

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.

## Have you left feedback on our new 'Rate and Review' website yet?



Our new 'Rate and Review' website lets you rate the services you use with 1-to-5 stars. You can also leave a review of your experience too.

As your consumer watchdog for health and social care, we wanted to make it even easier to tell us what you think about the services you use.

We also want to help you to make informed choices, so our new website lets you see the ratings and reviews other people have left too.

# New 'Rate and Review' Website (cont.)

## Frequently Asked Questions (FAQs)

### Why are you launching this website?

As the independent consumer watchdog for health and social care, we have a number of statutory duties. These are things which are written in law that we have to do.

One of these is to provide the public with a say in how health and social care services are designed, commissioned and run. Another is to provide people with information about local services.

Our new website lets you provide feedback quickly and easily, as well as being able to search for information about services.

### How does it differ from other websites like NHS Choices?

Unlike NHS Choices and some other feedback sites, we are completely independent from the NHS and other commissioning organisations.

We also go out and about to talk to people in places like supermarkets, community centres and libraries.

This means we can gather feedback from 'hidden voices' - people who may not otherwise have their views heard.

### Are comments moderated?

Yes. All of the comments we receive are moderated by us before publication. It may take a few days for your comment to be moderated and appear live on the website.

### I don't use the internet. How can I leave a comment?

We know that not everyone wants, or is able, to use the internet so we also have a paper version of the feedback form.

It's Freepost too, so you can drop it into any post box. Please ask if you would like copies of the paper form.

## Any questions?

If there's anything you'd like to know about our new website, please contact Bev Webb (Communications Officer) by email [b.webb@healthwatchsheffield.co.uk](mailto:b.webb@healthwatchsheffield.co.uk) or call (0114) 253 6688.

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### 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)

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# What difference have your comments made?

Here are some examples of the difference to services your comments and feedback have made.

## Nationally



We ran a workshop with Healthwatch Barnsley for NHS England at their 'Improving Patients' Experience of Care' Conference. We shared the good practice and learning we had gained through our Enter and View visits to dental practices and are producing a toolkit for use in primary care.

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## Locally



We were invited to contribute to the new Primary Care Strategy which was being developed by Sheffield Clinical Commissioning Group. As part of this we attended a discussion in which it became apparent that the role of the patient was absent. We were happy to volunteer to add this to the document and wrote a section about patients, ensuring that they play a key role in the new strategy.

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## To providers of services



We wrote a report following a visit to A&E. As a result of our recommendations, Sheffield Teaching Hospitals have changed their signs, and volunteers work in the department who can help people looking for relatives or friends. Drinking water is also now always available in A&E.

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## To individuals and the public



We were contacted by a person whose relative had received sub-standard care. We supported them to make a complaint, and raised this with the provider of the service, the Care Quality Commission (CQC) and adult safeguarding.

An investigation showed that there were some things which had been handled wrongly, and the complainant was able to see that they had done the right thing by complaining.

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# Our Report into Accident and Emergency at the Northern General Hospital

Last year we visited A&E to collect people's feedback on the service at the Northern General Hospital.

We've just published our report, including the recommendations we made and the response from Sheffield Teaching Hospitals.

## What did we do?

On Friday 11th September 2015, a team from Healthwatch Sheffield was present in the main waiting area in A&E at the Northern General Hospital from 4pm until midnight.

We wanted to gather people's views on the services provided and also hoped to capture some experiences of people with a mental health condition.

This is part of our wider piece of work on services available to people immediately preceding, or following, a mental health crisis.

