

Quarterly report

July–September 2023

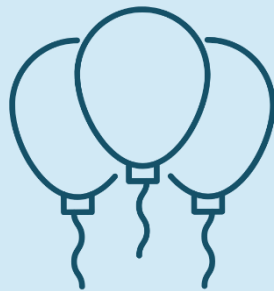
Heard from 675 people about their views and experiences



Spoke to people about their experiences of palliative and end of life care



Had our 10th Birthday celebration event



Supported an event on Roma Health in Sheffield



Had stalls at 5 community events



Published the SpeakUp Grant report from United Women's Affiliation



1. Introduction

Over the summer we have been out and about at community events, sharing our information resources, raising awareness of Healthwatch work, and getting feedback on health and care services in the city. These events also give us a chance to talk to people about our current priorities, such as Long Covid, and End of Life and Palliative Care. We are now half way through the first year of our 2-year work plan (which we shared in our last report) and have made good progress in both these areas of work.

We've also taken time to revisit work that was done earlier in the year to get people's views on the South Yorkshire NHS Plan – it was important to us that we fed back to people how their views had helped shape this. Our Community Outreach Lead developed an accessible summary of how people's views had made a difference to the plan, and took it out and about to groups that had taken part in the work.

This quarter we have also had two big events – in July there was the Roma Health event, delivered in partnership with Care for Children's Future and Voluntary Action Sheffield. People from Health and Care services came together with members of the Roma community to talk about how services can better meet their needs; it's powerful for people working in services to hear directly from different communities in the city, and it's central to our approach that we support opportunities for this to happen. Then in September we celebrated Healthwatch's 10th Birthday with a Birthday Brunch. We invited members of staff from health and care services, along with community groups and the general public, to come and join us for food, activities and celebration. It was great to see so many people there and reflect on the what we've achieved together over the last 10 years. We also took the opportunity to ask people their views on how we are working – it's important to us that we regularly take stock of our approach and look for ways to improve what we do.

Finally, we've also spent time over this period supporting Speak Up Grant recipients to get going with their projects. With only 4 grant recipients this year, we are working collaboratively with each of the organisations to help them develop and run their projects, which will enable them to capture the views and experiences of the people they support. Once the projects are complete, we will work with them to produce a report and share the findings with services to help influence improvements.

2. Enquiries, Information and Advice

Members of the public can tell us about their experiences of health and social care services in the Sheffield region so that we can then share their views and opinions with decision makers. We also offer specific information and advice about their care. Giving information about health and social care services is one of our statutory duties.

Enquiries we receive may include finding out about people's rights to treatment, what services may be available to them, or how to raise a concern about a negative experience they have had. We help people to find the right information as well as signposting them to further support if needed. Sometimes we can help people with their question immediately, whilst other situations may be more complex and may involve supporting the individual for a longer period of time.

Between July and September 2023, we received 161 pieces of individual feedback through our enquiry line, relating to people's experiences of health and social care services which was a rise compared to the previous quarter. Prominent themes have continued around people's struggles trying to get through to their GP on the phone and when trying to access both routine and urgent care appointments.

People shared their experiences of mental health services. A large proportion of the issues raised were linked to communication. Often when people had contacted Single Point of Access (SPA) feeling suicidal or at risk of harm the phone wasn't answered, or people were promised a call back that they didn't receive.

This quarter we have started distributing our new 'help with health costs' leaflet that we created in partnership with Citizens Advice Sheffield. We hope the information will help people understand what healthcare cost assistance is available as well as provide information on where to access support. We've also started work building up the information and advice section of the website, to enable people to access a wider range of resources.

Where have we signposted people this quarter?

