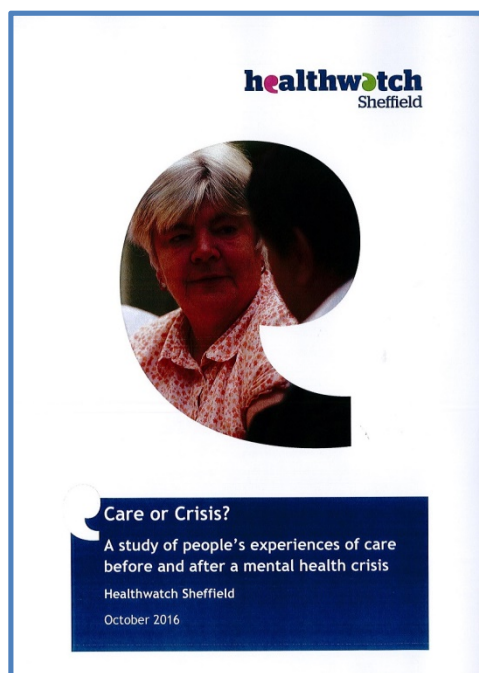


Healthwatch is your consumer watchdog for health and social care. We're here to help adults, children and young people have a say in how local services are designed and run.

Mental health crisis care report



Mental Health is one of the areas that people most frequently talk to us about - in fact it is second only to access to GPs. In particular, several people came to us with concerns about the experiences of those having a mental health crisis.

We carried out a research project looking both at the experience of service users and also exploring the views of the health professionals working in this area. Our final report '*Crisis or Care: a study of people's experiences of care before and after a mental health crisis*' will be published early December. We are just waiting to include the (continued on page 2)

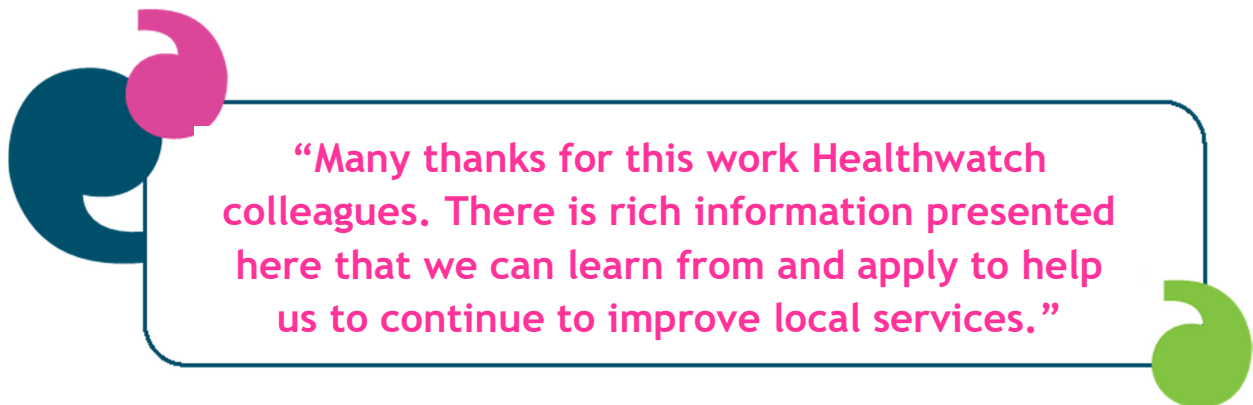
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comments from the Mental Health Crisis Care Concordat Strategic Implementation Group, a multi-agency group that plans and manages local mental health crisis care and support.

Our report contains 14 recommendations that include: developing specific training for GPs; bringing waiting times for children and young people in line with those for adults; consulting with young people and black and minority ethnic groups about their specific needs, improving access to support during a crisis and better signposting for promoting general mental wellbeing and staying well.

Initial response to the report from service providers has been positive. Heather Burns, who heads up the Mental Health Commissioning Portfolio at Sheffield Clinical Commissioning Group, said;



As soon as we have received and integrated all the comments from service providers and finalised the report, we will publish it on our website. If you would like us to send you a copy of the report, either on paper or electronically, please contact us.

Judy's view

Report from Judy Robinson, Chair of Healthwatch Sheffield.

