

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.

## Focus on Care at Home



We have been hearing increasingly from people concerned about the quality, cost and availability of support or care provided in people's homes and have been looking into this area. Home care is a critical part of social care and can be all that stands between people living independent lives at home and having to move to residential care or stay in hospital for longer than necessary (*story continues on page 2*).

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#### Healthwatch Sheffield

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*(Continued from front page)*

Home care, which can include support with cleaning, cooking, personal care, getting in and out of bed and taking medication, is used by at least 900,000 people across the UK. Although 80% of people receiving home care are age 65 and over, many disabled people also rely on this service.

Demand for home care continues to rise as the population ages. However, the funding to councils has not kept pace with this increase in need or the increasing cost of providing this service. Depending on a person's financial situation and need, home care is paid in a number of ways. For some, the Council pays all or part of the costs, some people fund their own care while others who cannot afford it rely on family or friends or go without.

Healthwatch Sheffield discovered that Sheffield City Council's (SCC) contracts for delivering home care are up for tender this spring and started working with a number of voluntary sector organisations to look at this area. We visited lunch clubs to talk to people about the care they receive and set up a short questionnaire to gather more information from those receiving home care and their family or friends.



In mid-February, we held a successful 'summit' on this topic with representatives from Age UK, Disability Sheffield, Sheffield Carers Centre and the Stroke Association. We were also joined by three senior representatives from SCC and this has led to some positive proposals about involving the sector in developing the service specification and beyond.

We will be writing up our work into a short briefing report that we plan to publish in April. If you would like to receive a copy of the report, either on paper or electronically, please contact us.

## Good news for Healthwatch Sheffield

Judy Robinson, Chair of Healthwatch Sheffield

The contract to run Sheffield Healthwatch was put out to tender by Sheffield City Council and Voluntary Action Sheffield (VAS), our accountable body, has won it.

I am very pleased that we will continue to work with VAS. Their management support means the Advisory Board can get on with its role of advice and guidance on issues of health, wellbeing and social care and not have to worry about domestic matters.



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Much more importantly, we benefit from being linked to all VAS' connections in the community and voluntary organisations as well as in the public and business sectors. Together, VAS and Healthwatch are concerned that citizens - you and me - have a proper say in how services are designed and run, what sort of services we want and need and the big picture direction of the city and the city region.



The contract has two new features in particular. First, we will be setting up Healthwatch Local in collaboration with neighbourhood-based organisations in the north and south of the city. This means we will be involved in the new neighbourhood plans for health and social care and will have local eyes and ears to tell us what's going on. Second, there will be a network (called the Alliance) of organisations who support the aims of Healthwatch and we will work together to extend our reach and hear many voices.

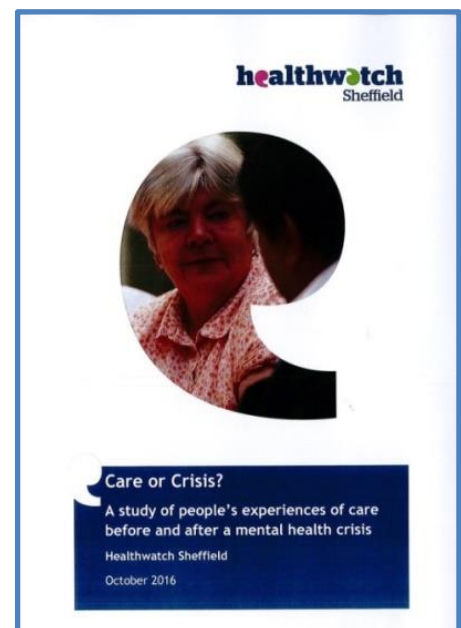
We will continue to have our hub of staff based at The Circle in the city centre. They will make sure we reach seldom-heard communities, bring together findings to feed into health and social care systems and continue our work monitoring provision through our 'Rate and Review' online system (see page 9). We will make sure that information about this new work and staff contacts are on the Healthwatch website by the end of March.

