

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.

We've received a national award!



We are delighted to have received a national award from Healthwatch England for our work with the Care Quality Commission (CQC).

Healthwatch England singled us out for our fantastic relationship with local inspectors, including our work to inform the CQC after we identified a serious fire hazard at a local care home, and together we ensured it was dealt with the same day.

This is one of the many examples that ensures the voices of local people are heard at a national level and, on a day to day basis, gives the people of Sheffield confidence that services they use are being closely monitored.

Annual Report 2015/16

We have now published our Annual Report for 2015/16 which details our work over the past year.



3,670 people
talked to us about their experiences
of health and social care services

Highlights from 2015/16 include:

The launch of our new 'Rate and Review' website

As well as being able to leave a 1-to-5 star review and comment, people can now also read the feedback and reviews which other people have left. This greatly adds to our transparency and information 'offer' as we had not previously been able to publicly share the feedback we receive about services.

Our impact on Non-Emergency Patient Transport Commissioning

Patient Transport services are due for recommissioning in 2016/17. Due to the work we've done on patient transport, Healthwatch Sheffield has been asked to support the tender process and keep an eye on the contracts. This is to ensure a more joined up service for patients and service users travelling to and from hospital, including people travelling into Sheffield from the rest of the region.

Running a Mental Health Conference for Children and Young People

We held a Mental Health Conference for young people in November 2015. Young people were invited to put their questions to our guest speakers from key services including: Child and Adolescent Mental Health Service (CAMHS), Sheffield MIND, Improving Access to Psychological Therapies (IAPT), Mental Health Matters and VoiceAbility.

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

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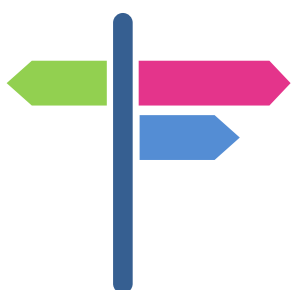
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Impact: What difference have we made?



Nationally

We were given a national award by Healthwatch England for our work with the Care Quality Commission. This included our work to inform the CQC after we identified a serious fire hazard at a local care home, and together we ensured it was dealt with the same day.



Locally

We helped our Clinical Commissioning Group to think about their plans for primary care. We wrote some information on patients for them and what patients might need to do to help with any changes. We were pleased that this was used in the final strategy, so we can feel confident that the right changes are being made for patients and GPs.



To providers of services

We used our powers of Enter and View to visit a dentist. It became clear that for people who use a wheelchair or have other issues with getting around, it can be tricky to use the service.

As the dentist in question was applying to take on more patients, we recommended that they improve their access before taking on the extra patients. The regional dental network supported this, and asked the dentist to make the changes we had asked for.



To individuals and the public

We were contacted by someone who was trying to get support for a family member but was having trouble finding the right people to speak to within a large trust. We used our contacts to put the person in touch with the right team and the family member is now receiving the support they need.

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Have you left feedback 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.

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 - you can email us info@healthwatchsheffield.co.uk or call us on (0114) 253 6688.

Staff team update

We're very excited to welcome 2 new people to the staff team! Becky Batley is joining us as Children and Young People's Engagement Worker and Laura Cook has joined us as Research and Evidence Assistant.

We are also sad to say goodbye to Vicky Cooper, one of our Managers, and Bev Webb, our Communications Officer, who have been with Healthwatch Sheffield since it began in 2013. We wish Vicky and Bev much luck in their new roles.

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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.

Grill Greg:

Question Time with Sheffield's Director of Public Health

On the 14th June we invited Sheffield's Director of Public Health, Greg Fell, along to our meeting to 'grill' him with some hard-hitting questions! We had about 25 children, young people, youth workers and parents come along to the event (aged from 6 upwards).

We started with a short presentation about Young Healthwatch from Becky, our new Children and Young People's Worker. Then we got straight into the good bit!

We had prepared some questions ready to ask Greg, as well as inviting the audience to ask him things. We started with a few general questions around public health, then moved onto questions on obesity issues, particularly around access to healthy food versus unhealthy food in schools.

The audience asked whether focusing on the weight of children, rather than their overall health, could cause body issues. Greg thought this is something that needs careful consideration as unlike weight, good 'health' can be hard to measure. He also answered questions about the 'sugar tax' and thought that Sheffield should maybe do something on a local basis, even if it doesn't happen nationally.

Then we moved on to talking about the changes to the Central Sexual Health Clinic on Mulberry Street, which some young people had heard was closing down. We found out that it is relocating to the Royal Hallamshire Hospital and that they will also be providing some drop-in services at Sheffield Futures on Division Street.

Questions around smoking were up for debate next, especially around some hospitals becoming smoke free sites, which some audience members thought could cause patients admitted to in-patient units such as psychiatry wards particular distress.

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Update: Young Healthwatch (cont.)

Grill Greg (cont.)

It was an interesting debate as people put forward both sides of the arguments: about cigarettes being harmful and the need to encourage people to stop smoking, as well as how many people with mental health problems find the routine of having a cigarette to be calming. Greg suggested that maybe more needs to be done to support people to find alternatives to smoking to help them feel calm.

Whilst we were having such productive discussions, time seemed to have slipped from under us, and we had to bring things to a close. It was great to have had Greg along and we were really pleased we'd had the chance to talk to the Director of Public Health in person.



Want to read all the questions and answers from the event?

We will be publishing a copy of all the questions and answers from the event on our website. You'll be able to find it in the Young Healthwatch section at

www.healthwatchsheffield.co.uk

Want to get involved with Young Healthwatch?