## What did we ask?

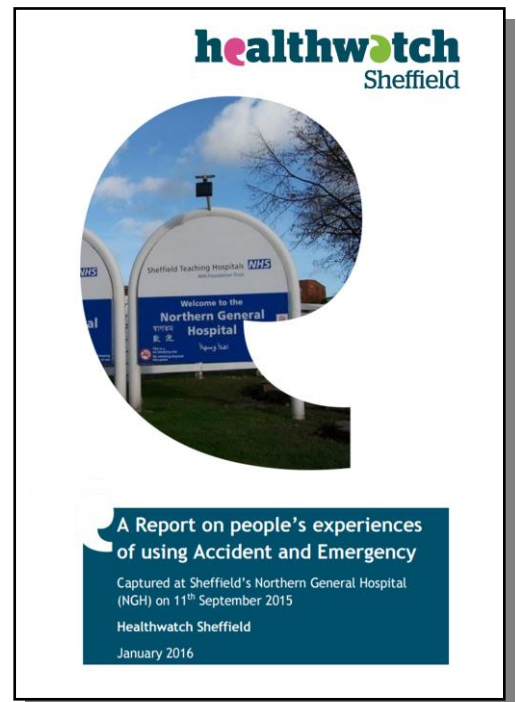
We used a standard set of questions available nationally as the A&E Survey produced by the Care Quality Commission and NHS England in 2014.

We added a question about what improvements people would like to see, and captured people's ethnicity and year of birth.

We also used a set of observations, and provided a short list of observation prompts for all the volunteers who took part.

All of this information is available in the report Appendices.

On the next pages you can read about our key findings and the changes the hospital are making as a result of our recommendations.



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## Our Report into Accident and Emergency (cont.)

### What were our key findings?

- The majority of people we spoke to (62.5%) had **obtained medical advice before attending A&E.**
- Most people we spoke to **thought they were waiting for longer** to be seen than they actually were.
- **People who were visiting others** (and weren't there as a patient themselves), can be frustrated by a **lack of immediate information on where to go.**
- **People with a hearing or visual impairment can struggle** with the current **system of calling patients in.**
- **Very vocal patients can cause distress to others.** Current arrangements mean that it is not always possible to prevent them being overheard in the main waiting area.
- The **main waiting area was not cleaned in the nine hours** we were present. The rota in the accessible toilet was signed off ahead of time.
- **Some of the seats were broken.** More than half of the people we spoke to said they found the seats uncomfortable.
- **One advert shown on the televisions** in the main waiting area featured **suggestive language** which some people may find offensive.
- **If more than two or three people are using the smoking shelter** it can be **difficult to access the department without walking through them** or stepping off the pavement.
- There are **no change machines or water cooler, the water in the drinks machines ran out** and some people were unable to access refreshments because they didn't have the right change or were unaware there was a nearby café.
- **People who need to pray are signposted to the nearest faith room.** However, it was felt by those who used it that it was a **substantial distance away** and the signs were unclear.

### What happened next?

We forwarded the report to Sheffield Teaching Hospitals to provide a response to our recommendations based on these key findings. You can read their response and the difference the report has made on the next page.

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## Our Report into Accident and Emergency (cont. 2)

### What difference has the report made?

Sheffield Teaching Hospitals have confirmed that changes have been made as a result of the recommendations we put forward. Here's what they said...

#### Recommendation 1:

##### 'Meet and greet' volunteers

The hospital now has volunteer welcomers in A&E and these have been extremely well received. We are in the process of designing posters to advise patients and families to look out for the volunteers if they have any non-clinical queries.

#### Recommendation 2:

##### Installing a visual call system

The Trust is currently exploring solutions to the issue of call systems which supplement the verbal call system.

The problem with a visual display system, is that some people who have a hearing impairment, may also have a visual impairment and require a tactile alert instead. It may be that the visual display, along with the verbal alert, is the best option, and a decision will be made by September once the options have been explored.

#### Recommendation 3:

##### Providing a suitable area for patients with severe symptoms

Consideration is already given to the appropriate placement of patients within A&E to preserve safety, privacy and dignity. However, at times of high patient numbers, the optimum choice of placement can be affected by competing demands for space.

There are plans to relocate the interview room (within the constraints of the existing footprint of the department) and this will be taken forward through the new A&E Quality Group, which is currently in the process of being established.

#### Recommendation 4:

##### Improving cleanliness and cleaning spot checks

A&E is a high priority area for cleaning and audit checks which are undertaken regularly have not highlighted any issues. Should any issues be highlighted, these would be followed up appropriately.

