



South Yorkshire Integrated Care Board
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9 August 2023

Ms H Robson
Operational Support Officer
Healthwatch Sheffield
33 Rockingham Lane
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Dear Holly

Thanks for sending me the latest Speak Up report. Please pass on our thanks to United Women's Affiliation for reaching so many women and for their report.

I was impressed with the level of engagement but disheartened by many of the findings as the NHS is falling short of the level of care given to all.

A theme we hear a lot is regarding issues arising about GP communication and the standard of primary care and I have shared the report with our primary care team, who will also consider the issue. We know this isn't good enough and so one of the five key priorities for the Sheffield Health and Care Partnership (known as the HCP) this year is to improve same-day access to urgent care, which includes access to Primary care. This will help to improve patient care and patients' experience and also help take pressure off staff, improving non-urgent services too.

We know access to NHS dental care is an issue. ICBs have just taken commissioning of dental care from NHS England. The NHS is working to improve access to NHS dental care. The Department of Health has increased the funding practices receive for high needs patients to encourage dentists to provide more NHS treatments. They have also amended guidelines so dental therapists and hygienists can deliver more treatments, improving access as well as making it easier to recruit dentists from overseas.

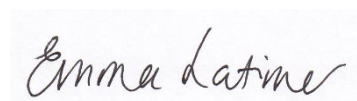
Interpretation services for NHS in the city are provided by DA Languages. Clinicians and admin staff can request a specific dialect when booking with DA Languages. We will take

this up with the interpretation provider to look into and also raise awareness among GP and practice staff.

Another priority for the HCP is empowering and connecting communities in the North East of Sheffield. Here we will elevate the voices of the people who are often not heard, including people of African heritage, and devolve power so local people can influence what happens in the local areas to improve their lives. We know that many of the women that United Women's Affiliation work alongside will live in the areas in the North East. We are still developing plans but know that in the long term, they will address some of the themes in the report.

I think it will be helpful if the Sheffield Place team link with United Women's Affiliation to see how we can help in terms of education or support in the development of culturally appropriate communication materials and also involve them in the North East work. I will ask Lucy Ettridge, our community development lead, to contact Hawa Yatera to take this forward.

Kind regards

A handwritten signature in black ink that reads "Emma Latimer". The signature is written in a cursive style and is placed on a light grey rectangular background.

Emma Latimer

Executive Place Director, Sheffield