

Information and intelligence report

July – September 2019 Headlines

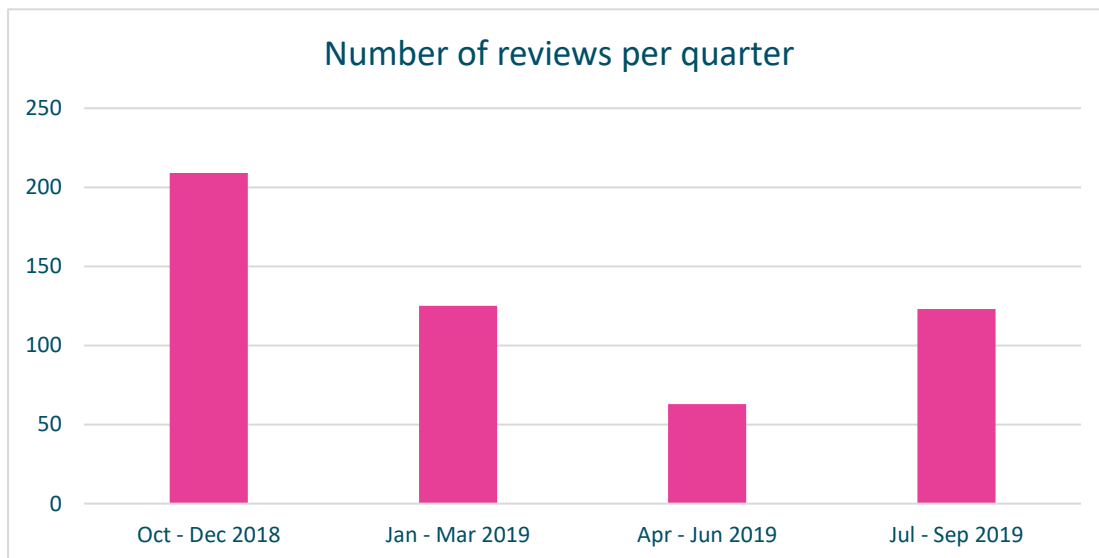
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| <p>290 Volunteer Hours</p>  | <p>We heard from 1001 people</p>  |
|  <p>'Stories of Health' photo exhibition with Archive Sheffield</p> | <p>We were nominated for a Healthwatch England Award</p>  |
|  <p>More than 150 people responded to our 65+ survey</p> |  <p>We trialled new creative methods of community engagement</p> |

1. Rate and Review

Healthwatch Sheffield uses a variety of engagement methods to hear from local people about their experiences of health and social care services.

One of these methods is our 'Rate and Review' website www.healthwatchsheffield.co.uk, where people can give their service provider a star rating as well as telling us their story. When people fill in our feedback forms about specific services at engagement events and stalls, this feedback is also featured on our 'Rate and Review' site.

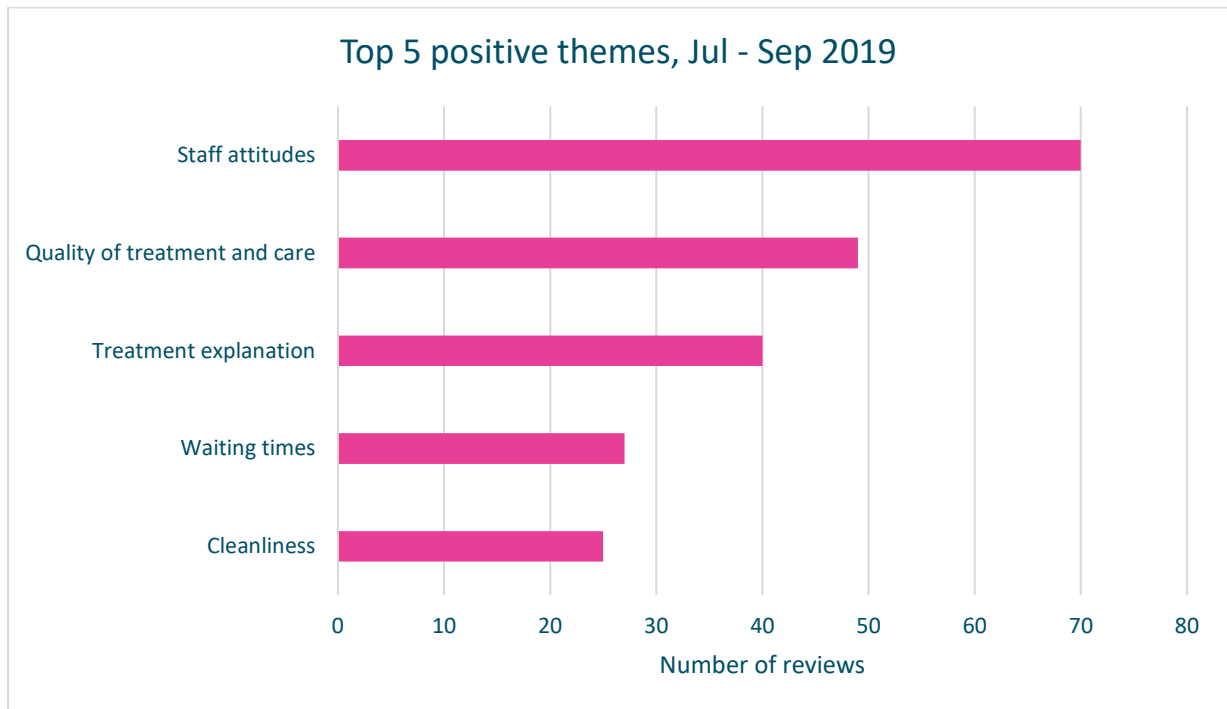
In July to September 2019, Healthwatch Sheffield received **123 reviews about 57 health and social care services**.