In addition, Friends and Family Test responses for Sept 2015 to March 2016 have been analysed and cleanliness has not flagged as an issue of concern. Patient feedback will continue to be monitored in relation to cleanliness.

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## Our Report into Accident and Emergency (cont. 3)

### Recommendation 5:

#### Fixing broken seats quickly

All requests for repairs are currently responded to within 48 hours (85% are fixed within this time). If specialised repair of fixed seating is needed, this is done through external contractors and can take longer, especially as it may be cheaper to purchase new chairs rather than repair them. It seems the problem identified during the Healthwatch visit was due to a delay in reporting the broken seats for repair. Staff have been reminded to report broken seats as soon as the issue is brought to their attention.

### Recommendation 6:

#### Review appropriateness of adverts on screens in A&E

The Trust acknowledges this is an issue, but currently has a 3 year contract in place which means that changes cannot be made to the content. This will be addressed in future contract negotiations at the end of the existing contract.

### Recommendation 7:

#### Alleviate access issues to A&E caused by the smoking shelter

To alleviate the access issues identified in relation to the smoking shelter, consideration is being given to moving some of the nearby bollards. In the meantime, patients using the A&E department will be consulted (by August 2016) regarding smoking areas and actions will be planned following the consultation.

### Recommendations 8 & 9:

#### Better access to drinking water and a change machine for use with the drinks vending machine. Signposting to café facilities

Signs are being displayed in the waiting room to inform patients that drinking water is available and to ask a member of staff. The Housekeepers will ensure that water jugs and paper cups are readily available.

Signage to drinks facilities outside the department is to be displayed. Improved signposting to the nearby café is being arranged.

### Recommendation 10: Improving signage to multi-faith prayer facilities

Signposting is currently being improved and the availability of multi-faith prayer is being reviewed generally for the longer term.

## Read the full report

Download: <http://www.healthwatchsheffield.co.uk/reports-and-documents/reports/> or call us on (0114) 253 6688 to request a paper copy.

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## Out and About



**Even the cold wintry weather didn't stop Healthwatch going out and about to find out what people think about health and social care services in the City!**

Since January we have been to 20 groups and events. These have included Sun:Rise (a mental health service user group), attended the launch of the Deaf Advice Service project, the Ecclesall Live at Home Scheme, visited the Chinese elders at the Chinese Community Centre, spoken to parents and carers of people with Learning Disabilities, and went along to a health event for Lesbian, Gay, Bisexual and Transgender (LGBT) people.

We had stalls at the Healthy Hearts event at Concord Leisure Centre, an older adults mental health and wellbeing event in Hillsborough, celebrated International Women's Day at venues across the City, and talked to students at the Sheffield University Volunteer Fair. You may also have seen us in Lowedges or at Firth Park Library.

Well the nights are getting lighter and days warmer which means it's the perfect time for community events and festivals - so keep an eye out for our stall over the summer.

### **Would you like us to come along to your group or event?**

If you would like us to come and talk to your group, or have a stall at a community event you're running, please get in touch with the Engagement Team.

**Tel:** (0114) 253 6688

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

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## Want to get involved in shaping how technology is used in health and social care?

A new programme has launched in Sheffield to test how technology can be used to improve health and social care. It's for people who have long term health conditions or complex needs such as diabetes, mental health problems or respiratory disease.

The Perfect Patient Pathway (one of seven national NHS 'Test Bed' programmes) aims to support people of all ages to stay independent and well for as long as possible. Healthwatch Sheffield is the lead partner for getting patients involved locally.

The programme will test lots of different technologies that will cover a range of physical and mental health conditions, and will include devices that can be used at home.

We have attended workshops, with a wide range of people who are involved in planning and delivering the programme. These include GPs, hospital consultants, nurses, and key decision makers from health and social care in the city.