Recent months have seen a big concentration on the Sustainability and Transformation Plan (STP) in many of the committees and boards that we attend (see pages 7-9).

The STP will be the framework for health and social care in the future. It is, therefore, vital that we are actively involved in ensuring that local people understand what it means and that their views, concerns and suggestions are heard by the decision makers.



We have continued with our programme of engagement work (page 5) trying to meet with as many communities as possible, especially those who are seldom heard. We feed their

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views, and those of everyone we meet, into our 'rate and review system' (see page 4) so that we can identify trends in people's experiences of the health and care systems they use. This information also guides how we plan our work going forward.

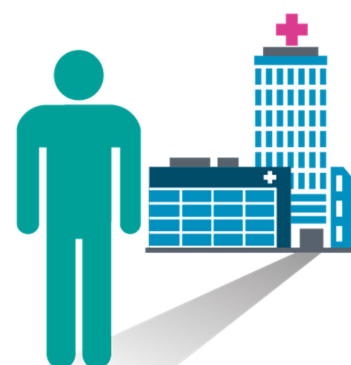
The Health and social care Advisory Forum that we held in October for voluntary, faith and community organisations across the city was very successful (see page 8). It was established to act as a 'network of networks', to share information and ideas and to help us work effectively together. With so much change in the health and social care system, it's a case of the more eyes and ears we have the better!

Enter and View visit reports published

One of Healthwatch's statutory powers is to carry out 'Enter and View' visits to health and social care premises. These are carried out by fully trained volunteers called authorised representatives or sometimes by Healthwatch staff.

The visits are our opportunity to observe the nature and quality of services, and to see and hear how people experience the service. We collect the views of patients, residents, their relatives and carers as well as those of the staff.

Healthwatch Sheffield has completed around 30 visits over the last three years. They have included visits to care homes, GP and dental practices and to hospitals.



The authorised representatives write a report and this is sent to the service provider for comment. The final report is then shared with the Care Quality Commission, Sheffield Clinical Commissioning Group and Healthwatch England and we publish it on our website.

We have recently published reports on visits to the Jessop Wing, Highgate GP Surgery, Jasmin Court Nursing Home and Burbage Ward at the Michael Carlisle Centre. We have also started working back through previous reports checking whether recommendations have been implemented.

By the end of the year, we expect to have published reports on our visits to the Charles Clifford Dental Hospital, Medical Outpatients at the Hallamshire Hospital, Beech Hill Intermediate Care Unit and Huntsman 7 ward at the Northern General Hospital.

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

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Rate and review website hits 1000 reviews

Our 'rate and review' website (www.healthwatchsheffield.co.uk) has been up and running for about six months and we were delighted to publish our 1000th review in early November. The site allows anyone to give feedback and a star rating for the health and social care services they use. Every review is 'moderated' or checked by one of the Healthwatch Sheffield team before it is published.



This is a quick and easy way for you to tell us what you think about the services you use. You are also able to make more informed choices about health and care services by looking at the reviews left by other people. The site also helps service providers as they can see what people are saying about them and they can leave a response if they wish.



While many people share their feedback online, about half come to us on paper; either completed at one of the many community events we attend or through people completing the paper form (left) and sending it to us. We then add them to the system.

Your reviews help us spot trends in key issues, recognise areas of best practice and identify services that need to improve. We can then feed this information back to the providers and commissioners of local services.

To add your feedback online, please visit www.healthwatchsheffield.co.uk and click 'leave feedback'. If you would like copies of the paper form - you will need one for each service you wish to review - please contact us. The form is very quick to complete and becomes a Freepost envelope; so just fill it in, drop it in a post box and we'll do the rest.

Feedback on care homes and care in people's homes

While we welcome your reviews on any health or care service in Sheffield, we are looking to increase the number of reviews we have of residential care homes and on the care that people receive in their own home, also known as domiciliary care.

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Out and about in Sheffield

As always, our engagement team has been out and about at various events talking to people about Healthwatch and listening to their views on health and care in our city.

Over the last quarter we attended 27 community festivals and events and visited 13 smaller groups. Together, we talked to 1,968 people.

The events we visited include:

- Women's Support Group at St Cuthbert's Church
- Dementia Café at Vernon Street Centre
- Refugee Drop-In at U-Mix Centre
- Pain Support Group at Burngreave
- Family fun day during half term at St Mary's.



