

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.

Introducing our new Chief Officer, Margaret Kilner



Welcome From The New Team!

It is an honour to write this newsletter introduction, as Chief Officer for Healthwatch Sheffield.

I joined the team at the beginning of July after 16 years working for local NHS services in a variety of settings, the last ten years in leadership and management roles. Most recently as Business Manager for Integrated Community Care in Sheffield Teaching Hospitals NHS Foundation Trust, supporting the delivery of Community Nursing, Physiotherapy, Podiatry and Pharmacy services to the adult housebound population of Sheffield.

Working on such a scale has given me an insight into the challenges faced by service providers across the city, the system-wide changes required to achieve financial balance, and the importance of involving citizens in these far reaching decisions.

Throughout my career I've been fortunate to work alongside committed and caring professionals in Health, Social, Voluntary, Community and Faith sectors, who go to work each day to improve the lives of others. Healthwatch is here to recognise and celebrate the innovative and high quality care provided in the city, as well as providing opportunities to listen, reflect and learn when standards of provision or engagement do not meet expectations.

Across the board, Health and Social Care services are facing huge financial challenges. With the focus on transformational change at scale and pace (the development of Sustainability and Transformation Plans, and the new Accountable Care System), it's easy for the voices of individuals who need and value these services the most to become lost. The role of Healthwatch in representing the experiences and concerns of Sheffield's diverse communities is more vital than ever.

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Healthwatch Sheffield is here to listen and connect these voices with services and staff at all levels who are working so hard to ensure the best outcomes for all. Furthermore, we have a responsibility to proactively engage with people who may experience barriers to accessing services or who are under-represented in healthcare decision making.

I look forward to meeting and hearing more from both those in need of support and those who provide it, and to keeping all of our stakeholders up to date with our progress and opportunities to get involved in our work.

Looking Back and Moving Forward

As you may know, in February 2017, Voluntary Action Sheffield won the contract to run Healthwatch Sheffield for a further five years. The change in contract brought a period of uncertainty and subsequent staff changes, not uncommon in services subject to competitive tendering.

This has meant that we have several new faces within the team and I have asked them to introduce themselves over the following pages. As a team we have a wide range of skills and experiences to draw from and I'm really excited about what we will achieve together. Getting to know the team over the past few weeks, their ambition and individual talents are evident, along with a collective passion for enabling local people to become more involved in decisions, provision and scrutiny of local services.

Publishing our Annual Report gave us an opportunity to highlight the achievements of the volunteers and staff who contributed to Healthwatch in 2016/17, and the important contributions from the patients and public who took the time to share their experiences and views with us.

Our vision for Health and Social Care services designed, commissioned and delivered using the views of Sheffield's people, will only be possible by building on the achievements, relationships, experience and skills developed by staff and volunteers since Healthwatch Sheffield's inception in 2013.

Looking to the year ahead, our plans recognise that in these challenging times, we must take a thorough approach, drawing views and experiences from a wide range of sources and working closely with organisations who support our goals to increase citizens' voice. We will be renewing our communications, volunteering and engagement strategies over the coming months – make sure you follow us on our social media channels to keep up to date!



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Welcome from the new team

Helen Steers – Policy and Evidence Officer



My academic background is in applied community studies with a focus on support for young people. Whilst at university I undertook placements at various youth training and drop-in centres. I established a health and welfare library at the Chorlton Youth Project and ran a variety of focussed sessions for different groups of service users.

After leaving university, I initially worked with a touring band in Birmingham and then went on to pursue a long and varied career in the Civil Service undertaking a number of front-line; operational and policy roles. In recent years I designed and implemented a range of evidence-based Government education and employment related policies. My last posting in the Civil Service before leaving in March, was Assistant Director for Quality in Higher Education. I managed the quality clauses in the Higher Education and Research Act 2017 through parliament and provided the preliminary policy design for the future higher education regulatory framework.

