS dentistry



With new primary care hubs being proposed in the North East of Sheffield, we helped set up public meetings so that people could get information and have their say

Summer



Set up a steering group to drive our Long Covid project – this included representatives from voluntary organisations and people living with Long Covid



We worked with Disability Sheffield to run creative listening sessions, helping adults with listening disabilities have their say on services being commissioned

Autumn



Our #SpeakUp report with Sheffield ME and Fibromyalgia Group brought clinicians and social care staff together to look at how improvements for patients could be made



Our report on Older People's care homes helped shape the plans for care home provision in Sheffield

Winter



We highlighted how the cost of living was stopping some people from accessing healthcare; NHS South Yorkshire produced resources to help people know what support was available



Our audit of GP websites showed inequitable access to digital services across the city. NHS South Yorkshire has now committed to providing support for GP surgeries to improve their sites



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Chance to Choose

Shaping services for adults with learning disabilities

Sheffield Council were working on a new plan for learning disability services. They wanted to take a fresh look at how services like supported living, day opportunities and respite care are set up – and they wanted to involve people in the process.

We worked in partnership with Disability Sheffield to hear from people about what they wanted to see in our city.

The Chance to Choose Project heard from people in lots of ways:

- Through creative activities (drama, art, creative writing, puppet making, vegetable carving) – these sessions were run in a variety of settings, with a range of groups
- In bigger events focussed on a particular theme; council staff come together with people with learning disabilities to talk about how services are now, and how they could be in the future
- Through an accessible survey
- In events focussed on involving and hearing from carers



- People would like more choice for day opportunities – including access to employment and training
- There is a lack of appropriate services for 14-25 year olds
- Supported Living can feel restrictive – people would like more control over the choices they can make in their own home
- Some people had a negative view of respite care following poor experiences – they felt that there was not enough variety in what was offered, and the quality wasn't always good

What difference has this made?

“Through the Chance to Choose project, the voices of service users within the Learning Disability community have found a fun and interactive way to be heard.

These valuable insights have been used to create the ‘Golden Threads’ document, which served as the solid foundation for our new Adults with a disability framework, and is one step closer to our final goal of ‘absolute’ co-production.

It has also been an absolutely wonderful opportunity for us as professionals to sit down and talk to individuals and remind ourselves exactly why we do what we do.”

Lilly Hoyland, Commissioning Officer



What matters to us

Older people's experiences of living in a care home

During the Covid-19 pandemic, we had very few opportunities to hear from older people in care homes. It felt important that we focussed on them this year to find out about their experiences of the care and support.

We visited care homes across Sheffield, speaking with residents about what was important to them. We also heard from some of their families.

Our recommendations for improvement included:

1. Improve information given to families and residents before moving into a home
2. The council should check with homes to see how they are hearing the views of residents and relatives and acting on them
3. Share ideas and resources to help homes offer a range of activities, connect residents with communities, and support social interaction and friendships within the home
4. Care plans need to be clear about how residents will be supported to do things that matter to them



"I don't know what would have made the process of getting dad into a care home easier or less stressful, but it would have been good to have been able to talk through different approaches with someone, even if just on the phone. We had so many fears and questions."

Family member of care home resident

What difference will this make?

The information in the report was used to shape both the commissioning of care homes, and the quality monitoring toolkit which the council will be using in 2023-24. This means that what people shared is having a direct impact on how council staff are checking quality in care homes in the city.



"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 Sheffield Council

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Our #SpeakUp Grants help community organisations shine a light on the issues that are important to them and the people they support. This year we worked with Sheffield ME and Fibromyalgia group to find out whether the new NICE guidelines for ME treatment were being followed; as part of this work members of the group came together with health and care professionals, to reflect on the report findings, listen to people's experiences, and identify actions that could be taken.

Supporting services to involve the public



We support services to think about how they involve local people to help improve care for everyone.

This year the health service shared plans to build up to 5 Primary Care Hubs in the North East of Sheffield, potentially replacing a number older GP buildings. We worked closely with the NHS to act as a 'critical friend' on their plans for involvement and consultation, challenging them to go further on the work they were doing to share information about the project, answer people's questions, and get people's views. As a result of the consultation, the NHS heard people's concerns and plans for one of the hubs did not move forward..

Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

In 2018 our report 'Not Equal' described the experiences of deaf people when accessing health and social care services, and the barriers they faced. Despite continuing to raise these issues over the last five years, we continue to hear about poor experiences that people are having.

We are pleased that this year, after consulting with us, Sheffield Teaching Hospitals have chosen Accessible Information as one of their 'quality objectives'; we hope that focussed effort over the next year will lead to improvements for deaf people in Sheffield as well as others who face barriers to accessing information and services..



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Doing projects such as our work on Long Covid, and our maternity project – both of these projects focussed on hearing from people in communities marginalised by race
- Talking to individuals across the city in places like foodbanks and social cafes to get their views on health and care services
- Connecting with community groups working across Sheffield to hear from the people they support, through our Speakup grants and our partnership work

Long Covid

This year we started work on our Long Covid project in partnership with Voluntary Action Sheffield.

An estimated 3.1% of the UK population are thought to be experiencing long COVID symptoms* – this translates to around 23,000 people in Sheffield. We know that some communities are underrepresented when it comes to accessing services for Long Covid in the city; our project aims to find out more about the experiences of these groups, and what support they might need.

To do this we are partnering with voluntary sector organisations that work with people in communities marginalised by race, and those from low income areas of the city. We have been interviewing individuals, and running information sessions for groups – this project will continue throughout 2023.

*ONS figures February 23



“I had all these question marks around what was going on with me.....the information session was a light bulb moment .. everything fit into place.”

Staff member from a voluntary sector organisation



“I don’t get much pension – if you’re not fit and well, how do you fight to get the money you’re entitled to?”

Local resident

What matters to you about your health and wellbeing?

Following recent re-organisation in the NHS, South Yorkshire leaders have been working on their plan for health services in our area, over the next 5 years.

We were asked to help them connect with people who they don’t normally hear from, to make sure that their views were included in the work. We went out across the city to talk to people about what was important to them about their health and wellbeing, what was good about services, and what could be improved..

From community groups, to individuals in foodbanks or social cafes we went to 34 locations across the city people so that more people could have their say.



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's getting the dental treatment you need, finding out how to make a complaint or knowing where to go for urgent care – we're here to help.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Producing tailor made information resources on different topics, in response to requests from community groups

Help to find dental care in Sheffield

102 people contacted us this year for advice and information about dental services. People told us that most practices are not taking on new NHS patients, and that others have waiting lists of up to three years.



The impact of delayed treatment has resulted in people living with considerable pain and dental conditions worsening. We also heard from people who felt they'd tried everything, but still couldn't access care.

“I'm pregnant and suffering from bad sensitive teeth and gums, and it is hurting my teeth to drink or eat”

Rose, Sheffield resident

“I have rung over 30 dental practices in Sheffield. Everyone had at least a two year waiting list. I can't afford to pay for private treatment!”

Daniel, Sheffield resident



A large proportion of people told us they or their families had not seen a dentist since before the Covid-19 pandemic or even longer.

Our advice line has meant people who need urgent or routine treatment know their options and have clear information.

We are making sure the concerns of people in Sheffield are heard by decision makers. We have regularly shared information with the Yorkshire and Humber NHS England dental commissioning team and the South Yorkshire Local Dental Network. We also presented findings to the Sheffield Health Scrutiny Committee, and to the national inquiry into dentistry in January 2023.

Information about pharmacy services for the local Somali community



ISRAAC, a local Somali community centre, told us that people they work with needed better information about where they could access different pharmacy services.

With the help of a volunteer from the New Beginnings project, we worked to understand what support people needed, gathered the right information, and produced a pharmacy information leaflet tailored to the needs of ISRAAC's service users.

The leaflet was targeted to central Sheffield, and included NHS and Non-NHS services with a particular focus on blood pressure and diabetes testing services. The leaflet was well received by a staff member at ISRAAC, who was then able to distribute the information to those who would find it most beneficial.

