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Foreword



By
Maggie Campbell
Chair, Healthwatch Sheffield

Welcome to our Annual Report,
covering the second full year of
activities for Healthwatch Sheffield.

We have continued to work on our
systems and infrastructure to
maximise the amount of work we can
do with, and on behalf of, the people
of Sheffield.

The Advisory Board is now fully
established and meets regularly in public.
We have taken the opportunity of adding
information giving and discussion events to
the formal meetings, so we can offer more
to the public observers who take the time
to attend and have proven popular.

Our most recent event focussed on issues
raised by young people (see page 14) and
was a Question & Answer session run in
partnership with our fantastic Young
Healthwatch group. Do let us know of any
topics you think would be useful to include
in the future.

As a mainly volunteer organisation, much
of this report refers to the work of our
volunteers as, of course, our volunteers
are crucial to our ability to reach further
and wider in order to reflect the wishes of
the people of Sheffield, and ensure that
developments in health and social care in
Sheffield are shaped by citizens' needs
and by their good ideas! A huge thanks
goes to all our volunteers.



I would also like to take this opportunity, however, to highlight the work and dedication of our small core team who hold it all together and provide much of the passion and impetus for our increasingly diverse work. Many, many thanks for all you do.

As a statutory organisation - there has to be a Local Healthwatch by law!- we have a defined role in the City's infrastructure. This is demonstrated most visibly by having a seat on the Health and Wellbeing Board, where councillors and health and social care commissioners come together to plan and put in place actions to improve the health and wellbeing of the city.

Using this role to best effect and ensuring that systems and approaches are adapted to make it all work in practice takes time and positive collaboration. I am pleased to report that all the relevant organisations in the city are engaging with us to make this happen.

I think we have made great progress over the last year with our key partners: in having our role as critical friend recognised and valued, and in working through what needs to happen to accommodate that role in organisational and wider city systems. I have been fortunate to build on the leadership of my predecessor Professor Pam Enderby and

to be assisted by a group of very able Advisory Board members.

Having said all of that - and looking forward - our success in the future will be governed by YOU, the people of Sheffield.

From day one we have tried to ensure that we reach out to and hear from as many and varied ordinary folk as we have the resources to do.

We seek the views of those who need or use health and social care services, who have a caring role or who want to know what they can do to keep well or manage their own health issues.

You need to keep us informed about what you experience in finding or using services, what you think might be missing or what you have found useful that you think could benefit others.

We are always keen to use any time or skills you can offer and you will see in this report many different volunteer roles that you might consider.

Please do have a think about making a contribution and if you come up with an idea that you don't see here, let us know!



You said, we did...



You said...

I complained 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."



Overview of Healthwatch Sheffield

Introduction

Healthwatch Sheffield began on 1st April 2013 and works to help people get the best out of their local health and social care services, and to assist the services to meet the needs of service users.

We are one of over 150 local Healthwatch organisations set up by the Health and Social Care Act 2012 to give adults, children and young people a greater say on their health and social care services.

Local Healthwatch is all about local voices being able to influence the delivery and design of local services, whether it's improving them today or helping to shape them for tomorrow.

It's not just about the people who use them at the moment, but also for anyone who might need to use them in the future.

We help people by:

- getting their views on health and social care heard in the city, so they can help to make improvements
- ensuring that everybody in the city is able to be involved by building a wide range of networks and activities
- providing advice and information about local services that might be useful for them, their families and friends.





The Structure of Healthwatch Sheffield

The way in which Healthwatch is delivered differs across the country. In Sheffield we are making the most of the many networks and partnerships that exist in the city, by building up a Network of Networks.

The city has a strong history of working in partnership and we are continuing to build upon this.

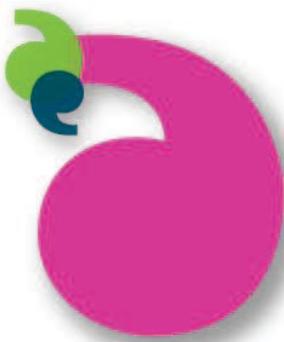
Through this Network of Networks we are enabling people's voices to be heard by the formal structures that are responsible for health and social care in Sheffield including:

- Sheffield Health and Wellbeing Board
- Sheffield NHS Clinical Commissioning Group
- Sheffield City Council
- NHS England
- Organisations which provide publicly funded health and social care services.

This Network of Networks approach is a vital part of the delivery structure of Healthwatch Sheffield, which includes 4 voluntary sector organisations:

- Voluntary Action Sheffield (Healthwatch contract holder)
- Sheffield Citizens Advice and Law Centre
- Children and Young People's Empowerment Project (Chilypep)
- Sheffield Cubed.

We also work closely with VoiceAbility, which provides the NHS Complaints Advocacy Service, and other voluntary and community sector groups which form part of our network of networks.



