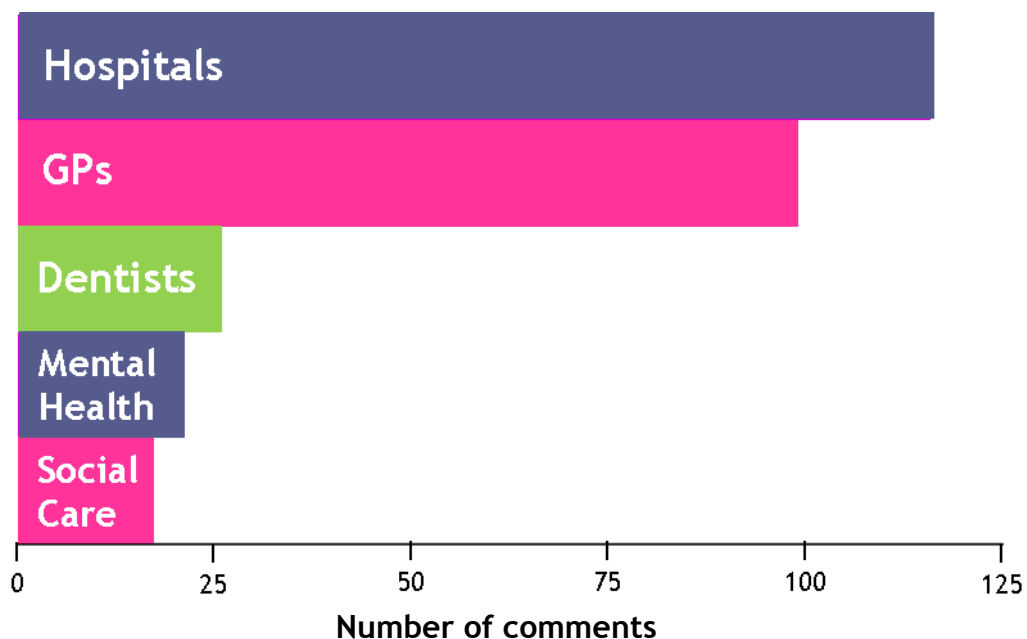


Healthwatch is your consumer watchdog for health and social care. We're here to help adults, children and young people have a say in how local services are designed and run.

Want to know which services you've been telling us about?



During the 3 months from July to September, we spoke to 981 people in Sheffield. They told us about 292 experiences (both good and bad) which they'd had when using health and social care services in the city.

On the next page, you can find out what difference your comments have made.



What difference have your comments made?

Nationally

We escalated the issue of finding out what people's oral health needs were if they had a learning disability to Healthwatch England. They met with Public Health England, who have agreed to do a separate piece of work as part of their Adult Dental Health Survey to capture the specific needs of this group of people.

Locally

We worked with three NHS trusts to provide patient assessors to look at areas in which care was delivered. We fed back to one trust that patient assessors need to be better supported when visiting challenging environments. These changes have been made, ensuring that patients are properly supported to make recommendations.

To Providers of Services

We visited three GP practices using our power to 'Enter and View' and will be publishing the reports on our website.

The Care Quality Commission (CQC) went to inspect a care home we had previously visited and used our findings to inform their visit.

We passed on information about a care provider which was a factor in prompting the CQC to visit the service.

To Individuals and the Public

We spoke to someone who thought that funding for their care was due to end that week. We clarified with the Clinical Commissioning Group that funding was continuing, and helped the person to access emergency advocacy support. This person was also supported to raise their issues at the Healthier Communities Scrutiny Board and is now in direct touch with the Head of Adult Social Care to resolve any ongoing issues.

360 Degree Feedback on Healthwatch

We are in the process of evaluating our work here at Healthwatch Sheffield. We're taking part in a national pilot with Leeds Beckett University, to conduct a 360 Degree feedback exercise.

250 stakeholders across the city have been asked to complete the survey. Our results will be peer-reviewed by Healthwatch Doncaster, who are also taking part in the pilot. This will give us a true picture of how we are doing and where we can improve our partnership working. We will publish our results in the next newsletter.

Healthwatch Sheffield

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Discussion Forum: Children & Young People's Health & Wellbeing Plan

(& Healthwatch Public Board Meeting)

Come and hear about the plans for Children and Young People's Health and Wellbeing services for the next 5 years.

