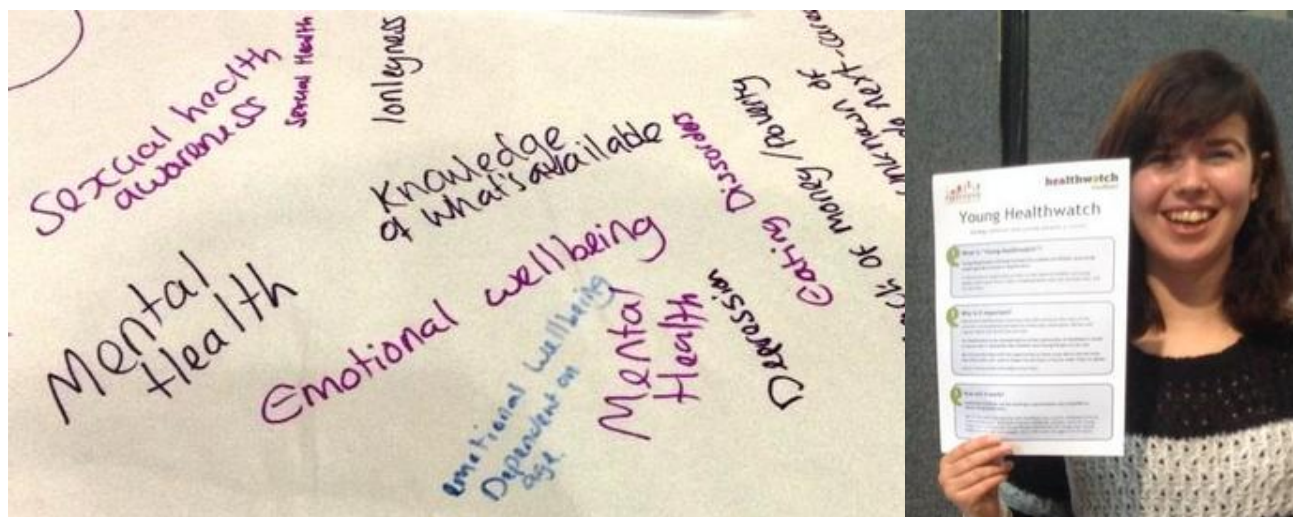


Healthwatch is your consumer watchdog for health and social care. We're here to help adults, children and young people have a say in how local services are designed and run.

Young Healthwatch has launched!



Young Healthwatch is for everyone up to 25 years of age and provides young people with the opportunity to influence and have a voice on health and social care services.

We're working with ChilyPEP (Children & Young People's Empowerment Project) to set up Young Healthwatch, working closely with the Healthwatch Sheffield core team.

The first Young Healthwatch meeting, which took place in October, was attended by 18 young people. Carrie McKenzie, from Healthwatch Sheffield, gave a presentation about Healthwatch and this was followed up with an activity to explore the key health and social care issues that are faced by young people.

The group discussed mental health, sexual health, alcohol/drug misuse, caring for family members, and the transition from child to adult services, as being important to them.



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 (cont.)

Raising Awareness of Young Healthwatch

Since their launch in late summer, Young Healthwatch has been busy raising awareness of how they can help young people have a say. They've got a Facebook page and Twitter account, and have also devised membership paperwork and publicity. There's also a dedicated page to Young Healthwatch on the main Healthwatch Sheffield website.

They've been out and about too, having stalls at Fresher's Fair events at both universities, as well as other young people's events.

Improving and influencing services

At the second planning meeting in mid-November, they looked at the city's 'Young People's Strategic Needs Assessment' and data on national and local trends. They used these to decide on the priority work areas for Young Healthwatch over the next few months which will be: mental health, health inequalities and substance misuse.

Ten young Healthwatch members attended the Health and Wellbeing Board event at the Town Hall in November. We also had a member attend the 'Young People Leading Change' NHS Conference, and professionals across Yorkshire are now aware of Sheffield's Young Healthwatch.

Visit to Youthwatch Leeds

Healthwatch Leeds has an established and active youth Healthwatch. Two of our Young Healthwatch members went to visit them to ask questions to help shape and inform the design and delivery of Sheffield Young Healthwatch, and to learn about good practice.



"I enjoyed the trip to Youthwatch Leeds and gained some useful ideas about things we could do in Sheffield such as attending community events, setting up a website and making YouTube videos.

I think an important thing to do would be to talk to people in different communities to get an idea about the most important issues affecting young people in Sheffield."

Interested in finding out more?

Please contact Chantelle Parke (Participation Project Worker for Chilypep)

Call: (0114) 234 8846

Text/call: 07896 131676

Email: chantelle.parke@chilypep.org.uk



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How we've helped...

