

Local voices,  
stronger  
together



## Summary of Annual Report 2013/14

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

**Over 100,000**

people reached via events, local radio and newspapers

**2,336**

people have spoken to us at events

**554**

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

Have  
your say!



## Contact Healthwatch Sheffield

Call: (0114) 253 6688

Email: [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

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

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)

## What is Healthwatch Sheffield?

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

We are one of 152 local Healthwatch organisations throughout England which were set up by the Health and Social Care Act 2012.

We also provide information and advice about accessing and using these services through our partnership with Sheffield Citizens Advice.

## Telling people about Healthwatch

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

- distributing leaflets and posters
- sending out newsletters
- giving interviews
- running campaigns on local radio
- having features published in local newspapers.

**10,545**  
leaflets distributed

**15,637**  
page views of the website

**713**  
people on our mailing list

## Our volunteers

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

Healthwatch Sheffield provides full expenses, training and support for volunteers. We have a wide range of volunteer opportunities including:

- distributing leaflets and posters
- reading & commenting on reports
- representing Healthwatch at meetings
- helping to inspect health and care services
- being a Healthwatch Board member

**61**  
volunteers have been recruited & trained





## 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

This is especially important for people who are generally unable to access those making decisions or delivering services.

We have been working with Sheffield Cubed and the Health Champion volunteers, as well as organisations who are specialists in working with:

- Children & Young People
- Black & Minority Ethnic (BME) Communities
- Older People
- Disabled People
- Disadvantaged communities



**You told us...**

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

**You told us...**

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

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

**You told us...**

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



Prof. Pam Enderby  
Chair, Healthwatch Sheffield

## Making a difference

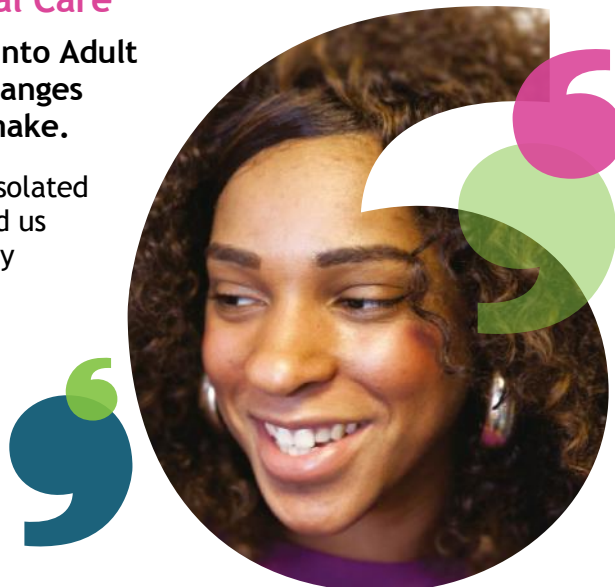
### Healthwatch report into Adult Social Care

In February 2014 we published a report into Adult Social Care services and the impact of changes Sheffield City Council were planning to make.

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.

Your feedback led to Healthwatch Sheffield making a set of 6 recommendations which we put forward to Sheffield City Council.



### Raising concerns about services

We saw a report from the Care Quality Commission (CQC) about a Sheffield specialised care service that concerned us.

We asked our mailing list if they had any experience of using this service and two people came forward to tell us their stories, including some alleged abuse by the service in the past.

We immediately spoke to the organisation which had commissioned the service and we also raised our concerns with Healthwatch England and the CQC, who investigated further.

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.

## Information & Advice

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

- **Adviceline telephone helpline (0114) 205 5055**
- **Online Self-help** information on [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.