### Want to be more involved?

We are looking for people who have (or may care for someone who has) **3 or more long term conditions**. Some examples of the long term conditions the project focuses on are;

- Asthma
- Atrial fibrillation
- Cancer history
- Chronic Kidney Disease (CKD)
- Chronic obstructive pulmonary disease (COPD)
- Coronary Heart Disease (CHD)
- Diabetes
- Epilepsy
- Heart failure
- Hypertension - High Blood Pressure
- Hypothyroidism
- Mental Health
- Pulmonary Vascular Disease (PVD)
- Stroke

**You can be involved as much or as little as you like.** There will be lots of ways to get involved including:

1. **Being part of a Patient Panel** - This would mean you can be involved in all aspects of overseeing the programme and ensuring that the views of citizens (patients and carers) are always considered.
2. **Come to workshops and events** - We will be holding workshops in the coming months where we bring you together to see how the technology may work for you.
3. **Telling us about your experiences** - This could mean completing surveys (paper or online), or talking to members of the Healthwatch team. This can be done in the comfort of your own home!

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All the expenses involved in taking part are covered, and training and support will be available if needed.

If you are interested in getting involved, please get in touch with Carrie McKenzie (Manager at Healthwatch Sheffield) and let her know what you are interested in. If you're unsure at this moment but want to stay informed about the project as it develops, let us know and we'll add you to our mailing list.

**Do you run a support group or are you a member of an organisation where people may have one of these long term conditions?**

If you want to find out more and would like us to come and talk to your members, please let us know.

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

**Call:** (0114) 253 6688

## Sheffield Health and Social Care Forum for Voluntary, Community and Faith Sector (VCF) Organisations

In April we held an event for VCF organisations to talk about the issues affecting the sector in relation to health and social care.

It was a great turnout with over 46 organisations represented, including many that we had not met before. We talked about the potential of setting up a forum (or network) for the VCF sector and how this might work. Organisations found the event extremely useful and were keen to keep in touch.

*“Great to meet you briefly on Thursday and really enjoyed the Healthwatch event, thanks so much to you and the team for organising it. Really enjoyed meeting the service providers in attendance. Lovely building too - great location.”*

**The priorities for the forum for the next 6 months include:**

- Mental Health - completing our reports for the Crisis Care Concordat
- Learning Disability Health Test
- Targeting people with long term health conditions
- Older people and their experiences of social care

We have sent out all the notes from the event and will be setting up a working group to explore how we can best shape the forum going forward.

**Interested in getting involved?**

If you work, volunteer or are part of a VCF organisation that would be interested in joining the forum, please get in touch - email us [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk) or call (0114) 253 6688.

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## Update: Young Healthwatch

Young Healthwatch is for everyone up to 25 years old. Young people aged 14-25 years are also welcome to join us at our fortnightly Young Healthwatch meeting, where there are opportunities to give your views, go on visits and chat to guest speakers.

If you've ever wondered what we get up to, here's a Young Healthwatch blog update... over to Becky!

### Wow, have we really done all that?

Hi there! Just to introduce myself, my name is Becky, I'm 19 and I'm a volunteer with Young Healthwatch Sheffield (YHW) and have been since its creation. I go to Sheffield Hallam University, studying English Literature, which I love.

### What do you do at Young Healthwatch?

Being a member of Young Healthwatch involves fortnightly meetings and other activities such as consultations on health and social care services in Sheffield with hidden groups such as homeless young people and those who are members of the Gay, Lesbian, Bisexual and Transgender (LGBT) community, and running stalls at events such as Lowedges Festival.

Today was the first meeting back after the Easter break and everyone was exhausted from their first days back at school, college or uni. We were all full of chocolate, but still our chatty selves.

### The last 12 months

We looked over what we had done as part of YHW over the last year, and the list could barely fit on one sheet of flipchart paper!

We talked about the different events we have held, such as the Health and Wellbeing Question Time Event.

At this event the audience could pose questions to important members of the health and social care sector, such as head nurses and managers of services.

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## Update: Young Healthwatch (cont.)