SHSC Complaints Citizen's Samaritans MIND Gov.uk
Rethink Sheffield Advice Bureau Single Point of Access
Directory Sheffield Adult SENDIASS Disability
Own service provider Social Care Sheffield
Sheffield Deaf Advice SAYIT Sheffield
Warm Spaces Service Sheffield Carers Centre Patient Advice
Parliamentary and Health Sexual Health CQC Liason Service
Service Ombudsman Sheffield SY ICB
NHS 111 Sheffield Enquiries Complaints
MentalHealth Community Mental Subject
Sheffield City Council Guide Health Teams Access Portal
Care Opinion VAS Local Government and MAST
Sheffield Advocacy Hub NHS choices



Case Study

Difficulty with ordering prescriptions

*Diana telephoned her GP practice to order a repeat prescription as she usually did each month. This time she was told she couldn't place phone orders anymore and instead needed to fill in an online form or go into surgery. Diana explained she hadn't received any communication about the changes, she didn't use the internet and was unable to visit the surgery due to being a full-time carer. Staff told her there was nothing they could do as it was only housebound patients who had exception. Diana felt worried and anxious, she didn't know what to do as she desperately needed her medication. She got in touch with us, we telephoned the surgery and explained Diana's situation. The practice agreed Diana should continue to phone the surgery to place future orders and amended her record to prevent any future complications.

**Individual's name has been changed*

3. Website

This quarter our website had 2,555 visitors – a 26% increase on last quarter – and 6,602 page views. Our most popular page was our article inviting people to [share their views on end of life care services](#) through a survey or one to one interview.

We have also been increasing our online information and advice resources this quarter – our most visited advice article has been our '[Help with health costs in Sheffield](#)' leaflet, designed in partnership with Citizens Advice Sheffield.

In total we published 13 [information and advice articles](#) this quarter, covering topics from what to expect while waiting for care, to understanding your rights when registering with a GP, and more.

4. CQC / Sharing intelligence

Healthwatch England: We have been routinely using the process for sharing data with Healthwatch England via their new digital platform. We share this monthly. This connection with Healthwatch England helps us influence policy at a national level.

What have we been hearing?: This quarter we have shared 2 roundup reports with statutory partners, commissioners and service providers to highlight the issues that people are talking to us about. These are picked up in different ways, and have become a regular item for discussion at the Health and Wellbeing Board.

5. Young and Student Healthwatch

This quarter we had a student on a sixth form work placement for 2 weeks. The student worked with our Community Outreach Lead, and visited the Saalik Youth Project to support them with their SpeakUp Grant session.

6. Community Partnerships

The Community Partnership programme is a way for us to connect with voluntary sector organisations, working together to raise the voices of the people they support. We now have 12 [community partners](#), who help link us to a range of communities.

We produce regular newsletters for our community partners, but there is no fixed approach for the way the partnership works; we work flexibly to find ways that we can support each other in helping people have their say about health and social care services in Sheffield. Our Community Partners programme has developed since its creation to match the needs of the organisations we work closely with. This year was no exception, and we took the opportunity to ask our Community Partners what we could do differently, what was working and any ideas for future collaboration.

They told us what was important was sharing resources, offering training and promoting their organisation. They also highlighted the importance of having a good rapport with the people they support and being involved in health sector discussions. We are now in the process of looking at the feedback to identify the actions that we will take.

7. #SpeakUp Grants

2022–23 grants

United Women's Affiliation

In July we published the fourth #SpeakUp report from the 2022–23 round of grants. United Women's Affiliation (UWA) support around 90 women from African backgrounds living in Sheffield, who face many barriers to accessing care and support. They ran 15 events across Summer 2022, on topics like medication, mental health, and women's health, as well as wider determinants of health like access to green space and good quality housing.

Through these discussions they explored many of the issues that the women experience, including language barriers, issues around medication, finance, and a lack of respect from professionals working in health and care as well as other sectors like housing. People also expressed a desire for more education about health and wellbeing topics.

The Integrated Care Board responded to this report in August, with a commitment to working with United Women's Affiliation on education/communication resources and the development of services in the North East of Sheffield.

Primary Care Sheffield also included the report in their newsletter to GP practices, to ensure the findings were seen by those working in primary care.

You can read the report and the responses [here](#).

