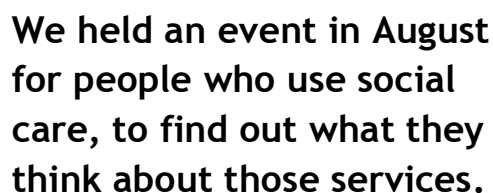


Healthwatch is your consumer watchdog for health and social care. We're here to help adults, children and young people have a say in how local services are designed and run.

What does 'really good' Adult Social Care look like?



36 people came along to have their say about current services and also to tell us how they would improve things.

What happens next?

We're using the feedback to inform the planning for our next Adult Social Care event, which we'll be running on behalf of the Health and Wellbeing Board, on Thursday 29th October 2015.

All of the information from both events will then be written up as a report on our findings.



Adult Social Care (cont.)

“ *Excellent meeting today
- admire friendliness of the team.*

*As a fairly able 69 year old,
I feel there could be a glimmer of
light left on in the tunnel if
needed.*

Well done. ”



Could you keep a ‘Day in the Life’ Diary?

We want users of social care services to tell us what day-to-day life is really like!

Social care services include care at home support, getting help with things like shopping, cleaning and going out and about, residential and nursing homes. If you do, Healthwatch Sheffield would like you to keep a diary - just for one day - to tell us what life is really like.

Diaries are an important way of finding out what challenges you face and how that makes you feel. We want to change things for the better and know that people's stories have the most impact in telling those who make decisions about services, why things need to change.

We'll anonymise your diaries and use them to write a report.

Please let us have your completed diary by the **end of October 2015**.

Download your diary pack from our website:

<http://www.healthwatchsheffield.co.uk/news/adult-social-care-service-user-keep-day-life-diary> or call us on **(0114) 253 6688** to request a paper copy.

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Update: Enter and View

We have completed our current series of visits to Care Homes, and are now moving on to Enter and View GP surgeries.

If you would like to read any of the reports we have published to date, please go to our website: <http://www.healthwatchsheffield.co.uk/enter-view>

What are 'Enter and View' visits?

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.

Feedback from the Sheffield Pink-nic

We collected the views of 29 people at Sheffield Pink-nic, an event for Lesbian, Gay, Bisexual and Transgender people.

We asked specifically for views on GPs, mental health services and care homes, which are part of our priority work areas, and here's what we found.

Seven of the 29 people (24%) told us they believed the service they received from their GP was negatively influenced by their sexuality.

This included transgender people being addressed by the wrong title (e.g. 'Mr' when they identified as being female).

Nine people told us they had used mental health services, and 7 of those told us they had a positive experience of the service.

None of the people we spoke to knew any LGBT people who currently resident in a care home. We would like to hear about the experience of LGBT people living in nursing or residential homes, so if you, or someone you know, would like to talk to us about your experience, please get in touch.

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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.

Young Healthwatch is changing!

Yes, we're becoming even bigger and better! This is to make sure as many children and young people as possible have a chance to have their say.

We've now started meeting 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 September 15th and 29th, and October 10th and 27th.

Here's what we're currently working on:

- devising questions to take out on our consultation visits to youth groups
- designing membership and publicity packs for schools
- going to observe a busy evening shift in A&E at the Northern General Hospital.

We're also looking at how schools can become Young Healthwatch members and be involved in activities to help children influence health and social care. More info to follow on this in future newsletters.

Want Young Healthwatch to come and talk to your group?

If you'd like us to visit your group or organisation to talk about Young Healthwatch, please get in touch.

Contact Young Healthwatch

Call: **(0114) 253 6688**

Text: **0741 524 9657**

Email: **YHW@healthwatchsheffield.co.uk**



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VoiceAbility: NHS Complaints Advocacy

If you need to make a complaint to the NHS about care or treatment you have received in Sheffield, but aren't sure how to do it, we can help you.

Do you have a
complaint about
the NHS?

What is NHS Complaints Advocacy?

The NHS Complaints Advocacy Service is a free, independent and confidential service that can help you make a complaint about the National Health Service (NHS).

Most of us use the NHS at some point in our lives and many of us use them quite regularly. The NHS work hard to make sure that people are satisfied with their services and receive good quality treatment, but sometimes things can go wrong. You may want to complain about a service you have received from the NHS, or you might want to complain on someone else's behalf.

How does advocacy work?

Advocates are specially trained in how to support you to make a complaint and to work with you so that you feel confident with the NHS complaints process.

As advocacy is about helping people to speak up for themselves, Advocates will not tell you what to do, or act on the wishes of other people. What your Advocate will do is help you to explore your options at the different complaint stages, and give you information that can help you decide what you wish to do next. Advocates can support you to write letters of complaint and attend NHS meetings with you to try to resolve your complaint.

Contact VoiceAbility

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

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



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Out and About



We've been out and about over the summer and you may have met our new Engagement Worker, Hardeep Pabla. She has lots of experience working with BME and hard to reach communities.

Having an extra pair of hands on the team means we can get out and about a lot more. We held 3 community roadshows at the Asylum Seeker Drop-in at Victoria Methodist Hall as well as having stalls at community festivals including: Manor Fields Festival, Lowedges and Greenhill, and Sheffield Fayre.

We've also had information stalls at the Carers in Crisis Service User Forum, the Sheffield Equality Hub event, the Sheffield Wellbeing Festival (which runs as part of Sheffield Mental Health week), and the Health and Wellbeing Board's 2020 Vision event.

