

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

# Public Open Day

**Monday 18<sup>th</sup> November**  
**(2:30-6pm)**

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

It's your chance to meet and ask questions of the Healthwatch Sheffield staff team and interim Governing Body.

We've lots of activities for you to take part in, including:

- The Healthwatch Washing Line
- Human Fruit Machine
- Visit our Information Hub
- National Alcohol Awareness Week
- Chairobics
- The Health Pledge Tree
- DVD screenings
- Adult Social Care Survey

There will be stalls run by all the organisations who are Healthwatch Sheffield partners or who are delivering services as part of Healthwatch Sheffield including:

- **Sheffield Citizens Advice & Law Centre**
- **VoiceAbility** (NHS Complaints Advocacy)
- **Sheffield Cubed & the Health Champions**
- **Chilypep** (Children & Young People's Empowerment Project)
- **Sheffield Health & Well Being Board**
- **NHS Sheffield Clinical Commissioning Group (CCG)**
- **Sheffield City Council**

## New Healthwatch Volunteering Roles

We are delighted to announce the launch of the new volunteer roles:

### **Healthwatch Representatives**

Volunteers that attend meetings across the city to represent the views of Healthwatch.

### **Healthwatch Ambassadors**

Out and about in their own communities or groups, helping us spread the word about Healthwatch Sheffield and finding people's views.

### **Readers' Panel Members**

Representing the views of Sheffield people in response to key strategy documents.

### **Quality Account Volunteers**

Link with the NHS Trusts and support them with Quality Accounts reports, which show the quality of service and help to identify areas for improvement.

### **Enter and View Authorised Representatives**

To enter and view health and social care services and report back your findings.

## **For more information, or to request an application pack:**

**Tel:** (0114) 253 6688

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

## **For an informal chat about volunteering, please contact:**

**Carrie McKenzie** (Healthwatch Sheffield's Policy and Engagement Coordinator)

**Tel:** (0114) 253 6688

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

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### **Healthwatch Sheffield**

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## Have your say! Adult Social Care Survey

Have your say on Adult Social Care and be entered into a draw to receive £30 worth of High Street Vouchers.

Sheffield City Council are experiencing more demand on adult social care services at a time when Central Government is cutting its budget dramatically, this is on top of an existing estimated £11.5 million overspend.

Healthwatch Sheffield is carrying out a piece of work to find out your views on Adult Social Care, so please spend 5 minutes to complete this survey:-

### COMPLETE THE SURVEY ONLINE:

<https://www.surveymonkey.com/s/healthwatchsheffieldadultsocialcare> and please encourage anyone else you know to have their say either by contacting us, or by completing the survey. The closing date is Friday 6<sup>th</sup> December 2013

If you would prefer to receive the questions in a different format, please let us know.

For more information, please contact:

Carrie McKenzie, Healthwatch Sheffield's Policy & Engagement Coordinator:

Tel: (0114) 253 6688

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

## Adult Social Care Discussion Forum (Wed 4<sup>th</sup> December)

Healthwatch Sheffield and Disability Sheffield are holding a joint discussion forum on Adult Social Care.

We want to get your views so we can inform and influence the work Sheffield City Council is doing around Adult Social Care reform.



**Date:** Wednesday 4<sup>th</sup> December

**Venue:** The Circle, 33 Rockingham Lane, Sheffield, S1 4FW

**Time:** To make sure as many people as possible have the opportunity to contribute, we are holding two sessions: 2pm-4pm and 4pm-6pm.

So come along and have your say! Places are limited, so please book, letting us know which session you'd prefer and if you have any access requirements.

**To book:** Please email [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk) or call (0114) 253 6688.

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## Spotlight on: NHS Complaints Advocacy



VoiceAbility is the new provider of NHS Complaints Advocacy across Sheffield, as well as other areas nationally.

### What is NHS Complaints Advocacy?

The NHS Complaints Advocacy Service is a free, independent locally based 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. There are different ways to do this and we can support you to explore your options.

