

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

Listening to local people: Your voice counts!

This month's newsletter has a special editorial introduction from Pam Enderby, Chair of Healthwatch Sheffield.



Prof Pam Enderby MBE

Ten years ago, patients and the public rarely had an influence on the development or delivery of health and social care services.

Services were mostly designed by managers and professionals who claimed the territory of 'knowing best'.

Favourite ways of doing things were adopted by professionals who frequently, but not always, considered these issues from the service users perspective.

A good example of this is the opening hours of many services, which are favourable to those who deliver them, but are not necessarily convenient for those who use them.

We have come a long way in 10 years! The journey has not always been straightforward and we have gone through many years where the views of the public and service users have been sought, but have had very limited impact on change.

We now enter a new world where the public has more power to influence the way that services are delivered. Of course, it is important to listen to those with professional knowledge and expertise, but the general public also has a clear view of what they need and what works well for them.

Healthwatch Sheffield is central to bringing their voice to the table by gathering and representing the views of the residents of Sheffield. We are building upon the very firm foundation of Sheffield LINK, but have more statutory authority to influence.



Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

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However, the success of this initiative can only work if we do have good communication with the residents of Sheffield. We need volunteers, whom we will train and support, to assist us in the work. We need good open communication to hear your views on services, and we want to hear what has worked well and needs protecting, and also what needs improving.

Prof Pam Enderby MBE
Chair, Healthwatch Sheffield

Healthwatch Open Day & Information Hub Launch!

This will be taking place on **Monday 18th November** at The Circle, 33 Rockingham Lane, Sheffield, S1 4FW.

Timetable

1:30-2:30pm Presentations & official hub launch - please contact us to book a place as spaces are limited!

2:30-6:00pm Public Open Day - no need to book, just pop in and see us.

It's your chance to meet and ask questions of the Healthwatch Sheffield staff team and interim Governing Body. We'll also have opportunities for you to leave feedback on the health and social care issues that matter most to you.

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** (information and advice)
- **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**

Information Hub official launch

As part of the Open Day, the Lord Mayor (Councillor Vickie Priestley) will be officially launching our Information Hub. Some of you may have already seen our new information hub, which is on the ground floor of The Circle building on Rockingham Lane.

It's fully equipped with an internet connected computer and can be used, free of charge, by anyone wanting to find information on health or social care.

It's also available to use as an informal meeting space (contact us to book) and we'll be stocking a range of leaflets on commonly asked health and social care questions too.

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Have your say! Changes to Adult Social Care in Sheffield

You may have read in the local papers recently, that Sheffield City Council are facing a large budget overspend in Adult Social Care. As a result of this, they are currently asking service users what they think about the care that they receive.

Did you know?

- Sheffield has a growing older population
- Currently Sheffield spends £244 million pounds a year on social care
- Sheffield City Council's controllable budget will have been cut by more than 50% by 2015

Are you a user of social care services?

Are you a carer?

Do you have a view on adult social care services (even though you may not be using them currently)?

If so, we'd like to ask you to answer these 3 key questions:

- 1) What do you think the priorities for Adult Social Care Services should be?
- 2) What 3 changes do you think need to be made to Adult Social Care Services?
- 3) What are the key features of a good customer service?

You can call us, email us, or send us a letter. We don't mind which, but please do tell us your views. They're important!

We will feed everything we get back to the Council and let them know what is important to the people of Sheffield.

Would you like to help gather people's opinions?

Would you be willing to volunteer to help us ask people in your care home, your community or your workplace the 3 key questions? Let us know - we'd really appreciate your help.

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

Tel: (0114) 253 6688

Email: c.mckenzie@healthwatchsheffield.co.uk

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Virtual Advisory Network (VAN)

Healthwatch Sheffield recognises the important role Voluntary, Community and Faith organisations play in health and social care in the city. In light of this we are inviting organisations to join our **Virtual Advisory Network (VAN)**.

What will it do?

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



How will it work?

