

Healthwatch is the consumer champion to give adults, children and young people a powerful voice about health and social care services.

SURVEY - Your Health... Your Say...

Healthwatch Sheffield is here to help shape and improve the services you all receive, so we need you to tell us what services you use and what you think about them. What you tell us will be shared with Sheffield's Health and Wellbeing Board who make decisions about the services you use and the Care Quality Commission, who are responsible for regulating those services.

Please take 10 minutes to complete our 'Your Health... Your Say...' questionnaire.

To request a questionnaire, call us on 0114 253 6688, then return it to us in the post - Healthwatch Sheffield, c/o VAS, FREEPOST RRJG - ZJYU - RSJX, SHEFFIELD, S1 4ZJ.

£10m Healthwatch funding 'unaccounted for'

Healthwatch England is calling for 'clarity' after research suggests that £10m of funding for local Healthwatch groups is unaccounted for.

The Department of Health has verbally confirmed that it passed £43.5m to the Department for Communities and Local Government (DCLG), however recent research by Healthwatch England found that groups have only received £33.5m to date.

It is understood that payments are made by the DCLG to councils over the course of the year, and it is therefore unknown whether the full £43.5m has been paid so far. DCLG's officials expect that it will be paid by the end of the financial year.

We will include an update on this story in our next newsletter.



Sheffield City Council publish report on Adult Social Care Review

Sheffield City Council have completed their review of Adult Social Care, and published a report summarising the feedback they received during their consultations.

Healthwatch Sheffield attended a presentation on the future of Adult Social Care, which covered a number of recommendations to be taken forward in the next year. These include:

- More consistent assessment processes across social care
- Funding services that clearly meet eligible needs
- Ensure needs are met as cost effectively as possible
- Make sure people receive annual reviews
- Supporting people to claim benefits which they are eligible for, increasing the contribution individuals can provide towards care costs
- Improve monitoring, so that people who can afford to contribute to care costs do.

To request a copy of the Summary Report, call Sheffield City Council on (0114) 293 0037.

Healthwatch Sheffield is monitoring these proposals to see how they translate into outcomes for service users, and we will be publishing our own report on Adult Social Care in the next few weeks. We will be making a number of recommendations, to which Sheffield City Council has a duty to respond. These are likely to include:

- A named initial contact for all vulnerable adults
- Improved communication and information through clearer communications, and a more accessible website
- Local 'social care information' hubs based in existing community buildings.

We are still keen to hear about your experiences of Adult Social Care. In particular, we are hearing that some people are having great difficulties with the loss of gifting, and with reviews of their budgets. If you have experience of this, or if you have noticed a change (better or worse) in the social care you receive, then please let us know - we want to hear your story, and we may be able to help.

Call us on (0114) 253 6688

Healthwatch Sheffield

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Patient Transport

Do you know anyone who uses renal Patient Transport in Sheffield, Chesterfield or Derbyshire? If so, we want to hear from them.

We've received reports that some people travelling in from Derbyshire are experiencing different levels of service from those travelling across Sheffield. We are working with Healthwatch Derbyshire to challenge the people commissioning patient transport services that are not performing well for patients.

If you have any feedback on your experiences of patient transport, please get in touch and help us with this piece of work.

Complaints Advocates - Information Sessions



VoiceAbility Complaints Advocates provide a free, independent and confidential service to anyone who has not had the care or treatment they expected to receive from the NHS, and want to make a complaint.

VoiceAbility are running information sessions, in association with Healthwatch Sheffield, for people to find out more about the support they can receive from Advocates. The sessions will run on:

- 17 March 2014

These will be held at the Healthwatch Hub in The Circle building (33 Rockingham Lane, Sheffield S1 4FW).

Please contact VoiceAbility in advance to book an appointment - call (0114) 407 0081 or textphone 0786 002 2939.

Volunteer Training

The team have been busy delivering a range of training to our new Healthwatch volunteers, including a full day's training for meeting representatives who will be the voice of Healthwatch at networks and partnerships across the city.

We are also midway in our training programme for our Enter and View volunteers. The next step will be to carry out 'mock' Enter and View assessments in the coming months.

If anyone is interested in getting involved in our work as a volunteer, please get in touch.

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Forthcoming public events

The team will be out and about next month too - come along and meet the team at the following events, and let us know about your health and social care experiences.

Monday 10 March - 10.00 am to 1.00 pm
Tinsley Green
International Women's Day celebration event

Wednesday 12 March - all day
Verdon Centre, Burngreave

Thursday 13 March - 10.30 am to 2.00 pm
Broomhall Women's Group

Monday 17 March - from 1.00 pm
Sheffield Town Hall
St Patrick's Day celebration event

Friday 21 March, 10.00 am to 2.00 pm
Moor Markets

Wednesday 26 March - 10.00 am to 1.00 pm
Darnall Primary Care Centre

Out and about

The Healthwatch Sheffield team has been busy in recent weeks attending public events and consulting with local residents about health and social care issues.

The team has visited the Moor Markets, Darnall Library, and Concord Sports Centre where residents have been finding out how Healthwatch can help them, and completing questionnaires to give their views on local services.



Administrator, Myrtle, chats with local shopper



Visitors at Concord Sports Centre find out how Healthwatch can help them

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How we've helped...

We are receiving regular feedback and comments about local services. Below are a couple of examples of how we have helped local citizens;

You said...

"I am having problems with a GP receptionist who is being rude, and making it difficult for me to get an appointment."

We did...

We have passed this information to the Care Quality Commission who will use this as part of their upcoming inspection of the practice.

You said...

"I have had a number of operations at the Northern General Hospital cancelled at short notice. I am not happy with how the hospital communicated with me and the fact that they spoke to my mum about my operation, as I am an adult."

We did...

We offered this person support to complain through our partners, VoiceAbility, who provide help and support with NHS complaints. The individual felt confident to complain directly without support, so we put them in touch with the Patient Experience Team at Sheffield Teaching Hospital, who are now dealing with this complaint.

If you want to provide feedback about services you have received, please get in touch with us.

Your voice counts.

Have your say

We want to hear from you about your experience of using health and social care services in Sheffield.

You can give us your feedback:

Email: info@healthwatchsheffield.co.uk

Call: (0114) 253 6688

Looking for information or advice on health or social care services?

Sheffield Adviceline: (0114) 205 5055

(Lines are open Monday to Friday 10am - 4pm)

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