We work closely with different organisations throughout the year to produce accurate and accessible information resources for the people they support.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Collected experiences and supported their communities to share their views
- Reviewed GP websites to look at accessibility
- Helped us design information resources
- Took part in regular forums to help bring the public and patient perspective to people designing and leading services
- Helped steer and guide our work through our Strategic Advisory Group (SAG) and our Long Covid Steering Group

Ayah – Information and advice volunteer



"I spent a wonderful time volunteering at Healthwatch.

I've learned how to design a leaflet and how to choose the right font sizes and shapes. Also how to organise the layout of the leaflet and to pay attention to the small details that can make a big difference. Also I really enjoyed our go away days and visits to different locations.

Apart from that my typing skills improved significantly because I used to search a lot about different places and collect information from different websites.

Another thing is my English language became much better now than before volunteering and a lot of friends commented on that.

I really enjoyed small talks with other staff members, they were very supportive and friendly. Never forget the tasty snacks and hot coffees.

At the time I've started volunteering I was newly arriving at the UK and I was suffering from social isolation and stress, the volunteering helped me along with my mental health and to overcome the stress.

I would like to thank everyone at the Healthwatch team especially Anna (*Information and Advice Officer*) for her support and encouragement."

See page 13 to read about the project Ayah worked on.



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchsheffield.co.uk



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info@healthwatchsheffield.co.uk



Statutory statements

Healthwatch Sheffield is hosted by Voluntary Action Sheffield.

Healthwatch Sheffield uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

Finance

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Local Authority	£209,952	Expenditure on pay	£230,688
Additional income	£171,627	Non-pay expenditure	£51,171
		Office and management fee	£55,419
Total income	£381,579	Total expenditure	£337,278

Additional income is broken down by:

Sheffield Health and Care Partnership:	£27,900
Sheffield CCG / South Yorkshire ICB:	£15,000
Healthwatch England:	£49,950
Health Education England:	£2,548
Income from local charities for work done in partnership:	£7,250

Our expenditure is less than our income this year due to the receipt of funding for the Long Covid project, the bulk of which will be delivered in 2023/24.



The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Sheffield Strategic Advisory Group (SAG) has up to 9 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. The Group ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2022/23 the Board met 10 times and made decisions on matters such as how we work with other Healthwatch in South Yorkshire, and our priorities for 2023-25.

To help set these priorities we spent time in January and February 2023 talking to people about what they think Healthwatch should be focussing on, and what is important to them. This included talking to members of the public in different parts of the city, as well as community groups.

How we hear from people

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022-23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending the meetings of community groups, forums and having stalls in public spaces. We have visited care homes to talk with residents, and have held focus groups online and in person.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and make printed copies available.



#SpeakUp Grants

Our micro-grants help more people to have their say across different communities in the city. This year we gave 5 grants – the groups received £2000 each as well as some of our staff time to support them with the project. We heard from homeless young people, African women, taxi drivers, older people in care homes and people living with ME and Fibromyalgia.

Taking people's experiences to decision makers



We attend decision making boards and committees to champion the voices of the people we hear from.

As well as sharing insights from our work, we promote the importance of listening to citizens, and involving them in the design and running of services. We also work to create opportunities for decision makers to speak directly to people who use their services, and act as a critical friend to support services in improving the way they involve patients and the public.

Sheffield Health and Wellbeing Board

Healthwatch Sheffield is represented here by Judy Robinson (our Chair). This statutory Council Board brings together decision makers and partners across the NHS, the City Council, the voluntary sector and independent players.

Healthwatch is involved in helping to set the Board's agenda ensuring issues about service changes and user voices are discussed and alerting the Board to our intelligence from the ground about trends and about emerging issues – such as the growth in complaints about accessing dental care. We give an annual update about our work to the Board.

Sheffield Health and Care Partnership

Healthwatch Sheffield is represented in this Partnership by Judy Robinson (our Chair). This is where the Health and Care providers in the city come together, and link with NHS South Yorkshire and the Local authority to make decisions relating to services in Sheffield.

