

[Click here to go to our website](#)

**healthwatch**  
Sheffield

# news

Local news from your local Healthwatch

Early Spring 2015

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.

## “How long do we need to wait?”



### A Healthwatch Sheffield report into Patient Transport.

People who need help getting to hospital appointments, just want to know how long they have to wait for patient transport. This is the key finding from our report on non-emergency Patient Transport, a service offered to elderly and disabled people who find it difficult to travel to and from hospital without help.

Volunteers from Healthwatch Sheffield spent a week at the Northern General Hospital speaking to patients about the service they receive. We discovered that most people were happy with the general level of service, but were frustrated at not knowing when they were going to be collected, or how long they were going to be kept waiting.



#### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

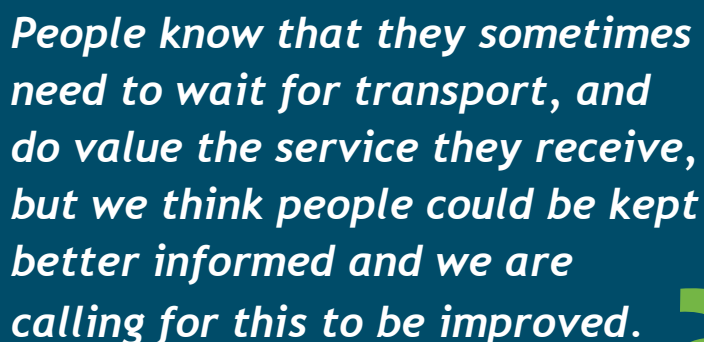
[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)

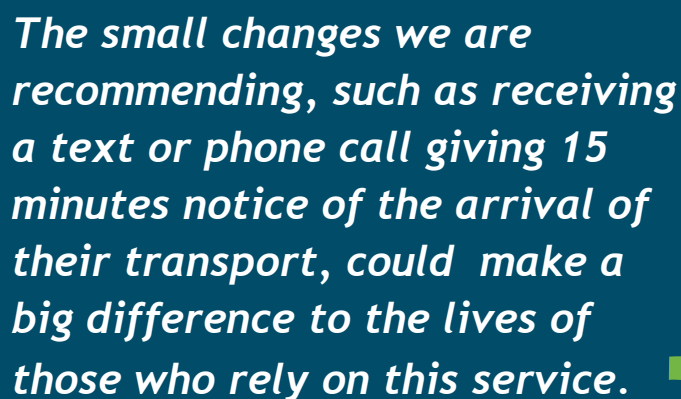
## Patient Transport Report (cont.)

At the moment, people are advised to be ready to be collected two hours before their hospital appointment. Healthwatch Sheffield found this often means they're sat at home with their coats on for two hours, and some are even concerned about going to the bathroom in case they miss their transport.

Healthwatch Sheffield is calling for providers of patient transport to provide a text or ring back service, so that patients have some warning that their transport is on its way. Independent Chair of Healthwatch Sheffield, Maggie Campbell, said:



*People know that they sometimes need to wait for transport, and do value the service they receive, but we think people could be kept better informed and we are calling for this to be improved.*



*The small changes we are recommending, such as receiving a text or phone call giving 15 minutes notice of the arrival of their transport, could make a big difference to the lives of those who rely on this service.*

### Want to find out more?

A full copy of the report is available to download from our website:

[www.healthwatchsheffield.co.uk/resources/docs](http://www.healthwatchsheffield.co.uk/resources/docs)

Alternatively, please contact us to request a paper copy.

**Tel:** (0114) 253 6688 or **email:** [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

---

#### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)



## Young Healthwatch Update

Young Healthwatch is for everyone up to 25 years of age and provides young people with the opportunity to influence and have a voice on health and social care services.

At the most recent meeting of Young Healthwatch, we began planning for the March Healthwatch Sheffield Board meeting and 'Question Time' session on 24<sup>th</sup> March, which will be focusing on children and young people.



The 'Question Time' session will provide the opportunity for young people to put their questions to a panel of invited health and social care professionals from Sheffield Children's Hospital, Sheffield City Council, NHS Sheffield Clinical Commissioning Group and the Children's Health and Wellbeing Board.