Statutory Activities

The government has put in place legislation that places duties and obligations on each local Healthwatch.

What does the government say local Healthwatch should do?

Local Healthwatch are corporate bodies and within the contractual arrangements made with their local authority must carry out particular activities including:

- 1. Promoting and supporting the involvement of local people** in the commissioning, provision and scrutiny of local care services.
- 2. Enabling local people to monitor the standard of provision** of local care services and whether and how local care services could and ought to be improved.
- 3. Obtaining the views of local people** regarding their needs for, and experiences of, local care services and importantly to make these views known.
- 4. Making reports and recommendations** about how local care services could or ought to be improved.

These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services, and shared with Healthwatch England.

- 5. Providing advice and information** about access to local care services so choices can be made about local care services.
- 6. Formulating views on the standard of provision** and whether and how the local care services could and ought to be improved, and to share these views with Healthwatch England.
- 7. Making recommendations to Healthwatch England** to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- 8. Providing Healthwatch England with the intelligence** and insight it needs to enable it to perform effectively.



2,289 people
have spoken with us at community events

51 events
festivals and community roadshows attended

8 volunteer roles

Engaging with People





14,500
leaflets distributed

19,414
page views of the
website

Raising Awareness

We have continued to raise awareness of Healthwatch across the city, through a combination of our Engagement and Communication activities.

We have been busy distributing leaflets and posters, sending out newsletters, giving interviews on local radio, and having features published in local newspapers and newsletters.

Leaflets in Community Languages

We have revised and refreshed our leaflet which is now available in 6 community languages: Arabic, Chinese (Traditional and simplified), Farsi, Slovak, Somali and Urdu.

Radio

We have had several slots on local radio: BBC Radio Sheffield, Sheffield Live! (including the Chinese community show Luisheng) and Radio Iman (community language radio station).

Videos

We have created 2 videos: "What happens to my comments?" and "Get it right with your GP: A guide for young people". We were approached by Healthwatch North Tyneside with a request to rebrand and use our comments video, and we helped them to customise it.

948
people on our
mailing list

1,021
followers on Twitter

Commissioners and Providers

We've worked to raise awareness of Healthwatch Sheffield to service providers and commissioners so they can best make use of Healthwatch and the services we provide. This includes the publication of a '5 Key Things Commissioners Need to Know' factsheet.

Other Publications

We have been included in some city-wide publications such as "The Guide to Independent Living" and the NHS booklet "Your Guide to Health in Sheffield".

All of our leaflets, posters and videos are available free on our website.

**2,289 people
have talked to us at events**



Gathering Views

We want to listen to the views of as many people as possible and we have been using lots of different ways to do this including:-

Surveys and Questionnaires

426 responses to our 'Have your Say' baseline survey, which we have used to feed into a number of citywide strategic documents. We use this benchmarking tool to 'take the temperature' of patient experience annually, allowing us to identify trends and areas where practice is improving or deteriorating.

Other surveys we have undertaken include work on:

- Musculoskeletal Conditions
- End of Life Care
- Oral Health Needs

Out and About

Getting out and about is an important way of reaching people, especially those who may not attend meetings or discussion forums, in a relaxed and informal atmosphere.

Healthwatch Sheffield has been to 51 events, festivals and community roadshows during 2014/15 including:- Weston Park Fayre, Firth Park Festival,

Chapeltown Festival, Moor Market, libraries, supermarkets and community centres.

Discussion Forums and Consultations

We held 7 open events and nearly 300 people came along to have their say on issues and strategies. These included:-

- Allied Health Professional's Impact on Public Health
- Primary Care (two sessions: GPs and pharmacies, dentists and opticians)
- The Care Act 2014
- Health Inequalities Event
- Mental Health Event (in partnership with the Health and Wellbeing Board)
- Young People's Question Time

Talks to Groups and Organisations

We went out to talk to groups and organisations about Healthwatch, and to ask their views on the health and social care services which they use.

Engaging people who volunteer or work in Sheffield, but who don't live here

We have spoken to many people from outside Sheffield at our community roadshows and events. We have signposted them to their our neighbouring Healthwatches if they have wanted further information or to get involved.



Hidden Voices

Healthwatch Sheffield gives everyone an opportunity to have their voice heard on health and social care. This is especially important for people who are generally unable to access those making decisions or delivering services - 'hidden voices'.

We use a Network of Networks approach, working with key voice and influence organisations.

Community Partners

We have reciprocal relationships with key Voluntary, Community and Faith (VCF) organisations to share information, intelligence and experience to give those with seldom heard voices an opportunity to be heard.

Children and Young People (CYP)

We have worked with Chilypep (Children and Young People's Empowerment Project) to run Young Healthwatch, specifically aimed at children and young people under 25 years. We continue to work with other organisations too including Sheffield Young Carers and Sheffield Parent Carer Forum.

