

[Click here to go to our website](#)

healthwatch
Sheffield

news

Local news from your local Healthwatch

Summer 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.

“My life is not the same!”



Sheffield people speak out about their Musculoskeletal conditions.

In April 2015 we conducted some research into people's experiences of using Musculoskeletal (MSK) services in Sheffield. This covers services treating problems with bones, joints, muscles and tendons.

We gathered information from over 100 people. We also held a focus group to talk through some of the specific barriers to treatment, and what would have helped people to manage their condition better.

(Continues over page...)

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk



Musculoskeletal Report (cont.)

What did we find?

The majority of people did not feel they had to wait too long to access services.

While most people we spoke to did receive information on self management and pain control, most of those didn't think there was enough.

Most people knew where to go and who to speak to in some circumstances, but not all. A worrying 32% of people reported not knowing what to do if they needed urgent help with their condition.

72% of people who accessed an MSK service in primary care, and 80% who saw a MSK specialist, told us they received no information or support on the emotional aspect of their condition.

Patient journeys highlighted specific barriers to people feeling better, many of which would have been simple to resolve if identified at the time.

What did we recommend?

We made a number of recommendations, including the introduction of an advice leaflet on the emotional aspects of an MSK condition, and the production of small credit card sized emergency contact cards so that people always know where to turn in an emergency.

What next?

We will be keeping an eye on the new MSK Sheffield service as it develops (it started on 1st April 2015) to make sure that it does meet the needs of the people it serves, and that the things people told us about in this report have been addressed.

Read the full report: <http://www.healthwatchsheffield.co.uk/resources/docs> or contact us to request a copy.

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

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk

Spotlight on Volunteers

National Volunteer Week took place 1-7 June and we took the opportunity to highlight all the great work our volunteers do by holding a celebration event. Around 30 people came along and after presenting certificates, we treated everyone to tea and cake!



Our volunteers logged a total of **2,255 hours** in 2014/15.

That's equivalent to **£25,162 in salaries!**

I'm still a newbie, but I already feel part of a group that is making positive (and much needed) change to the delivery of services...

Interested in volunteering with us?

We are currently recruiting for Healthwatch Ambassadors and Community Researchers. To find out more, please contact us:

Tel: **(0114) 253 6688**

Email: info@healthwatchsheffield.co.uk

Web: www.healthwatchsheffield.co.uk/volunteer-opportunities

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk

Annual Report 2014/15

We've just published our Annual Report for 2014/15 and it's been another busy year...

2,289 people
have spoken to us at events or made enquiries

551 people
have received information or advice

We've been using the information you give us about your experiences of health and social care services, to influence and improve local services.

We represent your views at meetings and Partnership Boards across the city with the providers and commissioners of our services.

What you tell us really does help to make a difference!

You can download a 6-page summary and the full report from our website:

<http://www.healthwatchsheffield.co.uk/resources/docs>

or contact us to request a copy.



Making a Difference: Enter and View visits

One of Healthwatch's statutory powers is to carry out 'Enter and View' visits of health and social care premises. These can be either announced or unannounced.

The visits are to observe the nature and quality of services, and to see and hear how people experience the service. We also collect the views of patients, residents, their relatives and carers. In the past couple of months we've visited 5 care homes and have published the reports on our website.

Findings from Enter and View visits are collated as evidence-based feedback and reported to the service provider, Care Quality Commission (CQC), the local authority, NHS commissioners and quality assurers, Healthwatch England and other relevant organisations.

As a result of one of our Enter and View visits, we raised a concern with the Care Quality Commission over a potential fire risk. The CQC then visited the premises, agreed with our concerns, and asked the provider to take action to remove the risk, which has now been done.

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk

Out and About



We've been going out and about locally to promote Healthwatch and find out what you think of health and social care services. We've been to events and venues including:

- Weston Park Fayre
- Asda supermarket (Handsworth)
- 2020 Vision: The Future of Health Services (Town Hall)

Community Roadshows

We will be out and about at lots more community events over the coming months. If you see us - please do come and say hello! Our next roadshows are:

Tuesday 21st July - Manor Fields Park - Festival of Play

Wednesday 29th July - Mental Health Week event on Fargate

Sunday 9th August - Low Edges Festival

Sunday 30th & Monday 31st August - Sheffield Fayre (Norfolk Park)

Would you like us to come along 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.

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk

Young Healthwatch is for everyone up to 25 years old. It provides children and young people with the opportunity to influence and improve health and social care services.