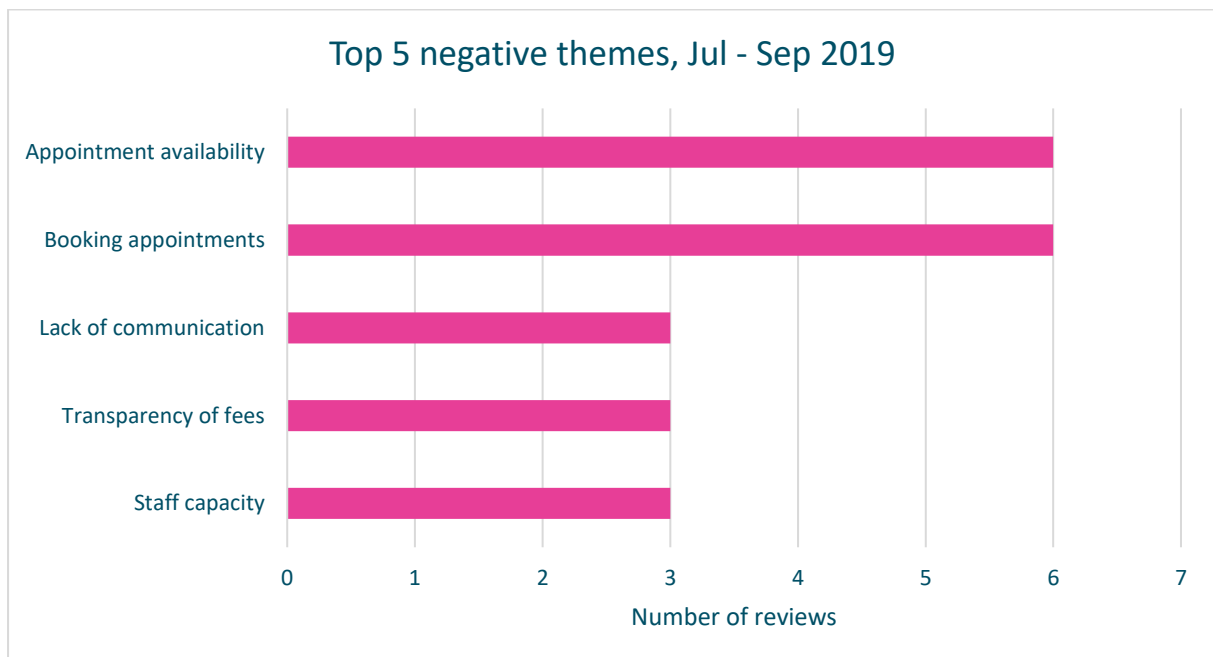
Average star ratings by service type for this quarter

| Category | Count | Rating |
|---------------|-------|-----------|
| Mental Health | 4 | ★ ★ ☆ ☆ ☆ |
| Community | 2 | ★ ★ ★ ★ ☆ |
| Dentists | 19 | ★ ★ ★ ☆ ☆ |
| GPs | 28 | ★ ★ ★ ☆ ☆ |
| Hospitals | 55 | ★ ★ ★ ★ ☆ |
| Opticians | 12 | ★ ★ ★ ★ ☆ |
| Other | 3 | ★ ☆ ☆ ☆ ☆ |