I have a personal interest in understanding the “real-life” impact of policy making particularly the relationship between Government policy decisions and the needs of local people in Sheffield. I am thrilled to have the opportunity to work with colleagues in Healthwatch and will focus on continuing to develop policy and evidence in relation to Community Mental Health Services in Sheffield.

Grace Edwards – Operational Support Officer

I graduated from York St John University with a degree in English Literature. During my studies my interest in media grew and I started to write on a free-lance basis for a local online publication. This introduced me to the importance of digital media and lead to my next role, volunteering for the Stroke Association. There I worked in their Public Relations department and spoke to service users to gather their views and feedback. I also navigated the social media accounts to ensure the charity reached more people and raised awareness of their work.



After my degree I moved back to Sheffield and transferred my part-time retail job to a full-time position. I continued to volunteer in my free-time and particularly enjoyed working on the *Make A Difference Awards* with Voluntary Action Sheffield (VAS). The awards gave me to opportunity to build on my skills and give back to the volunteers in

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the sector. My role included: updating the social media accounts, writing press releases and building working relationships across VAS and partnership organisations.

When the awards finished, I continued to look for more permanent work in the voluntary sector. I am excited to bring new ideas to the Healthwatch Sheffield website and social media and to promote the team's work.



Ben Christmas – Policy and Evidence Officer

I have a background in health related scientific research and have just come to the end of four years studying for a PhD at the University of Sheffield. During my PhD I conducted research on the hospital superbug MRSA with a particular focus on chronic infections that can evade the immune system and are resistant to antibiotics. I am excited about working for Healthwatch Sheffield where I will be using my research skills to research patients' experience of health and social care across Sheffield.

I have also had experience of the voluntary sector in Sheffield through my involvement with the charity Assist and Sheffield Students' Union. I volunteer with the Assist night shelter that provides emergency accommodation for destitute asylum seekers and I have just finished a term serving as a trustee for Sheffield Students' Union. The Healthwatch volunteers play a vital role in shaping the priorities of Healthwatch Sheffield and in gathering evidence of service user experience across the health and social care sectors. I am keen to begin working with the Healthwatch volunteers as they are our eyes and ears into the health and social care system in Sheffield.

I am also going to be taking responsibility for moderating the feedback we get through the website and following up with provider responses. The feedback we get on the website is really valuable for directing the work of Healthwatch Sheffield.

Catherine Hastings – Administrator

I have a background in providing emotional and practical support and have worked in the Health and Social Care sector for over 8 years, this experience will help me signpost people to relevant services based on their feedback. My experience includes working for a leading debt charity providing insolvency advice and as a Victim Care Officer supporting Victims of Crime. I have also worked for SCCCCs as a Hospital After Care Coordinator and with SchARR for a short period organising and coordinating their Short Courses.



I'm excited to be working at Healthwatch Sheffield and to join such a new team. My main duties as Administrator, involve taking enquiries via the phone and email and relating the feedback about Health and Social Care Services. My Occupational Therapy degree and

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experience working for the NHS providing Business Support and as a Development worker has developed my skills for this position.

I look forward to developing the role through the many networks that I am currently a part of, in both charity and voluntary sectors. I am most looking forward to ensuring that the voices of patients are not only heard but acted upon and taken seriously.



Grace Darbyshire – Engagement Officer

My background is in community outreach, communications and the arts. I am passionate about working creatively with children and young people, social cohesion and in giving a voice to under-represented groups.

I am currently leading on organising our engagement activities, specifically coordinating Young Healthwatch and Student Healthwatch. I will be working closely with both Sheffield Universities and hosting stalls at their Fresher Fairs to promote Healthwatch Sheffield and recruit more volunteers.

My experience with local voluntary arts groups has given me an understanding of working with young people and some new ideas to bring to the Healthwatch Sheffield engagement work. I am eager to expand our volunteer group and work with them to improve the health and social care in Sheffield.



