

Local voices,
**stronger
together**



Healthwatch Sheffield
Annual Report 2013/14



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Foreword



By
Prof. Pam Enderby
Chair, Healthwatch Sheffield



Healthwatch Sheffield was launched in April 2013 and I was delighted to be appointed as the Chair.

In Sheffield we had a sound basis founded on the work of Community Health Councils and Sheffield LINK, which had fostered and developed many knowledgeable, enthusiastic and skilled volunteers.

These predecessors to Healthwatch had achieved a great deal and we have been building on this with the new responsibilities and ambitions detailed by the government, local stakeholders and raised by the citizens of Sheffield.

This year has heralded a number of changes in health and social care - yet again! Almost for as long as the NHS has been in place, there have been constant reorganisations in an attempt to improve services and manage costs, but in the last decade there have been even more changes.

It is easy for the voices of patients and service users to become lost and yet this is the very time that we need to ensure that their voices are heard.

The work of Healthwatch Sheffield to support service users, in a constructive but uncompromising manner, aims to contribute to continuing service improvement.



Whilst the majority of service users will get excellent care, there are unfortunately some who will not.

We will not take our eye off the ball!

Whilst the majority of service users will get excellent care and attention from dedicated and skilled staff, there are, unfortunately, those who do not get the best of care.

We are here for everybody; we can learn about what is important to those who have received excellent care but we also need to identify and support those who do not have a good experience.

The national body, Healthwatch England, has a strong voice in government and can influence the health and social care agenda. We support Healthwatch England by providing information, and they support us with knowledge, skills and a national voice.

We have achieved a lot over the last year including (but not limited to) appointing an interim Governing Body, identifying issues of importance to residents of Sheffield, developing governance procedures, meeting our MPs, recruiting and training our valuable volunteers, and developing relationships and ways of working with the many and various bodies with whom we want to work constructively.

We have also contributed to the Joint Strategic Needs Assessment, work on GP access, integration of health and social

care, Right First Time and urgent care.

I would like to take this opportunity to thank those who helped us in our first year by being members of the interim Governing Body. I also hope that all the volunteers who have given so willingly of their time, in so many different ways, realise how much this is appreciated.

My thanks also go to Tony Whiting, my Vice Chair, who has given us the benefit of his energy, support and wisdom, and to Epiphany Kidd and Nigel Coad, who also carried out the role of Co-Vice Chairs during the year.

I would like to thank the core team of Healthwatch staff, who have had a demanding and interesting first year and got us off to such a good start.

Jason Bennett, who was Healthwatch Sheffield's Chief Officer for the first year, worked hard to create good relationships, identify key issues and establish the procedures for our activities.

My thanks also to Sheffield Citizens Advice and Law Centre, who have delivered the advice and information function of Healthwatch Sheffield, and Sheffield Cubed which has supported our engagement work.

It has not been so much a learning curve, as a vertical line!

Overview of Healthwatch Sheffield



Introduction

Healthwatch Sheffield began on 1st April 2013 and works to help people get the best out of their local health and social care services, and to assist the services to meet the needs of service users.

It is one of 152 local Healthwatch organisations set up by the Health and Social Care Act 2012 to give adults, children and young people a greater say on their health and social care services.

Local Healthwatch is all about local voices being able to influence the delivery and design of local services, whether it's improving them today or helping to shape them for tomorrow.

It's not just about the people who use them at the moment, but also for anyone who might need to use them in the future.

We help people by:

- providing advice and information about local services that might be useful for them, their families and friends
- getting their views on health and social care heard in the city, so they can help to make improvements
- ensuring that everybody in the city is able to be involved by building a wide range of networks and activities.

No decision about me, without me.

This is fundamental to NHS reforms and underpins Healthwatch Sheffield's approach to engagement. Healthwatch Sheffield embeds this principle throughout its work to ensure the voices of patients and the general public are heard, and to help make a difference to the services they use.



The Structure of Healthwatch Sheffield

The way in which Healthwatch is delivered differs across the country. In Sheffield we are making the most of the many networks and partnerships that exist in the city, by creating a Network of Networks.

The city has a strong history of working in partnership and we want to build upon this.

Through this Network of Networks we are creating voice and influence for people via the formal structures that are responsible for health and social care in Sheffield (i.e. Sheffield Health and Wellbeing Board, Sheffield Clinical Commissioning Group, Sheffield City Council, NHS England).

This Network of Networks approach is cemented in the delivery structure of Healthwatch Sheffield, a consortium of three voluntary sector organisations:

- Voluntary Action Sheffield (Healthwatch contract holder)
- Sheffield Cubed
- Sheffield Citizens Advice and Law Centre.