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

The work of the VAN will be **evidence based** and Healthwatch Sheffield will use evidence and emerging trends to shape our work. We will need you, as VAN member organisations, to **tell us what is happening on the ground**.

You are the experts in your field and you know the issues affecting your service users.

We may also establish issue specific sub groups/working groups, but getting involved in these is optional.

Interested in joining the VAN?

Membership is open to any organisation that is working within health and social care in Sheffield. This includes organisations across the public/private and voluntary sectors.

Each organisation may register one person to be their named representative, and this person will be the contact point for all VAN correspondence

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Email: c.mckenzie@healthwatchsheffield.co.uk

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Updates on current work

Access to GPs

Healthwatch Sheffield have received several calls from people who believe there is an issue with access to some GP surgeries. We have begun to work on this area and have established some good links.

Vicky Cooper, Healthwatch Sheffield's Information & Evidence Co-ordinator, and Nigel Coad, Healthwatch Governing Body member, recently attended a meeting of 27 Practice Managers covering the central and southern parts of the city, who have kindly agreed to help Healthwatch look into this area.

If you have a view on the service you receive from your GP surgery (e.g. waiting times, appointments, tests, opening hours etc.) please do let us know.

We'd love to hear both your good and bad experiences, so please get in touch. If you don't tell us your story we can't help you to get your voice heard!

Please contact Vicky Cooper:

Tel: (0114) 253 6688

Email: v.cooper@healthwatchsheffield.co.uk

Volunteering at Healthwatch Sheffield

Thanks to all of you who have registered an interest in volunteering with Healthwatch! We're currently reviewing all of our volunteer roles and devising a full training and induction process for them all so you, the volunteers, have the best possible experience.

Once we have agreed all our Volunteer Roles and Recruitment, we'll advertise the roles on our website and in this newsletter. Some of the roles you can expect to see are:

- Enter and View volunteers
- Healthwatch Ambassadors
- Quality Accounts volunteers
- Readers Panel members
- Administrative & marketing roles.

We hope to be able to recruit our team of volunteers in the New Year, so watch this space!

For more information, please contact Carrie McKenzie:

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Email: c.mckenzie@healthwatchsheffield.co.uk

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Meeting with Prof Kambayashi & the Japanese Health Delegation



We were honoured to be asked to meet with a delegation of health professionals from Japan.

The group were visiting Sheffield to do some research into good practice for implementing patient involvement and developing patient's rights.

Professor Shigenobu Kambayashi, Ayumi Ochi and Tsutomu Kaneko met with Healthwatch Sheffield's Chief Officer, Jason Bennett, to learn about how things are working in Sheffield.

They were interested in finding out about the role Healthwatch Sheffield plays in listening to the public, and how the evidence base we collect can be used to make informed recommendations to service providers. We were also able to discuss the systems we have in place to signpost people for further help, including advice and advocacy support.

Engaging with Children & Young People

Healthwatch Sheffield has been looking at ways to fully engage children and young people in Healthwatch, to make sure their voices are heard and work is focussed on the issues that matter to them the most.

The whole staff team and representatives from the interim Governing Body took part in an excellent training day led by Lesley Pollard (Chilypep) and Claire Humberstone (Children's Involvement Team). We now have some ideas on how to take this work forward as a result of the training day, and will be beginning to draft an action plan on how to put it into practice.

Awareness raising

We've been out and about running stalls and attending events to raise awareness of Healthwatch at events all over Sheffield, including:

- BME Network AGM
- Pinknic
- Yorkshire Ambulance AGM



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Meet the Healthwatch Sheffield Staff Team



Jason Bennett
Chief Officer

Jason started his career working in a children's home for children and young people with social, emotional and behavioural difficulties. He then moved on to manage a European funded outreach project, engaging hard to reach groups such as people living in poverty, BME communities and traveller communities.

He went on to set up and develop local and neighbourhood partnerships in Mansfield, enabling people in the most deprived areas to engage and influence local service delivery, before becoming lead officer for Neighbourhood Development. Jason now joins Healthwatch Sheffield after spending 2 years as Regional Manager for NHS Complaints Advocacy in the East Midlands.



