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healthwatch
Sheffield

news

Local news from your local Healthwatch

Late 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.

Young People's Question Time



Our latest Board meeting on 24th March was followed by a special Question Time event focusing on children and young people's issues with health and social care.

Our invited panel of guest experts included:

- John Reid & Derek Burke (Sheffield Children's Hospital)
- Moira Wilson (Interim Director of Care and Support Portfolio, Sheffield City Council)
- Kevin Clifford (Chief Nurse, Sheffield Clinical Commissioning Group)
- Jeremy Wight (Director Of Public Health for Sheffield)
- Mark Willoughby (The Corner - Young People's Substance Misuse Project)
- Maggie Campbell (Chair, Healthwatch Sheffield)



Healthwatch Sheffield

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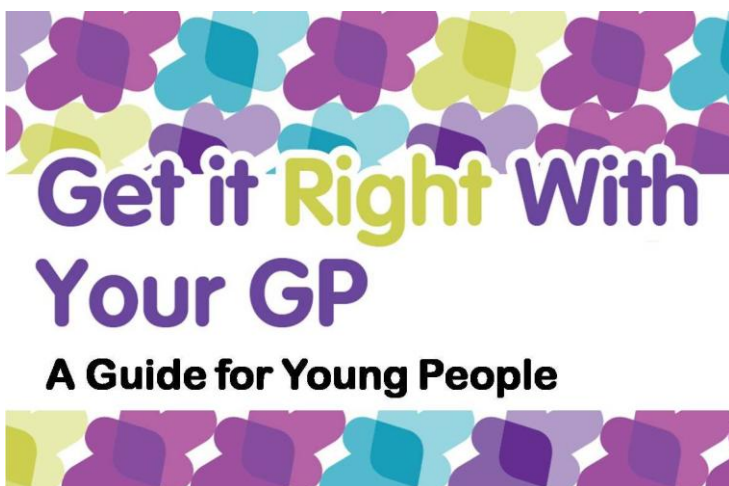
Young People's Question Time (cont.)

The event was fully booked and we were delighted to see so many young people in attendance. Young Healthwatch Sheffield supported the design, and running of the event, and read out questions for the panel which had been submitted by young people.

The questions focused on many of the priority work areas for Young Healthwatch, including mental health, substance misuse, health inequalities and the transition between children and adult services.

A summary of all of the questions and answers is available as a separate report on our website, or call us to request a copy.

“Get it Right With Your GP” - A leaflet and video guide



Healthwatch Sheffield has worked in partnership with Interchange Sheffield, a young people's counselling project, to produce a video and leaflet.

'Get it Right With Your GP' is all about your rights and confidentiality when you visit your GP. It's been designed by young people, for young people, to help them to know what to expect when they use their local surgery.

Download the leaflet: www.healthwatchsheffield.co.uk/resources

Watch the video on YouTube: [Healthwatch Sheffield Channel](https://www.youtube.com/channel/UC...)

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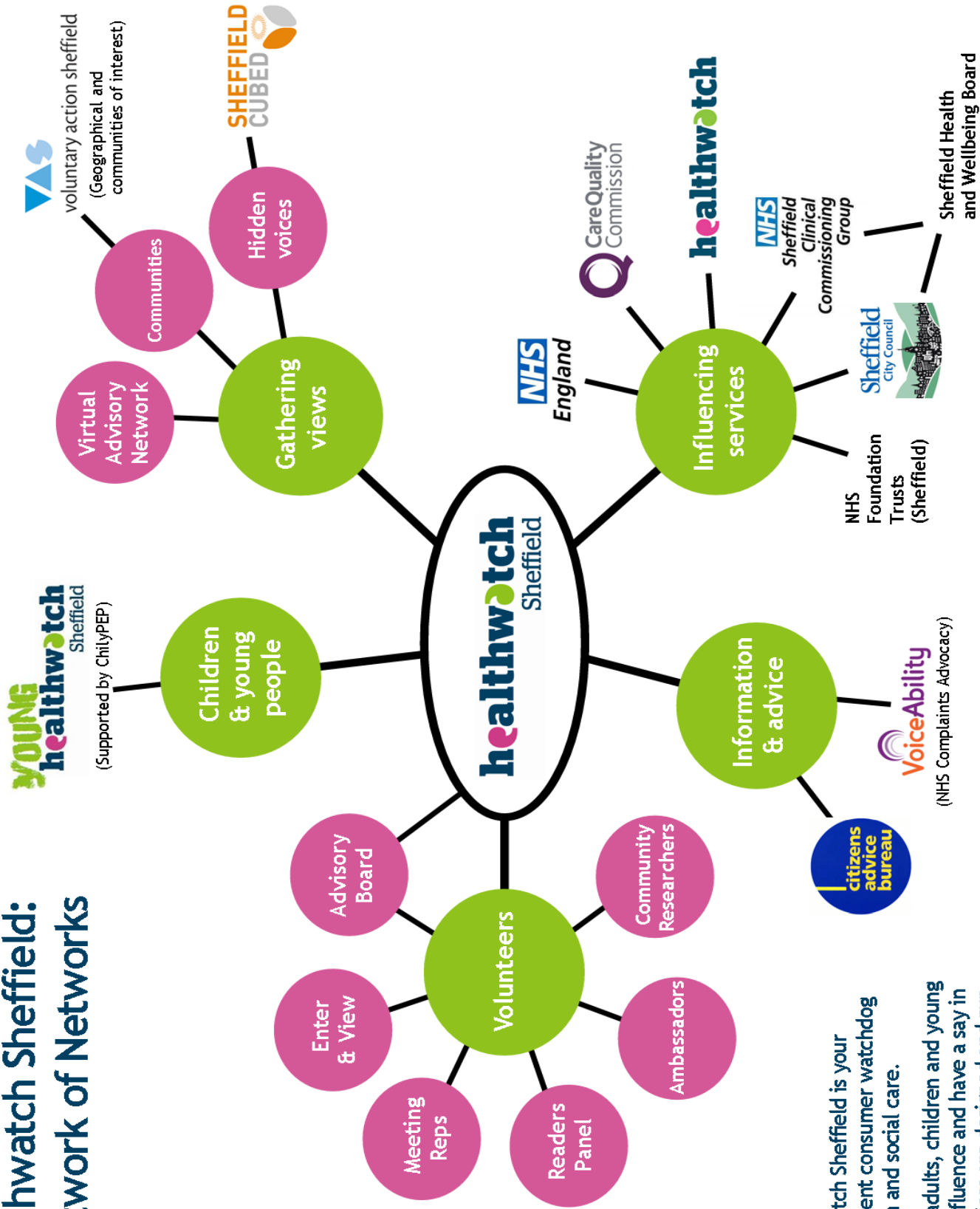
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Healthwatch Sheffield: A Network of Networks