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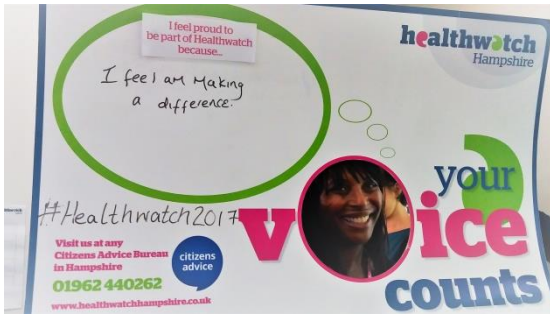
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Healthwatch Sheffield's Advisory Board

Judy Robinson, Chair of Healthwatch Sheffield



Our Advisory Board has continued to represent Healthwatch Sheffield at various meetings and chair the latest Voluntary, Community and Faith (VCF) Forum on July 5th, representing the voices of citizens and communities in the health and social care sector.



Judy also attended the Healthwatch England conference in Nottingham in July, with some of the new Healthwatch Sheffield staff. The conference held a number of varied workshops over two days, to share ideas between local Healthwatches. Social media lit up with #Healthwatch2017, as staff shared their photos.

Helen Rowe (left) has retired as Vice Chair of the Advisory Board. Thank you for all your hard work and we wish you the best for your future.



Sustainability and Transformation Plan update



The Sustainability and Transformation Plan (STP) outlines that while there have been great advances in healthcare over the last 15 years, people's needs have changed and new treatments are being developed continuously. However, the quality of care varies and preventable illness remains widespread. Health and care services can be disjointed and need to be reorganised and improved to best meet people's needs with the resources available —and meet the funding gap of around £571 million nationally.

In Spring 2017, people across the region were invited to share their views on the aims and ambitions behind the STP in a series of 'STP Conversations'. Healthwatch Sheffield organised 12 of the 16 events in Sheffield and spoke to more than 200 people. We focused on reaching those who rarely get involved in such discussions so we targeted local equality and disability hubs.

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The STP Conversations were an opportunity to consider the STP at a very early stage. Across the region, 872 people were consulted and the findings were pulled together into a regional report, available on our website.



The South Yorkshire and Bassetlaw Accountable Care System

South Yorkshire and Bassetlaw (SYB) has been confirmed as one of the first Accountable Care Systems (ACS) in the country, following the development of the regional Sustainability and Transformation Plan (STP): <https://smybndccgs.nhs.uk/what-we-do/stp>

The ACS was formed to help the individual health and social care communities (Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield) to break down barriers and deliver better co-ordinated care between GPs and hospitals, physical and mental healthcare, social care and the NHS. And, in line with the STP, the stated approach is on prevention, integration, physical and mental health.

The understanding between the partners, emphasis the important role that co-production with citizens and communities to address the wider determinants of health, such as:

- Employment, opportunity and business
- Adult and child health and social care,
- Enabling independence
- Raising levels of education and skills to improve opportunity
- Safe, clean and green environment
- Life chances for all

The Healthwatch network is represented at the South Yorkshire Collaborative Partnership Board for the SYB Plan, and Healthwatch locals will support the ACS in their goal of ensuring citizens. Staff have had the opportunity to be involved in conversations to help shape the direction of travel in the ACS and in the individual Place based plans.

For Sheffield this is Shaping Sheffield:

<http://democracy.sheffield.gov.uk/documents/s25309/SheffieldPlaceBasedPlan.pdf>

The ACS team will be communicating about this new development in October alongside opportunities for local people get involved.

Healthwatch Sheffield have decided to dedicate the next Voluntary, Community and Faith Sector Health and Wellbeing forum in September, to the developing Accountable Care System and what it means for your service users.

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News from Sheffield Test Bed project

Healthwatch Sheffield has been working 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.