### How does advocacy work?

VoiceAbility Advocates support people to speak up for themselves and represent their own thoughts and feelings when things are difficult.

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 process.

As advocacy is about helping people to speak up for themselves, Advocates will not tell you what to do, nor 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.

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## Spotlight on: NHS Complaints Advocacy (continued)

Advocates can support you to write letters of complaint and attend meetings with you to try to resolve your complaint.

### How can I find out more?

If you would like to discuss how to progress a complaint and whether you may need an Advocate to work with you, please contact VoiceAbility's dedicated NHS Complaints Advocacy helpline on **0114 407 0081**.

The website [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org) also has a wide range of information to support you to make an NHS complaint by yourself, including self help information in Easy Read and large print versions.

Visit [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org) to find out:

- How to make a complaint about an NHS service
- How to make a complaint about a private health service
- How an Advocate can support you
- More about the role of the Health Service Ombudsman
- How to download our Self Help Information Pack

### Contact VoiceAbility

#### Write to:

NHS Complaints Advocacy, VoiceAbility, Omnia One, 125 Queen Street, Sheffield, S1 2DU

Helpline: **(0114) 407 0081**

Textphone: **07860 022 939**

Fax: **(0114) 386 3163**

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

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## Meet the Interim Governing Body

These are the members of our Interim Governing Body. We will be recruiting for a full Governing Body early in the new year.

We are still looking for members to join the Interim Governing Body, so we can involve a diverse range of Sheffield's communities. Please get in touch if you are interested in more information about this.



**Professor Pam Enderby MBE (Chair)**

Pam Enderby is Professor of Community Rehabilitation at the University of Sheffield and is a qualified Speech and Language Therapist. Pam was awarded an MBE in 1993 for her services to speech and language therapy.



**Nigel Coad (Vice Chair)**

Nigel has over 30 years experience of working in the NHS and is a qualified doctor with a specialism in Intensive Care Medicine. He was a Consultant in Critical Care Medicine at the Sheffield Teaching Hospitals, before becoming Clinical Director of Critical Care from 1996 to 2007. In 1998, Nigel was appointed as the Clinical Lead for the Regional Critical Care Network.



**Tony Whiting (Vice Chair)**

Tony started out as a teacher before becoming a Head Teacher, and subsequently held a number of managerial posts at Worcester and Leeds Universities, before retirement. He is also a member of patient groups for his GP practice, for North Sheffield and a Cardiac Support Network for South Yorkshire.



**Hazel Blackburn**

Hazel has spent nearly all of her adult life volunteering, and is currently involved with the Shiregreen Neighbourhood Centre. She started a diabetic support group on Sheffield's Shiregreen Estate and is also a committee member of Diabetes UK's Sheffield Group. Hazel is an Altogether Better Living Well Champion.

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### **Tony Blackburn**

Tony is actively involved in local voluntary groups and is a committee member of Diabetes UK's Sheffield Group.

He is a Mental Health Champion with Sheffield Cubed.



### **Adam Butcher**

Adam is an advocate who works as a volunteer with the Royal Mencap Society. He is also a member of the Sheffield People's Parliament for Health and the Learning Disability Partnership Board.



### **Maggie Campbell**

Maggie has extensive experience as an NHS physiotherapy clinician, researcher and clinical manager. From 2001 to 2007 she worked as a Clinician Researcher and Pathways Coordinator across health and social care. More recently, Maggie was involved in clinical consultancy and case management, strategy development and implementation, and NHS commissioning.



### **Rachel Ferla**

Rachel is the founder of Organise Chaos, a project management and organisational development company. Originally from Newcastle-upon-Tyne, she has worked throughout the UK on various projects for the armed forces, Butlins, BT and Granada Business Technology.

More recently Rachel worked on the commissioning of the new £11m Laboratory Medicine Facility for Sheffield Teaching Hospitals which opened in 2012.

