

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.

What do you think of local services?

I didn't feel the person treating me listened or understood what I'd said to him!

During the 3 months from October to December, we spoke to 905 people.

You told us about 352 experiences (both good and bad) which you'd had when using health and social care services in the city.

On the next page, you can find out what difference your comments have made.

What difference have your comments made?



Here are some examples of the difference to services your comments have made.

Nationally

We were approached by a member of staff from a large health organisation in Sheffield who had a number of concerns about the place where they worked. We supported them to voice their concerns to the Care Quality Commission and made sure that their concerns would be promptly investigated.

Locally

We supported Sheffield City Council who were rewriting the information they provide to people receiving adult social care. Our comments have helped to change the way people will receive information.

To Providers of Local Services

We raised a Health and Safety issue with a provider on one of our Enter and View visits and asked them to take immediate action to put things right. The provider was happy to do so, and thanked us for pointing out the risk to people visiting their premises.

To Individuals and the Public

We were contacted by a lady who needs additional support to access some training which will help her manage her health condition. She had been told that the additional support could not be provided, so we asked the service to look into it again. They have now found a way to get the lady the support that she needs, and she is arranging to attend the course.

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

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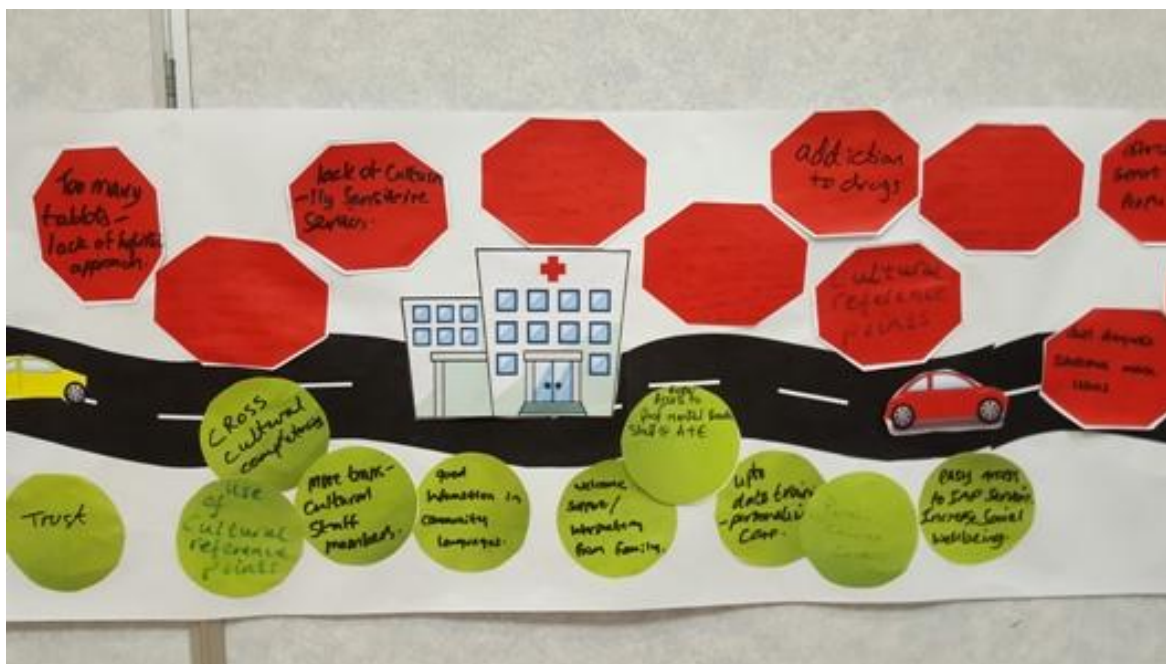
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Gathering People's Views

Event for People from Black and Minority Ethnic Communities

In December we held an event bringing together people from BME communities to find out about their experiences of health and social care. 24 people came along and people from lots of different communities had an opportunity to have their say.



As always with Healthwatch, it was a lively event with lots of discussion. We explored what people thought was good, bad, and could be better, about a range of primary care and secondary care services including: access to primary care (e.g. GPs, dentists, opticians, pharmacies) and secondary care (e.g. hospitals), mental health services and social care.

What we are doing with the information we gathered?

Attendees told us about a variety of issues and we aim to produce a briefing on the event and key findings. We are going to use this information to inform our work and share this with key partners, including Sheffield's Equality Engagement Group.

We will use what people told us about mental health alongside the analysis of our mental health survey, to see if there are any further trends.

The information shared with us on Adult Social Care was shared with Sheffield Scrutiny Committee as part of their work on social care.

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Gathering People's Views (cont.)