Through engagement activities, Healthwatch Sheffield has brought together people with long term health conditions and their carers or relatives to form a Test Bed Advisory Group. The group provides guidance on the design and delivery of the programme to make sure the views of the patients are considered.

Healthwatch Sheffield continues to support the Test Bed Advisory Group to inform the Sheffield City Region Test Bed programme from patient and carer perspectives. The group's meeting in May 2017 was held at the Innovation Hub at the Royal Hallamshire Hospital (the operational base for the programme), so that members could see some of the technologies being used by patients in the programme. Some Test Bed Advisory Group members also attended a training session about how to use Google Basecamp to communicate with each other in-between meetings.



Perfect
Patient
Pathway

The Test Bed Advisory Group have continued to review information that will be given to patients taking part in the programme. For example, they made improvements to a flyer which informs care home residents and their visitors about the Digital Care Home Project which is now underway in Sheffield. They have also worked on early plans to produce an information guide about the technology being used in the Diabetes Management Project. The Good Things Foundation visited the Test Bed Advisory Group recently to consult with members to inform their Digital Health Champion Test Bed Project, which aims to enable NHS staff to support patients in using digital health resources to manage their health.

Healthwatch Sheffield's Laura Cook, the Sheffield Test Bed Engagement Lead, has continued to visit community groups to raise awareness about the Test Bed Program on behalf of Healthwatch Sheffield and gather views from members of the public. In the last three months (April-June) she has visited:

- SOAR's Women's Pain Support Group
- Shipshape's Health and Wellbeing Centre
- Zest's Carer's Group
- Manor and Castle Development Trust's Art Therapy Group, Diabetes Support Group and Social and Exercise Group for the over 50s.

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Disabled Access to Dental Services report continues to have an impact

The report into disabled access to dental services, published by Healthwatch Sheffield in December 2016, is currently being used to inform the work of NHS England. They are reviewing the access to NHS and urgent dental care across Yorkshire and Humber.

Healthwatch Sheffield made a number of recommendations. These included suggestions about improving awareness and training of staff, and simple improvements that could be made to physical infrastructures such as the instillation of ramps and hearing loops. The response to these recommendations by NHS England and the South Yorkshire and Bassetlaw Local Dental Network in March this year was encouraging.

This resulted in feedback being sent to all the dental practices in the region with particular emphasis on improving the availability of information for staff and service users either in practice or NHS Choices.

However, the availability of funds to make more substantial physical improvements appears to be limited.

On the other hand, it is promising that the implications from the report are still being considered by NHS England and that they will be used to inform their review of access to dental care in South Yorkshire and Bassetlaw. We will continue to monitor the progress of the report and the impact of its recommendations over the coming months.



The advertisement features the 'healthwatch Sheffield' logo on the left. Below it is the slogan 'Your feedback matters' in a stylized font. In the center, a hand holds a smartphone displaying the Healthwatch Sheffield app interface. On the right, the text reads: '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...', 'Tel: (0114) 253 6688', and 'www.healthwatchsheffield.co.uk'. A QR code is located in the bottom right corner.

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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.

We have co-hosted a pop-up shop in Crystal Peaks with Drink Wise Age Well and talked to people about Healthwatch and our recent work.

Since both organisations were giving away tote bags it turned into a battle of the bags!

More recently, Healthwatch Sheffield took part in the Sheffield Wellbeing Festival on Fargate, July 20th.

We hosted a stall in the city centre and asked the public: **‘What does good mental health mean to you?’** Individuals wrote their responses on paper shapes which we pegged to our washing-line.



Battle of the Bags between @HWSheffield & @DWAU_Sheffield at Crystal Peaks stall opposite Lloyds Pharmacy Check it out til 1 @PeaksShopping



11:20 AM - 14 Jun 2017



Sheffield
mental health day
Wellbeing Festival

Thursday 20th July on Fargate, Sheffield City Centre, 10am - 4pm

Activities will include

STALLS
Stalls representing health and wellbeing and mental health organisations. The stalls will be fun and interactive including games, quizzes and freebies, information on mental health services, community activities and self help resources.