You said...

I put in a complaint to Sheffield Teaching Hospitals nearly 2 months ago and I haven't heard anything. Is there anything Healthwatch can do to help?

We did...

We got in touch with the hospital on the enquirer's behalf to follow up on their complaint.

Update...

"We were very happy with your response and help. You enabled us to finally get a response to our complaint that we had been struggling for over eight weeks to get."

Giving people a voice: Patient transport



Throughout October and November we've been asking people to give us feedback on their experience of using Patient Transport. We're using the feedback you give us to form a picture of what is, and isn't, working well.

This has been one of Healthwatch Sheffield's priority work areas this autumn. We'll be writing a report on our findings, which will be shared with the organisations that buy and run patient transport services.

There will be more info on the report in our next newsletter.

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 care you've received, please complete our online survey, call or email us.

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

Survey link: <https://www.surveymonkey.com/s/HWSheffield>

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Update from Sheffield City Council: The Care Act 2014

Back in our July-August issue we told you about the Care Act 2014.

This sets out in law a number of reforms to care and support services, including simplifying all the other laws, and trying to make it clear exactly what care people can expect.

It's due to be implemented in April 2015.



We asked Ruth Wakefield from Sheffield City Council to provide an update on the work that is going on in Sheffield. Here's her update:

What's happening in Sheffield?

Many of the duties in the Care Act have been best practice for a long time and so we are already doing them in Sheffield, such as providing personal budgets, direct payments and having a Safeguarding Adults Board.

There are some duties which we do but need to get better at, like:-

- providing good quality information at the right time
- providing support and needs assessments for carers
- providing advocacy for people who have substantial difficulty being involved and have no one else to help them
- thinking about what we can do to help someone's needs from getting worse, right throughout the care and support system.

Then there are duties that are new in law and in practice, so we are looking at what the options are for doing it in Sheffield. For example, assessing people who pay for their own care, and offering a Deferred Payment so they don't have to sell their home.

This means that there may not be any significant changes by 1 April 2015, and in the short term we are focusing on making sure we are able to do the new duties. However, we know that we need to improve what we are already doing so we are developing longer term plans to do this.

There is also a big programme called the Integrated Commissioning Programme which is looking at how we join up with health services and you can find out more on the [Health and Wellbeing Board webpages](#).

(Continues on next page)

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Update from Sheffield City Council: The Care Act 2014 (cont.)

What do we expect to happen for April 2015?

- The council will need to do more assessments so we are looking at the different ways we can do this
- We are working out how many people in Sheffield need independent advocates to be involved in their needs assessment
- We will improve our carers assessment process
- We will involve more partners in the Safeguarding Adults Board and improve information so people know how to raise concerns about abuse and neglect
- Commissioning teams are constantly looking to improve the way they work to diversify services and improve their quality, and the Care Act will now influence all decisions
- We will put more focus on our approach to information, advice and prevention to help people remain independent in their community and make sure that we can continue to give support to the people with the most complex needs
- In the short term, we will improve existing information and help our staff and other health professionals to provide good quality, reliable information.



Next steps

The Care Act is a big piece of legislation which will shape the future of care and support services. Sheffield City Council is still working hard to work out **how** we are going to make the changes.

We will be working more closely with Healthwatch Sheffield to make sure we are talking to you about what we're doing, and coming up with ideas for how we can do it.

If you have any questions, please talk to Healthwatch Sheffield or email the council:

CareAct2014@sheffield.gov.uk

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Update: Volunteering with Healthwatch

Enter and View Volunteers

We've been training our second round of Enter and View volunteers. Training sessions took place in October and November, and mock 'Enter and View visits' are scheduled for January 2015. We hope our volunteers will be carrying out visits in earnest in the new year and will keep you updated on progress.



Although we haven't yet carried out any formal Enter and View visits, that doesn't mean we're resting on our laurels! Currently our Enter and View volunteers are working closely with the Local Pharmaceutical Committee to visit the Healthy Living Pharmacies.

Community Research Volunteers

We have a team of four volunteers who will be leading on our Patient Transport work. They are going to the Northern General Hospital to ask people what they think of their patient transport.

We will be producing a report on our findings at the end of the year.

Would you like more information about volunteering with us?