We also work closely with VoiceAbility, which provides the NHS Complaints Advocacy Service.



Statutory Activities

The government has put in place legislation that places duties and obligations on each local Healthwatch.

What does the government say local Healthwatch should do?

Local Healthwatch are corporate bodies and within the contractual arrangements made with their local authority must carry out particular activities including:

- 1. Promoting and supporting the involvement of local people** in the commissioning, provision and scrutiny of local care services.
- 2. Enabling local people to monitor the standard of provision** of local care services and whether and how local care services could and ought to be improved.
- 3. Obtaining the views of local people** regarding their needs for, and experiences of, local care services and importantly to make these views known.
- 4. Making reports and recommendations** about how local care services could or ought to be improved.

These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services, and shared with Healthwatch England.

- 5. Providing advice and information** about access to local care services so choices can be made about local care services.
- 6. Formulating views on the standard of provision** and whether and how the local care services could and ought to be improved, and to share these views with Healthwatch England.
- 7. Making recommendations to Healthwatch England** to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- 8. Providing Healthwatch England with the intelligence** and insight it needs to enable it to perform effectively.



Over 100,000

people reached via events, local radio and newspapers

2,336

people have spoken with us at community events

554

people have made enquiries, been provided with information or received advice

61

volunteers have been recruited and trained



Engaging with People





You told us...

I'd like to have the same midwife all the way through my pregnancy.



Gathering Views

Healthwatch Sheffield has produced a **Community Engagement Strategy** which details how we are working to connect with people across the city.

We want to listen to the views of as many people as possible and we have been using lots of different ways to do this including:-

Surveys and Questionnaires

343 responses to our baseline survey which we will use to help us identify our priorities for 2014/2015.

Attending Events and Festivals

Getting out and about at events and festivals is an important way of reaching people, especially those who may not attend meetings or discussion forums, in a relaxed and informal atmosphere. Healthwatch Sheffield has had stalls at a number of events including: Devonshire Green, Weston Park Fayre and Sheffield Pinknic.

Community Roadshows

We have talked with 1,800 people at Community Roadshows at locations including the Moor Market, local libraries and community centres.

Discussion Forums and Consultations

We held 3 open events and nearly 100 people came along to have their say on issues and strategies. These included:-

- Urgent Care Review
- Adult Social Care Review
- Sheffield CCG Commissioning Intentions 2014/2015.

Official Healthwatch responses from these events were shared with the relevant organisations.





Hidden Voices

Healthwatch Sheffield aims to give everyone an opportunity to have their voice heard on health and social care.

This is especially important for people who are generally unable to access those making decisions or delivering services. These are often described as ‘hidden voices’.

Using our Network of Networks approach, we are working with key voice and influence organisations in the city. Examples of our reach include:

Children and Young People (CYP)

We have worked with ChilyPEP and Sheffield Children’s Involvement Team to train the interim Governing Body members in working with children and young people.

Older People

We have gathered the views of older people at lunch clubs and in sheltered housing schemes and sought views through an article in the Sheffield 50+ newsletter.

Disabled People

Disability Sheffield helped raise awareness of Healthwatch Sheffield at its Annual General Meeting, and has hosted joint discussion forums with us as part of the Adult Social Care Review.

Black and Minority Ethnic (BME) Communities

We have attended specific events in BME communities across the city, such as the Roma Slovak Family Day in Darnall and International Women’s Day celebrations across the city. We have also discussed health and social care issues with the BME Network.

Disadvantaged Communities

The work of Sheffield Cubed and the Health Champions has enabled us to reach into some of the most disadvantaged communities across the city.



10,545
leaflets distributed

15,637
page views of the website

713
people have signed up to
the mailing list

553
followers on Twitter

100
people attended the
Healthwatch Sheffield
launch event

Raising Awareness

Raising awareness of Healthwatch across the city has been really important in this first year.

We have both an Engagement and a Communications Strategy, which provide guidance and a methodology to help raise the profile of Healthwatch Sheffield.

Healthwatch Launch Event and Open Day

The Lord Mayor of Sheffield, Councillor Vickie Priestley, officially opened the Healthwatch Sheffield Information Hub on Wednesday 18th November 2013.

Over 100 people attended to find out more about Healthwatch Sheffield, and took part in a range of activities which included:-

- The Healthwatch Washing Line (a way of gaining people's feedback on their experiences of services)
- The Human Fruit Machine
- Chairobics
- Pledges for the Health Pledge Tree.

We had support from two young Sheffield volunteers who were taking part in the national Children and Young People's Takeover Day.

Other Marketing Activity

We have been distributing leaflets and posters, sending out newsletters, giving interviews and running campaigns on local radio. We have also had features published in local newspapers and newsletters.

