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healthwatch
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news

Local news from your local Healthwatch

Autumn 2014

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

Mental Health in Sheffield: A Snapshot



In July we hosted the Health and Wellbeing Board's Engagement Event on Mental Health. We spoke to 80 people, 60% of whom had used mental health services.

Our report on the event went to the Health and Wellbeing Board on the 25th September. Read on to find out what people said and how we're pushing for action.



Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

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What did most people say would most improve Mental Health in Sheffield?

- Joining up services and Information sharing between agencies
- Support for paid and unpaid carers
- Improved information and communications
- Training for staff and volunteers
- Person Centred Care

What did they feel are the current barriers to this?

- Not getting access to services, or getting the right service
- Waiting too long for a service, or not getting help early enough
- Limited resources - staff, time, money, facilities, services
- Having physical and mental needs treated separately
- Lack of integration and communication between services

Recommendations and Next Steps

- Sheffield Health and Wellbeing Board note the points of this report and work proactively to translate people's views into action, and that all actions are communicated back to the people who attended this event
- All future engagement events should include a service user quota to ensure sufficient representation from members of the public
- This report becomes the basis of future work on the 10 topics discussed at the event with a view to repeating this exercise in 12 months time and assessing the distance travelled
- To work with Healthwatch Sheffield to ensure that people remain involved and their views and experiences are used to shape and improve services in the city

We also asked the Health and Wellbeing board the following question:

Q: How will the Health and Wellbeing Board ensure that the information captured by this, and all Health and Wellbeing Board engagement events, is proven to influence service change for the people of Sheffield?

We will let you know the response and keep you up to date with our progress. If you have something to tell us about mental health in Sheffield, please contact us.

Read the Report

The report is now available to download from our website:

www.healthwatchsheffield.co.uk/resources/docs

You can also request a printed copy by calling us on (0114) 253 6688 or emailing info@healthwatchsheffield.co.uk

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What happens to the comments you give us?

1

Healthwatch Sheffield receives your comments about health and social care.



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2

We might refer you to one of our partner organisations for advice or for help to make a complaint.



3



All of your comments are added to our database.

We check the database regularly to identify service areas where people are experiencing problems.

4



We will take immediate action if your comments raise serious concerns.

This could include informing Healthwatch England, NHS England and the Care Quality Commission.

5



We write reports with recommendations on how services could be improved.

We also work with the organisations who design and run services to help change things for the better.

Spotlight on: “Young Healthwatch”

We’re working with ChilyPEP (Children & Young People’s Empowerment Project) to set up Young Healthwatch.

Young Healthwatch is for everyone up to 25 years of age and will link closely to Healthwatch Sheffield, and provide young people with the opportunity to have an influence and voice around health and social care services.

There are lots of different opportunities young people will get through becoming a member of Young Healthwatch, such as:

- Having a voice and say about Health and Social care and the issues that affect young people
- Opportunities to take part in events & activities
- Training opportunities
- Influencing change locally, and nationally
- Taking part in consultations and leading peer consultations
- Chance to enhance their CV & gain new skills
- Meet new people
- Reimbursement of all expenses

We are currently looking for young people who might be interested in becoming **members** or **group members** of Young Healthwatch.



As a **member**, young people will be able to get involved in activities, events and presentations. As a Young Healthwatch **group member**, they will get to take part in the same opportunities as those our members get access to, but will also be expected to attend a monthly group meeting to help steer the project. Group members must be aged 13-25 years.

Interested in finding out more?

Please contact Laura Abbott (Participation Coordinator for Chilypep)

Call: **(0114) 234 8846**

Text/call: **07966 454451**

Email: **laura.abbott@chilypep.org.uk**



[facebook.com/SheffieldYoungHealthwatch](https://www.facebook.com/SheffieldYoungHealthwatch)



[@YHWSheffield](https://twitter.com/YHWSheffield)

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How we've helped...

You said...

My wife and I have been unable to find a dentist in Sheffield who will take us on. We've been looking for a couple of years now without success.

We did...

We looked into the dental practices which were currently taking on new patients in their area. We were able to find 2 local practices and passed their contact details on to the enquirer.

Update...

We've heard that they both now have a local NHS Dentist and have their first check up appointments at the end of September.

"We'd been unable to do this in the last two years and you've helped us do it within a week! Many, many thanks."

Giving people a voice

We took part in a Healthwatch England Special Inquiry into discharge from hospital and other services. We held some focus groups with both MESH (Mental Sheffield) and the Big Issue, and 27 people completed our discharge survey. The views and experiences from people in Sheffield have been forwarded on to Healthwatch England to feed into the inquiry.

We also attended an Engagement Summit which brought together all the Foundation Trusts and Sheffield Clinical Commissioning Group (CCG), to explore ways in which we can all work together better on patient and public involvement.

Have you got an issue you'd like to tell us about?

If you'd like to talk to Healthwatch Sheffield about any issues or concerns you have about health or social care, or to tell us about the good care you've received, please complete our online survey, call or email us.

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

Survey link: <https://www.surveymonkey.com/s/HWSheffield>

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Out and about

Spreading the word

As always, Healthwatch Sheffield has been out and about this summer, spreading the word about our work and getting people's views.

We had a stall on Fargate for Mental Health Day and we got to talk to lots of members of the public and fellow stall holders. We also had a presence at Darnall Fayre and a stall at Chapeltown Volunteer Fair.

Our Healthwatch volunteers ran a stall at the recent Masjina Masjid Mosque Open Day on 14th September too (see photos below).