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

Download an application pack:-

<http://www.healthwatchsheffield.co.uk/volunteer-opportunities>

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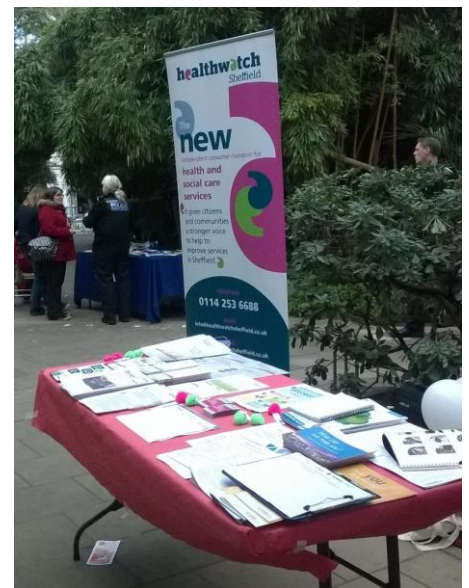
www.healthwatchsheffield.co.uk



Out and About

As always the Healthwatch Sheffield team have been out and about telling people about Healthwatch.

We've had stalls at the Fresher's Volunteer Fairs at both Sheffield Hallam University and the University of Sheffield. We also attended the launch of the Integrated Sexual Health service, where 10 people signed up for our mailing list, and the "Inside Out" Festival (pictured below), which was an event for everyone who lives, works, shops and plays in Sheffield City Centre.



We took the opportunity to go 'out and about' with Yorkshire Ambulance Service's patient transport (non-emergency), which helps people to get to and from hospital and other medical appointments. It was extremely interesting to see how the service works and to talk to the staff and patients who use the service.

Carrie has been out telling groups and organisations about Healthwatch Sheffield and finding out how their members can help us spread the word. She met with the Local Pharmaceutical Network, Sheffield Cubed and a local Diabetes group who told us about their concerns regarding services for people with diabetes.

Would you like us to come to your 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.

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Update: Primary Care Event

Healthwatch Sheffield held its first Information Forum after our public Board meeting on 19th November.

Twenty people came along to hear from Susie Coates (Local Pharmaceutical Committee) and Gill Siddons (Assistant Practice Manager, Woodhouse Medical Centre), who spoke about their Patient Participation Group.



We learned a lot about the full range of services available from local pharmacies, which many of the attendees (and the Healthwatch staff team) were not familiar with.

This included medicine reviews: for example, being able to chat in confidence with your pharmacist about why you are on particular medications, what your medicine does, any problems you have with side-effects, and the most effective way to take it.

We also asked people to let us know their concerns about Primary Care which we will feedback to service providers and commissioners. The points raised included:

- repeat prescriptions and how to avoid stockpiling too many medicines
- can primary care providers let patients know when there has been a change in a medicine's packaging or appearance (it can be confusing if the shape, colour or size of tablets has changed - patient's worry whether it's the correct medicine)
- how patient participation groups can influence their local GP practice

A big thank you to Susie and Gill for coming along.

Please see our 'Dates for your diary' page for our next Information Forum.

Award winning Primary Care in Sheffield

The Wicker Pharmacy is the first pharmacy in the country to have been judged "excellent" by the pharmacy regulator - the General Pharmaceutical Council (GPhC).

The national regulator set up a new, in-depth, testing regime in November 2013 and has been undertaking inspections of pharmacies throughout the UK ever since. Each pharmacy is assessed as either poor, satisfactory, good or excellent, and Sheffield's Wicker Pharmacy is the first in the country to be awarded the "excellent" badge.

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Spotlight on: Keeping well this winter

Did you know adults get an average of 2-4 colds per year? For children it can be as many as 8! Here are some top tips from NHS Choices for treating cold weather ailments.

Colds

You can help prevent [colds](#) by washing your hands regularly. This destroys bugs that you may have picked up from touching surfaces used by other people, such as light switches and door handles. It's also important to keep the house and any household items such as cups, glasses and towels clean, especially if someone in your house is ill.

Top tip: To ease the symptoms of a cold, drink plenty of fluids and try to rest. Steam inhalation and vapour rubs can also help. Prevent colds from spreading by always using tissues which can be thrown away after use, to avoid reinfecting your own hands.

Sore throats

[Sore throats](#) are common in winter and are almost always caused by viral infections. There's some evidence that changes in temperature, such as going from a warm, centrally heated room to the icy outdoors, can also affect the throat.

Top tip: Try not to eat or drink anything that's too hot, as this could further irritate your throat; cool or warm drinks and cool, soft foods should go down easier. One quick and easy remedy for a sore throat is to gargle with warm salty water. It won't heal the infection, but it has anti-inflammatory properties and can have a soothing effect. Dissolve one teaspoon of salt in a glass of part-cooled boiled water.

Flu

[Flu](#) is a major killer of vulnerable people. People aged 65 and over and people with long-term health conditions, including diabetes and kidney disease, are particularly at risk. The best way to prevent getting flu is to have the [flu jab](#) (or [flu nasal spray](#) for children aged 2 to 18). The flu vaccine gives good protection against flu and lasts for one year.