536

people were engaged with
by Sheffield Cubed member
organisations



Sheffield Cubed

Sheffield Cubed was contracted to provide engagement events and activities with the public on behalf of Healthwatch Sheffield, as one of Healthwatch's statutory activities.

Cubed used its extensive network of members, carers and Community Health Champions to gather people's views about particular services or issues that affect them.

Engagement events included work with the following organisations:

- Darnall Wellbeing Centre
- Sharrow Shipshape
- Heeley City Farm
- Pakistan Advice and Community Association
- Sheffield Carers Centre (including the Carers Cafe events)
- Sheffield Mencap and Gateway
- SOAR
- MIND
- Roshni

Sheffield Cubed focused on engagement work through:-

Health Champions

Health Champions are volunteers who work in local communities to improve the health and wellbeing of themselves and their peers.

In 2013/14 there were 5 health champion programmes with 168 champions in the most deprived communities of Sheffield. Their work included: Pregnancy and Early Years, Mental Health, Living Well for Older People and GP Practices.

Healthwatch Sheffield Interim Governing Body

Sheffield Cubed supported carers and Health Champions to become involved in the governance and strategic development of Healthwatch Sheffield.

Carers in Sheffield

Working with their Carers in Sheffield service to engage directly with carers on specific issues of concern.

Amplify Me Project

Working with a small team of Health Champions to pilot the use of social media for sharing insight on local health issues.



You told us...

I'm much happier now I have a named optician.



The Virtual Advisory Network (VAN)

The Virtual Advisory Network (VAN) provides a vehicle for Healthwatch Sheffield to seek advice and opinions from a wide range of organisations on particular topics and issues.

The network is virtual, with all information being sent by email.

There are 68 organisations currently in the VAN covering voluntary, community and faith organisations, the public sector, the Clinical Commissioning Group and universities in Sheffield.

The VAN gives organisations working in health and social care a voice through Healthwatch Sheffield. It enables us to gather intelligence from charitable and third sector organisations, clinicians, commissioners, service users, the general public and families about their experiences.

This information is collated and we use the evidence to provide feedback and make recommendations to the organisations responsible for designing, commissioning and running health and social care services.

We will be looking to increase the capacity of the VAN in coming years, both to share information, and to get people more involved in the work of Healthwatch Sheffield across all sectors.



You told us...

I can't always get an appointment but when I do see them they're always very good.

Increasing Involvement

Increasing involvement of local people in the commissioning, provision and scrutiny of care services is vitally important to the work of Healthwatch.

Commissioning

Healthwatch Representatives attend key boards and partnerships in the city, including the Health and Wellbeing Board and Sheffield Clinical Commissioning Group (CCG).

Healthwatch Sheffield supports the pilot being delivered by ChilyPEP (Children and Young People's Empowerment Project) to involve more children and young people in the commissioning of health and social care services.

Once the pilot has been completed, we will encourage other organisations such as Sheffield Clinical Commissioning Group (CCG) and Sheffield City Council to look at ways they can involve children and young people in their commissioning.

Provision

Enter and View inspections by Healthwatch Sheffield's authorised volunteers, will be a key way in which we can get the views of service users and make improvements.

Currently 12 volunteers are trained and will be ready to conduct Enter and Views in 2014. (There is more information about Enter and View visits on page 24.)

Scrutiny

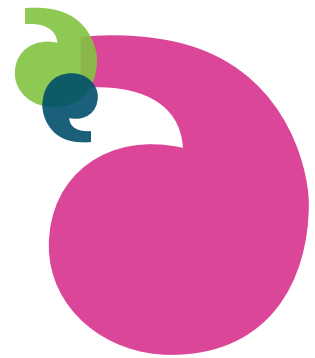
Fourteen people have received training on being a Healthwatch Meeting Representative, which includes representation on Sheffield City Council's Scrutiny Board.

Sheffield City Council is reviewing its partnership and engagement structures, and representatives will be allocated when this review has been completed.



Volunteering with Healthwatch Sheffield





Recruiting and Training Volunteers

Healthwatch Sheffield would be unable to have such a wide reach without a team of dedicated volunteers to support our work.

We have a variety of volunteering roles available, including:-

Healthwatch Meeting Representatives

Volunteers who attend meetings and events across the city to represent Healthwatch and the views of local people.

Readers Panel members

Volunteers who represent the views of the people of Sheffield by reading and providing responses to key strategy documents.

Enter and View Authorised Representatives

Volunteers who are trained in the Enter and View assessments of health and social care services that are funded by the NHS or Sheffield City Council.