Reaching those 'hidden' voices

Each quarter we are focusing on hearing the views of those people or groups whose voices can be missed. Over the past few months we've been talking to people who are homeless or have experienced homelessness, which has included visits to the Archer Project, Rough Sleeper service and BME groups at SADACCA.

We will be producing briefings on our key findings and sharing these with key decision makers and commissioners to help inform their work.

Please let us know if you would like us to come along to your group.

New Chairperson appointed!

We are delighted to announce we have appointed Judy Robinson to be the new Chair of Healthwatch Sheffield when Maggie Campbell steps down from the role in March.

Maggie said:

"As many of you will be aware, I am leaving Sheffield in late March and so will be ineligible to continue as Chair of Healthwatch Sheffield. I am delighted to be able to let you know that we have now appointed an excellent successor - Judy Robinson - and a planned transition process is underway."

"Judy will be attending some key meetings and events with me over the next month and will take up the reins fully after Easter."



Maggie Campbell

Judy Robinson

Judy's background is in the voluntary and community sector both as a staff member, working with arts, faith and infrastructure organisations, as a volunteer involved in community activity and as a board member.

She is particularly interested in how local voices and representation help to improve services, tackling inequality and the role of the VCS in promoting well-being.

Judy knows Yorkshire well having been the CEO of the regional VCS organisation, Involve Yorkshire & Humber, until March 2015.

Up until recently she was also on the Board of Healthwatch Oldham, so she joins us having already had lots of experience of working with local Healthwatch!



Judy Robinson

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Update: Young Healthwatch

Young Healthwatch is for everyone up to 25 years old. We work with Chilypep young people's project to deliver Young Healthwatch activities.

Young People's Mental Health Conference

Mental Health is one of the priority areas that Young Healthwatch are focusing on. We held a mini conference in November 2015 and 32 people came along.



Young Healthwatch members talked about their work and there was then a panel discussion with professionals from Child and Adolescent Mental Health Services (CAMHS), Sheffield MIND, the Health and Social Care Trust, Mental Health Matters and VoiceAbility.

They also held a discussion about the Children's Health and Wellbeing Board Blueprint for 2015-20. A briefing on the event will be published on our website in the next few weeks.

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Update: Young Healthwatch (cont.)

Listening to other young people

Young Healthwatch members have also been out and about talking to other groups of young people, to find out what they think is good/bad about the health and social care services they use.

They've been to talk to 24 young people from "hidden groups" including young people who are homeless, LGBT and young carers. We have planned some further visits to talk to looked-after children/care leavers, refugees and asylum seekers, and a young women's housing project.

We have asked the groups what could be done to make services better. The most popular suggestion was about communication, with 9 young people saying services should let young people talk more and that the services should be better at listening. Other suggestions included reducing waiting times and the need to show respect to young people, rather than patronise them.

Young Healthwatch will publish a full report in March 2016.

Want to get involved?

We meet every two weeks (5-7pm) at The Circle (behind Costa Coffee on Division St).

Anyone aged 14-25 years is welcome to come along and join us - the next meeting dates are February 16th and March 1st & 15th.

Call: (0114) 253 6688

Text: 0741 524 9657

Email: YHW@healthwatchsheffield.co.uk



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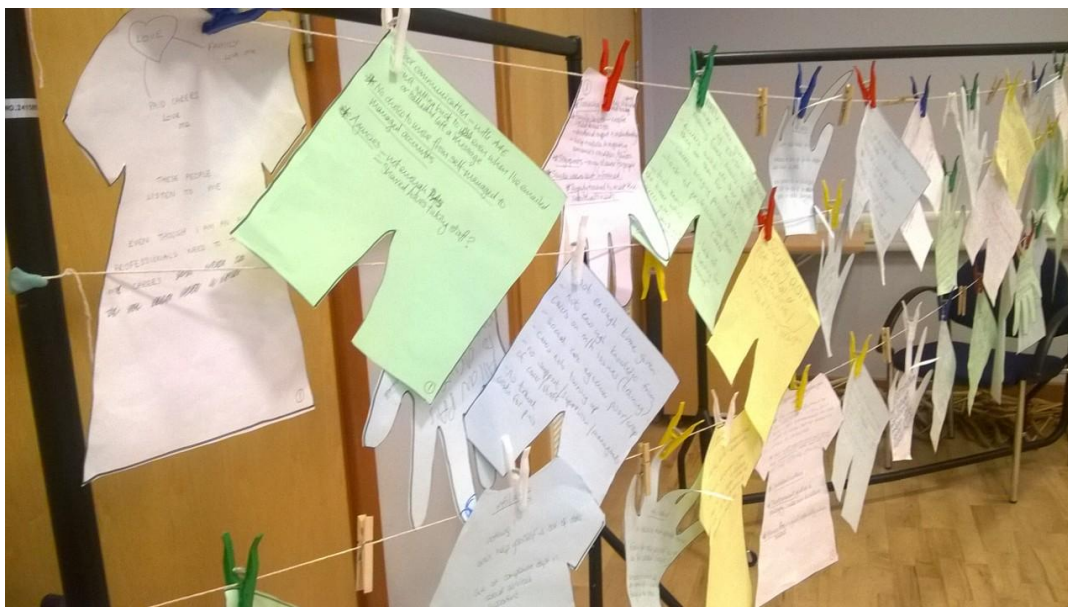
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Out and About