2023–24 grants

The four organisations awarded grants in 2023–24 began planning or carrying out their projects this quarter. Activities will continue in the next quarter, and we will begin to collate the findings of those groups who have completed their projects. Below is a brief description of each organisation and the work they are doing or plan to do:

Saalik Youth Project work with young Muslim people (aged up to 25) in Pitsmoor, Burngreave and Firvale. They hosted three sessions for their project – one online with the boys’ group, and two in person with the girls’ group. The sessions focused on experiences of health services, as well as understanding where and how young people access information to support their health and wellbeing.

Space To Breathe are an organisation focusing on mental health and wellbeing, creating conversations through creative arts. They are running an online survey about accessing GP services when people are struggling with their mental health and wellbeing. They also held an in-person event at Burncross Surgery at the end of September, exploring how patients and professionals can work to support a better experience of accessing primary care.

Parson Cross Community Development Forum work with local people in Parson Cross, providing educational and recreational activities to improve the health and wellbeing of those in the local community. For their project they worked with older people attending their sessions, exploring what it is like accessing health and social care services in their local area.

SAVTE (Sheffield Association for the Voluntary Teaching of English) support people to develop their English language skills, helping them to gain confidence and feel more independent. They are planning conversation sessions with their English learners, exploring which elements of the health and social care system there is most need for additional information resources about. They hope to use this learning to develop these resources to help new arrivals to England.

8. Projects, Involvement and Engagement

Long Covid

The Long Covid project has been running stage two of the Long Covid Community Grants Programme. Only the organisations who took part in stage one were eligible to apply for the second stage – seven organisations applied for funding to develop resources for use with a variety of communities in Sheffield. All seven were initially funded and six have gone through to produce materials which will be delivered in stage 3.

These materials and resources include:

- A short audio / visual clip chatting about long Covid to send in WhatsApp broadcast groups and Direct Messages (DMs)
- A short 10 min power point presentation for use in small groups / events which can be delivered in English and community languages.
- A general Long Covid information leaflet in easy read and translated into 3 languages
- An easy read Long Covid information film produced by and starring Sheffield Voices
- A summary of NICE guidelines on Long Covid for use at GP appointments to support and empower patients
- A diary-style symptom list of Long Covid for use at GP appointments to support and empower patients
- A leaflet outlining some of the feeling and needs of people with Long Covid – for the use of friends and family
- A short training course on Long Covid for community workers e.g. community champions. Outlining Long Covid information and using resources developed through stage 2 of grants
- A short video clips for social media by the Somali community focussing on 3 key important messages identified by the Long Covid project
- The development of model for a Long Covid peer support group

The project has conducted five interviews with individuals living with Long Covid in this quarter.

The Steering Group continues to meet regularly and we have promoted the project at venues and events around the city.

Using Voice for Influence



The Long Covid project continues to use the insights coming through to influence and improve the experiences of people living with Long Covid. For example, findings from the first stage of the Grants Programme identified interactions with GPs as a common barrier for people trying to get on the Long Covid pathway. There are varying levels of knowledge and understanding across different practices and GPs in the city. This has led to a number of meetings with primary care leaders to discuss the findings and possible actions, as well as a presentation to GPs and Practice Managers at the City-wide

Integrated Care Board – Forward Plan

Last quarter we described the work that we did to support people in having their say on the NHS South Yorkshire Joint Forward Plan. This quarter, we did work to feedback to people on how NHS South Yorkshire had incorporated the views of people living in South Yorkshire in to their 5-year Joint Forward Plan.

We did this in different ways to ensure everyone could receive the information in a manner appropriate for them. Healthwatch Sheffield created a 2-page summary of the key points in the plan. The 2-page summary was then used as a conversation starter at the groups visited earlier in the year. People heard how their responses had impacted the joint Forward Plan and had a chance to give their response to the plans. Healthwatch also used this time to support ongoing dialogue between people living in Sheffield and NHS decision makers.

Responses from people were varied from feeling positive about the plans to questioning how they would be delivered. Some people expressed apprehension to whether changes to health services would make any real impact on their lives.

Healthwatch recognises a need to keep this conversation ongoing throughout the life of the 5-year Joint Forward Plan.