We did a Mental Health Mini Conference where we had guest speakers from CAHMS (Child & Adolescent Mental Health Services) and other relevant services.

Here's a copy of the flyer we sent out...



We also talked about the time I was on Hallam FM talking about YHW and the different training we have all had the chance to receive.

### Ideas for our Social Media Campaign

We had a short break for making cups of tea and scoffing the snacks, and afterwards were right back at it, discussing popular social media campaigns and what we could take from them to create our own.

### Summer is festival season

The final portion of the meeting was the upcoming events and opportunities. We have a stall at events like Peace in the Park and Pinknic, so we can raise awareness about what we do and get young people's views on health and social care services.

Feel free to come along to a meeting if you fancy it, and don't forget to like us on Facebook and follow us on Twitter!

### Want to get involved?

We meet every two weeks (5-7pm) at The Circle (behind Costa Coffee on Division St). If you're aged 14-25 years you are welcome to come along and join us. The next meeting dates are May 17<sup>th</sup> (no session in half term), June 14<sup>th</sup>, 28<sup>th</sup> and July 12<sup>th</sup>.

Call: (0114) 253 6688

Text: 0741 524 9657

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

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## Your questions answered

Healthwatch Sheffield has a number of activities that it must carry out by law. Gathering people's views to help make changes to services is one of them, providing information and advice about health and social care services is another.

Earlier this year one of our Engagement Workers, Hardeep Pabla, visited Ecclesall Live at Home Scheme in Banner Cross. Here are some of the questions they raised and the information and answers we provided.

### Question 1: The closure of Bents Green GP surgery

The group were concerned about a local surgery which was about to close. Patients were informed by a notice at the surgery in December, with little advice on what to do next. Some were saying that other GP practices had closed their doors for new registrations as they were already full.

**Healthwatch Sheffield contacted NHS England:**

NHS England told us that there is sufficient capacity in surrounding practices to take on anyone who needs a GP. If anyone is having specific difficulties, please get in touch with Healthwatch and we will help you to find a new GP.

### Question 2: Problems with patient transport

One person who attends a clinic at the Northern General Hospital (NGH) told us they often wait longer than 2 hours for transport home. If they let the receptionist know about the length of the wait, they are offered a taxi home. They wanted to know why they weren't offered a taxi straight away without having to wait so long?

**Healthwatch Sheffield looked into this and found:**

Transport to and from hospital is provided by a range of companies. Whilst we can't comment on specific cases, generally speaking planned appointments at clinics are transported by Yorkshire Ambulance Service (YAS). When, in unforeseen circumstances, YAS are unable to make a drop off or pick up within an acceptable timescale, City Taxis will be called in at short notice to transport the person.

Any complaints about transport or unacceptable waiting times should be directed to the transport provider, not the hospital, as the hospital do not have any say over patient transport.

If you have a specific complaint about patient transport, please contact us at Healthwatch Sheffield and we'll be happy to help you and pass your concerns on.

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## Your questions answered (cont.)

### Question 3: Issues with transport between hospital sites

Another person raised concerns about the cost of travelling between different hospital sites. They had found out about a shuttle bus between the sites which is free if you have a bus pass, but some of their friends had been told by a bus driver that it was only for medical staff.

**Healthwatch Sheffield looked into this and found:**

The shuttle bus between the two hospital sites is operated by Sheffield Community Transport. Whilst it is the case that the bus can be used for medical staff, we weren't able to find any publicly available information to say that staff members get priority. If you have any particular instances of people being turned away, we would be pleased to take this up with Sheffield Community Transport on your behalf.

### Question 4: Access to dental services

Some people have been having difficulty finding a dentist and wanted to know how they can find out which dentists are taking on new patients.

**Here's the information from NHS Choices:**

Unlike GPs, you can't actually 'register' with a dentist. Even if you believe you are 'registered' or 'on the books', very occasionally you may find that your dentist is no longer able to offer you an NHS appointment. This may be because their quota for NHS patients has been reached by the time you contact the practice.