As always, our team have been out and about at various events to talk to people about their experiences of health and social care. We've spoken to people at various events including Disability Sheffield's AGM, the Equality Hub Network event, the BME Equality Hub and we dropped in at the LGBT Cafe.

We've restarted our community roadshows and have had information stalls at Foxhill Medical Centre, Zest (Netherthorpe and Upperthorpe), as well as the Tenants and Residents (TARA) Conference. If you do see us out and about, please pop over and say hello!

Would you like us to come along to your group or event?

We can come along to your group, workplace or community centre to talk about our work, run a stall and get your views to help improve health and social care services.

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

New Healthwatch 'Rate and Review' Website

We wanted to tell you about the new website which we'll be launching this spring. It will let you leave comments and a rating of 1-5 stars on every health and social care service in Sheffield. You'll also be able to see what ratings other people have left and read what they have to say about their experience of using that service.

We'll tell you more about it in the next newsletter!

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News from NHS Sheffield Clinical Commissioning Group

What do you think about children's surgery and critical stroke services?

Sheffield CCG wants to know what matters to you when accessing children's surgery and critical stroke care services. They are working together with neighbouring NHS organisations across South and Mid Yorkshire, Bassetlaw and North Derbyshire to plan and provide the best quality care for those who require these specialist services.

They know people want their care to be as close to home as possible and this is what they are trying to do. For more specialist treatment, however, they will need some regional centres of excellence and this could mean changing the way they provide services locally.

Have your say!

Here are the links to their online surveys:

[Children's surgery and anaesthesia services](#)

[Critical care for people who have had a stroke](#)

Find out more:

<http://www.sheffieldccg.nhs.uk/our-projects/commissioners-working-together.htm>

Using Antibiotics wisely this Winter

The CCG is urging people across Sheffield to use antibiotics responsibly and in moderation this winter season.

GPs and pharmacists who are part of NHS Sheffield Clinical Commissioning Group (CCG) want to remind members of the public that antibiotics only work on infections caused by bacteria, not those caused by viruses, such as common winter coughs, colds and flu.

People are also encouraged to practise good hygiene, such as regular hand washing, to avoid infections and help prevent them spreading to others.

For further information about how you and your family can stay well this winter, please visit <http://www.sheffieldccg.nhs.uk/Your-Health/staywell>.

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Dates for your diary

Friday 12th February 2016

Working Together for Sheffield - A VCF Conference

Hallam Hall, Sheffield Hallam University City Campus (9:30am-4pm)

The conference is a major event for Sheffield's voluntary, community and faith sector organisations of all shapes and sizes. As a sector we face enormous challenges and this event is about finding our own solutions. It's an opportunity to explore how we can work together to make the sector stronger and more resilient. Staff, volunteers and trustees are invited to come along to join in the debates, workshops, and planning sessions.

To book: <https://sheffieldvcs.eventbrite.co.uk/>

Tuesday 23rd February 2016

Healthwatch Board & Information Session (New 'Rate & Review' website)

The Circle, 33 Rockingham Lane, Sheffield, S1 4FW (1pm start)

Healthwatch Sheffield Board meetings take place in public and we would love to see you there. We will also be showing our new 'Rate and Review' website which will give you the opportunity to rate health and care services from 1-5 stars and leave a comment.

Meeting papers will be available on our website 7 days before the meeting. If you would like to ask the Board a question, please submit it to us at least 2 days before the meeting.

You are welcome to join us for one, or both sessions.

To book: please email info@healthwatchsheffield.co.uk or call (0114) 253 6688.

Monday 29th February 2016

Free workshop - Developing the Mental Health Landscape in Sheffield

The Circle, 33 Rockingham Lane, Sheffield, S1 4FW (10am-4pm)

The workshop is part of a wider project with a Mental Health, Learning disabilities and Dementia Sector focus with the following two objectives:-

- That the people of Sheffield are provided with services that meet their needs along with better value for money through closer collaboration between VCF organisations and the statutory sector
- That methods of funding are appropriate and the competitive nature of obtaining funding is positive rather than negative for the service user and providers.

For further information or to book go to: <http://developing-the-mental-health-landscape.eventbrite.co.uk> or call Project Manager Steve Poole on 07879 607692.

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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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