Quality Accounts Volunteers

Volunteers who link with NHS Trusts and support them with their Quality Accounts reports, which show the quality of service and help identify areas for improvement.

Healthwatch Ambassadors

Volunteers who spread the word about Healthwatch, collect people's views and help us with our work.

Supporting our volunteers

Healthwatch Sheffield provides full expenses, training and support for volunteers. The training we offer volunteers reflects and responds to the role they will be fulfilling.

Specialist training has been provided for Healthwatch Meeting Representatives, with a full day's training on 'Being a Healthwatch Representative' designed specifically for us by the National Association for Voluntary and Community Action (NAVCA).

A comprehensive four day training programme, developed by Healthwatch Sheffield in accordance with Healthwatch England guidance, is being delivered for Enter and View Authorised Representatives.



14

Healthwatch Meeting Representatives have received one day of training.

Volunteer Stories: Martin

How long have you been volunteering with Healthwatch?
Since January 2014.

Which Healthwatch volunteer role have you been doing?
I've been volunteering as a Healthwatch Ambassador.

What do you do as a Healthwatch Ambassador?
I take posters and leaflets to different places across the city.

I've put them in libraries, community centres, pubs and shops.

What's good about your role?
I like meeting people, talking to people and telling them about Healthwatch.

Some people have never heard of it before but think it's a good idea.

Would you recommend becoming a volunteer?
Yes, I'd recommend others to get involved.

14

people are actively involved with the Readers Panel.

12

people have completed two days of a four day Enter & View training programme.

6

people have signed up as Quality Accounts volunteers and attended a briefing session.

13

volunteers on the Healthwatch interim Governing Body.

It allows me to
give something
back to my
city...

Volunteer Stories: Helen

How long have you been a Healthwatch volunteer?

I was originally a volunteer with Sheffield LINK and stayed on when Healthwatch started in April 2013.

Which Healthwatch volunteer roles have you been doing?

I am a Meeting Representative, a PLACE and Enter and View Authorised Representative, and a Healthwatch Ambassador.

What kind of activities do you do as part of your roles?

I represent the voice of Sheffield's citizens at meetings and I write a report on every meeting I've attended. I prepare for all meetings by reading all the relevant paperwork and undertaking further research if required.

What's good about being a Healthwatch volunteer?

The same as with all the Healthwatch Sheffield activities I carry out, it's my passion to get the voices heard of those who are not able to represent themselves, and to raise the awareness and profile of Healthwatch.

How has volunteering helped or benefited you?

It gives me a significant contribution to my own wellbeing, it keeps me connected to my wider community, keeps me active, involved and taking notice of the needs of others.

I am continuing to learn all of the time and it allows me to give something back to my city and the citizens of Sheffield, who provided me with gainful employment for 26 years.

Would you recommend it?

Give it a go. You will benefit personally from being involved and also benefit others, which gives a great deal of personal satisfaction.

Also if what you try at first isn't for you, ask about doing something else. There is something for everyone and you can choose to be as much involved as you want to be.



Information and Advice on Health and Social Care Services





Information and Advice on Health and Social Care Services

Sheffield Citizens Advice and Law Centre (SCALC) provides the information and advice activity of Healthwatch Sheffield.

Access to Healthwatch advice and information is through a variety of routes:-

- the Adviceline telephone helpline, which can provide initial information, or arrange a face-to-face or telephone appointment at one of five different outlets across the city
- the drop-in service available across the city
- self-help information on the Advice Sheffield website:
www.advicesheffield.org.uk

Case Study

Mr and Mrs Smith wanted to avoid going into care and to continue to live at home. However, they were finding it really difficult to find out who could help them, and where they could find this information.

They were able to see a Healthwatch Adviser from Sheffield Citizens Advice who was able to answer their questions and provide the information they needed.

“The information not only pointed out our options but also outlined problems involved with receiving care at home, which was particularly valuable.”

The information opened up the possibility for them to receive care at home, which brought them much closer to what they wanted.

“After using the CAB Healthwatch adviser we feel more knowledgeable about our rights and options.”

“The service has helped us realise both what we want, and what we don't want. We felt really comfortable contacting them and we will not hesitate to get back in touch if we need more information.”



Without this service, we would still be wondering where to go and what to do.

351

people provided with information or advice

39%

of people using the advice service were from Black or Ethnic Minority communities

Influencing and Improving Services



Sheffield Health and Wellbeing Board

Sheffield's Health and Wellbeing Board (HWB) became a statutory group in April 2013 with the implementation of the Health and Social Care Act 2012.

Healthwatch Sheffield has had a place on the board since its inception and has been represented by the Chair at all of its meetings, where we play an important role in representing the people of Sheffield.

