



## Summary of Annual Report 2014/15

Healthwatch Sheffield is your independent consumer watchdog for health and social care services.

**2,289 people**  
have spoken to us at events

**551 people**  
have received information or advice

**2,255 hours**  
of volunteer time doing Healthwatch activities

Helping you influence and improve local services!



## What is Healthwatch Sheffield?

Healthwatch Sheffield is your independent consumer watchdog for health and social care. We help adults, children and young people have a greater say in how services such as doctors, dentists, hospitals and care homes are designed and run.

We are one of over 150 local Healthwatch organisations throughout England which were set up by the Health and Social Care Act 2012.

## Telling people about Healthwatch

We have been busy raising awareness by:

- distributing leaflets and posters (including translations in community languages)
- sending out newsletters
- giving interviews on local radio
- having features published in local newspapers and newsletters
- running stalls at community fayres and festivals
- producing videos about our work

**14,500 leaflets**  
distributed

**19,414 views**  
of our website

**948 people**  
on our mailing lists

## Our volunteers

We wouldn't be able to do all of this without a team of dedicated volunteers.

Healthwatch Sheffield provides full expenses, training and support for all our volunteers. We offer a wide range of volunteering opportunities including:

- reading & commenting on reports
- representing Healthwatch at meetings
- visiting health and care services
- being a Healthwatch Board member
- collecting people's views

Our volunteers have  
logged a total of  
**2,255 hours**  
which is equivalent to  
**£25,162 in salaries!**





## Gathering your views

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
- Attending Events and Festivals
- Stalls in libraries and community centres
- Discussion Forums and Consultations

Being heard is especially important for people who are often unable to access those making decisions or delivering services, including:

- Children & Young People
- Black & Minority Ethnic (BME) Communities
- Older People
- Disabled People
- Disadvantaged groups (e.g. homeless people)



## Young Healthwatch

We started Young Healthwatch to enable children and young people to have a say about health and social care.

It's designed for everyone up to 25 years of age and provides lots of different ways to get involved including:

- Monthly member's meetings
- Running stalls at events
- Visiting health and care providers
- Surveys, questionnaires and focus groups for young people

In March 2015 we held a special "Question Time" event after the Healthwatch Sheffield Board meeting.

We invited a panel of service commissioners and providers to come along and answer questions from young people about their concerns.

Our partner Chilypep (Children and Young People's Empowerment Project) helps us to deliver activities for young people.



## Making a difference

### Raising concerns about services

#### Healthwatch England Special Inquiry

We fed into the Healthwatch England national inquiry about the unsafe discharge of patients from health and care services. The inquiry focused on people with a mental health condition and people who are homeless or vulnerably housed.

#### Access to dental care for people with Learning Disabilities

We discovered there is an issue with access to dental care for people with learning disabilities. There is also evidence of lower than average dental health amongst this group, so we contacted Healthwatch England to ask them to look at the national situation.

#### Access to eye care for people experiencing homelessness

Working with organisations who specialise in working with homeless people, we found out there are problems with getting eye tests and glasses. We raised this with Sheffield NHS Clinical Commissioning Group, who have taken it forward to NHS England (the commissioners of primary eye care).

#### Fire hazard at local care home

Following our 'Enter and View' visit to one particular care home, we raised a concern with the Care Quality Commission about a fire hazard. The CQC then visited the premises, agreed with our concerns, and asked the provider to take action to remove the risk.

### Report into Non-emergency Patient Transport

We heard about a few issues some people were having with their transport to and from hospital, and decided to look into it in more detail.

We spoke to patients, distributed a survey (printed and online) and ran a discussion event to find out what you really think about the service.

Our final report made the following recommendations:

- 10 minute notification of the arrival of transport (by text/phone call back)
- Explore option for a central assessment system (to ensure patients have the correct type of transport)
- Information about transport to be more easily available to patients
- Transport staff to wear name badges and introduce themselves to patients

You said...  
How long do I  
have to wait?