Older People

We have gathered the views of older people through articles in newsletters, including the Sheffield 50+ newsletter, Enter and View visits to care homes and

our non-emergency patient transport research.

Disabled People

We continue to work with groups who represent disabled people and have jointly hosted events and discussion forums with Disability Sheffield and Partners for Inclusion (PfI).

Black and Minority Ethnic (BME) Communities

We have attended events in BME communities across the city, such as International Women's Day, Mosque Open Days, Iraqi Men's Group and New Arrivals event. We also have leaflets in community languages and a phone interpretation service.

Disadvantaged Communities

We have reached some of the most disadvantaged and vulnerable people through our network. This includes work with MESH (mental health self-help group) and Sun:Rise (mental health), The Big Issue and The Archer Project (homelessness) and St Wilfrid's Centre (alcohol, addictions, homelessness, learning disabilities and social exclusion).

Working with Equality Groups

We work closely with the recently established Equality Hub Network and provide an independent view on the Sheffield Equality Engagement Group.



Young Healthwatch

We've set up Young Healthwatch especially for children and young people under 25 years.

We're working with Chilypep (Children and Young People's Empowerment Project) to deliver activities and engagement opportunities appropriate to younger age groups.

Governance of Young Healthwatch

Young Healthwatch meet on a monthly basis in the early evening and actively encourage new members to join.

Priority Work Areas

18 young people form the Healthwatch Group who were responsible for setting the priorities of Young Healthwatch for 2014-2016.

The priorities are: Mental Health, Health Inequalities and Substance Misuse.

Giving Children and Young People a Voice

We held 3 Focus Groups especially for young people during 2014/15 for:

- Mental Health
- Young Carers
- Young Muslim women

Children and Young People's Question Time Event

We held a Question Time event after the Healthwatch Sheffield Board meeting in March 2015. Children and young people were invited to put their questions to a panel of senior commissioners and service providers in the city.

We were delighted to see 30 young people attending, whose ages ranged from 10 to 25 years.

Enter and View Training

12 Young Healthwatch members have completed the 2 day training programme, which means they can undertake visits to health and social care providers. As part of the training, they carried out a 'mock' Enter and View visit to Sheffield Children's Hospital.

Improving young people's skills

6 members participated in a 'Creative Consultation' skills course and received an ASDAN Qualification for 'Completion of developing self for personal and social development'.

Young Healthwatch-ers have also taken part in focus group, and power and influence training.



Young Healthwatch: Making a Difference

Parliamentary CAMHS Debate

At the Parliamentary debate on Child and Adolescent Mental Health Services, Paul Blomfield (MP for Sheffield Central) raised the issues put forward by Sheffield young people, including members of Young Healthwatch Sheffield, regarding funding cuts and particularly the needs of 16/17 year olds.

Health Minister Norman Lamb said that 'it was great that young people were given a voice directly in this place'.

Get it Right With Your GP: A Guide for Young People

We worked in partnership with Interchange (a counselling service) to create a leaflet and video designed by young people, for young people about their rights when they visit their GP. We have already received enquiries from GP practices about running the video on the screens in their waiting rooms.

Substance Misuse Report

Young Healthwatch have spoken to 62 young people about access to services around substance misuse and produced a report which highlighted the poor levels of knowledge around where to go for help and support.

Sheffield's Dignity Code

Members provided feedback and suggestions on making the Dignity Code more young person friendly and have taken the lead on the Health and Wellbeing Board's Dignity Review (part of the Health Inequalities Plan).

Young Healthwatch have also supported the Health and Wellbeing Board's event which focused on children and young people's mental health.

Key Children and Young People's networks Healthwatch has representation on include:

- City wide Children and Young People (CYP) Multi Agency Partnership Involvement and Engagement Group
- Emotional Health and Wellbeing and CYP Carers Voice Partnership Group (working to involve children and young people in the future Commissioning of Mental Health Services)
- Sheffield Children's Hospital - Patient Experience Committee.

199 people

were engaged with
by Sheffield Cubed



Sheffield Cubed

Sheffield Cubed was contracted to provide engagement events and activities with the public on behalf of Healthwatch Sheffield, as one of Healthwatch's statutory activities.

Cubed used its extensive network of members, carers and Community Health Champions to gather people's views about particular services and issues that affect them.

Targeted Questionnaires

As part of our work in Quarter 1 of 2014/15, Sheffield Cubed completed 199 questionnaires through their network which includes:

- ZEST
- Yemeni Community Association
- Manor and Castle Development Trust
- Sheffield Carers.

Briefing for Sheffield Cubed members

We gave a presentation to Cubed's member organisations, raising awareness of Healthwatch so they can help promote it through their groups and organisations:

- Darnall Wellbeing Centre
- Sharrow Shipshape
- Heeley City Farm
- Pakistan Advice and Community Association
- Sheffield Carers Centre (including the Carers Cafe events)
- Sheffield Mencap and Gateway
- SOAR
- MIND
- Roshni



The Virtual Advisory Network (VAN)

The Virtual Advisory Network (VAN) provides a way for Healthwatch Sheffield to seek advice and opinions from a wide range of organisations on particular topics and issues.