We had hoped to go to more events over the summer months, but the good old British weather let us down!

Would you like us to come to your event?

We can come along to your group, workplace or community centre to talk about our work, run a stall and get your views to help improve health and social care services.

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Update on Healthwatch Volunteer Ambassadors

High Green Development Trust are working with Healthwatch to spread the word about Healthwatch Sheffield across Ecclesfield, Chapeltown and High Green.

SOAR very kindly hosted a briefing session for potential volunteers so they could find out more about being Healthwatch Ambassadors.

Ambassadors are key to helping us spread the word about Healthwatch Sheffield and find out what people think about health and social care services. If you would like to become a Healthwatch Ambassador please get in touch.

New Volunteer Role: Community Researcher

We're currently recruiting for the new role of Volunteer Community Researcher.

Healthwatch Sheffield wants to find out what people think of the services they receive. Community Researchers will play an important part in spreading the word about Healthwatch and will help us with our research and reporting on the quality of services in the City.

Some of the tasks include:

- Talking to local people or groups and discovering their views and experiences of local health and social care services
- Carrying out targeted community research on particular topics
- Collate, analyse and interpret information gathered from communities and individuals
- Drafting reports and recommendations to enable us to comment on the quality of services
- Cast an impartial eye on the way people's views inform the quality of services



Would you like more information about volunteering with us?

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

Download an application pack:-

<http://www.healthwatchsheffield.co.uk/volunteer-opportunities>

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Healthwatch Board: Public Q&A

The public are invited to submit questions for the Healthwatch Sheffield Board.

The following four questions and responses were raised at the most recent Board meeting on 23rd September.



Question 1

I am concerned about people who are imprisoned and have mental health issues (specifically those who have been subject to Section 136), how are they rehabilitated and is this co-ordinated? How is care and information co-ordinated for these people?

Healthwatch response: There is a multi-agency policy covering procedures relating to Section 136 and the question is covered within this document. This is a public document and can be found here: http://shsc.nhs.uk/wp-content/uploads/2014/05/Joint_Agency_Policy_136.pdf Healthwatch would be interested to hear from anyone who has experience of this policy not being followed.

Question 2

If I buy shoddy goods in any marketplace, I take them back and get my money back, don't I? Why doesn't this rule apply to 'home care'? Who, locally, is responsible for quality control?

Healthwatch response: This is a very good question! The Care Quality Commission (CQC) do inspect providers of care at home and we keep an eye on all inspections relevant to Sheffield. The lead for quality for care at home in Sheffield City Council is Louise Pigott. We will contact her and ask for her view on the question.

Question 3

What is the proportion and cost of health services contracted out to the private sector in Sheffield?

Healthwatch response: We contacted the Clinical Commissioning Group (CCG) who told us that they don't hold that information centrally, as some organisations may subcontract to private providers. We suggest that you contact the individual trusts and organisations and request the figures under your rights under the Freedom of Information Act.

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Healthwatch Board: Public Q&A (cont.)

Question 4

My son is in supported living accommodation. The care provider staff have stated many times that they cannot make my son do what he does not want to do. Understanding this, my son has now chosen not to get washed, change his clothes regularly or change his bedding. He chooses to eat fatty foods and not to exercise.

His hygiene is poor, he's very overweight and he becomes breathless when walking more than a few metres. Can you clarify at what point doing nothing about the situation, because of the constant refrain 'We cannot make him do what he doesn't want to do', becomes unacceptable?

Healthwatch response: We would suggest the first action would be to raise the concerns with your son's care provider and ask for a review of your son's care plan. If the response is again unsatisfactory, you might wish to consider lodging an official complaint with that provider.

Would you like to ask the Board a question?

If you would like to ask a question at the meeting, please submit it at least 48 hours before the meeting so we can provide you with the best answer we can.

You can submit a question either by email or phone:

Tel: (0114) 253 6688

Text: 0741 524 9657

Email: info@healthwatchsheffield.co.uk

Come along to our Board meetings

Did you know that Healthwatch Sheffield's Board meetings take place in public and you're welcome to come along? Board papers will be available to download from our website 7 days before the meeting and if you would like paper copies, please let us know.

Next meeting: Wednesday 19th November at The Circle on Rockingham Lane, Sheffield.

The Board meeting will run 10am-12pm and the discussion forum 12:30-2pm. You are welcome to join us for either or both sessions. Please book your place by calling us on (0114) 253 6688 or emailing info@healthwatchsheffield.co.uk

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Dates for your diary

Monday 3rd November 2014

Deadline for applications: Healthwatch Community Research Volunteers

Please send us your applications for this role as early as possible.

Wednesday 19th November 2014

Healthwatch Sheffield Board Meeting (followed by Discussion Forum)

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

(Board Meeting 10am-12pm followed by Discussion Forum 12:30-2pm)

Healthwatch Sheffield Board meetings take place in public and we would love to see some of you there. Board papers will be available to download from our website 7 days before the meeting and if you would like paper copies, please let us know.

Please book your place:

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Email: info@healthwatchsheffield.co.uk

Looking for information or advice?

We work with Sheffield Citizens advice who provide the information and advice service for Healthwatch Sheffield. You can use the online self-help materials at www.advicesheffield.org.uk or call us on (0114) 253 6688.

Need help to make a complaint?



To make a complaint about a Sheffield service, please contact **VoiceAbility's NHS Complaints Advocacy Service** on (0114) 407 0081, text 0786 002 2939 or email nhscomplaints@voiceability.org

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