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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Mental Health Crisis Care Survey

Have you, or someone you know, experienced a mental health crisis?

Healthwatch Sheffield wants to hear about people's experiences of mental health services and support whilst going through a crisis. We will use this information to produce a report which will be used to help influence and improve services.

This questionnaire is for anyone who has experienced a crisis and needed immediate support, as well as family members, friends or advocates who are caring for someone with a mental health condition. Any personal information given will remain confidential in accordance with the Data Protection Act 1998.

When you complete the survey, you can also choose to be entered into our Prize Draw to for a shopping voucher -there are 1 x £20 and 3 x £10 prizes to be won!

Take the survey: <https://www.surveymonkey.com/r/HWSMentalHealthCrisis> or contact us to request a paper copy.

Mental Health Partnership Board

The Mental Health Partnership Board meet every 2 months and if you'd like to add a comment to an agenda item or to raise an issue, please contact Healthwatch Sheffield.

The objective of the Partnership Board is to provide strategic leadership and promote partnership for the development and maintenance of high quality mental health services in Sheffield. The Board has an oversight of mental health services generally, but with a main focus on services for adults of working age.

Carers Strategy Survey

Do you spend time helping a partner, family member, friend or neighbour due to illness, disability, frailty or addiction? The care you provide may be personal, practical, emotional or supervisory and is unpaid.

Sheffield City Council are consulting with carers to help them decide the priorities and tasks they need to achieve to make life better for carers over the next couple of years (e.g. respite, information, advice, support groups).

Online Survey:

<https://sheffield.citizenspace.com/communities-business-strategy/carers-strategy/consultation/intro/view> To request a survey in an alternative format, please email carers@sheffield.gov.uk or call them on (0114) 273 4746.

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NHS Sheffield Clinical Commissioning Group

A Vision for Health and Social Care in 2020



Date: 16 Sept (6-8pm)

Venue: The Circle, Rockingham Lane, S1 4FW

The NHS and social care need to change how we work if we're to continue to meet the needs of people in Sheffield.

NHS Sheffield Clinical Commissioning Group (CCG) want to talk to people from across the city about some of the challenges that the health and social care system faces, and how best to respond to these challenges.

This should lead to a view of health and social care in the year 2020 that is shared by organisational partners, the public and clinicians, enabling health and social care organisations to work together, with the people of Sheffield, to implement the changes agreed.

Book your place here: <http://www.eventbrite.co.uk/e/a-2020-vision-of-health-and-social-care-in-sheffield-the-circle-tickets-17809161682> or call (0114) 305 4609.

Lay Members wanted!

NHS Sheffield Clinical Commissioning Group (the local NHS organisation that plans and buys healthcare services for Sheffield) is looking for 2 lay members to help with their Area Prescribing Team and Clinical Reference Group.

The Area Prescribing Group make recommendations on changes to the commissioning of prescribed medication. They meet monthly, on the 3rd Thursday of every month.

The Clinical Reference Group is a virtual group that discuss and review a particular area of healthcare on a rolling programme.

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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Update: Equalities Hub 'Health' event



Healthwatch Sheffield participated in the Equality Hub Network's Health event on 21st July, which was hosted by Sheffield Council and attended by more than 100 people. There were a number of presentations from different organisations providing an overview and context of health inequalities and provision in the city, including Healthwatch Sheffield.

Attendees were asked to think about their experiences of health services both good and bad, any barriers they may face, and any priorities they think providers and commissioners should think about.

The findings from the event will help us shape our work on inequalities in Health and we will be producing a report on the event, which we will make public.

Global Health and Wellbeing Survey 2015

This is an international online survey conducted by the University of Sydney and the Young and Well Cooperative Research Centre commissioned by the Movember Foundation.

The survey asks people in Australia, Canada, New Zealand, the United Kingdom, the United States and other countries their views on health and wellbeing in the communities they live.

The aim of the survey is to reach at least 10,000 people and considerably improve global understanding of health and wellbeing, with a particular focus on men's health. It will be used to inform policy, research and education programs within the health and mental health sectors across each participating country and the world.

Take the survey: www.globalhwsurvey.com

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Dates for your diary

Monday 14th September 2015

Mental Health Recovery, Prevention and the Community Conference (10am-2pm) Sheffield Town Hall, Pinstone St, Sheffield, S1 2HH

Do you believe that mental health is everybody's business?

Want to know what you can do to help people with mental health problems?

Sheffield's Thriving Voluntary, Community and Faith Sector Leadership Group present a free half-day conference on mental health.

Book your place: <http://goo.gl/forms/MF4RcbFcYz>

Enquiries: Please e-mail Carron Charlesworth at eventmanagment@vas.org.uk

Wednesday 16th September 2015

A Vision of Health and Social Care in 2020 (6-8pm)

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

NHS Sheffield Clinical Commissioning Group (CCG) want to talk to people from across the city about some of the challenges that the health and social care system faces in the future, and how we respond to these challenges.

Book your place: <http://www.eventbrite.co.uk/e/a-2020-vision-of-health-and-social-care-in-sheffield-the-circle-tickets-17809161682> or call (0114) 305 4609.

Monday 21st September 2015

Paul Blomfield MP's BIG Conversation with GP Patient Groups

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

A free event for GP Patient Groups and Practice Managers who are based in Sheffield Central Constituency. You may bring more than 1 person from each group/organisation.

To book: <http://healthwatchsheffieldbigconversation.eventbrite.co.uk> or call (0114) 253 6688.

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