The group have already started to work on what they would like to ask, including some questions on the Young Healthwatch priority work areas of mental health, health inequalities and substance misuse.

### Enter & View Training for Young People

We are running an Enter and View training course especially for young people (aged 16-25 years) during the February half-term holiday. The course dates are 17<sup>th</sup> and 19<sup>th</sup> February - please get in touch with us if you would like to come on this training.

Once they've completed the course, the volunteers will be able to go on Enter and View assessment visits of health and social care services, and talk to patients, residents, family members and staff about their experience of those services.

### Creative consultation, power and influence training

We ran a one day training course for young people at the end of January on how to deliver creative consultation and focus groups around issues that are important to young people.

### Young Healthwatch Influencing and Improving Services

Young Healthwatch aims to improve and influence services for Children and Young People in the City:-

- Young Healthwatch is contributing to Healthwatch Sheffield's delivery of the Dignity strand of the Health Inequalities strategy and the review and refresh of the Dignity Code.

---

#### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)



## Young Healthwatch Update (cont.)

- Elected members to sit on partnership boards and networks across the City. This includes 3 members elected to sit on the Adult Mental Health Partnership Board (feeding in our priority of Mental Health), 2 members elected to sit on the Emotional Wellbeing Board/ Young Carer's Involvement Sub-group and 2 members elected to attend the Healthwatch Sheffield Board.
- Young people were consulted around developments to the Child and Adolescent Mental Health Service (CAMHS) for 16-17 year olds and NHS England Mental Health service developments.

### Interested in finding out more?

Please contact Chantelle Parke (Participation Project Worker for Chilypep)

Call: (0114) 234 8846

Text/call: 07896 131676

Email: [chantelle.parke@chilypep.org.uk](mailto:chantelle.parke@chilypep.org.uk)



## Support for speakers of other languages



We continue to invest in Language Line for the Healthwatch Core Team which allows us to speak to people who do not have English as a first language.

We have also published a series of leaflets in community languages. The languages we currently have are: Arabic, Urdu, Punjabi, Farsi, Somali, Slovak and simplified Chinese. These are available to download for free from the Resources page on our website:

<http://www.healthwatchsheffield.co.uk/resources>

---

### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)



## How we've helped...

### You said...

We heard from several of you that people with a learning disability are facing difficulties finding a dental service which is appropriate for their needs.

### We did...

We researched the issue and found a great deal of both research, and anecdotal evidence, to suggest that people with learning disabilities have poorer oral health than the general population. We also found out from our local Oral Health Needs Assessment that there is no national routine collection of the needs of this group of people.

### Update...

We are working with the Dental School at the University of Sheffield and the Dental Local Professional Network for Sheffield to see how we can collect this data locally. We have also escalated this issue to Healthwatch England to be addressed at a national level.

## Giving people a voice

We have Healthwatch Sheffield Representatives on 18 meetings that we have identified as essential for us to attend in order to have an effective oversight of health and care throughout the city. We use these meetings to shape and influence services, as well as representing the views of the public.

We will tell you more about meeting representatives and the work they do in a future edition of this newsletter.

## 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 level of service you've received, please complete our online survey, call or email us.

**Tel:** (0114) 253 6688

**Email:** [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

**Survey link:** [www.surveymonkey.com/s/HWSheffield](http://www.surveymonkey.com/s/HWSheffield)

---

### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)



## Out and About



Although it has been quieter during the winter, we've still been braving the weather! We've been going out and about to tell people about Healthwatch and find out what they think of health and social care services.

We spoke to more than 40 people at the Moor Market in early December. Carrie and our volunteer, Mohammed, attended the Pakistani Advice Centre Health event in January 2015 (see photos above), and Carrie gave a talk to Crookes Community Forum telling them about Healthwatch and how they can get more involved.