The aim of the members of this board is to ensure that the local authority and health services in Sheffield meet the needs of the population. This is a difficult task given the financial pressures and increasing demands on public health, social and health services.

We contributed to the Joint Health and Wellbeing Strategy published in September 2013 (which was based on the Joint Strategic Needs Assessment). This included feeding in people's views from our activities, and participating in public engagement events.

We have assisted in publicising these events to the many diverse communities in Sheffield and supporting attendance.

As the Health and Wellbeing Board's Chairs, we have greatly valued the input of Healthwatch Sheffield as a Board member over the last year.

Their commitment and insights into the views of Sheffield people has been very useful as we have pressed forward with our objective as a Board to improve health and wellbeing in Sheffield.

**Cllr. Julie Dore & Dr Tim Moorhead
Co-Chairs, Health & Wellbeing Board**

Of particular note has been our contribution to the work being undertaken:-

- to integrate health and social care by ensuring the discussions do not concentrate solely on financial and management issues, but focus on the needs of service users by shaping services around the individual
- contributing to the understanding of the barriers to improving public health and healthy lifestyles, and supporting activities related to reducing health inequalities.

We have developed a productive relationship with the Sheffield Health and Wellbeing Board, which is important to ensure that the voices of Sheffield people are not only heard, but also taken into account in the changes to, and development of, services.

Visiting Providers: Enter and View

A key part of our work is to enable local people to monitor the standard of provision of local care services, and gather views on how local care services could be improved.

One of Healthwatch's statutory powers is to carry out 'Enter and View' visits at health and social care premises, either announced or unannounced.

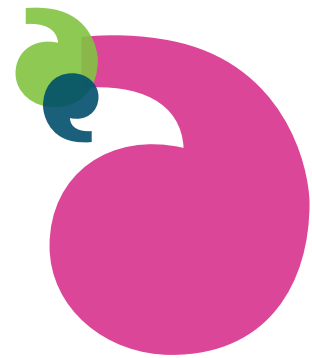
These visits are to observe the nature and quality of services, to see and hear how the consumer experiences the service, and to collect the views of patients, residents, their relatives and carers.

Findings from Enter and View visits are collated as evidence-based feedback and reported to the service provider, Care Quality Commission (CQC), the local authority, NHS commissioners and quality assurers, Healthwatch England and any other relevant organisations.

It is essential that those undertaking this important activity are well trained and supported, and our first team of Authorised Enter and View Representatives, will be ready to begin visits in 2014.

All Authorised Representatives need to have completed a four day training programme to be able to carry out the Enter and View process.

We have identified the first six places we are going to visit on the basis of information we have received, and these include two GP practices, a specialised service, two care homes and a respite care unit.



Visiting Providers: PLACE Assessments

Patient-Led Assessments of the Care Environment (PLACE) apply to all hospitals delivering NHS-funded care, including day treatment centres and hospices.

PLACE puts patients views at the centre of the assessment process, and uses information gained directly from patient assessors, to report how well a hospital is performing in privacy and dignity, cleanliness, food and general building maintenance.

It focuses entirely on the care environment and does not cover clinical care provision or staff behaviour.

We promote opportunities to be involved in PLACE assessments, and include information on it as part of our Enter and View training programme.

The Healthwatch core team carried out a mock PLACE assessment at the Sheffield Children's Hospital in January 2014.

In 2013/2014 we recruited five volunteers for PLACE assessments.

Of these, two volunteers undertook the assessments at the Hallamshire Hospital, two at Becton's Children's Centre, and one each at St Luke's Hospice and Weston Park Hospital.

The Healthwatch team also took part in PLACE assessments at the Hallamshire Hospital and Sheffield Children's Hospital.

The results from these assessment visits are due to be published in September 2014.

Healthwatch Sheffield look forward to working with the organisations to improve services as a result of the findings.



Quality Accounts

Quality Accounts are reports about the quality of services of an NHS healthcare provider.

The reports are published annually by each provider, including the independent sector, and are available to the public.

They are an important way for local NHS services to report on quality and show improvements in the services they deliver to local communities and stakeholders.

The quality of the services is measured by looking at patient safety, the effectiveness of treatments that patients receive and patient feedback about the care provided.

As part of our statutory duties, Healthwatch is asked to comment on the yearly reports produced by the hospital trusts and Sheffield City Council.

We have worked with the trusts to provide responses to their reports. In the coming year we will be following up with them on the comments and suggestions we made.

Requests for Information

Healthwatch Sheffield can ask for information from any publicly funded local commissioner or provider of health or social care services. By law, this information should be provided within 20 working days.

Sheffield Healthwatch has requested information relating to services from service providers and statutory bodies.