Health Scrutiny sub-committee

There is a statutory relationship between Healthwatch and Health Scrutiny – Healthwatch may refer any matter relating to the planning, provision and operation of the health service in the Sheffield for review and scrutiny, and if they do the local authority must take account of any information provided by them.

Our representatives at Scrutiny this year have been Lucy Davies (our Chief Officer) and Patricia Edney (a Strategic Advisory Group Member). They have attended Scrutiny Committee meetings to share insight, views and experiences of local people as part of discussions.

South Yorkshire Integrated Care Board

Healthwatch in South Yorkshire have a non-voting place on the Integrated Care Board, Lucy Davies (our Chief Officer) has been the Healthwatch representative in 2022-23.

South Yorkshire Integrated Care Partnership

Healthwatch in South Yorkshire are represented by Fran Joel (the Chief Officer of Healthwatch Doncaster).

2022–2023 Activity

Additional work areas from this year
The impact of the cost of living crisis on people’s access to healthcare We spoke to people in different communities and produced a short briefing setting out the issues people were facing to help health services consider how to help.
Health and Care Public Forum (Sheffield) Involving patients and the public in the city’s efforts to increase partnership working across health and social care services
Experiences of older people in communities marginalised by race Working with Age UK we spoke to older people in 2 communities. We linked with Roshni to speak with older women from the South East Asian community, and visited SADACCA to speak people from the African Caribbean Community.
Speak Up Report – <u>Sheffield ME & Fibromyalgia Group</u>: Exploring the groups experiences of care related to ME/Fibromyalgia, including the barriers people face and how services can be improved.
Speak Up Report – <u>Sheffield Foyer</u>: Talking with the young residents of the Foyer project about sexual health – listening to their experiences of accessing services, as well as providing information and advice on the topic.
Speak Up Report – <u>United Women’s Affiliation</u>: Working with women who do not have English as a first language, this project looked at their experiences of accessing health services as well as providing information on health and wellbeing.
Speak Up Report – <u>Sheffcare</u>: A project focussing on talking to care home residents and their families about their experiences with COVID-19 lockdowns and visiting restrictions
Speak Up Report – <u>Champion in Achieving Better Health in Sheffield (CABS)</u> Speaking with South Asian taxi drivers to hear about their health needs and what the barriers are for them to access and achieve better health
GP Website Healthcheck We analysed 74 GP practice websites to see whether patients across Sheffield can access services online. We found a widely varying picture across the city, and NHS South Yorkshire has commissioned work to help address the concerns raised.

Next steps

Healthwatch is 10 years old in 2023

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Our priorities for 2023–25

1. End of Life and Palliative Care
2. Long Covid – understanding the needs of marginalised communities and improving support
3. Access to children's health services – a focus on equity
4. A neighbourhood perspective on health and care – understanding how services work together in an area of Sheffield



Together
we're making health
and social care better

10
years

Our team

Thank you to everyone who has been a part of our team this year, either as a staff member or as a volunteer.

Staff team

Nupur Chowdhury	Engagement and Involvement Officer
Mina Clarke	Project Support Assistant
Laura Cook	Policy and Evidence Co-Ordinator
Lucy Davies	Chief Officer
Sarah Fowler	Community Outreach Lead (on secondment with Healthwatch England)
Anna Harman	Information and Advice Officer
Katherine Knox	Community Outreach Lead (secondment cover)
Natasha Munoz	Engagement Officer - Long Covid Project
Holly Robson	Operational Support Officer
Katie Toman-Grief	Administrator



Voluntary Action Sheffield (VAS) Staff

For extra capacity on particular projects, we link with VAS staff to support our work. VAS staff who have worked with us this year are:

Winnie Lutakome	Maternity project
Olga Gontsova	NHS South Yorkshire Forward Plan engagement

Strategic Advisory Group (SAG) - volunteers


Judy Robinson (Chair)	Lucy Fox
Dr Patricia Edney	Asma Rabeha
Tim Furness	Beth Kyte
Mark Gamsu	Janet Harris
Verni Tannam	



healthwatch
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