### Community Roadshows

We will be out and about at lots of community events over the coming months. If you see us - please do come and say hello! Our next roadshow is:

**Saturday 14<sup>th</sup> February - Morrisons Supermarket (Meadowhead)**

### Would you like us to come 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.

**Tel:** (0114) 253 6688

**Email:** [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

---

#### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

Fax 0114 253 6601

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)



## Update: Primary Care Event 2

Healthwatch Sheffield held a Primary Care Information Forum after our public Board meeting on 26<sup>th</sup> January 2015.

The forum focused on opticians and dental services, and we were joined by guest speakers East Patel (Sheffield Local Optical Committee) and Kate Jones (Public Health England).

Kate gave an overview of dental services and what members of the public can expect when they visit their dentist, as well as dispelling some popular myths.

Members of the public then asked questions and the topics discussed included:

- how to find a dentist
- accessibility and cost
- NHS Choices information needing to be updated
- how to provide compliments for good service
- and the emergency treatment options that are available in Sheffield.

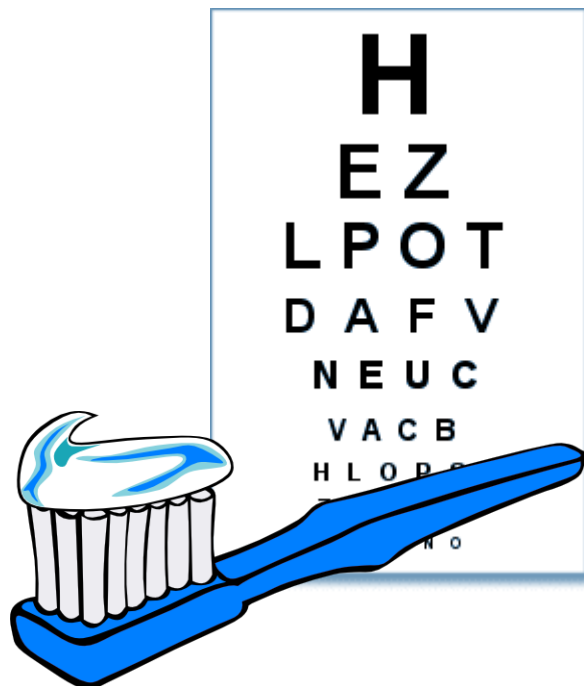
East Patel talked about the role of opticians in health and the range of different services opticians provide. It was clear that people don't often think of eye health as an important part of keeping themselves healthy.

He recommended that people should have eye checkups as regularly as going to the dentist.

Topics raised by members of the public included:

- the cost of eye tests
- support for children
- accessibility
- emergency eye care
- and how to make comments and complaints.

We would like to thank the speakers and everyone who came to the session for helping to make it such a useful and informative event.



---

### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

info@healthwatchsheffield.co.uk

Fax 0114 253 6601

www.healthwatchsheffield.co.uk



# Help to shape our future services

## A Public Health Research Event

SHU is researching how Allied Health Professionals are helping to improve the health and quality of life of people in Sheffield, *through preventing and treating* physical & mental health conditions.

### Who is the event for?

The event is aimed at people who have experience as a service user, carer or provider of services for:

- Early years (under 5's)
- Older People
- Making Every Contact Count
- Emotional Wellbeing



### Who are Allied Health Professionals?

Art/Drama/Music Therapists, Paramedics, Podiatrists, Dieticians, Occupational Therapists, Orthoptists, Physiotherapists, Radiographers, Speech therapists...

### Book now!

Spaces are limited so booking is essential.

When booking please state your area of interest (e.g. Early years, older people etc.)

Email: [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk) or call (0114) 253 6688

**Wednesday 4th March 2015**  
**(10am-12pm)**

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



# Spotlight on: Integrated Health and Social Care



From 1 April 2015, NHS Sheffield Clinical Commissioning Group (CCG) and Sheffield City Council have agreed to work together to create a single £250 million budget for all appropriate health and social care services across Sheffield.

The focus will be on helping people maintain their independence and wellbeing, on crisis response, 24 hour support, and facilitated discharge to remove the unnecessary delays that prevent people getting back to their own homes.

We asked NHS Sheffield CCG for an update on their plans and what we can expect to see happening from April. Here's what they told us....