There are 124 organisations currently in the VAN covering voluntary, community and faith organisations, the public sector, the Clinical Commissioning Group and universities in Sheffield.

The network is virtual, with all information being sent by email.

The VAN gives organisations working in health and social care a voice through Healthwatch Sheffield.

It enables us to gather intelligence from charitable and third sector organisations, clinicians, commissioners, service users, the general public and families about their experiences.

This information is collated and we use the evidence to provide feedback and make recommendations to the organisations responsible for designing, commissioning and running health and social care services.

Increasing Involvement

Increasing the involvement of local people is vitally important to the work of Healthwatch.

We encourage and support lay people and volunteers to be involved in the commissioning, provision and management of local health and social care services.

Here are a few examples of the work they have undertaken.

Commissioning

Healthwatch Representatives attend key boards and partnerships in the city, including the Health and Wellbeing Board and Sheffield Clinical Commissioning Group (CCG).

We currently attend 14 regular meetings and contribute to pieces of work going through these meetings and boards such as the Mental Health Crisis Care Concordat, the Mental Health Strategy and the Oral Health Needs Assessment.

Provision

Enter and View visits carried out by Healthwatch Sheffield's Authorised Representative volunteers, are a key way in which we can get the views of service users and make improvements.

Currently 24 volunteers are trained in how to conduct Enter and Views visits. (More information about Enter and View on page 28.) We also oversee service provision through our involvement in Patient-led Assessments of the Care Environment (PLACE).

Scrutiny

Fourteen people have received training on being a Healthwatch Meeting Representative, which includes providing representation on Sheffield City Council's Scrutiny Board.

We have an active role at Scrutiny and ensure that proper consideration is given to the role of the public in health and social care services.

We have also supplied Healthwatch volunteers to work on particular projects relating to provision and commissioning, such as the Urgent Care Review, and the future commissioning of elective care.



Volunteering





Recruiting and Training Volunteers

Healthwatch Sheffield would be unable to have such a wide reach without a team of dedicated volunteers to support our work.

We have a variety of volunteering roles available including:-



Healthwatch Meeting Representatives

Volunteers who attend meetings and events across the city to represent Healthwatch and the views of local people.

Readers' Panel members

Volunteers who read and provide responses to key strategy documents.

Enter and View Authorised Representatives

Volunteers who are trained to do Enter and View assessments of health and social care services that are funded by the NHS or Sheffield City Council.

Quality Accounts Volunteers

Volunteers who link with the NHS Trusts and support them with their Quality Accounts reports, which show the quality of service and help identify areas for improvement.

Community Researchers

Volunteers who help us devise questionnaires and actively go out in the community to collect people's views.

Healthwatch Ambassadors

Volunteers who spread the word about Healthwatch, collect people's views and help us with our work.



13

Healthwatch Meeting
Representatives

15

Readers' Panel Members

24

Enter & View Authorised
Representatives

8

Quality Accounts
volunteers

11

Community Researchers

13

Healthwatch Sheffield
Advisory Board members

14

Healthwatch Ambassadors

Supporting our Volunteers

Healthwatch Sheffield provides full expenses, training and support for all our volunteers.

The training we offer volunteers reflects and responds to the role they will be fulfilling.

Specialist training has been provided for Healthwatch Meeting Representatives, with a full day's training on 'Being a Healthwatch Representative' designed specifically for us by the National Association for Voluntary and Community Action (NAVCA).

A comprehensive three day training programme, developed by Healthwatch Sheffield in accordance with Healthwatch England guidance, has been delivered for Enter and View Authorised Representatives.

2,255 hours

**have been logged
by our volunteers**

**This is equivalent
to at least
£25,162
in salaries.**

Volunteer Impact

Enter and View Authorised Representatives

We continued to train a team of volunteer Enter and View Authorised Representatives. In January 2015 our volunteers worked with the CCG to carry out visits to Health Living Pharmacies in Sheffield.

We are also carrying out a programme of Enter and View visits to care homes across the city. We undertook our first official Enter and View visit in March 2015 and copies of our reports are available on our website.

Meeting Representatives

We have 13 volunteer Meeting Representatives on 18 networks and partnerships across the city. These include the Health and Wellbeing Board, CCG Governing Body, Integrated Commissioning Board, Strategic Boards including Mental Health, Disability, Learning Disability, and Carers Boards.

Advisory Board

Ten volunteers currently make up the Healthwatch Sheffield Advisory Board, that shapes the strategic direction of Healthwatch Sheffield. (See page 39 for more information on the Advisory Board.)