Healthwatch Sheffield is your independent consumer watchdog for health and social care. We help adults, children and young people influence and have a say in how services are designed and run.

Your views help influence and improve services

Have you joined our VAN (Virtual Advisory Network)?



Healthwatch Sheffield want groups of all shapes and sizes to feed in their views to help influence the design and delivery of local health and social care services.

What is the VAN?

The VAN (Virtual Advisory Network) has been set up to create a virtual network for groups and organisations. It's a quick and easy way to tell us about the views and experiences of your group, your clients and the communities you work with.

The benefits of being involved:-

- It's free to join!
- There are no meetings to attend and all communication can be done via email or telephone.
- It provides you, and the people you work with, an opportunity to have a voice in influencing health and social care.

Sign up to be involved!

Call: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

Register online: <http://www.healthwatchsheffield.co.uk/virtual-advisory-network-van>

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

Survey link: www.surveymonkey.com/s/HWSheffield

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How we've helped...

You said...

I don't really know much about Opticians and Pharmacies. What can you tell me about what they provide?

We did...

We invited representatives from the Local Optometric Committee and the Local Pharmaceutical Network to come and speak to members of the public about the work of these valuable parts of primary care.

Update...

The event was well attended and people told us they had all learned something new about the services provided. Questions about pricing, new technologies, treating people with multiple disabilities and training were all raised and answered, and a full write up of the event was shared with all those who attended.

Enter & View Visits



Healthwatch Sheffield has the right to “Enter and View” any publicly funded health and social care premises, to see and hear for ourselves how services are provided. This includes hospitals, GP surgeries, dentists, opticians, care homes and day centres.

Our Enter and View Authorised Representatives are volunteers who are there to listen to the views of staff, services users and their families, and to give them a voice in health and care services. In the last couple of months we have visited 3 premises:

- Croft Acres (residential care home)
- Haythorne Place (residential care home)
- Balmoral Care Home

We will publish a report for each visit. These reports will be publicly available and include a right to reply by the service provider we visited. Our first report is on Croft Acres and will be published on our website at the end of April.

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Out and About

QUESTION: What's the furthest Healthwatch Sheffield has been?



ANSWER: South America!!

On a recent visit to Patagonia, Healthwatch volunteer Tony Whiting took a couple of our leaflets with him. A big thank you to Tony for sending us the photos as evidence! Is this the furthest or most unusual location our leaflet has visited? If you have a photo you'd like to share, please send it in to us.

We've also been going out and about more locally to promote Healthwatch and find out what you think of health and social care services. We've been to events including: International Women's Day (in Burngreave and at the Town Hall), St Patrick's Day celebrations (at the Town Hall), and Morrison's Supermarket at Meadowhead.

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 roadshows are:

Friday 8th May - Asda Supermarket - Handsworth (10am-2pm)

Sunday 17th May - Weston Park Fair (12-5pm)

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.

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Nominate your 'Community Friend'



NHS Sheffield Clinical Commissioning Group is continuing its 'Community Friends' campaign to recognise and celebrate those who go above and beyond to help their lonely and vulnerable neighbours.

The CCG is urging people to check up on their elderly friends and neighbours as the end of what has been a challenging winter season approaches.

Residents can nominate anyone they know who has supported someone during winter to stay healthy and warm.

To find out more about the initiative, visit www.sheffieldccg.nhs.uk and search for 'Community Friends' or call (0114) 305 1212 to nominate and get involved.

The CCG also wants to hear from anyone who has experienced respiratory care and services in Sheffield as part of its work on developing a new respiratory care strategy. Details can be found on www.sheffieldccg.nhs.uk

Young Healthwatch

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.

Healthwatch Sheffield is working with ChilyPEP to deliver Healthwatch for children and young people.

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



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Dates for your diary

Thursday 28th May 2015 (afternoon)

The Future of Health & Social Care Services in Sheffield.

Sheffield Town Hall

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 need to be made over the next five years.

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

Monday 27th July 2015

Healthwatch Sheffield Board Meeting (followed by Discussion Forum)

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

(Board Meeting from 2:30pm)

Healthwatch Sheffield Board meetings take place in public and we would love to see some of you there.

Bookings for this event will open in early July.

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.advicesheffield.org.uk or call us on **(0114) 253 6688**.



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



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