End of Life Care

This quarter we continued our work to hear about people's experiences of Palliative and End of Life Care. This is to support the development of a system wide plan for End of Life Care in South Yorkshire, something which is now the responsibility of the Integrated Card Board (ICB). The digital survey ran until the end of August and we heard from 206 people about their (or relatives') experiences of Sheffield services.

In addition to the survey, we spoke to around 50 people through one to one interviews and community conversations. These were particularly focussed on hearing from people who are less likely to fill in an online survey, eg older people, and people with English as a second language. SACMHA and The Hadfield Institute worked with us on this project.

In October we will share our findings with the City-Wide Group for Palliative and End of Life Care, before publishing a report about what we've heard.

Out and about – stalls at community events

This quarter the Healthwatch team had a stall at 5 community events:

Parent Carer Forum at the Niagra Centre in Hillsborough. This is an annual event for disabled children and their families, where we combine fun activities (such as Hook a

Duck) with chatting to people about their experiences of accessing Health and Social Care.

Health and Wellbeing Event at Jami'ul Fuqara mosque in Burngreave. We took information about Healthwatch and resources to help people access health and care services in the city, as well as promoting the opportunity to feedback on end of life care.

World Youth Day at the English Institute for Sport – we heard from children and young people, and their parents.

Pakistan Independence Day – we took part of the celebratory event at the Pakistani Muslim Centre.

Longley 4 Greens - A family-focused health and wellbeing day featuring stalls from health providers and activities such as Zumba and blood pressure tests.



Pam from our team at the Jami'ul Fuqara mosque Health and Wellbeing Event



Children taking part in activities at the International Youth Day event, and the Pakistan Independence Day event

Roma Health Conference

In July we partnered with Care for Young People's Future, RTransform, Welcoming Cultures, and Voluntary Action Sheffield to put on a Roma and Health Inequalities Conference – Re-imagining Health. The event brought together members of the Roma community with health professionals and local policy makers to work together on the approaches needed to address the health needs of the community.

Using Voice for Influence



The Roma Health event brought together people from the Roma community, with people running and commissioning health and care services in the city. Events like this enable direct conversations to help decision makers better understand how to meet the needs of different communities in the city. As part of our role we are committed to creating opportunities and setting up events where these direct conversations can take place.



Dancing and panel discussion at the Roma Health Event

10 Year Celebration Event

We are celebrating our 10 year anniversary this year – that's 10 years of working to improve health and social care for people in Sheffield.

In September we had a birthday party, reflecting on our work over the decade and thanking some of the many people who've worked with us from voluntary and community sector organisations, the local NHS and Council, and people who live and use health and social care services in Sheffield.

You can read more about our birthday event on our website [here](#).

It was a really great event, attended by at least 60 people, where we socialised over food and entertainment, as well as reflecting on the importance of voice in improving services. We also took the opportunity to ask people about what they thought about Healthwatch; what we did well, and what would improve our work. Ideas for improvement included more face to face meetings, acting as an 'anchor' organisation for other people doing voice and involvement work in the city, raising our profile, and doing more to hold organisations to account.

The images below show some of the comments about what people felt we were doing well, and some pictures of the event.





9. Reports

What have we been hearing?

This quarter we published two of our regular intelligence briefings – from [June](#) and [July](#). These briefings capture ongoing and emerging themes which we hear from the public, and make sure they are shared with decision-makers and service providers.

We also spent some time this quarter reviewing these reports, which were originally developed to meet need in the early months of the Covid-19 pandemic and evolved organically from there. We are now trialling a bi-monthly approach, and will therefore publish an August-September briefing in October.

We are also asking external stakeholders, who receive the briefings, for feedback on the way information is presented and how they use these to inform their work in health and social care services.

10. Quality Accounts

Last quarter we submitted responses to five local Quality Accounts from 2022–23, commenting on services' priority work areas, and the way they involve patient and public feedback in their work.