Top tip: If you're in a high-risk group, see your GP if you are worried. If you're generally fit and healthy, the best treatment is to rest, stay warm and drink plenty of water.

Norovirus

Also known as the winter vomiting bug, [norovirus](#) is an extremely infectious stomach bug. It can strike all year round, but is more common in winter and in places such as hotels and schools. The illness is unpleasant, but it's usually over within a couple of days.

Top tip: The main thing to do to is drink plenty of water to avoid dehydration. You can also take paracetamol for any aches, pains or fever.

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Spotlight on: Keeping well this winter

Which service do I need?

	<p>Call NHS 111 If you're not sure which NHS service you need, call 111. An adviser will ask you questions to assess your symptoms and then give you the advice you need, or direct you straightaway to the best service for you in your area.</p>
	<p>Ask your pharmacist Pharmacists are expert in many aspects of healthcare and can offer advice on a wide range of long-term conditions and common illnesses. You don't need an appointment and many have private consultation areas, so they are a good first port of call. Your pharmacist will say if you need further medical attention.</p>
	<p>See your family doctor GPs assess, treat and manage a whole range of health problems. They also provide health education, give vaccinations and carry out simple surgical procedures. Your GP will arrange a referral to a hospital specialist should you need it.</p>
	<p>Visit a walk-in centre NHS walk-in centres offer quick access to treatment for a wide variety of minor illnesses and injuries, including infections, vomiting and stomach aches. Most are managed by nurses and some also have doctors. Walk-in centres are open outside office hours and you don't need an appointment.</p>
	<p>Accident and Emergency A&E departments provide vital care for life-threatening emergencies, such as loss of consciousness, suspected heart attacks, breathing difficulties, or severe bleeding that cannot be stopped. If you're not sure it's an emergency, call 111 for advice.</p>

Update: Healthwatch Board

Our latest Board meeting was held on the 19th November and was well attended by 10 members of the public. There hadn't been any formal written questions submitted, but the public raised many interesting points in relation to the papers being discussed.

Priority Work Areas

The Board confirmed the priority areas of work for January to March 2015 will be:

- Adult Social Care (focusing on implementation of the Care Act 2014)
- Life expectancy for people with Learning Disabilities
- Access to GPs 'Enter & View' visits

For full information about our decision making process, please see our website, or contact us for a copy of the policy.

You can find all the Board papers and minutes from the November meeting, on our website: www.healthwatchsheffield.co.uk

Would you like to ask the Board a question?

The public are invited to submit questions for the Healthwatch Sheffield Board. If you would like to ask a question at the meeting, please let us have it at least 48 hours before the meeting so we can provide you with the best answer we can. You can submit a question either by email or phone, using the contact details below.

Please note: we are unable to comment on individual cases.

Want to come along to a Board meeting?

Did you know that Healthwatch Sheffield's Board meetings take place in public and you're welcome to come along? Board papers will be available to download from our website 7 days before the meeting and if you would like paper copies, please let us know.

Next meeting: Monday 26th January at The Circle on Rockingham Lane, Sheffield.

The Board meeting will run 1:30-3pm and will be followed by an Information Forum 3:30-5pm. You are welcome to join us for either or both sessions.

Please book your place:

Tel: (0114) 253 6688

Text: 0741 524 9657

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



Disability Sheffield's Information Service

Disability Sheffield Information Service provides free, confidential information to disabled people, their families and friends, their personal assistants and carers, and any organisation or individual who needs information about a disability related issue.

Here are some of the issues disabled people ask them about: disabled people's rights, equipment and adaptations, independent living (Direct Payments and Individual Budgets), employing a Personal Assistant, leisure and self-help groups.

You can contact them:

By phone: (0114) 253 6745

By e-mail: info@disabilitysheffield.org.uk

Online: www.disabilitysheffield.org.uk

Dates for your diary

Monday 26th January 2015

Healthwatch Sheffield Board Meeting (followed by Discussion Forum)

The Circle, 33 Rockingham Lane, Sheffield, S1 4FW

(Board Meeting 1:30-3pm followed by an Information Forum 3:30-5pm)

Healthwatch Sheffield Board meetings take place in public and we would love to see some of you there. Board papers will be available to download from our website 7 days before the meeting and if you would like paper copies, please let us know.

Please book your place:

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

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 a Sheffield service, please contact VoiceAbility's NHS Complaints Advocacy Service on (0114) 407 0081, text 0786 002 2939 or email them nhscomplaints@voiceability.org



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