ACTIVITY AREA
There will be opportunities to try out activities that can benefit both mental and physical health such as Zumba and Reggaeise.

ENTERTAINMENT
We'll have stilt walkers, a visit from the Little Library van, music, games and fun for all the family.

FREE FACEPAINTING FROM 11AM TO 3PM

Timetable for the day

10 am - 4 pm STALLS OPEN	12 Noon ZUMBA	2.30 pm PERFORMANCE FROM THE EVERYONE'S SINGING CHORUS
11 am BHANORABLAZE DEMO	1.30 pm REGGAEISE	

Sheffield Mental Health Week and World Mental Health Day will still be celebrated in October with a week of varied events promoting mental health and wellbeing.

For more information please contact Sara Hill on 07979 632432 or mentalhealthweek@sheffieldmind.co.uk



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VCF Forum - 'Prevention better than Cure'

The latest Voluntary Community and Faith Forum took place on 5th July 2017. The title was 'Prevention better than cure' and the main focus of discussion was if the VCF could collaborate and be included in the efforts to deliver prevention.

The meeting started with a conversation about what prevention means practically, then it moved on to the presentations.

Helen Sims, from Voluntary Action Sheffield, was invited to speak about how the voluntary sector is contributing to prevention, particularly around Social Prescribing and partnership working between large and small organisations.

Greg Fell, The Public Health director for Sheffield, also spoke and gave an overview of prevention from a Public Health perspective.

There were lively discussions at the end centred around if prevention was actually *better* than a cure which started a healthy debate. A summary is being written of the meeting and discussions, it will be sent to all who attended.



The next VCF Forum will be held September 14th 2017, with a focus on the new South Yorkshire and Bassetlaw Accountable Care System.

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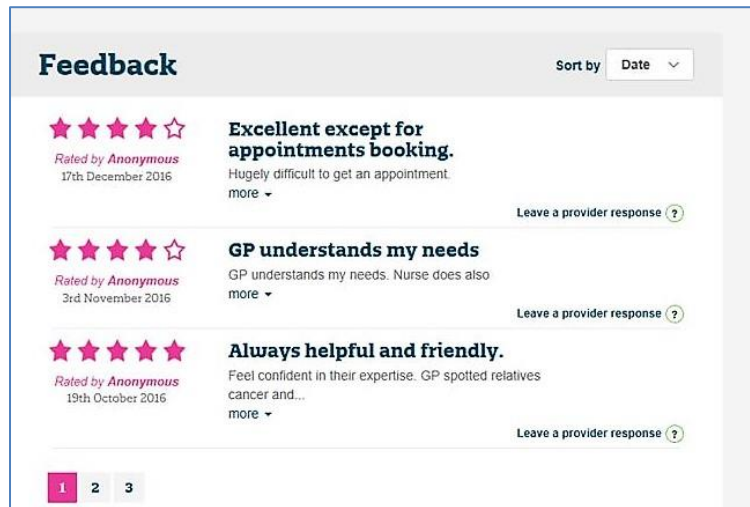
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Our Feedback Centre

Healthwatch Sheffield want to hear from you! Using our Rate and Review Feedback Centre on our website, we collect feedback from the public to publish online to help providers consider any issues and improve their services.