4 of these organisations have now published their Quality Accounts, which can be viewed on their websites below:

- [Sheffield Health and Social Care NHS Foundation Trust](#)
- [Yorkshire Ambulance Service NHS Foundation Trust](#)
- [Sheffield Children's NHS Foundation Trust](#)
- [St Luke's Hospice](#)

We expect Sheffield Teaching Hospitals NHS Foundation Trust to publish their Account soon.

11. Health & Care Public Forum (Sheffield)

The forum met 3 times this quarter. During meetings, the following work areas were discussed:

- **Technology Enabled Care (TEC)** – The Forum shared views on technology enabled care, to inform Sheffield City Council's plans to invest in technology that enables proactive and preventative care, and facilitates better outcomes for people.
- **Sheffield Place improvement plans** – Forum members discussed an overview of the Sheffield Place Plan 2023–25, and associated priority work areas, with the Executive Place Director for Sheffield, South Yorkshire ICB. They also suggested 'wicked problems' that the [Leading Sheffield](#) challenge groups could address. Their ideas formed the basis of the questions that the groups chose to work on.
- **End of Life, death and bereavement** – Compassionate Sheffield talked about their work with individuals, communities and organisations to improve people's experiences of end-of-life care and bereavement. The forum discussed the importance of compassion when thinking about end of life, death, and bereavement, and shared comments on a draft video about advanced care planning in the Yemeni and Roma communities.

12. Local decision making

The Health and Care Bill is new legislation which has made changes to the way the NHS is organised – on 1st July 2022 new **Integrated Care Boards (ICBs)** were set up across the country in each sub-region. These boards will work with partnerships of local organisations such as voluntary sector organisations and local authorities, as part of an **Integrated Care System (ICS)**. Sheffield is now part of the **South Yorkshire ICS**.

This is important to the work of Healthwatch because our role is to influence and improve the way services are run. In the new system, some decisions about Sheffield services will now be made at a South Yorkshire level – this means we need to have routes to influence decisions in this new structure.

During this quarter we have:

- Continued to work with other South Yorkshire Healthwatch to promote the importance of public involvement and citizen voice in the new structure.
- Sent feedback from our Strategic Advisory Group on the NHS South Yorkshire Forward Plan – this was considered and responded to in the final paper that was taken to Board when the plan was agreed
- Continued meeting regularly with Engagement and Involvement leaders at the ICB, to ensure that our work at Healthwatch is connected to work taking place at a South Yorkshire level
- Continued attending the Quality, Performance and Patient Experience sub-committee of the ICB.

Healthwatch has a non-voting place on the ICB where we have the opportunity to bring insight from our work, and constructive challenge to the system in our role as a critical friend. As an interim measure, the Healthwatch Sheffield Chief Officer has taken this place while we develop a longer term plan to ensure we can be fully effective in our work with the board.

Locally, our Chair has been attending the **Health and Care Partnership Board** meetings, and has been active in contributing to discussion around the future of how services will work together as Sheffield Place. This also links to the role that we have currently facilitating the Health and Care Public Forum, giving people and patients an opportunity to directly hear about and comment on locally developed plans (see section 11 above).

We will continue to advocate for the importance of involving people in decision making, wherever those decisions are made.

13. Supporting services to involve people

During this quarter we have worked in partnership with services to help them plan and deliver engagement and involvement work / activities, including:

Adult Social Care

As part of the Adult Social Care Festival of Involvement, our Community Outreach Lead visited Henleigh Hall Care Home to help facilitate a conversation about what makes a good care home.

Supporting other Healthwatch

Last year our Community Outreach Lead was on secondment to a role in Healthwatch England, supporting the development of engagement across the network. This year, she will continue to spend some of her time on this work, through facilitating the **Healthwatch England's Engagement Leads Network** events.

The Healthwatch Engagement Leads Network (HELN) events are held online and attended by engagement, outreach, and volunteer leads from other local Healthwatch across England. The events are a space to share learning, network and broker working relationships with external charities and organisations. Healthwatch Sheffield is hosting these events for 2023-24. The mix of external and internal speakers has been successful, resulting in consistent attendance.