Healthwatch Ambassadors

Our Ambassadors have been out and about across the city to raise awareness of Healthwatch Sheffield. Activity has included handing out leaflets and posters at community venues across the city and helping out with stalls at community events and telling people about Healthwatch.

PLACE Assessors

Healthwatch Sheffield volunteers have been actively involved in PLACE Assessments over the past 12 months. (See page 29 for more information about PLACE.)

Readers Panel

The Readers Panel worked on 13 documents this year. These have included Strategy documents from Sheffield City Council, training packs for Social Workers, NHS documents on "How to Complain" and leaflets from Sheffield Teaching Hospitals.

Community Researchers

Carried out some on Patient Transport and produced a report, which we shared with Commissioners. (See case study on pages 34-35.)

What do our volunteers think?

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...

I enjoy visiting homes and being able to speak to service users and carers about their experience, and being able to make suggestions that can improve services.

A feeling of being of use and an opportunity to use skills I have gained throughout my life for the benefit of the local community.

There is a strong network of staff, who are enthusiastic, easy to approach and provide a lot of support, advice and guidance.

Information and Advice on Health and Social Care



Information and Advice

Sheffield Citizens Advice and Law Centre provides the information and advice activity of Healthwatch Sheffield.

Access to advice and information on local health and social care services is through a variety of routes:-

- the Adviceline telephone helpline, which can provide initial information, or arrange a telephone or face-to-face appointment at one of five different outlets across the city
- the drop-in service available across the city
- self-help information on the Advice Sheffield website:
www.advicesheffield.org.uk

Case Study

Sheffield Citizens Advice were contacted by a family who were unable to pay what they felt to be an unfair contribution to their care and had stopped payments.

We checked how the assessment of care needs and finances had been done, and ascertained that some contribution was necessary, but that the care package was not in danger while the client withheld funds.

We successfully brokered an agreement between Sheffield City Council and the family, who are now contributing a smaller amount in the short term while a

551 people
provided with
information or advice



You said, we did...



You said...

"My wife and I have been unable to find a dentist in Sheffield who will take us on.
We've been looking for a couple of years now without success."



We did...

We looked into the dental practices which were currently taking on new patients in their area.
We were able to find 2 local practices and passed their contact details on to the enquirer.



Update

We've heard that they both now have a local NHS dentist.
"We'd been unable to do this in the last two years and you've helped us do it within a week! Many, many thanks."



Influencing and Improving Services





Sheffield Health and Wellbeing Board

The Health and Wellbeing Board (HWB) became a statutory group in April 2013 with the implementation of the Health and Social Care Act 2012.

Healthwatch Sheffield has had a place on the Board since its inception and has been represented by our Chair at all of its meetings, where we play an important role in representing the people of Sheffield.

The aim of the members of this Board is to ensure that the local authority and health services in Sheffield meet the needs of the population. This is a difficult task given the financial pressures and increasing demands on public health, social care and health services.

We have been involved in the refresh of the Joint Health and Wellbeing Strategy (published in September 2013). This included feeding in people's views from our activities, and participating in public engagement events.

Our representative has received training on voice and representation delivered by NAVCA. We check the meeting agendas and papers in advance so we can offer our representative up-to-date evidence and

information which we have collated from the public.

We have been involved in :-

- integrating health and social care by ensuring the discussions do not concentrate solely on financial and management issues, but focus on the needs of service users and shaping services around the individual.
- contributing to the Board's understanding of the barriers to improving public health and healthy lifestyles, and supporting activities related to reducing health inequalities.
- supporting the delivery of the Health Inequalities Plan and leading on the delivery of Priority 5: Dignity.
- Delivering an engagement event on Mental Health on behalf of the Health and Wellbeing Board.

We have established a positive and productive relationship with the Sheffield Health and Wellbeing Board, which is important to ensure that the voices of Sheffield people are not only heard, but are also taken into account, in the changes to, and development of, local services.



Visiting Providers: Enter and View

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

A key part of our work is to enable local people to monitor the standard of provision of local care services, and gather views on how those services could be improved.

The visits are to observe the nature and quality of services, to see and hear how the consumer experiences the service, and to collect the views of patients, residents, their relatives and carers.

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 any other relevant organisations.

It is essential that those undertaking this important activity are well trained and supported. Our team of 24 Authorised

Enter and View Representative volunteers receive 4 days training in order to be able to carry out the Enter and View process.

During 2014/15 we carried out 3 Enter and View visits:-

- Croft Acres Residential Care Home
- Balmoral Care Home
- Haythorne Place Care Home

We chose these from the CQC's provider list based on the following criteria:

- neither LINK nor Healthwatch had visited them for at least 3 years
- to ensure variety in terms of provider/facility size, geographic location and type of services offered (e.g. nursing, residential, dementia care etc.)

The visits have a particular focus around dignity, oral health and dementia, which link to our work on the Health Inequalities Plan.

