

news

Local news from your local Healthwatch

July-August 2014

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

Did you know
we've spoken
with almost
3,000 people?

Find out more about the
work we've been doing in
our Annual Report for 2013-14.

This first year has been incredibly busy: from setting up Healthwatch Sheffield and promoting our services, through to recruiting volunteers and attending events.

Read the Report

Digital copies of the 4-page report summary and the full report are available to download from our website: www.healthwatchsheffield.co.uk

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



Healthwatch Sheffield

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Your Health, Your Say ...

Taking the pulse of Sheffield's services

For the last six months we've been out and about asking people to share their experience of using health and care services in Sheffield.

We've received nearly **800 responses** so far, which enables us to have a look at which areas are rated as good by the people of Sheffield, and which could do with some improvement.

Our last data (January to March 2014) tells us that in terms of getting an appointment that suited you, dentists scored best, with only 7.5% of people responding 'no' to this question. This compares with 15% of people having difficulty accessing opticians and 20% at their GP practice.

We're still collecting information through the surveys and will be compiling a comprehensive report later in the year.



You told us about doctors...

I'd like the front of house staff to be courteous. Patients are largely people who are ill or worried, and all they need is a smile and reassurance most of the time.



You told us about dentists...

It's hard to find an NHS dentist who's taking on new patients.

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Your Health, Your Say ... (continued)

Taking the pulse of Sheffield's services

You told us about opticians...

Now my health centre has an optician in the building, it makes it very convenient for me.

You told us about hospitals...

Expensive parking and lack of spaces can make hospital appointments & visits very hard.

You told us about care services...

When I'm introduced to new support workers, they tend to talk across me, which makes me feel like a small child or lesser than them.

Do you have an experience or 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, 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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Spotlight on: Adult Social Care - The Care Act

The Care Act 2014 is one of the most important pieces of legislation that will affect everyone, as it sets out in law a number of reforms to care and support services. It's currently still out for consultation but is due to be implemented in April 2015.

There are 3 key themes:-

1. **Personalisation** is achieved when a person has **real choice and control over the care and support they need** to achieve their goals to live a fulfilling life and to be connected with society.
2. We should do everything we can (...) **to prevent, postpone and minimise people's need for formal care and support.**
3. People will be **empowered to make decisions about their own care and support** through **radical improvements to information** on the options available to them.

There will be big changes for carers, people who fund their own support, young people in transition, the ways you can access information and advice, and how people are helped to stay independent. In some cases the legal requirements are already being met, but in others, Sheffield City Council may need to improve or modify current practice, and in certain cases, make significant changes.

Disability Sheffield have said:

"We will be watching with interest how the local authority implements the elements of the Care Act which promote greater choice and control for disabled people."

Sheffield City Council Factsheets

The council has produced some factsheets to help you if you receive adult social care.

The FAQ for reviews:

<https://www.sheffield.gov.uk/caresupport/adult/how-get-support/reviews.html>

The budget proposals FAQ:

<https://www.sheffield.gov.uk/your-city-council/finance/adult-social-care-review/have-your-say.html>

Other relevant info:

<https://www.sheffield.gov.uk/caresupport/adult/support-available.html>

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Spotlight on: Adult Social Care - The Care Act (cont.)

You may be aware that many people who do receive services are having reviews of their care package. These have been done by a company called Skylake who are employed by the council.

We'd like to hear from you if you've had one of these reviews.

How were you contacted?

Did you feel informed?

Were you told about the 'look again' process?

If you have had a recent review and would like to help us get a feel for how the changes in social care are affecting people, please contact us.

Save the date!

Healthwatch Sheffield and Disability Sheffield will be running a joint information session on The Care Act on **Tuesday 30th September** at St Mary's Conference Centre.

Please contact us to book your place:

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

Other dates for your diary

Sunday 11th August 2014

Low Edges Festival

Greenhill Park, Low Edges, Sheffield

We'll be having a stall so please pop down and say hello!

Sunday 31st August 2014

Sheffield Fayre

Norfolk Heritage Park, Norfolk Park, Sheffield

Come along and say hi to the team!

Tuesday 30th September 2014

The Care Act Info Session (Healthwatch Sheffield & Disability Sheffield)

St Marys Community Centre, Bramall Lane, Sheffield

See article above for more information.

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Update on Volunteering

Over the past couple of months we've been busy recruiting and training our team of Healthwatch volunteers.

Healthwatch Ambassadors

We held 3 briefing sessions in June for people who wanted to become Healthwatch Ambassadors.