Top five positive themes this quarter



Top five negative themes this quarter



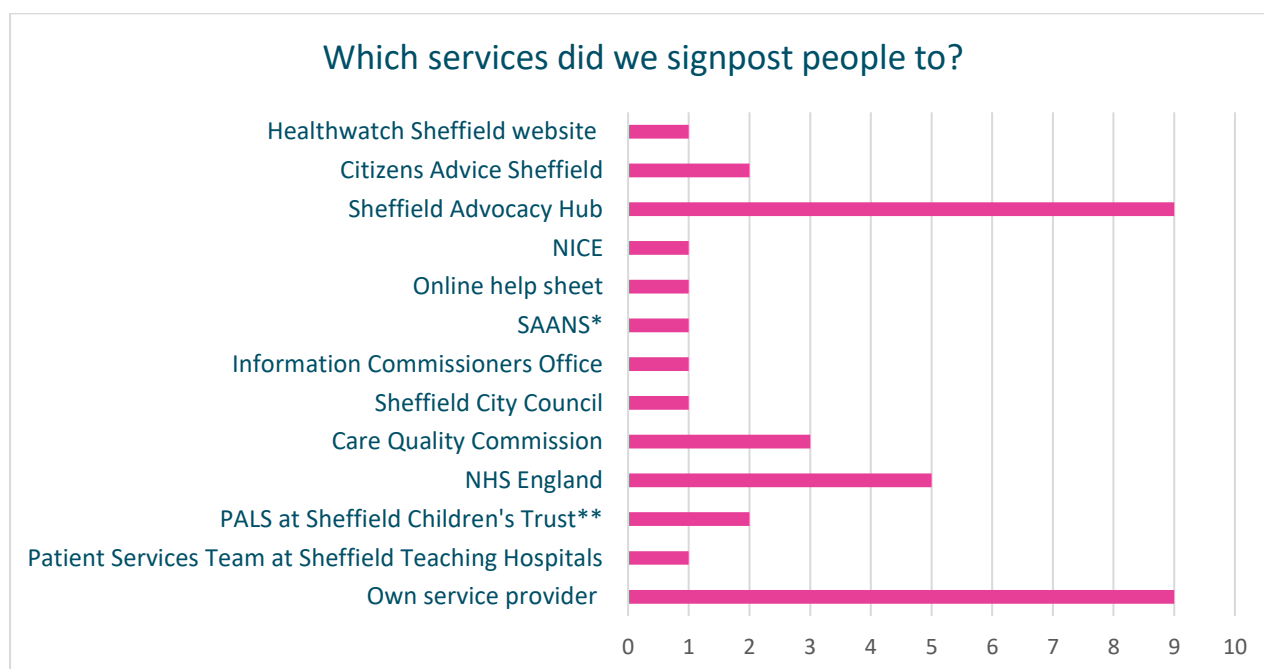
2. Enquiries

One of the statutory duties of Healthwatch Sheffield is to provide advice and information about access to local care services in order to help people make informed choices.

People can phone, text, or email us to share their experiences of health and social care services, and to ask for advice. Each month we hear a range of queries and support people in areas such as finding out what services are available to them, what their rights are, and how to resolve their issue with a service provider.

Between July and September 2019, Healthwatch Sheffield gave advice to 26 people who contacted us to share their experiences and ask for help with the next steps.

The table below shows the services we signposted people to during this quarter.



*Sheffield Adult Autism and Neurodevelopmental Service

**Patient Advice and Liaison Service

Where people are signposted to their own service provider, this is because they have been given advice on what they can do next to resolve their issue; understanding their rights and knowing who to speak to can be really valuable.

Case study: Advice without the jargon

A person visited the office for some advice. He told us about how he had struggled to get a repeat prescription - the staff at his GP practice had dismissed his worries and he felt that they had been extremely rude. He had already called NHS England to make a complaint and they followed up by sending him lots of letters – these were quite lengthy and he struggled to understand them as English was not his first language.

We were able to explain how the complaints process should work without all the jargon - what he'd have to do to make his complaint official, and what he should expect to happen next. He left feeling more confident about the next steps.

3. CQC

Health Watch Sheffield shared recent intelligence about 18 GPs with the Care Quality Commission (CQC), highlighting relevant areas of improvement and good practice for inspections taking place during September-November 2019.

4. Quality Accounts

Last quarter we were invited to submit responses to the Quality Accounts of the following organisations:

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

We provided evidence-based responses based upon our independent engagement with service-users. We also reviewed the objectives the Trusts had set themselves this year and how they had performed against the previous year's objectives.

This quarter all of these organisations published their Quality Accounts, including our responses to them.

"We welcome the response from Healthwatch and look forward to continuing our work with them next year. We aim to build on the feedback received to ensure that future Quality Reports offer greater accessibility to the public."