We have made recommendations and will revisit the providers in 6 months to see what they have done in response to these. Our volunteers also visited 2 'Healthy Living' Pharmacies in Sheffield.

Copies of the Enter and View reports are available on our website.



Visiting Providers: PLACE Assessments

Patient-Led Assessments of the Care Environment (PLACE) apply to all hospitals delivering NHS-funded care, including day treatment centres and hospices.

PLACE puts patients' views at the centre of the assessment process, and uses information gained directly from patient assessors, to report how well a hospital is performing in privacy and dignity, cleanliness, food and general building maintenance.

It focuses entirely on the care environment and does not cover clinical care provision or staffing.

We promote opportunities to be involved in PLACE assessments, and include information on it as part of our Enter and View training programme.

In 2014/15 we recruited five volunteers for PLACE assessments.

Of these, two volunteers undertook the assessments at the Hallamshire Hospital, two at Becton Children's Centre, and one each at St Luke's Hospice and Weston Park Hospital.

The Healthwatch team also took part in PLACE assessments at the Hallamshire Hospital and Sheffield Children's Hospital.

The results from these assessment visits are due to be published in September 2015.

Healthwatch Sheffield look forward to working with the providers involved to improve services as a result of the findings.



Influencing Commissioning

This year, Healthwatch Sheffield was invited to be a part of two tendering processes.

We sat on the panels that evaluated applications and interviewed potential providers for:

- Out of Hours Pharmacies
- Patient Feedback for Sheffield Teaching Hospitals

This work demonstrates the influence Healthwatch can have as an independent representative of the public voice in commissioning decisions.

Influencing Strategies

We have also been involved in influencing the following:-

Mental Health Crisis Care Concordat

This strategy helps plan how the police, health care services and others should work in partnership to respond most appropriately to individuals who are experiencing a mental health crisis.

The Sheffield Crisis Care Concordat was adopted on 31st March 2015 and implementation will take place throughout 2015/16. Healthwatch Sheffield is the nominated lead for User Engagement and Voice.

Mental Health Strategy Refresh

Healthwatch Sheffield was invited by the CCG to feed into refresh of the Mental Health Strategy for the city. We provided all the service user feedback we'd received from various surveys, events and focus groups as part of the consultation.

Health and Wellbeing Board's Health Inequalities Plan

We lead on the delivery of the Dignity strand of the Health Inequalities Plan.



Quality Accounts

Quality Accounts are reports about the quality of the services of an NHS healthcare provider.

The reports are published annually by each provider, including the independent sector, and are available to the public.

They are an important way for local NHS services to report on quality and show improvements in the services they deliver to local communities and stakeholders.

The quality of the services is measured by looking at patient safety, the effectiveness of treatments that patients receive and patient feedback about the care provided.

As part of our statutory duties, Healthwatch is asked to comment on the reports produced by the hospital trusts and Sheffield City Council. For 2014/15 we provided official responses to the Quality Accounts for:

- Yorkshire Ambulance Service
- Sheffield Teaching Hospitals
- Sheffield Health and Social Care Trust
- Sheffield Children's Hospital
- St Luke's Hospice
- Claremont Hospital

Patient and Public Involvement (PPI)

Healthwatch Sheffield has representation on the Patient and Public Involvement groups of all the Trusts in the city and the Clinical Commissioning Group.

The following provide examples of how we are supporting patient and public involvement in the shaping of health and care services.

Child & Adolescent Mental Health Service (CAMHS) Working Group

The CAMHS Working Group was set up by the Healthier Communities & Adult Social Care Scrutiny Committee in September 2012. There are six members of the group, including three Healthwatch representatives.

Sheffield Citywide Engagement Summit

We are an active partner in the summit which is designed to lead to better integration of PPI networks in Sheffield.

Other Patient and Public Involvement Activities

Healthwatch Sheffield has also been involved in PPI activities such as the Sheffield Oral Health Advisory Group and supporting the Health and Wellbeing Board's engagement events.

Recommendations and Reports





Recommendations

One of Healthwatch Sheffield's statutory obligations is to make recommendations about how local care services could or ought to be improved.

These recommendations are directed to commissioners and providers of care services, and the people responsible for managing or scrutinising local care services, and are shared with Healthwatch England.

Access to Dental Care for People with Learning Disabilities

We discovered that there is an issue with access to dental care for people with a learning disability. There is also evidence of lower than average dental health amongst this patient group. We have escalated the issue to Healthwatch England to look at the national situation.

Healthwatch England and Care Quality Commission (CQC)

We fed into the Healthwatch England national inquiry into unsafe discharge in July 2014, focussing specifically on discharge from services for people with a mental health condition and people who are homeless or in short term accommodation.

Following our Enter and View visit to a care home, we raised a concern with the CQC over a potential fire risk. The CQC then visited the premises, and agreed with our concerns, and asked the provider to take action to remove the risk. This has now been done.

