



October 2017

What's new? Deaf Access Workshops

The Deaf Advice Team, part of Citizen's Advice, contacted Healthwatch Sheffield about a significant increase in the number of complaints they were being asked



to help deaf service users make about the provision of British Sign Language (BSL) interpreters at NHS appointments. Working with the Deaf Advice Team and Disability Sheffield, Healthwatch Sheffield helped to facilitate two public workshops to discuss the challenges the deaf community face.

The aims of the workshops were to:

- Develop a greater understanding about people's experiences of using health and social care services
- Bring service users together with providers and commissioners
- Identify ways in which access to care and information for deaf people can be improve



Healthwatch Sheffield will produce a report with recommendations for commissioners and providers of health and social care based on the feedback gathered in the sessions. We are working on making our website more accessible including some British Sign Language videos.

The report will be available in full on our website soon.

Learning Disabilities Report

This month Healthwatch Sheffield published a report on the experiences of those with Learning Disabilities using health and social care services. We heard from 143 individuals about their experiences and we identified a number of areas where services in Sheffield could be improved.



These included improving the understanding of the needs of people with learning disabilities amongst healthcare professionals and addressing specific barriers to accessing services, such as poor communication and information sharing.

Healthwatch Sheffield has presented the report to commissioners and providers, including Sheffield City Council, and we will continue to follow up on the recommendations made in the report to ensure that services are improved for those with learning disabilities.

Please visit our website for more information and to see our report in full:
<http://www.healthwatchsheffield.co.uk/reports-and-documents/reports/>

We are also developing an easy read summary of the report with Sheffield Mencap and Gateway.

Dates for your Diary:

- Young Healthwatch meeting
21st November
- Advisory Board Public meeting
21st November
- Student Healthwatch meeting
30th November
- VCF Health & Wellbeing Forum
7th December

These events are all at the Circle, Rockingham Lane, please see our events calendar on our website for more information.

Get in touch:

Tel: 0114 253 6688
Email: info@healthwatchsheffield.co.uk
Website: www.healthwatchsheffield.co.uk

Changes Planned for Urgent Primary Care in Sheffield



Sheffield Clinical Commissioning Group (CCG) has recently revealed plans to open a new Urgent Treatment Centre at the Northern General and close both the Minor Injuries Unit at the Hallamshire Hospital and the Broad Lane Walk-in Centre near the city centre. There will also be changes to out-of-hours access to GPs and the way urgent eye care is delivered.

The CCG have asked local people from all backgrounds and communities to let them know their thoughts about the proposed changes. To read the consultation document, please visit the website:

<http://www.sheffieldccg.nhs.uk/get-involved/consultation-resources.htm>

You are invited to reply online or call: 0114 305 1088 for a paper copy of the feedback form.

The deadline for giving your views is Monday 18th December.

A number of public sessions in different areas of the city have been planned. The dates are listed on the CCG website and can be booked via Eventbrite:

<https://www.eventbrite.co.uk/o/nhs-sheffield-clinical-commissioning-group-8171534117>

Enter and View - Beech Hill

We have published an Enter and View report for Beech Hill NHS community rehabilitation unit. Beech Hill is based in the Norfolk Park area of Sheffield and provides intermediate care for patients following a stay in hospital. Healthwatch found the unit to be of a high standard and received a number of positive comments from patients and visitors during the visit.



Please visit our website for more information and to see our report in full: <https://www.healthwatchsheffield.co.uk/reports-and-documents/enter-view/>



Our Young Healthwatch group has been re-launched! After the summer break, we have decided on a new logo and invited more young volunteers to join our activities. We have held two meetings already and the group have decided the priorities going forward. Our young volunteers will now meet monthly instead of fortnightly, they will be involved in more engagement activities.

The group will be running a project on 'Self Worth'. This will include an arts competition, encouraging submissions relating to the theme from all disciplines; Creative writing, drawing, sound and video. Grace, the group Facilitator, has recently undergone Flower 125 Health training, and is planning how this programme can be used with groups of young people in 2018.



Stacey volunteers with Young Healthwatch and takes part in our engagement events.



We have been busy recruiting for our brand new group of Student Volunteers, with our first meeting coming up at the end of the month (30th October). We have met with both of the Universities, discussing what their students need and would hope to get out of our volunteering.

We've attended both busy Student Volunteering fairs at the Octagon and at Sheffield Town Hall, and more than 60 students expressed interest. We are looking forward to welcoming our new Student volunteers at the end of the month, and deciding what projects to go forward with.

If you're interested in finding out more about either group, please get in touch with Grace: g.darbyshire@healthwatchsheffield.co.uk