A huge well done to 23 of our Young Healthwatch members who've achieved a qualification in developing self, personal and social development, and a second qualification in citizenship, as well as an Award of Thanks for service as a Young Healthwatch volunteer!

At the celebration of achievement event, the group also began to look at their priority work areas for health and social care over the next year. Our Young Healthwatch-ers were also out and about at Weston Park Fayre helping to gather your comments and staff the hook-a-duck game (which proved extremely popular with younger visitors to the event).

Interested in getting involved?

We are always on the lookout for young people who might be interested in becoming involved as a member of Young Healthwatch.

As a member, you're able to get involved in activities, events and presentations, and if you're 13-25 years, you can also attend our monthly group meeting to help steer the project.

Please contact us for more information:

Call: (0114) 253 6688

Text: 0741 524 9657

Email: YHW@healthwatchsheffield.co.uk



Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk

Have your say! Urgent Care Health Services



NHS Sheffield Clinical Commissioning Group (CCG) is asking local people to share their experiences and thoughts about the city's urgent care services, as part of a review into how and why people access them.

The review follows a challenging winter for urgent care services, and to ensure that Sheffield's services are suitable for the future. The feedback given will help the CCG to further understand the demands and pressure put upon the system.

The CCG is asking people in Sheffield to share any recent experiences of the following:

- Accident and Emergency
- 999
- GP Practice
- Out-of hours GP
- Minor Injuries Units
- Walk-in-Centres
- Pharmacies
- NHS 111

Which services did you use? How were they? What was good/bad?

What would you like to see in the future?

For example, more services closer to home or better access times?

Take part in the online survey:

www.surveymonkey.com/r/Urgent_Care_Review_Survey.

You can also log on to www.patientopinion.org.uk or contact Healthwatch Sheffield and we will pass your comments on.

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk

‘A 2020 vision of health and social care’

The NHS in Sheffield and Sheffield City Council are running an engagement exercise over the next few months to talk to people across the city about the challenges that the health and social care system faces, and how we respond to these challenges.

This should lead to a view of health and social care in the year 2020 that is shared by organisational partners, the public and clinicians, enabling health and social care organisations to then work together, with the public of Sheffield, to implement the changes.

The challenges

Sheffield has an ageing population and is seeing a rise in long-term conditions such as diabetes and arthritis. Set against a backdrop of less money, due to the expected continued reduction in funding for councils, and the increasing cost of providing care, it is important to make changes now to ensure we have a system fit for future demand.

Aims for the next five years

- Reducing the need for A&E attendance and emergency admissions by 20%.
- More local specialist diagnosis and management of health problems, making best use of technology, reducing hospital outpatients attendances.
- Single assessment for long term care and pooled health and social care budgets, helping people stay at home where possible, and reducing placements in care outside Sheffield.
- Development of specialist services in Sheffield to provide care to South Yorkshire and wider populations.
- Reducing the gaps in life expectancy across the city.
- Quality of care and patient experience must continue to be improved.

Launch event

The CCG and the Sheffield Health and Wellbeing Board held the first ‘A 2020 Vision of health and social care’ event in May, which was fully booked within just three days.

At the event guests heard about the challenges and the CCG’s aims, and took part in interactive voting and a lively facilitated discussion.

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk

'A 2020 vision of health and social care' (cont.)

Most people in the room agreed that there are challenges, with 95% of saying they recognise some of the challenges the health and care system faces, and 54% strongly agree that services can't just do more of the same.

Attendees were also asked 'Would these ideas improve things for us or the people we know?' In response 66% said yes, but 25% were not sure. More information about the event can be found here: <https://storify.com/sheffielddhwb/sheffield2020care-event>

How to get involved

Over the next three months the CCG and partner organisations will have a number of city wide engagement events and opportunities for patients, the public and health and social care staff to have their say.

For more information you can visit the CCG website: www.sheffieldccg.nhs.uk and look under 'Involve me/Open Opportunities to have your say'.



Have your say! Non-urgent Elective Care

Sheffield Clinical Commissioning Group are looking at designing new models of care, such as having more tests and treatments available in the community, and improving support to patients so they can manage their conditions better themselves.

Currently if your GP refers you to a hospital clinic, you go to hospital and are seen in the relevant department, maybe have tests or procedures and are followed up, then discharged back to your GP.

To help develop the new model, they want to hear your views of how local health services run, and how you would like services to look in the future.