These requests were stimulated by concerns raised by citizens, uncertainties in quality reports or information from service providers, and usually we get a speedy response which clarifies the situation and can give assurance.

One enquiry related to a low PLACE assessment score for a provider, which stimulated a reply from them detailing the improvements to be made, and inviting a follow-up visit to view the facility.

The information from another request has now been made public by the provider and is available online.



Patient and Public Involvement (PPI)

The following provide examples of how we are supporting patient and public involvement in the shaping of health and care services.

Child & Adolescent Mental Health Service (CAMHS) Working Group

The CAMHS Working Group was set up by the Healthier Communities & Adult Social Care Scrutiny Committee in September 2012. There are six members of the group, including three Healthwatch representatives.

The Working Group has used a variety of methods to gather data for this work, including desk top research and speaking with a wide range of individuals and organisations involved with CAMHS.

This includes young people, parents, representatives from the NHS and Clinical Commissioning Group, GPs and Sheffield City Council's Commissioning and Children, Young People and Families departments.

This piece of work identified a number of areas for improvement as well as possible solutions. From this the Working Group has outlined 10 principles which they feel the service needs to be built on and should deliver against.

School of Dentistry

Healthwatch Sheffield volunteers are currently working with the School of Dentistry as part of their Patient and Public Involvement.

They are looking at the development of a guided self-help Cognitive Behavioural Therapy resource, which aims to reduce dental anxiety in young people aged 11-16 years.

Other Patient and Public Involvement Activities

Healthwatch Sheffield has also been involved in other PPI activities such as the Sheffield Oral Health Advisory Group and supporting the Health and Wellbeing Board's engagement events.

Recommendations and Reports





Recommendations

One of Healthwatch Sheffield's statutory obligations is to make recommendations about how local care services could or ought to be improved.

These recommendations are directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services, and shared with Healthwatch England.

Clinical Commissioning Group Select Committee Enquiry

In March 2014 we formed part of the panel for a Sheffield CCG Select Committee Enquiry. The enquiry was set up to examine whether it was in the patient's interest to share information about them with other medical professionals, in order to improve their care.

We heard from a number of witnesses including doctors, patients, physiotherapists, consultants and experts in data management.

Healthwatch provided a patient witness to the enquiry and was a signatory to the final report which stated that information sharing for the purpose of patient care only, was in the interest of the people of Sheffield.

We look forward to taking this work forward in 2014/15.



You told us...

Having control of my budget means I can choose who I have to support me.

Adult Social Care Review

In February 2014 we published a report into Adult Social Care services in Sheffield.

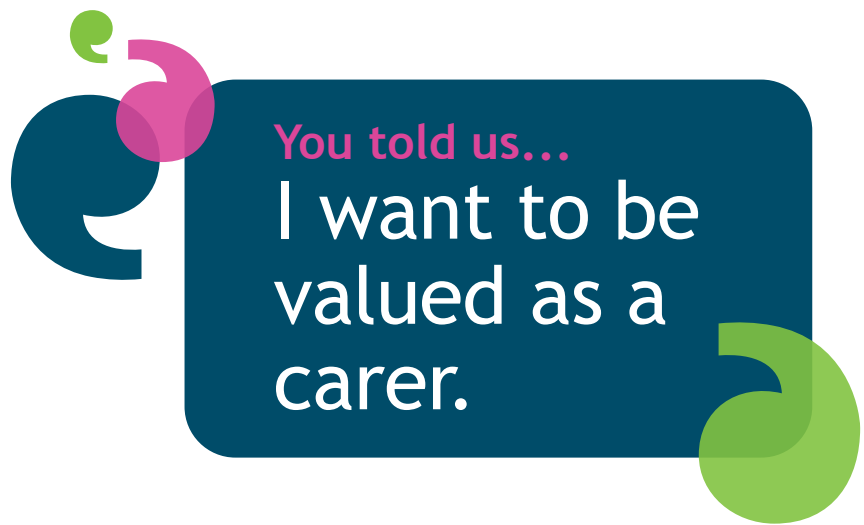
Towards the end of 2013, Sheffield City Council consulted on changes to social care and Healthwatch set out to find out what these would mean to people and how they would be affected.

We found that some people, especially those isolated by geography, language or physical ability, told us they did not feel listened to, and felt less likely to contribute to discussions about their care.

People told us about their experiences and what they would like to change, such as having more locally delivered services, and being able to find information more easily.

The feedback and engagement led to Healthwatch Sheffield making a set of 6 recommendations as detailed on the next page.





1) Genuine integration of Person Centred Care

Healthwatch Sheffield supports the Right First Time move towards genuine integration and an end to handovers, putting the person back at the centre of care.