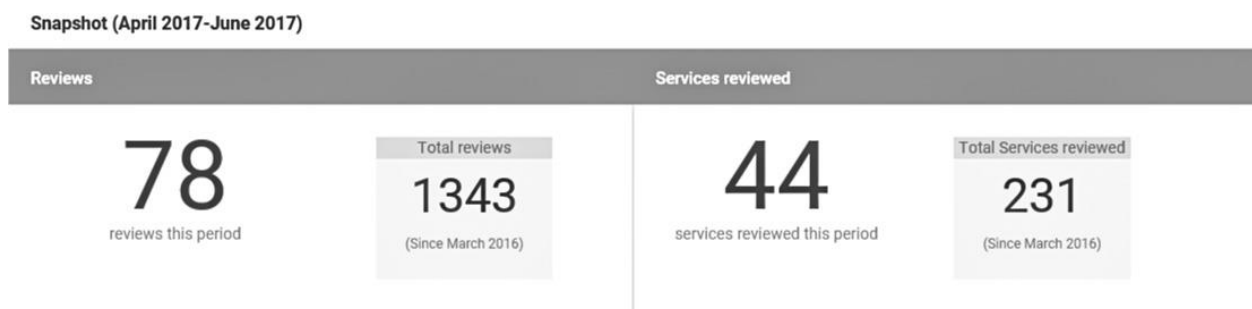
Simply choose a star rating, add a title and your comments and complete the tick boxes. You may also choose to leave your feedback anonymously. If you prefer to complete a paper form, please contact us as we have freepost forms ready to send out.



Please note you need a separate form for each service you wish to review.

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.

All reviews are moderated by a member of the Healthwatch team before being published on the website. This gives us a chance to any spot trends at an early stage and anonymise reviews where appropriate. We contact service providers about some reviews to alert them to any issues and to ask for a response to publish with the review.



We rely on your feedback, please take a few minutes to review a service today at: www.healthwatchsheffield.co.uk/services .

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Young Healthwatch has currently broken up for the Summer, and we are using the break to plan a strategy for relaunching the group, so that we can increase membership and offer more opportunities for our members.



In our last Young Healthwatch session, we spoke about potential workshops that we could run to achieve this, and began planning the engagement activities for them. We also spoke about the importance of giving 'Enter and View' refresher training, and other upcoming events that members could attend on behalf of Healthwatch Sheffield.

Young Healthwatch volunteer Stacey (right) accompanied the Healthwatch Sheffield team at the Sheffield Wellbeing Festival on July 20th.

Stacey engaged with the public by asking them to fill out our 'What does good mental health mean to you?' washing line and promoting Young Healthwatch.

As well as Young Healthwatch, Student Healthwatch is going to be launched in September; this is a separate group and will be made up of students from both Sheffield Hallam University and The University of Sheffield. However, we hope that the two groups will come together to work on different projects, so that we can gather a wide range of views, opinions and ideas from groups of younger people all across Sheffield.

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

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Volunteering opportunities



Interested in social care services?

Healthwatch Sheffield have a range of volunteer roles available including:

Enter and View - Enter and View health and social care services and report back observations to Healthwatch. Healthwatch has a statutory power which entitles authorised representatives to enter and view health and social care services that are funded by the NHS or Sheffield City Council.

Healthwatch Ambassador - Healthwatch Sheffield wants to reach people in every community. To help us do this we want to recruit a team of Ambassadors to help us with our outreach and engagement activities. Ambassadors will play an important part in spreading the word about Healthwatch and in shaping local health and social care services to be the best for the citizens of Sheffield.

Young Healthwatch Group Member - We want people aged 14 -25 to be part of a group that leads the work of Young Healthwatch. Young Healthwatch Group members help to; guide the work of Young Healthwatch, help decide Young Healthwatch priorities and make sure Young Healthwatch listens and learns from the experiences of Young People



For more information on the volunteer roles available, please contact our Engagement Officer, Grace Darbyshire:

Email: g.darbyshire@healthwatchsheffield.co.uk
Tel: (0114) 2536375

Expression of interest forms are also available from:
<http://www.healthwatchsheffield.co.uk/get-involved/volunteer/>

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Dates for your diary

Voluntary, Community and Faith (VCF) Forum:

14th September 2017

All voluntary, community and faith representatives are welcome.

Public Advisory Board Meeting: 19th September 2017

Anyone interested in health and social care is welcome.



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

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

Their website www.nhscomplaintsadvocacy.org also has a wide range of information.



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