If you're aged 14-25 years you are welcome to come along and join us.

We meet every two weeks during term time (5-7pm) at The Circle (behind Costa Coffee on Division St). Get in touch to find out when our next meeting is.

Call: (0114) 253 6688

Text: 0741 524 9657

Email: YHW@healthwatchsheffield.co.uk

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Out and About

Have you seen our bus adverts yet?

We've got adverts on the inside of lots of Sheffield First buses to help raise awareness of Healthwatch and our new ratings website. Have you seen one yet?



healthwatch
Sheffield

Your feedback matters

We're your independent consumer watchdog for health and social care.

Tell us what you think about your:
GP, dentist, optician, pharmacy, hospital,
home care provider, nursing home...

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Stalls and Events

We have been out and about at various events talking to people in Sheffield about Healthwatch. These include:

- The Pain Support Group at Sorby House
- Sheffield on Show
- Sharrow Festival
- The Moor Market
- Dementia Café at The Furnival
- Refugee and Asylum Seeker Drop-in at Victoria Hall
- Ice Sheffield
- Hillsborough Leisure Centre
- Carer Elders at Roshni
- Sheffield Wellbeing Festival
- Pakistani Muslim Centre

The next three months will see Healthwatch Sheffield out and about again, when we will be concentrating on visiting community groups, social cafes, 50+ groups and more. All the feedback and responses you give us are put onto our 'rate and review' website and used to inform our recommendations for service improvement.

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.

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Update: Mental Health Crisis Care Concordat

The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis.

An event was held in July to raise awareness of the Sheffield Concordat and to provide an opportunity for local people, stakeholders and professionals to question the partners in terms of progress with delivery and longer term plans.

There were presentations on some of the projects that are running in Sheffield, which include: Street Triage, Section 136 Suite, Sheffield Crisis Care Cafe for Young People and Sheffield Mental Health Guide

After the presentations there was time for round table discussions. The main issues and questions raised were about:

- Dual diagnosis
- Training for staff and frontline workers
- Equality of access to services for different groups
- Transition of children and young people between services
- Joining things up
- Information and Communications

A report on the event will be available shortly from Healthwatch Sheffield.

What have you been telling us about recently?

GP Surgeries

The most common experience that you've been telling us about recently are the problems you've had getting appointments at your doctors. We've also received some very positive comments about some surgeries where there appear to be no issues with getting an appointment. We are collating all of these and will be raising the issue with service commissioners.

Dental Services

Some people with physical disabilities and mobility difficulties have told us it can be hard to find a dentist with good disability access. During July we asked both the public and dental practices to fill in our survey about accessibility and we will be publishing a report on our findings later this year.

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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.

Who can get 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

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

Interested in getting involved?

You can be involved as much or as little as you like. There are lots of different opportunities including: being part of a Patient Panel, coming to workshops and events, taking surveys and telling us about your experience.

Please get in touch with Carrie McKenzie (Manager at Healthwatch Sheffield) to let her know which aspects you would be interested in.

Email: c.mckenzie@healthwatchsheffield.co.uk

Call: (0114) 253 6688

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News from NHS Sheffield Clinical Commissioning Group

Free NHS Health Service Finder - Mobile App

People across Sheffield are being encouraged to download the free Sheffield NHS health service finder and symptom checker smartphone app to help them access the right NHS services.

The app gives clear details about what each NHS service does, when it should be used and uses location settings to pinpoint the nearest services. It also includes a symptom checker, as well as information on self-care, first aid and healthy living advice about alcohol, smoking, healthy eating and weight, fitness and stress. You can also record notes, set appointment reminders and link to other useful services.

Download the app for free by visiting your app store and searching for 'NHS Sheffield'.

Sheffield CCG Annual Report 2015/16

The CCG has a statutory requirement to produce and publish an Annual Report each year.

Many people don't know what the CCG's role is, so this year they wanted the Annual Report to be as user-friendly as possible, and clearly explain what the Sheffield CCG does. It has therefore been formatted like a magazine so it acts as a 'shop window' for the CCG. They also have an infographic and a two minute video clip of their Chair, Dr Tim Moorhead, giving a few highlights from the report as a taster to encourage you to read it!

You can find the Annual Report, Infographic and video on the CCG website here <http://www.sheffieldccg.nhs.uk/our-information/annual-report-2015-16.htm>

Alternatively, please email sheCCG.sheffieldCCG@nhs.net or call the CCG on (0114) 305 1000.

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Dates for your diary

Tuesday 13th September 2016

NHS Sheffield CCG Annual Public Meeting

Venue: Sheffield United Football Club, Bramall Lane, Sheffield (2-4pm)

Members of the public are invited to learn more about NHS Sheffield Clinical Commissioning Group (CCG) by attending their Annual Public Meeting. At the event, Sheffield CCG's Annual Report and Accounts for the year 2015/16 will be available, and there will be a review of the year.

For more information and bookings, please go to:

<http://www.sheffieldccg.nhs.uk/get-involved/annual-public-meeting-2016.htm>

Alternatively, please email sheCCG.sheffieldCCG@nhs.net or call the CCG on (0114) 305 1000.

Wednesday 14th September 2016

Healthwatch Sheffield Advisory Board Meeting (in public)

Venue: The Circle, 33 Rockingham Lane, Sheffield, S1 4FW (2:30-4pm)

Healthwatch Sheffield Advisory Board holds some meetings 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.

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

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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

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



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