Myrtle O'Connor
Administrator

Myrtle previously worked as a Monitoring Officer at the Northern Refugee Centre, an Administrator at Sheffield Carers Centre, as well as undertaking freelance contracts as a Virtual Assistant.

She has over 25 years experience of working in the public and voluntary sectors. In her spare time she is an avid knitter!



Carrie McKenzie
Policy and Engagement Coordinator

Carrie has over 12 years experience working in the Voluntary and Community Sector at national, regional, sub regional and local levels.

She is returning back to Sheffield after 18 months working in her native North Tyneside engaging and supporting groups and organisations with training, governance and general development support (capacity building).

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Vicky Cooper

Information and Evidence Coordinator

Vicky has worked for several NHS organisations in Sheffield over the last ten years and has a solid background in information and evidence provision.

Her role as an information specialist at Sheffield's NHS-led Children's Centres, Sheffield University's School of Health and Related Research and a major medical research charity, give her a solid base upon which to ground her Healthwatch role.



Bev Webb

Communications Officer

Bev has spent the past 20 years working in the Voluntary and Community Sector in Sheffield, and has extensive experience of working with arts organisations, people with learning disabilities, children and young people.

Bev joins the Healthwatch Sheffield team after spending 4 years working with CLASSY, Sheffield's advice sector consortium.

The Healthwatch Sheffield Interim Governing Body

We have now assembled an interim Governing Body who will help guide the work of Healthwatch Sheffield over the next few months. We have plans to bring more representatives onto the Board, and are currently looking at ways of engaging with BME communities, children and young people.

Chair: Pam Enderby
Vice Chair: Tony Whiting

Governing Body Members:

Hazel Blackburn
Tony Blackburn
Adam Butcher
Maggie Campbell
Nigel Coad
Rachel Ferla
Mike Smith
Jacquie Stubbs
Blake Williamson
Chris Zinelli

Watch out for next month's newsletter when we'll be telling you a little more about our Governing Body members.

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Dates for your diary

14 October

Adult Social Care Consultation

Event 2: Helping people to help themselves and each other

(1-3:30pm at Sheffield Town Hall)

Sheffield City Council would like to invite you to a series of events that will look at the challenges facing Adult Social Care Services. They want to hear your views on how you think the Council should plan social care services in the future.

At each event there will be a short presentation followed by an opportunity in small groups for you to share your comments and discuss your ideas with others

To book:

You can book a place at this event, and other events in this series (see details below), by telephoning **(0114) 203 9325** or emailing practicedevelop@sheffield.gov.uk

18 November

Healthwatch Sheffield Open Day and Information Hub Launch

(1:30-2:30pm Presentations & official launch - **please book a place!**)

(2:30-6:00pm Public Open Day - no need to book, just drop in and see us)

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

To book:

If you would like to attend the formal launch (1:30-2:30pm), please contact the Healthwatch Sheffield office to book a place:

Tel: **(0114) 253 6688**

Email: info@healthwatchsheffield.co.uk

27 November

Adult Social Care Consultation

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

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

Booking details same as for Event 2 on 14th October (see above).

20 December

Adult Social Care Consultation

Event 4: Closer working between Health Service and Social Care.

(10:30am-1pm at Sheffield Town Hall)

Booking details same as for Event 2 on 14th October (see above).

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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 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

Our current areas of work

We are currently focused on the following areas of work:

- Access to GPs
- Adult Social Care
- Children & Young People
- Healthwatch Sheffield's activities & volunteering opportunities

Have your say!

We want to hear from you and find out what your health and social care priorities and issues are. Please call us on (0114) 253 6688 or email us info@healthwatchsheffield.co.uk

Want to get involved?

Volunteers are a vital part of Healthwatch Sheffield's work and activities. Please get in touch to find out how you can get involved.

Future communications

We will continue to send you updates and regular newsletters to let you know what we're working on. This newsletter is also available by email - let us know if you would prefer to receive this, and future communications, by email.

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