The plan is out for consultation at the moment - this is your chance to have a say on the proposals.

Book now!

You're welcome to join us for both the Board meeting and Discussion Forum, or just one of the sessions.

Book online:

<http://HWSDiscussionForum11-2015.eventbrite.co.uk>

For more info: info@healthwatchsheffield.co.uk
or call (0114) 253 6688.



Tuesday 17th November
Public Board Meeting (9:30-11am)
Discussion Forum (11:30am-1pm)

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

Spotlight on: Meeting Representatives

Getting your voice heard!

One of the tasks undertaken by both staff and volunteers, is to represent Healthwatch Sheffield and the views of the public, at strategic meetings across the city.

Carrie McKenzie (Healthwatch Manager - Policy & Engagement) has been to all of the key strategic partnership boards in the city recently to showcase our work over the past year. This has included meetings with the:

- Mental Health Partnership Board
- Learning Disabilities Partnership Board
- Partners for Inclusion
- Carers and Young Carers Board
- Children's Health and Wellbeing Board
- Safeguarding Adults Board



Sheffield Health and Wellbeing Board

Maggie Campbell (Chair of Healthwatch Sheffield) is your representative on the Health and Wellbeing Board. The Health and Wellbeing Board is where key leaders and decision-makers in the City come together to consider the issues affecting the health and wellbeing of the people of Sheffield.

This includes services and community-based projects and activities under the banner of Public Health. But because health and wellbeing is influenced by other parts of our lives - like what we eat and whether or not we have good quality housing or employment - it is important that the HWBB members include elected councillors and officers of the council, as well as GPs and managers from the NHS.

Maggie can raise specific issues which have been brought to Healthwatch Sheffield's attention by the public, and key examples of what is/is not happening *now* in relation to services.

In recent months she's raised the need to find more sophisticated ways to have two-way discussions with the people of Sheffield. Like how to ask for public input to help resolve some of the tricky issues, like the different levels of life expectancy across our city.

Interested in becoming a Meeting Rep?

If you are interested in becoming a Meeting Representative, or finding out more, please contact us on (0114) 253 6688 or email info@healthwatchsheffield.co.uk

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Vacancies on the Healthwatch Advisory Board!

Are you passionate about improving the quality health and social care in Sheffield?

Do you possess leadership experience in an organisation, business or volunteer role?

We are currently seeking a new Chair and up to 4 new Board Members for the Healthwatch Sheffield Advisory Board. Please note these vacancies are voluntary (unpaid) roles, although travel and subsistence expenses may be claimed.

Chair: Role Overview

We are looking for an individual with the experience, time and commitment to become the Chair of the Healthwatch Sheffield Advisory Board. The Chair will have a key role in deciding the strategic direction of Healthwatch Sheffield, in representing the organisation, building our reputation and developing productive relationships with stakeholders.

The time commitment for this role will vary but we anticipate a minimum of 3-4 days a month. The appointment will be for a minimum of two years, subject to review.

Board Member: Role Overview

Advisory Board members have a role in deciding the strategic direction of Healthwatch Sheffield, representing the organisation and developing productive relationships with stakeholders.

The time commitment for Board Members will vary but we anticipate a minimum of 2 days a month. Your appointment to the Advisory Board will be for a minimum of two years, subject to review.

Interested?

An application pack is available to download here:

<http://www.healthwatchsheffield.co.uk/news/seeking-new-chair-healthwatch-sheffield-advisory-board>

Alternatively, please email info@healthwatchsheffield.co.uk or call (0114) 253 6688 to request a pack.

Closing date: Monday 16 November 2015

Interviews: Weeks commencing 23 & 30 November

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Visit to A&E at the Northern General

Carrie and Vicky from the staff team, along with Young Healthwatch and some adult volunteers, spent 9 hours (from mid-afternoon until midnight) in A&E on a busy Friday.

We spoke to 49 people, who filled in surveys about their experience at A&E and we also made observations about the service. We will be producing a report and sharing it with the Clinical Commissioning Group to feed into their work on Urgent Care.

We would like to thank all our Young Healthwatcher's for their support and we're looking forward to doing an all-nighter until 7am next time!