As autumn turns to winter, our engagement team will concentrate on visiting community groups and lunch clubs. Recently, we had a stall at two very different, but equally valuable, meetings around the theme of cancer.

Chinese Cancer Awareness Day

In mid-October, the engagement team attended an event aimed at improving awareness of cancer among the Chinese Community. We spoke to 35 adults, mostly through an interpreter, about their experiences of health and care.

Their main concerns were about the lack of interpreter slots available when visiting the GP meaning that family members often had to interpret. Many people found this embarrassing and therefore felt unable to ask all questions they wanted to. Others were so concerned about confidentiality they refused to discuss the real reason for the visit.



The other area that prompted discussion was access to social care and how assessments work. A number of people mentioned that their family members don't see themselves as carers and were surprised that support was available.

CCG Cancer Recognition and Referral Meeting

The Clinical Commissioning Group invited us to a large event on cancer they were holding for local health professionals. We spoke to around 60 GPs about Healthwatch and our work. All but two were aware of us although far fewer had seen the rate and review website (see page 4). We were able to show them, instantly, the feedback we had for their practice and they were very impressed.

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They promised to alert their practice managers to the site and to look regularly at the feedback it contained and respond where appropriate. Although we contacted all GP practices when the rate and review website was launched, seeing it in action helped them to understand the value of the site. As a result, we plan to contact practices again, suggesting they add the special widget to their website to encourage feedback.

Would you like us to come along to your group or event?

If you would like Healthwatch Sheffield to come and talk to your group, or have a stall at a community event you're running, please get in touch with the Engagement Team.

News from the Sheffield Test Bed Programme

In the spring, Healthwatch Sheffield started work on a new programme looking at how emerging technologies can be used to help improve health and social care. Perfect Patient Pathway, as it is formally known, is one of seven national NHS 'Test Bed' programmes and is based in Sheffield. It focuses on how technology can help those with long-term or complex health needs stay independent and take some control for monitoring and managing their own health.



Healthwatch Sheffield is the engagement lead for this Programme. Our main role is convening and supporting the Test Bed Advisory Group to provide guidance to the Test Bed Programme Board on the design and delivery of the Programme. They also provide feedback on the equipment and on any public-facing documentation. The Group is made up of 20 members of the public who either have long-term health conditions or are a relative or carer of someone with such conditions.

In mid-October, the Group visited the Innovation Hub based at the Royal Hallamshire Hospital and run by Sheffield Teaching Hospitals. Here they met the 'innovators', the term used for the technology developers, and had a chance to see and handle the technologies that will be part of the trial. We are planning to organise a visit for interested members of the public to visit the Innovation Hub. If you would like to visit, please contact Laura Cook at l.cook@healthwatchsheffield.co.uk.

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Visit by Malcolm Grant

On 20 October, Malcolm Grant, the Chair of NHS England, came to Sheffield to find out how the Sheffield Test Bed work was progressing. He visited the Innovation Hub and had lunch with some members of the Test Bed Advisory Group and others involved in the progress and delivery of this complex and innovative work.

Group members reported that the session had been very positive and that they had been able to share their views on the Programme. Generally, they felt excited by the technologies and the possibilities it holds for people like them to be able to take a more active role in managing their own conditions. Their main concerns remain around data handling and ensuring that sensitive patient information is secure.

Sustainability and Transformation Plan

Our region of South Yorkshire and Bassetlaw, like all other health regions, is in the process of developing a Sustainability and Transformation Plan (STP). This is the local approach to delivering the national plan called The Five Year Forward View. It will completely change the way in which the NHS and care services work in the future. 'Shaping Sheffield' is the sub-plan that relates to Sheffield.

The initial plan has just been published and can be found at <http://www.smybndccgs.nhs.uk/what-we-do/stp>. Its goal is for everyone in our region 'to have a great start in life, supporting them to stay healthy and live longer'.



Healthwatch Sheffield has a key role in ensuring that people have a chance to understand the plan and that their feedback is really listened to by the planners. The first chance to do this is at the Health and Wellbeing Board event on 8 December (see page 12).