2) Named point of contact

We recommended a named point of contact and deputy for every vulnerable adult. Even if that person is unable to immediately deal with the problem, a named person with some understanding of the individual's needs would help towards improving communication.

3) Information hubs and sessions

We recommended Sheffield City Council should look into the provision of local social care information hubs or sessions based in local communities, utilising existing resources (i.e. libraries, housing offices, care homes, primary care settings, children's centres) and to be staffed through existing information and advice contract work.

4) User-friendly website

Sheffield City Council to look into providing better, easier to understand and navigate web pages, including documents with click through links, 'jargon busters' and more transparent guides to council processes.

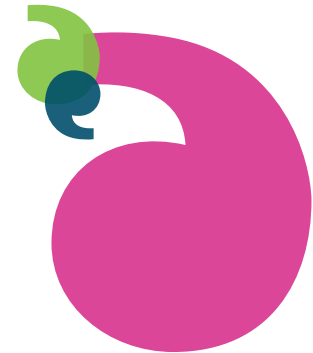
5) Assessments to be jointly signed by assessor and individual

Assessments should be jointly signed by both the person conducting the assessment and the person applying for or using care (or their carer, if appropriate).

6) Improvements to communication and information

Sheffield City Council should make efforts to improve its communication and information provision around Adult Social Care with the public through a variety of media.

Healthwatch have met with Sheffield City Council to initially discuss these recommendations and are clear that although some may not be possible, there are areas where we may be able to work together to improve things for the people of Sheffield.



Case Study: Engaging People in an Adult Social Care Review

Healthwatch Sheffield consulted with the following people to seek views on Adult Social Care:

- users of adult social care services (including people from BME communities)
- people in disadvantaged communities across the city
- people in sheltered accommodation
- carers.

Using a range of engagement methods, we managed to gather around 300 views on adult social care in Sheffield.

Respondents ranged in age from teenage service users to people in their 80s, with a broad range of ethnicities and geographical areas being represented.

Targeted questionnaires

- Kinsey Road Sheltered Housing Scheme (30 responses from people aged 60+) is in a rural location where many people would have been unable to travel to town.
- Sheffield Mencap carers network (56 online responses)

Forums and Talking Events

- Discussion forums in partnership with Disability Sheffield (43 people)
- Focus group at St Mark's Lunch Club. This was targeted as we had very little data from this geographical area (S10). (18 people aged 75+)
- Heeley Development Trust Health Champions attended 4 events (38 people aged 50+ took part)
- Pakistan Advice & Community Association (PACA) consulted with 16 women from BME communities in Firth Park and Fir Vale.
- Carers Café event in the city centre and carer's groups
- We received 7 additional emails from members of the public.

Sheffield City Council and Healthwatch Sheffield are hoping to work together over the forthcoming year to target people whose voices are less likely to be heard in adult social care and find complementary ways of working and consulting through early joint planning and discussion.



Case Study: Healthwatch in Action

One of the things we like to keep an eye on at Healthwatch Sheffield are the reports that come through from the Care Quality Commission (CQC).

In February we read a report about a service providing specialised care that concerned us, so we decided to ask the members of our VAN (Virtual Advisory Network) if they'd heard anything, or had any experience with this particular service.

As a result, two people came forward to tell us about their experiences, and these included some harrowing details of alleged abuse that had taken place in the past.

We spoke immediately to the people who commissioned the service, who went to visit the provider with our concerns.

We also raised the concerns with Healthwatch England and with the CQC. The CQC spoke directly to the complainants about their issues, and Healthwatch England sent a letter to the provider outlining their concerns from a national perspective.

As a result, the provider has sent a detailed response to the concerns raised by the complainants, and invited Healthwatch Sheffield to visit them to see what they do.

We are pleased that we were able to bring to the fore something which had clearly been affecting the lives of some of our most vulnerable citizens. We look forward to continuing to work with the commissioner and provider to ensure the highest standards of care for all.

Next Steps

The Year Ahead

Focusing on Making a Difference

We will be developing plans to test the impact Healthwatch is making locally.

For example, by developing case studies to show how people's views and feedback have influenced improvements in health and care services.

We will concentrate on making sure that people have the information and advice they need to make the very best use of health and care services in Sheffield.

Plans for the year

The new Healthwatch Board will be taking forward existing priorities which include the adult social care issues identified in our recent report, integration of health and social care so that people get comprehensive support which meets their needs, and improving access to GP services.

We will listen to, gather and act upon people's opinions about other priority services which need to be improved.

We will contribute to Healthwatch England's special enquiry into hospital discharge.