Update: Enter and View

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

The visits are to observe the nature and quality of services, and to see and hear how people experience the service. We also collect the views of patients, residents, their relatives and carers.

We have recently started our programme of visits to GP surgeries. To help us carry out more Enter and View visits, we ran a 2 day training course in October for another 9 Authorised Representatives (6 of these are from Young Healthwatch .

The volunteers spent one and a half days learning about Enter and View procedures, and then carried out 'mock' visits to the Hallamshire Hospital and A&E at Sheffield Children's Hospital.

We publish all of the reports from our Enter and View visits. You can find them on our website: <http://www.healthwatchsheffield.co.uk/enter-view> or contact us for more info.



**“Excellent and informative session!
I learned lots about Enter and View and
felt well supported on the ‘mock’ visit.”**



**“The staff and trainers made everyone
feel very welcome and gave us loads of
encouragement.”**

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Young Healthwatch is for everyone up to 25 years old. We work with Chilypep young people's project to deliver Young Healthwatch activities.

We now meet every two weeks and the past few sessions have focused on planning our Mental Health Mini-Conference (see below) and designing publicity to get more young people involved. The group have also received training on creative consultation and have been testing out different consultation methods (e.g. not just written questionnaires!).

During October half-term, Young Healthwatch members attended a 2 day training course in 'Enter & View' and went on a visit to observe A&E at Sheffield Children's Hospital. We're also running Focus Groups for other groups of young people (whose voices are often hidden or go unheard), to find out what they think of local services.

Young People's Mental Health Mini-Conference



Date: Tuesday 24 November
Time: 5:30-7:30pm
Venue: The Circle
33 Rockingham Lane
Sheffield, S1 4FW

Open to everyone aged 14-25 years.

Book online:
<https://YHWmentalhealth.eventbrite.co.uk>



Want to get involved?

We meet every two weeks (5-7pm) at The Circle (behind Costa Coffee on Division St). Anyone under aged 14-25 years is welcome to come along and join us - the next meeting dates are November 10th & 24th and December 8th.

Call: (0114) 253 6688

Text: 0741 524 9657

Email: YHW@healthwatchsheffield.co.uk



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Out and About

Again we've been busy but it's quietened down now the summer fayre season has ended. We haven't stopped though, and have been promoting Healthwatch and the volunteer roles we offer at Volunteer Fairs at Sheffield College and both Universities.

We've given talks to a Diabetes Support Group and had a stall at the Walk for Diabetes event at Millhouses Park.

We also had stalls at the Sheffield Health and Social Care Trust Governors meeting, Voluntary Action Sheffield Lunch Clubs, and delivered a presentation at the Personal Health Budget Conference organised by Disability Sheffield and Sheffield Clinical Commissioning Group.



If you do see us out and about, please pop over and say hello!

Would you like us to come along to your group or 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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NHS 'Perfect Patient Pathway' Test Bed Event

We held an event in partnership with Sheffield Teaching Hospital, to look at the Perfect Patient Pathway for people with more than one long term health and/or mental health condition. The event focused on how people manage their conditions at the moment, and then moved on to thinking about how technologies could help improve the management of their conditions in the future.

Fourteen people came along and shared their views. This information will be used in a funding bid for to NHS England to run a test project and if successful we hope that Healthwatches across the sub-region will be involved.

The Big Conversation with Paul Blomfield MP



Sixteen people came along representing 4 different GP Patient Participation Groups from the Central constituency.

We asked people to consider what a good PPG would look like and generally people felt that PPGs needed to be more accessible.

There was also time for a general discussion with Paul about GP's, the health service in general, and concerns about the future of the NHS.

If you're part of a PPG and would like Healthwatch to come along to your group, please get in touch.

A 2020 Vision of Health and Social Care

Healthwatch Sheffield hosted one of NHS Sheffield Clinical Commissioning Group's '2020 Vision' events. We discussed the challenge that the health and social care system faces in the future and how the City could respond to those challenges.

Information gathered from this event has been fed into the wider feedback collected from lots of partners across the City. Once the CCG have published it we will share it through our networks.

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NHS Sheffield Clinical Commissioning Group

Have you had your flu jab yet?

The flu jab is SO important! There are lots of myths surrounding it so check out this video for all the info you need!