Sheffield Health and Social Care NHS Foundation Trust

5. Young and Student Healthwatch

This quarter Young Healthwatch have decided to focus on hearing from other children and young people about what they think of health and social care in order to feed into the city's Children and Young People's strategy re-refresh. This work will also help us think about priorities for Healthwatch Sheffield's own new strategy which will come about in March 2020. The group have been coming up with ideas of places we could run focus groups and making contacts with their own circles. We are developing a focus group workshop plan which will use the 'healthy town' idea which worked well when we used it with a Futures group in April, to capture their thoughts on the NHS long term plan. This work also ties in with research being carried out by a team at the

School of Health and Associated Research, University of Sheffield, bringing about additional contacts and support.

During this quarter the engagement team have also been out hearing from children and young people. We attended our regular quarterly slot at Sheffield Children's Hospital's care experience day, hearing from 31 patients and their families about their experiences. Feelings were very positive towards the hospital with the only negative theme being around appointment wait times. This was fed back to the Care Experience Group meeting. We also visited Becton Centre Community CAMHS, and gave staff information about Healthwatch to share with patients and families. We spoke to the matron and agreed to meet and discuss ways in which Healthwatch could come into the inpatient settings and hear from more patients.

6. Engagement

'Theme of the month'

Continuing our trial of engagement focuses, the engagement team ran a feedback stall at Charles Clifford Dental Hospital in July. This was the final event in a series of activities gathering feedback from a range of people about their experiences of the dentist. We saw a definite increase of feedback received during this time, both through listening to people at events or comments on social media posts, and through people independently leaving feedback on our website. We heard from 195 people about their experiences of their dentist, including children and young people.

We decided to create social media posts to share our findings.

Following on from dentistry the engagement team have focussed on hearing about opticians. So far this has been centred on social media posts and has already seen an increase in reviews left on our website.



Tell us about your experiences
of going to the dentist.

Leave a review at
www.healthwatchsheffield.co.uk

healthwatch
Sheffield

NHS Long Term Plan

During this quarter we have been drawing together analysis from the surveys completed as part of our NHS Long Term Plan engagement work. The data from these surveys had already been used to inform the report compiled by Healthwatch Doncaster, who led on a Healthwatch report for the South Yorkshire and Bassetlaw ICS area. This report has been nominated for a Healthwatch England Award.



Information we gathered in Sheffield is being compiled into a local report. This will solely focus on what people in Sheffield told us, allowing commissioners as well as those who took part in our engagement, to see what people in the city think about the NHS Long Term Plan.

'Stories of Health' ; Joint Photography Exhibition with Archive Sheffield



10 local people were nominated to take part in this exciting collaborative project between Healthwatch Sheffield and the photography group Archive Sheffield.

The exhibition shines a spotlight on some of the people who, inspired by their own experience, or the experience of someone close to them, are using their insights to make things better for others.

We heard stories from people aged 17 to 93, and from all different walks of life. From Lee, who works tirelessly to improve access and services for other disabled people, to Melissa, a black autistic woman who promotes autism awareness and understanding.

Caroline Waugh

Nominations came from organisations such as SayIT, Manor & Castle Development Trust and Disability Sheffield.

The photographs and accompanying text, telling the stories of each individual, were hosted from 12th – 25th August in Sheffield's iconic Winter Gardens, where footfall was recorded as over 72,000 for the two week period. The exhibition also included a free newspaper print of the photographs and stories, editions of which were also distributed to venues across the city.

Along with the written text, the Healthwatch team created sound recordings of each of the participant's statements, as well as working with one of the participants to produce a British Sign Language video of her story. We used a QR code to enable people to link directly to the website where the recordings and video could be found, meaning the exhibition was accessible to more than just those who can read English.

We hope that, through such a wide exposure and in this new format, a fresh audience will hear about the work of Healthwatch Sheffield and the importance of ensuring their voices are heard.

To officially launch the exhibition we held a celebration event on 12th August which also gave us opportunity to say “thank you” to our other volunteers and organisations who have contributed to our work this year. The event was held in the Adelphi Suite at the Crucible Theatre, giving attendees the



opportunity to make their way over to the exhibition in the adjacent Winter Gardens to read the stories and take in the beautiful photographs. Almost 50 people attended the event, including the Chief Executive of Sheffield City Council and NHS commissioners.

Health and Wellbeing Forum

The first of our refreshed Health and Wellbeing Forum (formerly VCF Forum) was held on 25th September, focusing on the issue of infant mortality. The new forum focuses on connecting all sectors of society (i.e. private, public, voluntary and community sector) with members of the public to discuss key issues relating to health and social care and also an opportunity to network and share information.