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### **Mike Smith**

Mike was previously the Chair of Sheffield Local Involvement Network (LINK) and the Patient and Public Involvement Forum (PPIF) for Sheffield Primary Care Trust.

He was a Member of the PPIF from the start of Patient Forums in 2003, and prior to that, was Chief Officer of Bassetlaw Community Health Council in North Nottinghamshire.



### **Jacquie Stubbs**

Jacquie has extensive experience of disability issues. She has been active in the voluntary and community sector for over 22 years, as well as undertaking a variety of roles within the statutory sector, including in health and with the local authority.

She has experience of being involved at all levels from volunteer through to Board Member.



### **Blake Williamson**

Blake is a post graduate of Sheffield Hallam University where he has indulged his passion for researching into inclusive education and social systems. He has experienced many of Sheffield's health and social care elements from both a child's and adult's perspective, and is keen to see Sheffield's children and young people receive a robust and timely service which appropriately meets their needs.



### **Chris Zanelli**

Chris has aspergers and dyspraxia and is a former Sheffield Cubed Health Champion with Autism Plus.

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## Virtual Advisory Network (VAN)

Healthwatch Sheffield is inviting organisations to join our **Virtual Advisory Network (VAN)**. You are the experts in your field and know the issues affecting your service users.

All initial requests for information/support will be by **virtual correspondence**, generated electronically via email or online.

### What will it do?

- It will enable Healthwatch Sheffield to seek your advice and opinions on particular topics and issues.
- It will help us gather information from your service users and members on their experiences.
- It will provide you and your service users with a voice.

### Interested in joining the VAN?

Membership is open to any organisation that is working within health and social care in Sheffield. Each organisation may register one person to be their named representative.

For more information, please contact Carrie McKenzie:

Tel: (0114) 253 6688

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

## Have you 'liked' our new Facebook page?



Healthwatch Sheffield has just launched a brand new Facebook page and we'd really love you to 'like' it.

Find us at [www.facebook.com/HealthwatchSheffield](http://www.facebook.com/HealthwatchSheffield)

## Looking for information or advice?

Looking for information or advice on health or social care services in Sheffield? Use the online self-help materials at [www.adviceSheffield.org.uk](http://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)

To make a complaint about a Sheffield service, please contact NHS Complaints Advocacy on 0300 330 5454 (charged at local rate), text 0786 002 2939, or email [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

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## Dates for your diary

### Monday 18 November

#### Healthwatch Sheffield Open Day

2:30-6:00pm Public Open Day

Join us at The Circle on Rockingham Lane for our Open Day and official launch of the Information Hub.

### Wednesday 27 November

Adult Social Care Consultation

#### Event 3: How can Housing and social care work better together?

(2-4:30pm at Sheffield Town Hall)

You can book a place at this event by telephoning (0114) 203 9325 or emailing [practicedevelop@sheffield.gov.uk](mailto:practicedevelop@sheffield.gov.uk)

### Thursday 28 November

#### Healthwatch Community Roadshow (at Stocksbridge Library)

(9:30am-1pm)

Come and meet us and find out more about how Healthwatch Sheffield can help you.

### Friday 29 November

#### Healthwatch Community Roadshow (at Tinsley Library)

(2-4pm)

Come and meet us and find out more about how Healthwatch Sheffield can help you.

### Saturday 30 November

#### Healthwatch Community Roadshow (at Darnall Library)

(12-2pm)

Come and meet us and find out more about how Healthwatch Sheffield can help you.

### Wednesday 4 December

#### Adult Social Care Review - Discussion Forum

(2 sessions: 2-4pm and 4-6pm at The Circle, Rockingham Lane, Sheffield)

Healthwatch Sheffield and Disability Sheffield are holding a joint discussion forum on Adult Social Care, so come along and have your say!

**To book:** Please email [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk) or call (0114) 253 6688 and let us know which session you'd prefer and if you have any access requirements.

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