To find out more and to tell the CCG your views, please come to an informal meeting on: **Wednesday 15th July 2015 (4-6pm) at the Holiday Inn Royal Victoria, Victoria Station Road, Sheffield, S4 7YE.**

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk



Your emergency care summary

Pharmacies to have access to Patient Summary Care Records

After a pilot project by 27 pharmacies in Sheffield, it is expected that the scheme will be extended to allow all pharmacies in the city to access patients' Summary Care Records.

Summary Care Records hold details of your prescribed medication history, as well as any allergies you may have (such as an allergy to penicillin etc). They don't contain any other confidential information or details of your medical history.

The pilot project has been very successful and has helped to improve the care provided by pharmacies. The benefits include: increased patient safety, a reduction in the need to refer patients back to their GP to clarify the prescription, and it's also cut down the time spent by the pharmacist having to ring the surgery to speak to a GP.

Mental Health Partnership Board

1 in 3 of us will experience a mental health condition at some point in our life. People with severe mental health problems have 4.1 times the overall risk of dying prematurely than the general population aged under 50 years. Furthermore, people with severe mental health problems face increased risk of physical health problems, including diabetes, hypertension, coronary heart disease and cardiovascular disease.

The objective of the Partnership Board is to provide strategic leadership and promote partnership for the development and maintenance of high quality mental health services in Sheffield. The Board has an oversight of mental health services generally, but with a main focus on services for adults of working age.

The Mental Health Partnership Board meet every 2 months and if you'd like to add a comment to an agenda item or to raise an issue, please contact Healthwatch Sheffield.

Sheffield Health and Wellbeing Board

Sheffield Health and Wellbeing Board (HWBB) has been in existence for 2 years now, during which time it has agreed a strategy, discussed a range of topics, and held a number of meetings, events and consultations.

The HWB Board also sends out a monthly e-newsletter, tweets, publishes videos, and holds open meetings for members of the public to attend and ask questions. They are currently carrying out a review of their work, and would like to know what you think. Please [complete their survey](#) or call them on (0114) 205 7141 (by 3 July).

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk

Dates for your diary

Wednesday 15th July 2015

Have your say: Non-urgent Elective Care Consultation

Holiday Inn Royal Victoria, Victoria Station Road, Sheffield, S4 7YE (4-6pm)

Sheffield Clinical Commissioning Group are looking at designing new models of care such as having more tests and treatments available in the community and improving support to patients so they can manage their conditions better themselves. They want to hear your views of how local health services run and how you would like future services to look.

Wednesday 15th July 2015

Carer's Service Improvements Forum

Sheffield Town Hall (1030am-12:30pm)

Forum open to all carers of adults who access adult social care services. The forum is about putting you as a carer at the centre of good quality adults social care services, and working with senior managers to check up on the quality of services.

For more information, please contact Melanie Rice (Sheffield City Council) on (0114) 273 5299 or email melanie.rice@sheffield.gov.uk

Tuesday 21st July 2015

Festival of Play at Manor Fields Park

We'll be running a stall at the festival so pop along and say hi!

Tuesday 21st July 2015

Physical Health and Mental Health Co-morbidities Research Event

Showroom Cinema (1-4pm)

Researchers from the University of Sheffield are looking into improving the management of multiple health conditions and whether people with multiple health conditions receive the appropriate psychological support. Whether there are problems that stop that happening, and how we can improve the situation.

Please contact Emily Wood on e.f.wood@sheffield.ac.uk or (0114) 215 9121.

Monday 27th July 2015

Healthwatch Sheffield Board Meeting (followed by a presentation of our work from the past 12 months)

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 you there. Meeting papers will be available on our website 7 days before the meeting. If you would like to ask the Board a question, please submit it to us by Friday 24th July.

Book your place: (0114) 253 6688 or email info@healthwatchsheffield.co.uk

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk

Dates for your diary (cont.)

Wednesday 29th July 2015

Mental Health Week Event on Fargate

Come and say hello if you're in town!

Sunday 9th August 2015

Low Edges Festival

Pop by our stall for a chat!

Sunday 30th & Monday 31st August 2015

Sheffield Fayre

Norfolk Park

Visit our stall for a go on our popular free hook-a-duck game!

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



[Click here to go
to our website](#)

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Tel 0114 253 6688

Fax 0114 253 6601

info@healthwatchsheffield.co.uk

www.healthwatchsheffield.co.uk