Outline of the STP



While there have been real advances in healthcare over the last 15 years, people's needs have changed. New treatments are emerging, preventable disease remains widespread and the quality of care varies widely. The way health and care services are organised is often disjointed and needs to be reorganised and improved.

The STP also acknowledges and attempts to tackle the wider challenges affecting those in our region associated with high levels of deprivation, smoking and alcohol consumption rates and wide health inequalities. Improving health and wellbeing to reduce preventable illnesses is a major part of future plans.

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Place plans, of which Shaping Sheffield is one, are the foundation of the STP. They focus on establishing new ways of working and put the greatest emphasis on helping people in their neighbourhoods and therefore managing demand for secondary services. This involves investing in primary and community care and ensuring that more specialist services are pulled together into regional centres of excellence.



Alongside the place plans, the STP has eight priority areas that cover the whole region. These include living well and prevention, mental health and learning disabilities, urgent and emergency care, cancer services and spreading best practice and collaboration.

There will be new groups tasked with detailed planning and implementation. These will include representatives of the statutory health and care authorities together with national bodies as appropriate, other providers and 'representatives of the voluntary sector and patients, including Healthwatch'.

The STP priorities for 2017/18 include: involving staff and the public in thinking further about the priority areas, developing more primary and community care closer to home, developing specialised services and looking at governance and financial arrangements.

Healthwatch Sheffield's view of the STP

Judy Robinson, Healthwatch Chair, feels that while there is much to welcome in the STP there are deep concerns too. Starting with the positives, she feels that more regional collaboration makes sense - shared resources and expertise will improve quality and provide savings through efficiencies. This is already starting with consultations on stroke centres and children's surgery (page 9). Bringing together the key partners in health (the NHS) and social care (local authorities) to benefit patients is also an important goal.

She is, however, concerned about what is involved in getting the structures right and working out how the finances will operate across so many institutions and services. In particular, it is important to work out, in times of austerity, which change is the result of sensible decision making and which is just a cost-cutting exercise.

Advisory Forum discusses STP

On 13 October, representatives from voluntary, community and faith organisations across the city met for the second Health and Social Care Advisory Forum meeting run by Healthwatch Sheffield. The focus of the meeting was the STP.



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Helen Stevens, Associate Director of Communications & Engagement at Sheffield Clinical Commissioning Group gave a presentation outlining the background to the plan. She shared the underpinning belief that to improve holistic care for people, health and social care services need to work together better and in new ways. It is also important to recognise that these changes cannot happen in isolation and that reducing deprivation and health inequalities are also critical to any meaningful plan.

Although Helen was unable to share any concrete plans at that point, she talked in general terms about ensuring that appropriate services are close to home while specialist services are clustered into centres of excellence, all with the same high standards.

She confirmed that Healthwatch Sheffield is considered a key partner in the consultation process going forward and that we will be involved in all major decisions.

Current consultations

Three consultations are open currently. Sheffield Clinical Commissioning Group (CCG) has two which discuss moving certain services from local hospitals to specialist centres and are linked to the STP (see page 7). For links to both consultations, visit <http://www.healthwatchsheffield.co.uk/news/ccg-consultation/>.



Hyper acute stroke services: The CCG wants patients to have the best quality care in the critical first 72 hours after a stroke and propose three specialist hospitals in our region.

Children's surgery: This is about ensuring that the complexity of the procedure dictates where the surgery is carried out. More complex surgery will happen in specialist hospitals. This is unlikely to impact Sheffield as Sheffield Children's Hospital is the regional centre.

Sheffield City Council advice and information: The Council provides a range of materials to help people stay independent, safe and well for longer. This includes information provided face-to-face, by telephone, in print (such as a leaflet or poster) or on the internet. The topics include advice about help at home, getting out and about, housing and care homes, health and wellbeing, staying safe and caring for family or friends.



Help Sheffield City Council improve information and advice

They want your views on how they can improve the information and advice you use to help you live independently, safe and well.

Please take part in their survey, for a chance to win the £50 prize draw. Find out more at www.sheffield.gov.uk/gettinginvolved or call their helpline (0114) 273 4119 (Monday - Friday 9.30 - 4.30).

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Update from **YOUNG healthwatch** Sheffield

Young Healthwatch is specifically designed for anyone from 14 to 25 years old with an interest in health and/or social care. It now has a Children and Young People's Engagement worker, Becky Batley, and is going from strength to strength.