<https://www.youtube.com/watch?v=W4Ce5wNNS2A&feature=youtu.be>

If you're over 65, pregnant, or have an existing health condition then you're eligible for a free flu vaccination - so don't delay, speak to your GP today!

Find out more: <http://www.sheffieldccg.nhs.uk/news/Get-your-flu-jab-now.htm>

NHS Sheffield Services Free Mobile App

Have you downloaded the free NHS services and healthy living mobile phone app yet? If you're feeling unwell and are unsure about where to go, then the app will help you choose the right place for treatment. The handy app also has a symptom checker and lots of useful information to help you stay healthy and well.

Download the app here: <http://www.sheffieldccg.nhs.uk/Your-Health/choose-well-guide.htm> or search 'NHS Sheffield' in your app store.

Stay Well This Winter!

NHS England has launched the national 'Stay Well This Winter' campaign which you will soon be seeing on adverts across the country. The campaign encourages people over 65, those with long-term health conditions, parents of 2-6 year olds, and carers to take actions to keep well over the winter months.

Find out more here: <http://www.nhsstaywell.org>

Lay Member wanted!

NHS Sheffield Clinical Commissioning Group (the local NHS organisation that plans and buys healthcare services for Sheffield) is looking for a lay member for:

The Clinical Reference Group: a virtual group that discuss and review a particular area of healthcare on a rolling programme. One person is being sought, who has experience of receiving care in Sheffield, to help the group balance their evidence base and clinical experiences with the experience and opinions of people locally.

If you are interested in either of these roles, please email sheccg.engagementactivity@nhs.net or call the CCG on (0114) 305 4609.

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Dates for your diary

Tuesday 17th November

Healthwatch Board & Discussion Forum (Plans for Childrens's Services)

(Board: 9:30-11am / Discussion Forum 11:30am-1pm)

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

Healthwatch Sheffield Board meetings take place in public and we would love to see you there. The Discussion Forum will give you the chance to feedback on the city's 5 year plan for children and young people's services.

Meeting papers will be available on our website 7 days before the meeting. If you would like to ask the Board a question, please submit it to us at least 2 days before the meeting.

You are welcome to join us for one, or both sessions.

To book: please email info@healthwatchsheffield.co.uk or call (0114) 253 6688.

Tuesday 24th November

Young Healthwatch Mental Health Mini-Conference

(5:30-7:30pm at the Circle, 33 Rockingham Lane, Sheffield, S1 4FW)

Young Healthwatch invites everyone aged 14-25 years to come along and find out about a range of mental health projects and campaigns that are happening in Sheffield.

You'll also have a chance to have your say on Sheffield's proposed plans for Children and Young People's Services for the next 5 years. If you know of any Young People or organisations that work with CYP please let them know.

To book: <https://YHWmentalhealth.eventbrite.co.uk>

Tuesday 1st December

Have you used Sheffield Teaching Hospital in the past 12 months?

A Care Quality Commission 'Listening Event'

(6-7:30pm at St Mary's Conference Centre, Bramall Lane, Sheffield, S2 4QZ)

Come to the CQC's public listening event, meet their inspectors and share your experience of the services and care provided in the last year by Sheffield Teaching Hospital Foundation Trust (STH).

If you cannot make the event you can share your experience anonymously at any time by email enquiries@cqc.org.uk or by phone on 03000 616161.

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Dates for your diary (*continued*)

Monday 7th December 2015

Have your say: An Event for People from Black & Minority Ethnic (BME) Communities

(1-5pm at the Circle, 33 Rockingham Lane, Sheffield, S1 4FW)

Are you someone from a BME Community? Or are you part of an organisation that works with or supports people from BME communities? If, yes then this event's for you!

Healthwatch Sheffield invites you to have your say about the health and social care services that affect you.

To book: please email info@healthwatchsheffield.co.uk or call (0114) 253 6688.

Need help to make a complaint?

The NHS Complaints Advocacy Service is a free, independent and confidential service that can help you make a complaint about an NHS service.

Helpline: (0114) 407 0081

Textphone: 07860 022 939

Email: nhscomplaints@voiceability.org

Write to:

NHS Complaints Advocacy Service, VoiceAbility,
Omnia One, 125 Queen Street, Sheffield, S1 2DU

Their website www.nhscomplaintsadvocacy.org
also has a wide range of information.



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