## Update on our mental health report

In December, we published our mental health report '*Crisis or Care: a study of people's experiences of care before and after a mental health crisis*'.

Based on the findings of a survey of service users and health professionals, it contained 14 recommendations. These included developing specific training for GPs; bringing waiting times for children and young people in line with those for adults; consulting with young people and black and minority ethnic groups about their specific needs, improving access to support during a crisis and better signposting for promoting mental wellbeing and staying well.

The Crisis Care Concordat Strategy Implementation Group (CCCSIG), which oversees and coordinates local mental health services, warmly



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welcomed our report and sent a detailed response and action for each recommendation. This response is also included in our report which is available on our website <http://www.healthwatchsheffield.co.uk/reports> or on request from the office.

The timeliness of feedback meant that our recommendations around internet support and guidance have been integrated into the new Sheffield Mental Health Guide website being commissioned by Sheffield City Council. From what we have seen, this is already a hugely improved resource and is due to be launched in April.

The CCCSIG accepted our recommendations around delivering high-quality training for all involved in crisis care, including GPs. Part of this meant each organisation reviewing their existing training following publication of the Mental Health Core Skills Education and Training Framework in January. We are hoping to see this commitment implemented soon and have already seen some good training resources from Yorkshire Ambulance Service.



We will continue to keep an eye on these and all developments in this area. The Crisis Care Concordat is committed to working with Healthwatch Sheffield and other voluntary sector groups to ensure they hear what service users need from their services so please do continue to share your views with us.

## Out and about in Sheffield

The Healthwatch Sheffield engagement team has continued getting out of the office and talking to people about the work of Healthwatch and listening to their views on the health and care services they use.



Despite being the winter when far fewer events take place, we continued our mission of helping the voice of the people of Sheffield to be heard. Recent events we have attended include several visits to Moor Market, attending a family fun day at St Mary's on Bramall Lane during February half term, talking at a diabetes group meeting in Norfolk Park and an International Women's Day event in Burngreave.

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## Engaging with GPs practices and pharmacies

By the end of March, the engagement team will have visited every GP practice and every pharmacy in the Healthwatch Sheffield area. Armed with a bag of Healthwatch materials (below) and a list from the NHS Clinical Commissioning Group, they started in Beighton, southeast Sheffield, covered the south as far west as Dore then turned to the west and north. They expect to end their mammoth task in the east by the end of the month.



In every practice or pharmacy, the outreach team took time to talk to people about the work of Healthwatch, introduce them to our rate and review website (see page 9) and show them their feedback. The team were delighted to find how receptive the staff they talked to were - often putting up our poster immediately and displaying the feedback forms and encouraging people to complete them.

## Event at Thorncliffe Leisure Centre

In mid-february Hardeep Pabla, our Engagement Coordinator, attended a Macmillan Cancer Support event at Thorncliffe Leisure Centre in High Green. Healthwatch was one of a number of stalls; some raising awareness on cancer issues while other focused on other health and wellbeing topics such as stop smoking and healthy eating.

Hardeep talked in depth to 18 people and was pleased to discover that half had heard of Healthwatch. They shared their views on the health and care services that they use and we received some very positive comments about Mill Road Surgery in particular. She also made contact with other groups who were interested in our work and in Healthwatch visiting one of their forthcoming meetings.



If you would like Healthwatch Sheffield 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.

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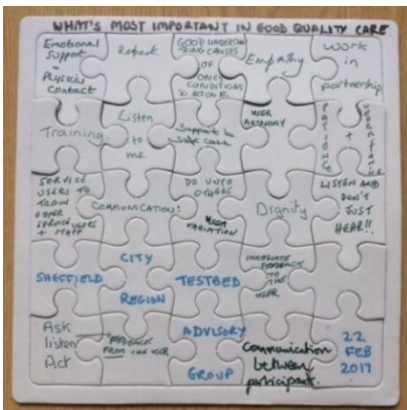
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## News from Sheffield Test Bed project

Healthwatch Sheffield has been working for some time as the engagement partner on the Sheffield City Region Test Bed project, one of seven national NHS 'Test Bed' programmes. Also known as Perfect Patient Pathway, it focuses on how technology can help those with multiple long-term health conditions stay independent and avoid unplanned hospital admissions.