More than 15 people attended and we have recruited 9 Ambassadors who will be spreading the word about Healthwatch Sheffield in their local communities.

Enter and View

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

These Enter and View visits are to observe the nature and quality of services, to see and hear how the consumer experiences the service, and to collect the views of patients, residents, their relatives and carers.

Findings from Enter and View visits are collated as evidence-based feedback and reported to the service provider, Care Quality Commission (CQC), the local authority, NHS commissioners and quality assurers, Healthwatch England and any other relevant organisations.

Our Enter and View trainees have completed mock Enter and View assessments as the final part of their training. The volunteers visited wards in the Northern General and Hallamshire as well as a private care home provider, focusing on orthopaedic trauma, neurological conditions and intermediate care.

The three teams made a number of recommendations which have been finalised and included in the final reports.

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Update on Volunteering (*continued*)

Seven people have successfully completed their training and will be official Enter and View Authorised Representatives. Once the DBS clearance forms are returned the Authorised Representatives will begin Entering and Viewing services across the city.

Want to get involved?

Our next round of Enter and View training will begin in the autumn. All volunteers must undertake 3 days training to be considered for the role:-

Session One - Introduction to Enter and View

Wednesday 8th October 2014: 10am to 5pm or
Saturday 18th October: 10am to 5pm

Session Two - Safeguarding, Equal Opportunities and DoLS

Wednesday 22nd October 2014: 10am to 5pm or
Wednesday 29th October: 10am to 5pm

Session 3 - Mock Enter and View visits

Dates to be confirmed.

For more information or to request a volunteer information pack

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

“Young Healthwatch” for Children & Young People

Work will begin this summer on setting up our new Healthwatch for children and young people. We are working with ChilyPEP (Children & Young People’s Empowerment Project) and partners to develop Young Healthwatch.

We haven’t forgotten that the views of children and young people are important and are using specific engagement activities at our Community Roadshows to help capture their views.



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Out and about

Spreading the word

We have been out and about the city of Sheffield telling people about Healthwatch and finding out what they think about the Health and social care services they receive.

We have been to Heeley and Firth Park festivals, and Weston Park Summer Fayre. We also spoke to more than 100 people at the Wellbeing event on Fargate in July.

Getting People's Views

Carrie McKenzie, our Engagement Co-ordinator, has been visiting groups across the city to tell them about Healthwatch and to gather their views.

We've met with: N:Sun (Mental Healthwatch), Care Homes Managers Forum, St Luke's Hospice, Community Organisers, ME Society, Health Champions, Dignity Champions Network, The Equality Hubs, Sun:Rise, Alpha Hospital, St Wilfred's, Macmillan Cancer Survivorship Programme, Cavendish Cancer Care and the School of Dentistry.



Giving people a voice

On the 17th June we held a discussion forum on Health Inequalities, which was in response to members wanting to attend the Health and Wellbeing Board previous event which due to high demand had sold out of tickets within 2 hours.

We wanted to offer these people the chance to have their say, so we held an additional Health Inequalities session with the same key speaker. Forty people came along on the day and were involved in lively discussion and debate.

We have continued with our 'Your Health, Your Say...' questionnaire and have had more than 800 responses. We'll be publishing our baseline report shortly, so watch this space!

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Healthwatch Board Meetings in Public

Healthwatch Sheffield Board meetings will be taking place in public and we would love to see some of you there. The next meeting will be on **Tuesday 23rd September** at **St Mary's Community Centre** on Bramall Lane from 2pm to 4pm.

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.

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

Email: info@healthwatchsheffield.co.uk

Update on the Healthwatch Staff Team



Dianna Coupe

We are delighted to welcome Di Coupe as our new Healthwatch Development Assistant. She will be working closely with the team on engagement activities, Enter and View visits and gathering information and data.

She has a variety of experience of working in the voluntary sector: from being a community centre manager and supporting volunteers, through to working with new business start-ups and delivering a city-wide Financial Capability Project.

Team Roles Restructure

We also want to thank Jason Bennett, our Chief Officer for the first year of Healthwatch Sheffield, who has moved on to take up a post with the Care Quality Commission.

Carrie McKenzie (Policy & Engagement Coordinator) and Vicky Cooper (Research & Evidence Coordinator) will now be splitting the Chief Officer's responsibilities.

Please contact Carrie for any enquiries relating to policy, engagement and volunteering, and Vicky for research and evidence based information.

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Looking for information or advice on health or social care services?

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 to speak to an adviser, please call **Sheffield Adviceline (0114) 205 5055** (Lines are open Monday to Friday 10am-4pm).

Want 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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