## The Vision

The CCG and Council aim to commission genuinely integrated services in the community that support people to stay well at home, and provide a rapid response to health and social crises so that people can stay at home whenever possible. To achieve this, the CCG and Council want provider organisations to join together to deliver integrated care, in two main and connected ways:

- 1) Voluntary, Community and Faith (VCF) organisations working with GP practices and community health services to provide local support.
- 2) Hospital, community and social care services working together to provide:
  - support and recovery services when people need extra care
  - an alternative to hospital care and ensuring people can return home after they have been in hospital.

This will lead to a significant reduction in non-elective hospital admissions (urgent and emergency care) with the CCG aiming to see a 20% reduction in five years. It will also lead to a reduction in admissions to long term care, enabling the CCG and Council to invest in more appropriate services.

## Leading the way

This planned pooled budget for 2015/16 is one of the biggest in the country and will transform Sheffield's health and social care services to make care more coordinated and seamless. It will build on current productive partnerships with service providers through the 'Right First Time' programme of work.

---

### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)



## Spotlight on: Integrated Health and Social Care (cont.)

### The Plans

#### 1) Keeping People Well at Home

This will focus on care, support and non-clinical interventions to support people identified as at risk of having escalating care needs.

#### 2) Active Support and Recovery

Primary care, clinical and social care services that provide support outside of hospital, including short term interventions as an alternative to hospital care, and helping people get home and regain independence following time in hospital.

#### 3) Independent Living Solutions

This will focus on community equipment services so they can be more integrated and focused on patients' needs.

#### 4) Long Term Care and High Support

Integration of assessment, placement, funding and contracting for long term care, including NHS Continuing Health Care and Council funding of residential care.

#### 5) Reduce the number of urgent hospital admissions

This is included in the pooled budget because the schemes described above should reduce the number of urgent admissions, and release money to fund those schemes.

### Benefits of Integrating Services

- **Improve patient experience**
- **A more holistic approach to health and wellbeing**
- **More care and support provided for patients at home**  
Enable people to remain independent for longer.
- **A focus on maintaining independence and providing cost effective care**  
A single approach to long term care, not just assessing to determine who pays.
- **Improved health for those most at risk of health crises requiring hospital admission.** For example, through better care planning, the management of long term conditions and reduction of clinical and social risk factors.
- **Reduced admissions to hospital and care homes**

Tim Furness, NHS Sheffield CCG Director of Partnerships and Planning said:

*“Patients will benefit from a greater connectivity between services.”*

*“Patients will also see more care services being brought closer to their homes as we look to provide better support at home, and earlier treatment in the community, to prevent people needing emergency care in hospital or care homes.”*

---

#### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk



## Spotlight on: Integrated Health and Social Care (cont.)

### ‘Integration pioneers’

The CCG and Council were recently recognised for this ground-breaking partnership work and were named as ‘integration pioneers’ by Care and Support Minister Norman Lamb MP. The ‘integrated care pioneer programme’ is a Department of Health scheme and ‘pioneers’ are selected by a panel of experts, including international experts drawing together global expertise and experience of how good joined up care works in practice.

The strength of the CCG and Council’s partnership working was also recognised last year when they won an additional £1m funding for Sheffield.

### Have your say! End of Life Care Review

Sheffield Clinical Commissioning Group are developing a new strategy for how they commission (plan and pay for) End of Life Care for people in Sheffield, and we would like your views.

The questionnaire lists the key areas which the CCG feel they should concentrate on over the next two/three years (their strategic priorities).

Once the strategy has been agreed, they will develop a detailed action plan, so if you also have views on how they should work on the priority areas, please let us know so that they can be incorporated into their future plans.



### Download questionnaire:

<http://www.healthwatchsheffield.co.uk/news/end-life-care-have-your-say-commissioning-priorities> Please let us know if you would like a paper copy of this questionnaire.