In our role engaging patients, carers and other members of the public, we have brought together people with long term conditions and their carers or relatives to form a Test Bed Advisory Group (TAG). The Group provides guidance on the design and delivery of the programme to make sure the views of patients are considered.



The TAG meets regularly to consider different aspects of the work and issues that might affect the patients who are involved in trying out the technology. January's meeting, for example, focused on potential equality issues that could arise and the Group's views have been incorporated into the equality impact analysis for the programme. They also considered what needs to be present for good patient care. The many aspects were recorded on a jigsaw (left) reinforcing its holistic and interlinked nature.

Mike Turner, Test Bed Programme Manager, addressed the Group in February (below). He shared their plans for new ways of using patient data to make patient care more joined up across different health and care services. Thirteen TAG members have now signed up to join a patient data subgroup to advise on issues around securing and using patient data within the programme.

In addition to running TAG, we work on building awareness of this work in the wider community and have talked to people attending the Age UK Memory Centre and Sheffield Carers Cafe. We also arranged a Voluntary Sector Open Day at the Innovation Hub at the Royal Hallamshire Hospital. The aim was to tell them about our work and gather their views. They were very interested in the possibilities the technologies offers to patients and extremely positive about our work.



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The plan recognises the importance of looking at improving health in general and tackling health inequality across the city. It also prioritises improving care at community level and engaging people with maintaining their own good health. Just as important will be getting people involved and this is where Healthwatch and the VCF are so critical. Healthwatch is also pleased to support the idea of changing 'Shaping Sheffield' to 'Sharing Sheffield'. This was first suggested by Roz Davies from Sheffield Flourish when she attended the engagement event we helped organise in December. Watch this space for more news on how this plan takes shape!

## Volunteering opportunities



### Interested in social care services?

There is a vacancy on the Council's Monitoring Advisory Board for a lay member. If you are interested in the quality and future of social care services and have a little spare time, this could be an ideal role for you. It involves reading notes then attending a quarterly meeting. Please contact us to find out more about this role and what it would entail.

### Do you or someone you know have asthma?

If you have asthma or care for or live with someone with asthma, you can apply for a Test bed Champion Role. This means giving your views on how we can give patients testing the technologies the best possible experience of taking part. For more information about the role please contact [l.cook@healthwatchsheffield.co.uk](mailto:l.cook@healthwatchsheffield.co.uk) or call **0114 253 6688**.

## Healthwatch in the media

Over the last couple of months, Healthwatch Sheffield has been getting its message across in the media more than ever before.

Judy Robinson, Healthwatch Chair, now contributes a regular opinion piece for the Sheffield Telegraph. Our first article (online version shown right) was published in December and was a general introduction to Healthwatch Sheffield's work and the importance of gathering feedback from all parts of the community.

### Telegraph Health: Why taking a view on services is a vital way of driving up standards in Sheffield



22 September 2010..... Doctor and nurse on ward 17, Gledhow Wing, a female single sex ward at St James's Hospital.

By  
JUDY ROBINSON, CHAIR, HEALTHWATCH SHEFFIELD

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We followed up in early February with a piece on home care since this was our focus at the time (left) and the questionnaire was still open (see front page). Our next piece, due to be published mid-March, is on mental health services since this is very much in the news and a major priority for people contacting us. We have been very pleased by the reaction to the articles and the way in which other voluntary and community organisations have supported us by providing quotes and information.