Becky first began volunteering with Young Healthwatch when it started about two years ago and got steadily more involved. This summer, we were delighted to appoint her as the Children and Young People's Engagement Worker.

She now runs the Young Healthwatch Group that meets every other Tuesday and is looking at new and fresh ways to help children and young people get involved in health and social care. Becky is passionate about youth empowerment and involvement, and outside work is a mental health campaigner with Chilypep.

Young Healthwatch on the road

This summer, Young Healthwatch teamed up with the SHINE Health Academy and its fantastic health bus to tour Sheffield's parks. They visited Graves, Endcliffe, Norfolk and Millhouses parks and were able to spend time talking with hundreds of children, young people and families and gathering their feedback.



September brought thousands of students back to Sheffield and Becky took the message of Young Healthwatch to Fresher's Fairs at both universities and at Sheffield College. There was lots of interest from new students and a number of them have come along to Young Healthwatch meetings and are helping to plan the group's future work.

YHW starts visiting secondary schools

To ensure that Young Healthwatch engages with as many young people across the city as possible, Becky has started a programme of visiting secondary schools to run Physical, Social and Health Education (PSHE) classes.

Becky is qualified to run PHSE lessons on mental health and emotional wellbeing and will also lead sessions on eating disorders, self-harm as well as depression and anxiety.

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Spending time with the pupils also allows Becky to talk to them about Healthwatch and to find out what they think about the health and social care services that they use.



Becky has already started supporting Yewlands Academy and will soon also be visiting Stocksbridge High School and Birley Community College. She is looking for more schools to visit, so please contact her if you know of one that might be interested.

Young Healthwatch meets every other Tuesday during term time from 5pm to 7pm at The Circle and anyone age 14 to 25 is welcome.

For more information about these meetings or Young Healthwatch Sheffield, please contact Becky on b.batley@healthwatchsheffield.co.uk or phone (0114) 253 6688.

New staff and fond farewells at Healthwatch

We said a sad farewell in September to Carrie McKenzie, Healthwatch Engagement Manager, who has moved to a post at Sheffield Teaching Hospitals. We thank her for her great work over the past three years and wish her all the best in her new role.

We are in the final six months of our contract to deliver Healthwatch for the city and will shortly be re-tendering for the new contract from April 2017. Given this, we have recruited an interim manager, Sue James, to lead Healthwatch during this period. Sue 'semi-retired' last December from her role as Deputy Chief Executive at Voluntary Action Sheffield, and was involved in setting up Healthwatch Sheffield in 2013.



To strengthen the team, we have recruited Sue Knights who has a wealth of experience in senior roles in health services improvement and Jo Long who has worked in the advice sector and as a lecturer and researcher in Sheffield Hallam University. Sue and Jo join Laura Cook who leads on the Test Beds project (see page 6); Hardeep Pabla who leads our engagement work; Becky Batley, Children and Young People's Engagement Worker; Shazia Nabi, Engagement Worker; Heather Hughes, Communications Officer and Pauline Flint, Administration Assistant (currently on long term leave).

Sadly, later this month, we will also be saying farewell to Myrtle Pritchard who is leaving us for pastures new after three years with the team. Thank you Myrtle for all your work supporting the team and the Healthwatch Board.

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Dates for your diary

Thursday 8 December 2016

Shaping Sheffield: a place-based plan for health & care services

Venue: Sheffield Town Hall (4-6pm)

Sheffield Health & Wellbeing Board is holding an engagement event on Shaping Sheffield and the STP (see page 7). It will be an opportunity, with support from Healthwatch, to hear about plans to redesign the health and care system in Sheffield and share your views.

Places at this free event are limited and need to be booked online, see the link on our website <http://www.healthwatchsheffield.co.uk/event/shaping-sheffield/>

Tuesday 7 February 2017

Healthwatch Sheffield Advisory Board Meeting (in public)

Venue: The Circle, 33 Rockingham Lane, Sheffield, S1 4FW (1:30-4pm)

Healthwatch Sheffield Advisory Board holds some meetings in public and you are very welcome. Meeting papers will be available on our website 7 days before the meeting, or call us to request a paper copy. To book or to send a question for the Board, 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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