Mental Health Report

In July 2014 we ran an engagement event for people who have an interest in Mental Health. This led to a report on Mental Health Services in Sheffield which went to the Health and Wellbeing Board for information and discussion.

Voicing concerns of the seldom heard

Healthwatch went to speak to service users of the Archer Project, who work with people who are homeless or in temporary accommodation.

People told us that they found it very difficult to get suitable eye care, including eye tests and glasses, and we raised this with Sheffield CCG, who took our case forward to NHS England who commission primary optical care.

NHS England were not aware of the issue and are now looking into how best this service can be provided.



You said...
**How long do I
have to wait?**

Patient Transport Report

In February 2015 we published a report into non-emergency patient transport services in Sheffield.

Non-emergency patient transport services (PTS), are typified by the non-urgent, planned, transportation of patients with a medical need for transport to and from a premises providing NHS healthcare.

The report deals only with PTS for the purposes of health, and not journeys made as part of social care provision. This is because people had told us that health was the area they had experienced some difficulties in.

Methodology

In addition to circulating questionnaires, volunteers from Healthwatch Sheffield spent a week at the Northern General Hospital speaking to patients about the service they receive.

Our report was forwarded to the service commissioner and providers, with an invitation to respond. Several of our recommendations are being explored, including the ring back/text in advance of arrival.

Patient Transport: Key Findings

People who need help getting to hospital appointments, just want to know how long they have to wait for patient transport.

We discovered that most people were happy with the general level of service, but were frustrated at not knowing when they were going to be collected, or how long they were going to be kept waiting.

Several of the people we spoke to who use Patient Transport Services (PTS) are confused about what is or isn't classed as PTS, and they may not necessarily know which firm is responsible for transporting them.

Many of the people we spoke to, especially those waiting in the discharge lounge, thought they were experiencing a long wait for transport, when actually they may have been waiting for something else, such as medicines to arrive from the hospital pharmacy.

Satisfaction with information and communication varies depending on the company used to provide transport. In Sheffield there are 4 providers of patient transport: Arriva, City Taxis, UK Event Medical and Yorkshire Ambulance Service.



Patient Transport: Moving Forward

A qualitative study of people's experiences of using patient transport in Sheffield

Patient Transport: Recommendations

- 1) All staff providing PTS should wear a name badge and introduce themselves to the patient.** They should ensure they directly address the patient at all times.
- 2) When moving patients in wheelchairs, they should routinely let the patient know that they are about to start moving,** especially when travelling backwards.
- 3) Transport providers and commissioners should explore the possibility of a central assessment system** to establish whether an individual should be provided with transport. People told us strongly that this is something they would want, and not everyone who is using transport necessarily needs to use it.
- 4) Transport providers and commissioners should explore the possibility of implementing a 10 minute ring-back or text** to let people know when they are near (collection from home only).

5) Sheffield Teaching Hospitals and transport providers should be encouraged to work together to provide eye-catching information on patient transport in areas where people are waiting.

6) Healthwatch Sheffield to convene a meeting between transport providers and Sheffield Teaching Hospitals to discuss simple ways of partnership working to improve information to patients about reasons for waiting and waiting times.

Healthwatch England said...
It's a really strong example of having local impact and also includes some very innovative engagement methods.

Our report was highlighted as 'Story of the Week' in Healthwatch England's newsletter.

Requests for Information

Healthwatch Sheffield can ask for information from any publicly funded local commissioner or provider of health or social care services.

By law, this information should be provided within 20 working days.

Sheffield Healthwatch has not needed to request information via the Freedom of Information (FOI) route during 2014/15.

As a statutory body, we have been actively fostering good working relationships with service providers and statutory bodies.

During this year we have received positive responses to all our informal requests for information, and have not therefore submitted any Freedom of Information requests.





Next Steps

The Year Ahead

Focusing on Making a Difference

We will be spending 2015/16 delivering on our work priorities and ensuring that a wider section of people than ever get to have their say.

We will be working to ensure that what you have already told us gets to the people who need to hear it, and we will make sure that we can influence services to change for the better.

Plans for the year

Healthwatch Sheffield will be taking forward existing work priorities which include:

- 1) Adult social care,
- 2) Mental health
- 3) Access to primary care services for excluded groups.

We will listen to, gather and act upon people's opinions about other priority services which need to be improved.

Patient & Public Participation (PPI)

We will continue to be an active partner in the city-wide engagement summit work, bringing together the city's health and social care services to ensure that people's views are brought together to build a full picture.

We will be out and about in hospitals, care settings and community settings gathering views and finding out what providers of services need to know from the people of Sheffield.

Enter and View

We will continue to make checks on services to ensure that the people using them receive good quality care and have a positive experience.

We will be working closely with the Care Quality Commission to share information on services to make sure those who need to improve, do so.