We will work with partner organisations to proactively involve more children and

young people in Healthwatch, finding suitable ways in which we can hear their opinions, to help shape services today and in the future.

Patient & Public Participation (PPI)

We want to make sure that service users, patients and the public are routinely involved in shaping and improving services, so we will be encouraging more systematic ways in which this could happen, such as a Citizen's Jury.

A Citizen's Jury, made up of members of the public, will be presented with evidence to examine and asked to make recommendations which will be passed on to service providers.

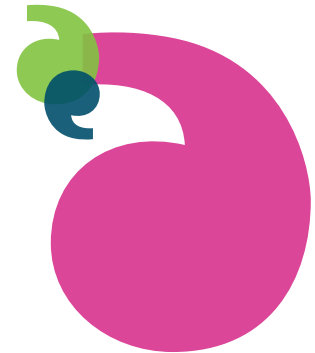
We are also looking at making sure there are patient representatives on the Locality Boards. There are 88 GP practices in Sheffield, and each practice is part of one of the four Locality Boards in the city.

Governance changes

The newly appointed Healthwatch Board will be starting work this year. We have applied lessons learned from the interim arrangements in 2013/14 and as a result we are changing the way we work, so that we can concentrate better on important issues for patients and the public.



Governance and Staffing



Governance

In 2013/14, our first year of operation, Healthwatch Sheffield recruited 13 volunteers to form an interim Governing Body.

These volunteers brought a variety of experience with them, and included patients and service users, Health Champions and former clinical professionals.

The interim Governing Body aimed to:

- oversee the governance regime
- ensure Healthwatch's mission, core values and standards of professionalism were followed
- provide strategic direction, decide priorities and set policy
- be accountable to Healthwatch members and hold appropriate others to account
- be mindful of the statutory duties and obligations expected of Healthwatch
- champion Healthwatch Sheffield
- ensure Healthwatch operates and is governed using the principles of openness and transparency.

Interim Governing Body Members

Chair: Prof. Pam Enderby
Vice-Chair: Tony Whiting
Vice-Chair: Epiphany Kidd (retired)
Vice-Chair: Nigel Coad (retired)

Hazel Blackburn (Health Champion)
Tony Blackburn (Health Champion)
Adam Butcher
Maggie Campbell
Rachel Ferla
Mike Smith
Jacquie Stubbs
Blake Williamson
Chris Zanelli (Health Champion)

Staff Team

Chief Officer:
Jason Bennett (until end of April 2014)

Policy & Engagement Co-ordinator:
Carrie McKenzie

Information & Evidence Co-ordinator:
Vicky Cooper

Communications Officer:
Bev Webb

Administrator:
Myrtle O'Connor

Financial Review



Financial Review 2013/14

Voluntary Action Sheffield (VAS), the Healthwatch contract holder, has been responsible for the financial management and accountancy for Healthwatch Sheffield.

The funding for Healthwatch, which comes from the Department of Health through Sheffield City Council, has been used to set up Healthwatch Sheffield and deliver Healthwatch statutory activities, within the budget allocated. Below is the income and expenditure for Healthwatch Sheffield for 2013/14, with a summary of how the money was spent.

Income 2013/14	£
Sheffield City Council	£258,713
TOTAL	£258,713

Expenditure 2013/14	£
Staff Costs	£121,079
Management, Overheads & ICT	£30,633
Premises	£6,870
Volunteer Development & Expenses	£5,783
Advice & Information	£52,584
Engagement & Consultation	£19,554
Marketing & Communications	£9,728
TOTAL	£246,231

As part of the statutory activities, two sub-contracts were issued:-

£52,584 to Sheffield Citizens Advice and Law Centre for provision of the advice and information service.

£7,980 to Sheffield Cubed for the provision of public engagement activities.



Legal and Contact Information



Contract Holder

The Healthwatch Sheffield contract is held by:

Voluntary Action Sheffield (VAS) Ltd

The Circle, 33 Rockingham Lane, Sheffield, S1 4FW

Charity no: 223007

Company no: 215695

We are using the Healthwatch trademark in the delivery of Healthwatch Sheffield activities.

Consortium Members / Sub-Contract Holders

Sheffield Citizens Advice and Law Centre Ltd

The Old Dairy, Broadfield Road, Sheffield, S8 0XQ

Charity no: 1153277

Company no: 08616847

Sheffield Cubed Ltd

18 Upperthorpe, Sheffield, S6 3NA

Charity no: 1126157

Company no: 6600533

Printed and digital copies of this report are available on request from Healthwatch Sheffield and a digital version can also be downloaded from our website: www.healthwatchsheffield.co.uk

Please let us know if you would like a copy in large print or an alternative format.



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