Sheffield has the ambitious target of getting its infant mortality rate below the national average by 2020 – this will require a range of health interventions and actions by the NHS, Local Authority, voluntary and community organisations, charities, social enterprises and business. We brought together colleagues from all of these sectors, as well as members of the public, to see how we can work together to achieve this aim. Our speakers were:

Dr Katie Prybus (University of York): Katie gave an overview of the research surrounding infant mortality and wider inequalities in Sheffield and the surrounding areas.

Julia Thompson (Sheffield City Council): Julia talked about the work which is currently underway in Sheffield, the re-refresh of the Infant Mortality Strategy and the Baby Safe Champions scheme.

Following this event we have agreed to facilitate a focus group of voluntary sector groups to input in the new Infant Mortality Strategy, which is currently being arranged.

7. Project Work

Our Community Outreach Officer Sarah has been doing some in depth work with small groups. This has given us some rich information about what really matters to people in terms of their health and wellbeing, and their experiences of accessing community resources and services in the city. As well as informing our wider work, this has fed into our engagement work for the city's Health and Wellbeing Strategy. A further aim of this work is to connect with individuals who may want to develop themselves through community volunteering - we are actively looking for volunteers from these groups who may wish to volunteer with us in the future. Two of the main groups she has been working with are a group of adults with learning disabilities at Burton Street Foundation, and a group of BAMER women from the New Beginnings Project.

Burton Street Foundation / Adults with Learning Disabilities

There were 2 visits to Burton St in this quarter. The purpose of the visits was to listen to what resources people with physical and/or learning disabilities can access in their communities; we also wanted to learn what they identified as needing to improve health and wellbeing. We spoke with 18 people, examples of emerging themes were:

- Challenges with transport which make it harder for people to get out
- Access to outdoor activities – the physical environment makes it hard for some people to get around, particularly wheelchair users. This can prevent people from accessing outdoor spaces such as parks.



Linking to the work at Burton Street, we also visited the regular drop-in run by the Disability Sheffield to talk to people with learning disabilities about what activities they like doing. This was early scoping to inform the Enter and View visits which we intend to do in 2020, focussing on day activity provision for people with learning disabilities.

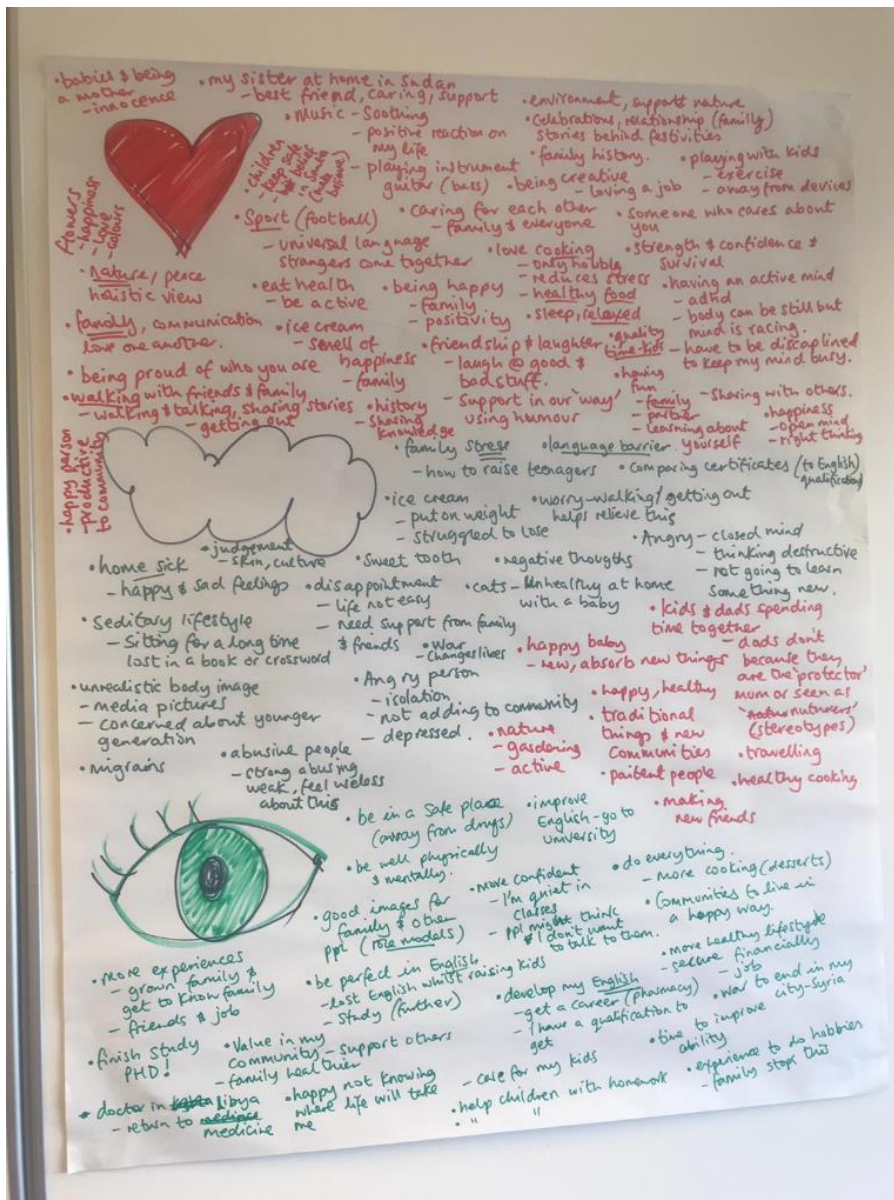
Through our connections with these groups, we hope to develop a team of volunteers with lived experience to do enter and view visits with the Healthwatch team.