The good news, however, is that unlike GPs, dentists are not bound by catchment areas. This means you can widen your search for a dentist who will see you. NHS Choices has an online directory of dental surgeries you can search using your postcode as a starting point. If you are struggling to find an NHS dentist, please contact Healthwatch for help.

## Introducing Judy, our new Chair of the Advisory Board



**Judy Robinson has now taken up the role as Chair of Healthwatch Sheffield's Advisory Board.**

Judy's background is in the voluntary and community sector, and she was previously the CEO of the regional organisation, Involve Yorkshire & Humber.

Up until recently she was also on the Board of Healthwatch Oldham, so she joins us having already had lots of experience of working with local Healthwatch!

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## News from NHS Sheffield Clinical Commissioning Group

### Have your say on Improving Cancer Care in Sheffield

In 2015/16, NHS Sheffield CCG and Sheffield City Council undertook work to understand the needs of Sheffield residents in relation to prevention, diagnosis, treatment and living with cancer. They now wish to discuss these with Sheffield residents and their families, including people living with, and beyond, cancer.

#### We know that:

- **4 in 10 cancers can be prevented by lifestyle changes**, such as maintaining a healthy weight, cutting down on alcohol and quitting smoking.
- **Some people worry they have cancer symptoms but do not seek advice** from their GP - early identification of symptoms means earlier treatment.
- **Only three-quarters of women in Sheffield access the breast and cervical screening** they are entitled to receive on the NHS. Only two-thirds of people respond to their bowel screening invitation.
- **Sheffield has a slightly higher mortality rate** than England for cancer, in particular for preventable cancers such as lung cancer and bowel cancer.
- People in Sheffield **who are treated for cancer are pleased with their treatment.**
- **Half of people diagnosed with cancer will live for longer than 10 years.**

#### Take the survey online:

<https://www.surveymonkey.co.uk/r/ImprovingCancerCare>

or call the CCG on (0114) 305 1000 to request it in an alternative format.

### Tell us how you stayed well this winter!

Winter is generally a very busy time for the NHS, and health services in general. This is why the NHS in Sheffield undertakes a winter communications campaign to encourage people to take preventative steps to reduce the need to go to hospital, and to inform people of all the NHS services available to them.

**Now that the Sheffield NHS winter campaign has finished, the CCG would like to ask you how you and your family stayed well this winter.**

#### Take the online survey

<https://www.surveymonkey.co.uk/r/PostWinterSurvey> or call the CCG (0114) 305 1000.

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## Need help to make a complaint?

The NHS Complaints Advocacy Service is a free, independent and confidential service that can help you make a complaint about an NHS service.



VoiceAbility deliver the advocacy service in Sheffield and you can contact them directly if you would like help and support.



**Helpline:** (0114) 407 0081

**Textphone:** 07860 022 939

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

**Write to:** NHS Complaints Advocacy Service,

VoiceAbility, Courtwood House, Silver Street Head, Sheffield, S1 2BH

Their website also has a wide range of information: [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

## Dates for your diary

### Wednesday 15<sup>th</sup> June 2016

#### Healthwatch Advisory Board Meeting (in public)

The Circle, 33 Rockingham Lane, Sheffield, S1 4FW (1:30 start)

Healthwatch Sheffield Advisory Board meetings take place in public and we would love to see you there. Meeting papers will be available on our website 7 days before the meeting, or call us to request a paper copy. If you would like to ask the Board a question, please submit it to us at least 2 days before the meeting.

We will also be showcasing our new Involvement Assurance Framework after the main meeting agenda.

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

### Look out for us over the next few months at:

- Sunday 22 May** - Weston Park Fayre
- Saturday 11 June** - Peace in the Park
- Saturday 25 June** - Oughtibridge Village Gala
- Sunday 26 June** - Sheffield on Show at Hillsborough Park
- Saturday 16 July** - Pinknic in the Peace Gardens & Sharrow Festival
- Tuesday 19 July** - Sheffield Wellbeing Festival on The Moor
- Sunday 14 August** - Lowedges Festival

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