Healthwatch Sheffield has also been on the radio several times this year already. Becky Batley, Children & Young People's Engagement Worker, and Shazia Nabi, Community Engagement

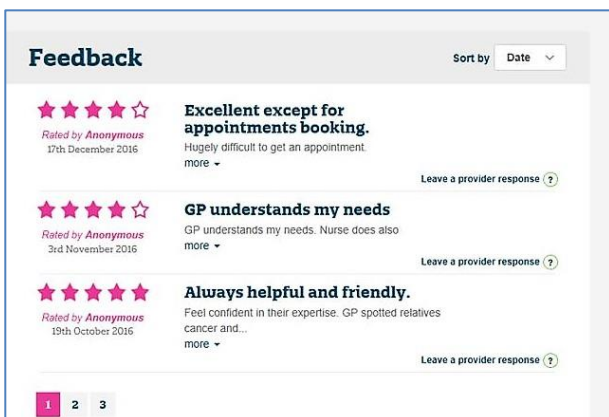
Worker, have both appeared on Link Radio on several occasions (right). They talk about the role of Healthwatch and take calls from listeners on issues to do with local health and social care services.



In Mid-February, Healthwatch Chair, Judy Robinson, was a guest on BBC Radio Sheffield during a week of programming all about the NHS. She appeared in the regular 'Ask the expert' slot on Friday 17 March talking about the work of Healthwatch and how important it is to have a strong voice for the public to hold the health and care planners to account.

## What you've been telling us

In the last newsletter, we were delighted to report that our 1000<sup>th</sup> review of a local health or care service had been published on our online 'rate and review' site. Since then, the number of reviews has grown to about 1200 and includes views on more than 250 GP practices, hospitals, dentists, pharmacies, care homes and other services.



It is very quick and easy to share your views on a local service you use; all you need to do is choose a star rating, add a title and comments and complete a few other boxes. You can also leave your feedback anonymously. Visit [www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk) and choose the service you wish to review. You can also see how other people have rated a service (left shows the three most recent reviews for a GP practice in S10). If you prefer to complete a

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paper form, please contact us as we have freepost forms ready to send out. Please note that you need a separate form for each service you wish to review.

All reviews are moderated by a member of the Healthwatch team before being published on the website. This allows us to check the language is appropriate, that individuals cannot be identified and gives us a chance to spot trends at an early stage. We sometimes contact a service provider about a specific review or set of reviews to alert them to an issue and to ask for a response to publish at the same time as the review.

Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
GPs	757	★★★★☆	49%	24%	28%
Hospitals	240	★★★★☆	53%	22%	25%
Dentists	126	★★★★☆	71%	14%	14%
Pharmacies	30	★★★★☆	67%	27%	7%
Residential/Nursing Home	14	★★★☆☆	50%	14%	36%
Home Care	11	★★★★☆	45%	0%	55%
Opticians	10	★★★★★	90%	0%	10%
Mental Health	8	★★★☆☆	50%	38%	13%
Other	5	★★★★☆	80%	0%	20%
Community	1	★★☆☆☆	0%	100%	0%

At the moderation stage we also assign a ‘sentiment’ to the feedback - positive, neutral or negative. That helps us to see at a glance how particular services are seen to be performing by their users. The table above shows the headline summary for all the reviews we have received up to the end of February. It shows the number of reviews by service type, the average star rating and the average sentiment. The site also allows us to cut and analyse the information in a number of ways so that we can look in more detail at a type of service, an individual provider, by star rating and by date published.

We rely on your feedback to keep this working for you so please take a few minutes to review a service today. Visit [www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk), click review a service. Remember, in addition to GP practices and hospitals, you can review dentists, opticians, residential care homes, children’s services, pharmacies, home care providers and more. Please contact us if the service you want to review is missing and we can add it.

## Latest news from

Young Healthwatch is specifically designed for anyone age 14 to 25 with an interest in health and/or social care. It has been going from strength to strength in recent months.