New Beginnings WiSH course

The WiSH course consists of 8 sessions taking place over 8 weeks, and is being run in partnership with Sheffield City Council and New Beginnings. The group meets for 3 hours once a week. 2 sessions took place in this quarter – the participants are all from BAMER communities. We hope that participants in the course will consider continuing the Healthwatch link by being Listening Hub volunteers in their own communities.

What is a Listening Hub?

We are working to set up Listening Hubs in local communities, where people can regularly connect with peers to share their experiences of health and social care services. We are looking for volunteers who can facilitate this, and link back in to Healthwatch with the information they gather.



8. Sheffield Accountable Care Partnership

We continue our focussed commissioned piece of work to support engagement across the Accountable Care Partnership (ACP) in Sheffield. Funding for this work was due to end in in November, but has just been extended to March 2020.

There are a number of strands to this work which is led by Laura Cook, our Policy and Evidence Co-ordinator. A number of activities have taken place this quarter relating to the ACP work.

Less Well Heard Groups

To increase the voice and influence of groups who are less well heard within the health and care system we have been working on 2 mini-engagement projects to develop, try out and assess engagement methods with specific groups.

1. **Ben's Centre** – we are continuing this piece of work, where we are using visual surveys and informal conversations with Ben's centre clients.
2. **Broomgrove Nursing Home** – the work that we undertook at Broomgrove Nursing Home received press coverage (see below).

Sheffield nursing home residents help shape the city's health services

23rd July 2019 | By Editor | Reply



Residents at Broomgrove work on a survey for disabled residents

A group of Sheffield nursing home residents are helping shape the city's health services.

Broomgrove – which is sited just off Ecclesall Road – has become the first home in the region to work in partnership with Healthwatch Sheffield on a project run with the city's Accountable Care Partnership.

The residents chose to look at ways to assess the disabled provision currently offered by the city's community dentists and opticians as an area to study.

Broomgrove residents have spent the past few weeks

working with Healthwatch Sheffield's Laura Cook to produce a comprehensive questionnaire to be given to care home residents across the city.

The feedback will inform improvement recommendations to health and care providers and decision makers.

Donna Pierpoint, the manager at Broomgrove Care Home, said: "Our residents have really appreciated the chance to be involved in something like this. They have a lot to offer and they are keen to see improvements to disabled access to community facilities like this."

Healthwatch Sheffield is the local consumer watchdog for health and social care facilities. It works with adults, children and young people to help them influence and improve how services are designed and run.

Healthwatch's Laura Cook said: "Living in a care home shouldn't be a barrier to being heard. The residents of Broomgrove have demonstrated – given the opportunity and support – they can continue to make a positive contribution to society.

Person Centred Care Conference

Two members of staff facilitated workshops patient perspectives of person centred care to the NHS Staff conference. A volunteer with live experience also spoke as part of the session as did Jane Ginniver from the Accountable Care Partnership.

Improving Public and Patient Involvement Workshop

Planning of this workshop was done in September, in preparation for a workshop date of October 2nd. This event was planned in order to bring together all the ACP partners and relevant stakeholders, to inform the ACP engagement approach.

Healthwatch National Annual Conference

Our application to run a session to share learning from our ACP Engagement work at the Healthwatch National Conference 2019 was accepted, and planning took place for this. The conference date is October 1st and 2nd.

Improving Accountable Care (IAC) forum

The forum focussed on the following subjects at their monthly meetings:

July:

- The Children & Young People's Transformation Board work, linking to Public Health.