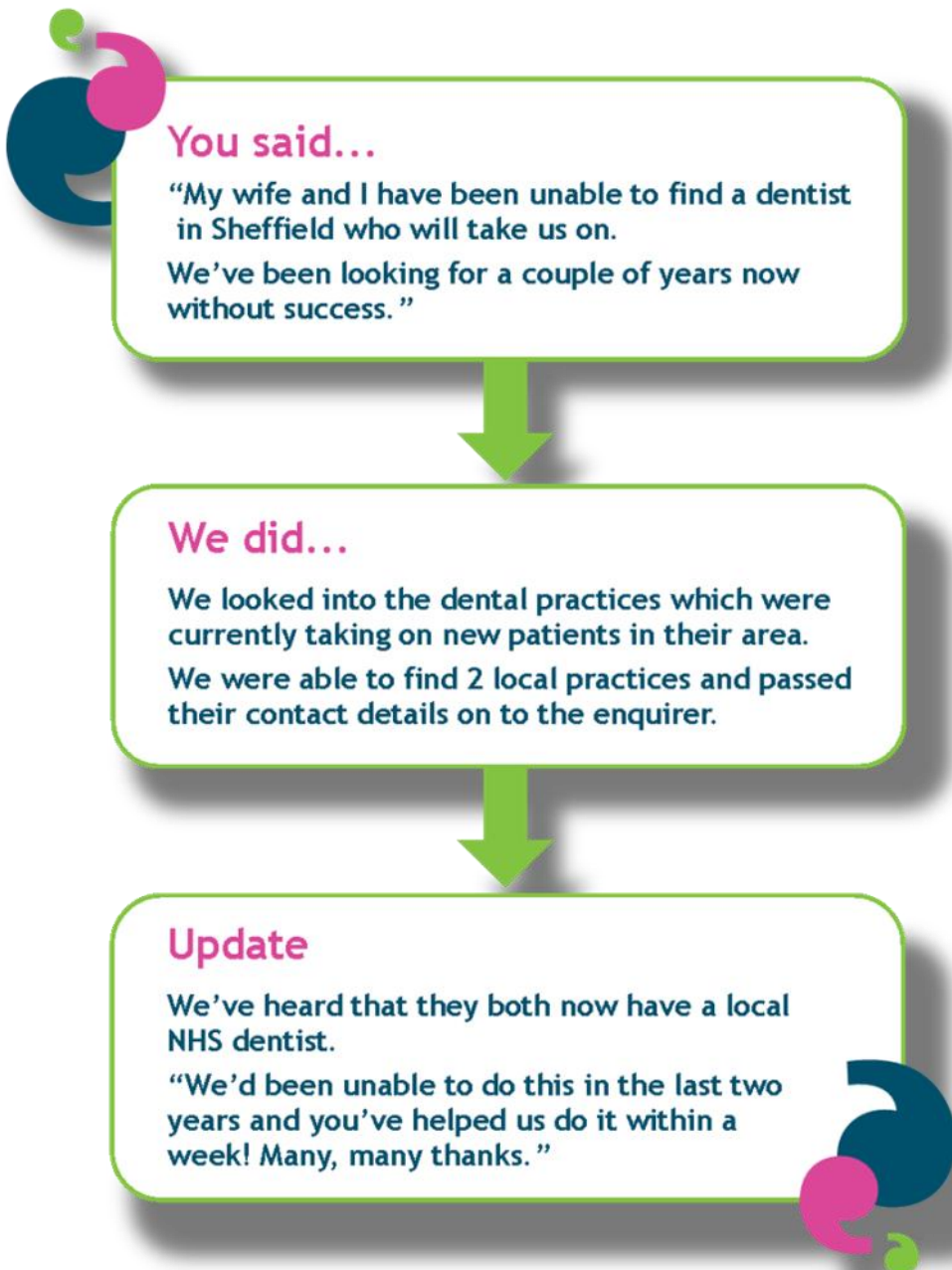
## Making a difference (cont.)

### Enter and View visits

We have the statutory power to carry out 'Enter and View' visits, either announced or unannounced, at health and social care premises.

In 2014/15 our team of volunteer Authorised Representatives visited 3 care homes. These visits are to observe the nature and quality of the services, see and hear how the consumer experiences the service, and collect the views of patients, residents, their relatives and carers.

All of the Enter and View reports, including our recommendations, are available on our website.



## Making a difference (cont.)

### Influencing strategies and commissioning

We have Healthwatch representatives on all the key boards and partnerships in the city including: Sheffield Health and Wellbeing Board, Sheffield NHS Clinical Commissioning Group, Sheffield City Council's Scrutiny Board, Mental Health Partnership Board, Learning Disabilities Partnership Board and Carers and Young Carers Partnership Board.

Our representatives are there to make sure your voice is heard by the people who design, buy and run our local health and social care services.

Some examples of the work we have helped develop and influence include:

- Sheffield Mental Health Crisis Care Concordat
- Sheffield Mental Health Strategy (refresh)
- Health and Wellbeing Board Health Inequalities Plan (design and delivery)
- Commissioning of Out of Hours Pharmacies services
- Commissioning of Patient Feedback service for Sheffield Teaching Hospitals

## Information & Advice

Sheffield Citizens Advice provides the information and advice service of Healthwatch Sheffield which is available through a variety of different routes:-

- Adviceline telephone helpline (0114) 205 5055
- Online self-help information - [www.advicesheffield.org.uk](http://www.advicesheffield.org.uk)
- Appointments (either face-to-face or by telephone)
- Drop-in service (available at 5 different sites across the city)

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Digital copies of the full report are available to download from [www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk) or please contact us to request a printed copy.

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## Contact Healthwatch Sheffield

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