The events are monthly and alternate between informal and formal delivery, giving the opportunity to explore specific topics chosen by the Healthwatch network. The chance to support engagement at a national level is a huge development opportunity for us. Healthwatch England is helping the local Healthwatch take ownership of a national engagement way of working. Response from the attendees supports this method of delivery, and feedback has been positive.

Porter Valley Primary Care Network – Patient Voice

Following our [GP Website report](#) earlier this year, we were contacted by patients from the Porter Valley Primary Care Network (PCN), who wanted to promote more patient involvement in surgeries across their area. They highlighted that some surgeries currently had strong Patient Participation Groups or forums, but others didn't have much in place – they wanted to work on a plan to develop a more consistent level of involvement across the patch. We have been linking with patients and staff at the PCN to plan some events which will take place in November and early January.

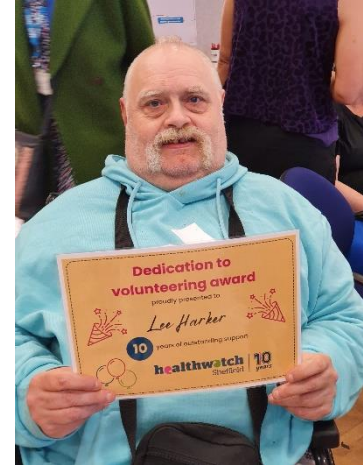
14. Volunteers

This quarter volunteers contributed at least **138 hours** of their time to support our work. This includes the ongoing work of our Strategic Advisory Group, and the Health and Care Public Forum (Sheffield).

Volunteering highlights

This quarter we welcomed a new volunteer, Zeta. She joins us in the office on a weekly basis, bringing research skills developed during her university course to support us with qualitative data analysis.

This quarter we also celebrated the ongoing support of some of our longest-serving volunteers. At our 10 year celebration event in September, we were able to recognise three volunteers who have been gifting their time, skills and expertise for that whole time: Trish, Lee, and Chris.



15. Healthwatch Team

This quarter no staff have left the team. **Pam Daniels** – Engagement Lead at Voluntary Action Sheffield, has continued to work the Healthwatch Team on the Palliative and End of Life Care project.

16. Coming up – What next for Healthwatch Sheffield?

We will start publishing this year's Speak up Grant reports

We will launch round 3 of our Long Covid Grants

We will publish our report on Palliative and End of Life Care

We will start work on our priority area of children's access to healthcare

Using Voice for Influence



As well as sharing our intelligence in our written round ups, staff and volunteers regularly raise feedback and share experiences in the meetings they attend. Taking part in meetings helps us stay informed about developments in services, and enables us to promote the importance of listening to, and involving people, in shaping those developments. This quarter, we have attended the following meetings, boards and committees:

- Health and Wellbeing Board
- Lived Experience and Co-production Assurance Group (Sheffield Health and Social Care Trust)
- Integrated Care Board (NHS South Yorkshire)
- Quality, Performance, Patient Involvement and Experience Committee (NHS South Yorkshire)
- Learning Disability Partnership Board
- Health Scrutiny Sub-Committee – Sheffield City Council
- Area Prescribing Group
- Primary Care Commissioning
- Integrated Medicines' Optimisation Committee (IMOC)
- Community Mental Health Team Review
- VAS weekly network meetings
- Health and Care Strategy meeting – voluntary sector
- Sheffield Health and Care Partnership Board
- South Yorkshire Local Dental Network
- Oral Health Advisory Group (Sheffield)
- Sheffield Teaching Hospitals Quality Report Steering Group
- Patient Engagement and Experience Committee – Sheffield Teaching Hospitals
- Strategic Care Home transformation oversight group
- Relationship Building and Support Workstream (Strategic Care Home Transformation)
- Substance Misuse Operational Group

Representatives from other Healthwatch in South Yorkshire also attend a range of meetings on behalf of our region, giving us an opportunity to feed into other areas of work including:

- South Yorkshire Integrated Care Partnership
- South Yorkshire Mental Health / Crisis care meetings
- South Yorkshire System Quality Group