August:

- The All Age Mental Health Strategy, and Mental Health support in Sheffield generally
- The Sheffield Children & Young People's Health and Wellbeing Strategy 2020-25
- Integrated Home Care pilot models
- ENT care
- Workforce Strategy implementation plans

September:

- Leading Sheffield
- Pharmacies

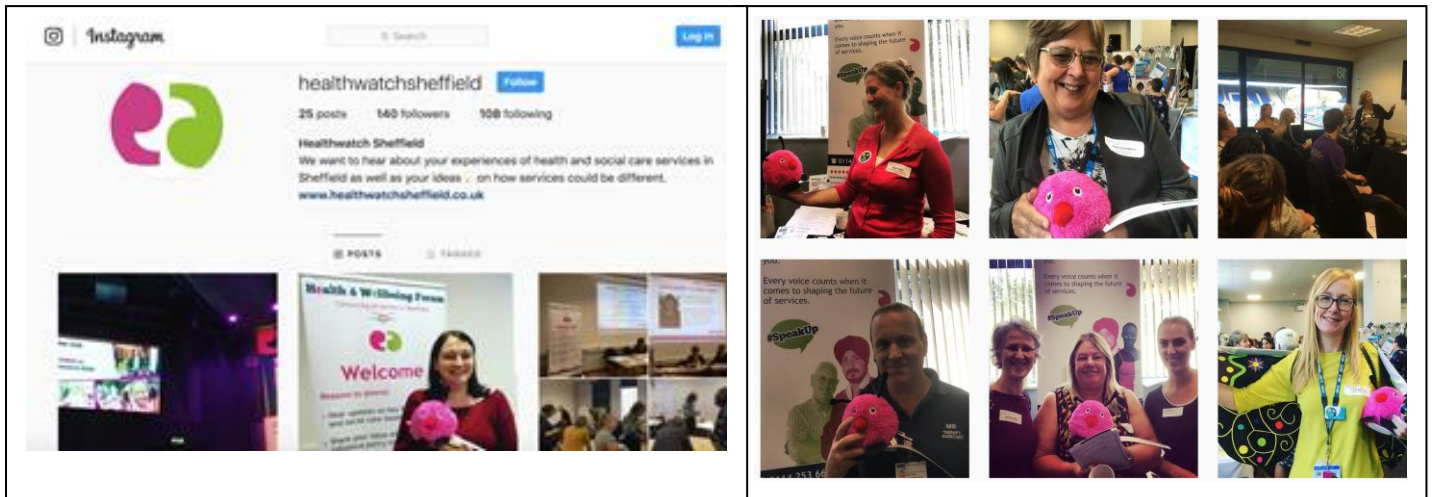
65+ Suvey

We used survey monkey and paper surveys to find out about the experiences of people **aged 65 and over who use health and/or care services in Sheffield.**

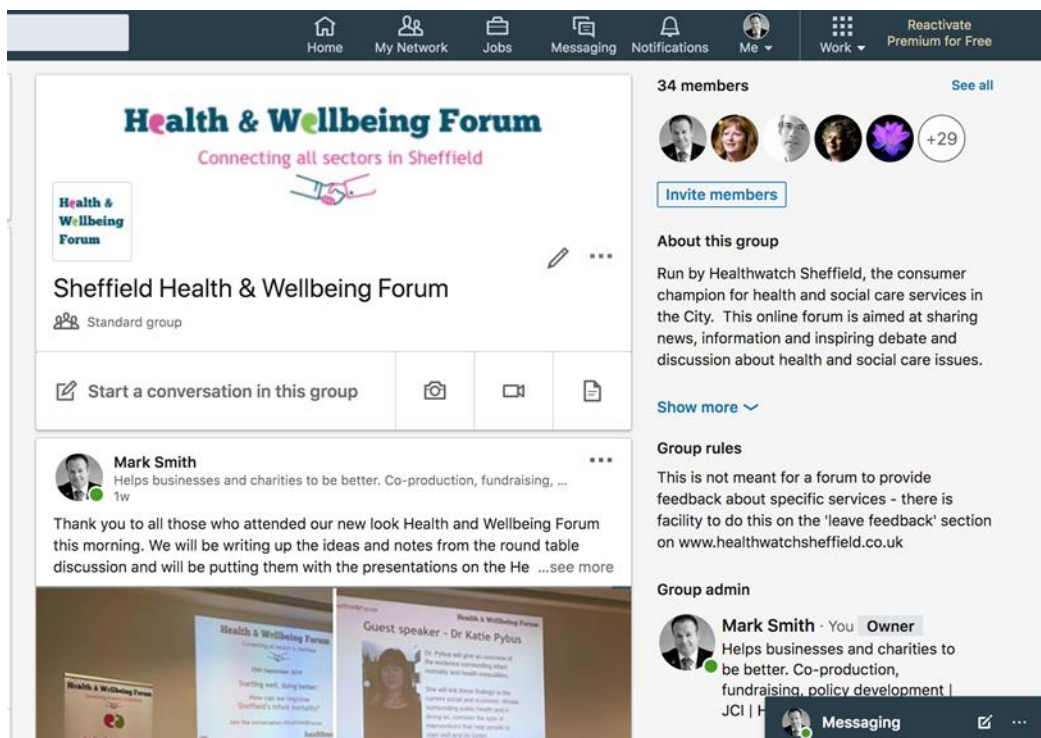
In August and September we received over 150 completed surveys, with the next steps being more targeted engagement work going into the next quarter.