**Deadline for responses: Sunday 15<sup>th</sup> February 2015**

Email to: [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

Post to: Healthwatch Sheffield, The Circle, 33 Rockingham Lane, Sheffield, S1 4FW

---

#### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)



## Update: Healthwatch Board



Our latest Board meeting was held on the 26<sup>th</sup> January. There was one formal written question submitted:

### Question 1

*“Why can’t hospitals refer within?”*

The example given was a friend who was referred by their GP to see a consultant. It turned out they needed to see a different consultant, and the hospital was unable to refer the patient directly, so they had to go back to their GP.

**Healthwatch response:** We spoke to Sheffield Teaching Hospitals who told us that consultants CAN refer from one to another within their own area (e.g. a Cardiologist referring to a Cardiothoracic Surgeon or a Lung Cancer Physician referring to an Oncologist) but CAN’T refer outside their area of expertise (e.g. a cardiologist can’t make a referral to a dermatologist).

This is because it may be that the condition (sticking with the example of the dermatology) may be something that could be managed in primary care, or there may be a number of different options, so the GP is given the option of discussing these with the patient. Urgent referrals (people who need to be seen within two weeks) will be managed without additional delay.

You can find all the Board papers and minutes on our website:

<http://www.healthwatchsheffield.co.uk/board-minutes>

### Would you like to ask the Board a question?

The public are invited to submit questions for the Healthwatch Sheffield Board. If you would like to ask a question at the meeting, please let us have it at least 48 hours before so we can provide you with the best answer we can. You can submit a question either by email or phone, using the contact details below.

**Please note: we are unable to comment on individual cases.**

---

#### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

info@healthwatchsheffield.co.uk

Fax 0114 253 6601

www.healthwatchsheffield.co.uk



## Update: Healthwatch Board (cont.)

### Want to come along to a Board meeting?

Did you know that Healthwatch Sheffield's Board meetings take place in public and you're welcome to come along?

**Next meeting:** Tuesday 24<sup>th</sup> March 2015 at The Circle on Rockingham Lane, Sheffield.  
(See below for more details)

### Dates for your diary

**Tuesday 24<sup>th</sup> March 2015**

#### Healthwatch Sheffield Board Meeting (followed by Question Time)

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

(Board Meeting 5:30-6pm followed by Young People's Question Time 6-7pm)

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.

You are welcome to join us for either or both sessions, but please remember we are focusing on children and young people's issues only.

Please book your place:

Tel: (0114) 253 6688

Email: [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

**Thursday 28<sup>th</sup> May 2015 (afternoon)**

#### The Future of Health & Social Care Services in Sheffield.

Sheffield CCG and Sheffield Health and Wellbeing Board will be running an event on the future of health and social care services in the city, which will tie in with NHS England's Five Year Forward View.

It will offer patients, carers and the public an opportunity to have their say about some of the major decisions that will need to be made over the next five years to ensure the Sheffield £ stretches as far as possible.

If you would like to express your interest in attending, please contact Sheffield CCG by email [SHECCG.EngagementActivity@nhs.net](mailto:SHECCG.EngagementActivity@nhs.net) or call them on (0114) 305 4609.

---

**Healthwatch Sheffield**

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

Fax 0114 253 6601

[www.healthwatchsheffield.co.uk](http://www.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.advisesheffield.org.uk](http://www.advisesheffield.org.uk) or call us on (0114) 253 6688.



## Disability Sheffield's Information Service

Disability Sheffield Information Service provides free, confidential information to disabled people, their families and friends, their personal assistants and carers, and any organisation or individual who needs information about a disability related issue.

Here are some of the issues disabled people ask them about: disabled people's rights, equipment and adaptations, independent living (Direct Payments and Individual Budgets), employing a Personal Assistant, leisure and self-help groups.

### Contact Disability Sheffield:

By phone: (0114) 253 6745

By e-mail: [info@disabilitysheffield.org.uk](mailto:info@disabilitysheffield.org.uk)

Online: [www.disabilitysheffield.org.uk](http://www.disabilitysheffield.org.uk)

## Need help to make a complaint?

To make a complaint about an NHS service in Sheffield, please contact VoiceAbility's NHS Complaints Advocacy Service:

Tel: (0114) 407 0081

Text: 0786 002 2939

Email: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)



[Click here to go to our website](#)

---

### Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

[info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk)

[www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk)