### Refreshers Fairs

As the students settle back into student life after the Christmas break, both universities held what they call Refreshers Fairs. These are another for students to chance to find out about and join groups in the university or wider community. Becky Batley,



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our Children & Young People's Engagement Worker, attended these events and found lots of people interested in finding out more about Healthwatch. She estimates that she spoke to more than 200 people over the two events and gained a number of new volunteers. The event at Sheffield Hallam was a particular highlight thanks to Oscar, the campus cat, who took a liking to Becky and graced our stand for much of the day.

## Great support for school visits



Since early November, Becky has been visiting Yewlands Academy in Parsons Cross every week to run Physical, Social and Health Education (PSHE) classes on general mental health and emotional wellbeing. She has spoken to lots of 13 to 16 year olds and has often ended up running impromptu drop-in sessions during break. Having created a comfortable, informal environment for her sessions (left), Becky found the pupils open to discussing such issues.

While this has been an opportunity to talk about the work of Young Healthwatch Sheffield, it has also identified the fact that many young people are not aware of the services that are available to support them. Becky wants to thank the staff at Yewlands for being so supportive of her and our work.

## Focus on mental health

Having heard about the work at Yewlands and the Prime Minister's interest in mental health and especially CAMHS (Children & Adolescent Mental Health Services), the volunteers of Young Healthwatch have decided to focus on this area going forward.

They are running an Awareness and Consultation Event on CAMHS in mid-March (see poster right) to gather views from a range of past and current users. They are also keen to run a mental health survey for Year 10 and 11 pupils looking at how they rate their own mental health as well as their understanding of what services are available and whether they know about them. We have talked to Sheffield Mind about this survey work as there are a number of important issues to be addressed before moving forward.

**YOUNG healthwatch**  
Sheffield

**Awareness and Consultation Event on CAMHS**

Following Theresa May's announcement of a national inquiry into Children & Adolescents Mental Health Services (CAMHS), we are holding an awareness and consultation event.

There will also be a speaker from CAMHS in Sheffield.

Date: **Wednesday 15 March**  
Time: **5:00-7:00pm**  
Venue: **The Circle**  
**33 Rockingham Lane**  
**Sheffield, S1 4FW**

Aimed at past and present CAMHS users but all welcome  
Free refreshments provided!

To book: visit <https://yhwcamhs.eventbrite.co.uk>  
email [yhw@healthwatchsheffield.co.uk](mailto:yhw@healthwatchsheffield.co.uk) or call 07415 249657

[@yhwSheffield](#) [facebook.com/yhwSheffield](#) [yhw\\_sheffield](#)

For more information about Young Healthwatch Sheffield, please contact us on [yhw@healthwatchsheffield.co.uk](mailto:yhw@healthwatchsheffield.co.uk) or phone **0114 253 6688**

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## Dates for your diary

### Wednesday 29 March

#### Sustainability & Transformation Plan Conversation Event

Venue: The Circle (10 am-12 noon followed by light buffet lunch)

Voluntary Action Sheffield is holding a Conversation Event on the South Yorkshire & Bassetlaw Sustainability & Transformation Plan. This is an opportunity to find out about and have your say on the vision, ambition and priorities behind the Plan which will fundamentally affect how health and social care is delivered in our region.

Places at this event are limited so book at <http://tinyurl.com/zrt837r> or contact Voluntary Action Sheffield on [eventmanagement@vas.org.uk](mailto:eventmanagement@vas.org.uk) or 0114 253 6600.

### Tuesday 23 May

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

Venue: The Circle, 33 Rockingham Lane, Sheffield, S1 4FW (1:30-4pm)

Healthwatch Sheffield Advisory Board holds some meetings in public and you are very welcome. Meeting papers will be available on our website 7 days before the meeting, or call us to request a paper copy. To book or to send a question for the Board, please email [info@healthwatchsheffield.co.uk](mailto:info@healthwatchsheffield.co.uk) or call 0114 253 6688

## 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.

Helpline: (0114) 407 0081

Textphone: 07860 022 939

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

Write to: NHS Complaints Advocacy Service, VoiceAbility,  
Omnia One, 125 Queen Street, Sheffield, S1 2DU

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



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