And finally....

We will be working hard as we have done this year to provide the best service we can for the people of Sheffield. We encourage everyone in Sheffield to have their say, and will actively promote this throughout the forthcoming year.

Financial Review

Financial Summary 2014/15

Voluntary Action Sheffield (VAS), the Healthwatch contract holder, has been responsible for the financial management and accountancy for Healthwatch Sheffield.

The funding for Healthwatch, which comes from the Department of Health through Sheffield City Council, has been used to deliver Healthwatch statutory activities, within the budget allocated. Below is the income and expenditure for Healthwatch Sheffield for 2014/15, with a summary of how the money was spent.

Income 2014/15	£
Sheffield City Council	£232,388
Sheffield Clinical Commissioning Group (MSK)	£5,000
Carry forward 2013/14	£14,134
TOTAL	£251,522

Expenditure 2014/15	£
Staff Costs	£117,679
Management, Overheads & ICT	£39,520
Premises	£10,870
Volunteer Development & Expenses	£4,138
Advice & Information	£45,000
Engagement & Consultation	£17,413
Marketing & Communications	£9,319
TOTAL	£243,939

As part of the statutory activities, three sub-contracts were issued:-

£45,000 to Sheffield Citizens Advice and Law Centre for provision of advice and information service.

£10,200 to Chilypep for the work on Young Healthwatch engaging with children and young people.

£600 to Sheffield Cubed for the provision of public engagement activities.



Governance and Staffing

Governance

Our Advisory Board is made up of volunteers who advise on the strategic direction and work of Healthwatch Sheffield. Board members bring a variety of experience with them, and include patients, service users, Health Champions and former clinical professionals.

We hold our Board Meetings in public and everyone is welcome to come along. We vary the time of day (including holding evening meetings) and the day of the week of each meeting to enable it to be accessible to as many people as possible.

The public are invited to submit questions in advance and to propose areas of work for Healthwatch Sheffield to undertake.

Decision Making Process

We have a clear and transparent process for making decisions about which pieces of work we take on. We score each potential work area against a set of criteria which includes:

- the number of people affected
- whether we are likely to be able to achieve an outcome or provide influence
- staff and volunteer capacity
- whether other local or national organisations are already working on this work area (i.e. avoiding duplication and working in a joined up way)

All major decisions on the work that we do are made in public at Board meetings.

Advisory Board

Chair:

Maggie Campbell
Pam Enderby (retired)

Vice-Chairs:

Helen Rowe
Sue Kirkman (retired)
Tony Whiting (retired)

Members:

Hazel Blackbourn
Tony Blackbourn
Eleni Chambers
Tony Clark
Pam Enderby
Susan Hare (retired)
Philippa Hedley-Takhar
Anne-Marie Hutchinson (retired)
Nighat Khan
Alice Riddell

Staff Team

Policy & Engagement Co-ordinator:
Carrie McKenzie

Research & Evidence Co-ordinator:
Vicky Cooper

Communications Officer:
Bev Webb

Administrator:
Myrtle O'Connor

Administration Assistant:
Pauline Hartley

Legal Information

Contract Holder

The Healthwatch Sheffield contract is held by:

Voluntary Action Sheffield (VAS) Ltd

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

Tel: (0114) 253 6600

Charity no: 223007

Company no: 215695

We are using the Healthwatch trademark in the delivery of Healthwatch Sheffield's statutory activities.

Sub-Contract Holders 2014/15

Sheffield Citizens Advice and Law Centre Ltd

The Old Dairy, Broadfield Road, Sheffield, S8 0XQ

Tel: (0114) 253 6762

Charity no: 1153277

Company no: 08616847

Sheffield Cubed Ltd

18 Upperthorpe, Sheffield, S6 3NA

Tel: (0114) 270 2046

Charity no: 1126157

Company no: 6600533

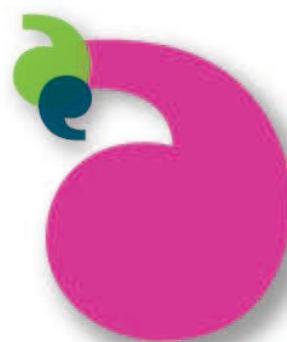
Chilypep (Children & Young People's Empowerment Project)

11 Southey Hill, Sheffield S5 8BB

Tel: (0114) 234 8846

Charity no: 1114027

Company no: 5317925





Preparation of this report

This report has been prepared in accordance with the directions published by the Department of Health (The Matters to be Addressed in Local Healthwatch Annual Reports 2013) and the requirements under the Local Government and Involvement in Health Act 2007.

Distribution of this report

Printed and digital copies of this report are available on request from Healthwatch Sheffield and a digital version can also be downloaded from our website:
www.healthwatchsheffield.co.uk/resources/docs

Please let us know if you would like a copy in large print or an alternative format.

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