9. Communications

We have launched a new **Instagram channel** - www.instagram.com/healthwatchsheffield and have gathered 140 followers to date. We have been utilising pictures with our 'mascot' to encourage online engagement.



We have also launched a new **LinkedIn Sheffield Health & Wellbeing Forum** - <https://www.linkedin.com/groups/12272892/> and have 34 members to date.



Our Volunteer and Engagement Co-ordinator attended a **Healthwatch England National Comms Camp** – this was a one day workshop in London, which involved representatives from the Healthwatch Network sharing good practice and identify key challenges and opportunities.

10. Prominent themes

From now on in our reports we will be including a section on a small number of prominent themes in health and social care locally. We will be drawing on feedback that we have received from individuals, as well as issues that have been highlighted through our attendance at different groups and forums. This is intended to be a snapshot of what we are hearing about; the purpose is to flag up issues that we feel *may* warrant further deeper consideration and exploration. It cannot be considered an exhaustive list, and we also recognise that the experiences we are hearing about, may not be indicative of people's experiences of a service across the board. We hope that it is of use to services, and commissioners of services, in indicating potential areas of focus.

Accessible Information Standards

It has been over a year since health and social care services gave their responses to our ['Not Equal: The experiences of Deaf people accessing health and social care in Sheffield'](#). We continue to receive feedback that the experience of deaf people within Sheffield has not improved since that time, with reports that access to BSL interpreters is not consistent or adequate to meet people's needs. We continue to raise issues with the relevant bodies and are looking for opportunities to input into the engagement and consultation process for the current interpreting contract which ends October 2020.

We continue to be concerned that local bodies are not yet meeting their duties under the Accessible Information Standards in relation to this.

Interpreting services for community languages

Our SpeakUp Grant reports (to be published November 19) contain a number of references to interpreting services for community languages; some of the issues described run parallel to the those that have been raised regarding British Sign Language interpreters. This will be set out in greater detail in the published reports, but again, we are looking for opportunities to input in the engagement and consultation for the re-commissioning of the current interpreting contract.

Mental Health Services Complaints Processes

We continue to receive a significant amount of negative feedback about mental health services overall; in this quarter the average star rating left on our feedback centre for mental health services was 2 out of 5 stars. This compares to an average 4.5 stars relating to feedback about hospital services, and 3 stars relating to dentists.

Whilst the feedback relates to a range of different issues, this quarter we have received a number describing a poor experience of the complaints process at Sheffield Health and Social Care Trust. We also heard from the Advocacy Hub that they had some concerns around the complaints process, and particularly its accessibility for some individuals. We have requested a meeting with a manager at SHSC trust to discuss this and see if we can help inform improvements based on the specific issues that have been raised with us.

11. Healthwatch Team

Our new Chief Officer, Lucy Davies, started with us in mid- July. She has been spending time getting to know Healthwatch, and going out to meet with key stakeholders.

In August we were pleased to recruit three new members to our Strategic Advisory Group; they bring a range of skills and experiences into the team. Joining us are: (ask for one line descriptions they would like to use)

- Beth Kyte
- Verni Takham
- Janet Harris

Our Policy and Evidence Assistant Matt Blomefield left Healthwatch when his contract ended in September. We are currently reviewing the structure of the team to identify gaps and begin recruitment to another post - this is likely to be more focussed around engagement.

12. Coming up (October - December 2019)

We will publish reports from our #SpeakUp grant funded projects .

Set a plan for developing the next Healthwatch Sheffield Strategy.

Review our communications approach to devise a Communications Strategy.

We will begin a piece of work in looking at access to GPs for carers. This will be done in partnership with the Carer's Centre.

Undertake some Enter and View's at GP surgeries .

Work on the recruitment and development of a team of Enter and View volunteers with lived experience of learning disability.

The Big Squeeze – December 2nd

1.30-3.30pm The Circle

Health and Wellbeing Forum in partnership with the Disability Hub.

Discussing the impact of poverty on wellbeing. Speakers:

Dr Terry Hudson (CCG Chair)

Cllr George Lindars-Hammond (Cabinet Member for Health and Social Care)

Claire Lodder CEO Sheffield Advice

Representatives from the Disability Hub, and the Carers' Centre