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# Activity Report

January - March 2017





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# Introduction

## Welcome to the quarterly Healthwatch Barnsley Activity Report Qtr 4

This report details the work of the team and volunteers at Healthwatch Barnsley (HWB) and gives an overview of the teams findings regarding health and social care issues in Barnsley, and their work.

HWB is an independent consumer champion that gathers and represents the public's views on health and social care services in Barnsley. It ensures the views of the public and people who use the services are taken into account by those who commission and provide services.

HWB focuses on consumer rights, concerns, customer care and consultations; for more details see the back of this report.

This report is considered and approved by the HWB Strategic Advisory Board.

### The Board Members

Adrian England - Chairman  
Mark Smith - Vice Chairman  
Christine Key  
Margaret Baker  
Margaret Dennison  
Tony Alcock  
Ian Guest  
Wendy Hardcastle

We hope that you find this report informative; if you have any queries or would like to share your own story please do not hesitate to contact us.

Outreach, Promotion and surveying work are undertaken by our Adult and Junior Healthwatch Champions who are:

### Adult Healthwatch Champions

Aftab Ali  
Andrew Crossley  
Chris Green  
Edith Bird  
Marie Cook  
Pat Durie

### Junior Healthwatch Champions

Grace Harthill  
Lilly Kershaw  
Holly Mayes  
Heather Lindsay  
Stephany Coetrall

And our volunteers are supported by the **Healthwatch Barnsley Team**

Teresa Gibson - Healthwatch Manager  
Lorna Lewis - Adult Engagement Officer  
Jade Bligh - Children's Engagement Officer  
James Goodwin - Outreach Worker  
Gill Doy - Communications, Signposting and Intelligence Officer

This and previous reports are available on our website:

[www.healthwatchbarnsley.co.uk](http://www.healthwatchbarnsley.co.uk)



# Healthwatch at a glance

## Healthwatch engagement this Quarter

We have engaged with 535 Barnsley people



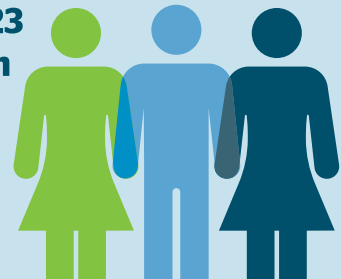
We have gathered 45 reviews via our Healthwatch Barnsley Feedback Centre



Achieved 56 new followers on Twitter  
Achieved 21 new Likes on Facebook



We have 2323 Healthwatch Members



Healthwatch Barnsley contributed to 1 report on access to dentists in South Yorkshire and Bassetlaw - the findings will be fed into the Local Dental Network. Healthwatch Sheffield led on this.

Healthwatch also shared 1 report with the Southwest Yorkshire Partnership Foundation Trust on access to and experience of Speech and Language Therapy Service. When this is signed off by the Healthwatch Barnsley Board it will be sent to the BMBC Service Commissioner.





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# Healthwatch News

## **We were sad to see our Healthwatch manager of 4 years Carianne Stones leave the team at the end of this quarter.**

Her time here over the past 4 years has been marked by both challenges and triumphs, and she always appreciated the support and the determination she had from all of our Healthwatch stakeholders, especially in a difficult and ever evolving health and social care economy.

She has left the post knowing that Healthwatch Barnsley has amplified the voice of the Deaf Community, has raised awareness amongst carers about the importance of registering with their general practitioner at Walderslade Surgery in Hoyland, and has put forward the views and experiences of individuals accessing mental health services in both Adults and children's services all of which has, and is still resulting in change.

Carriane wished Healthwatch and all of those involved in it, all of the best in its future and left here enriched both personally and professionally.

Our new manager Teresa Gibson comes to the post with a wealth of experience both in the Voluntary Sector Education and Health, and is looking forward to working with Staff, Volunteers, and Partner agencies across Health and Social Care and the Voluntary and Community Sector.

To find out more about our new members visit the [Healthwatch Barnsley Web page](#).



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# Information and Research

## Experience Gathering

The outreach work has progressed well this quarter, with a good mix of interaction across the areas of the community outlined in our last Equality Impact Assessment (this included men, older people and faith groups). It also encompassed the BME community and we are in the process of engaging with groups in this area.

We have attended a variety of events in different settings around the borough, for example, schools, churches and community hubs and we have spoken about what Healthwatch can offer and how we can help people who are experiencing difficulties within Health & Social care. We have also invited members of the public to interact with our feedback centre, in order to review and 'star rate' all manner of health and social care services.

The adults and childrens engagement workers have continued to meet with the public to listen to their views and experiences. They have continued to visit a variety of venues which include community and voluntary sector groups' local events and school sessions.

You will have seen us at the following venues:

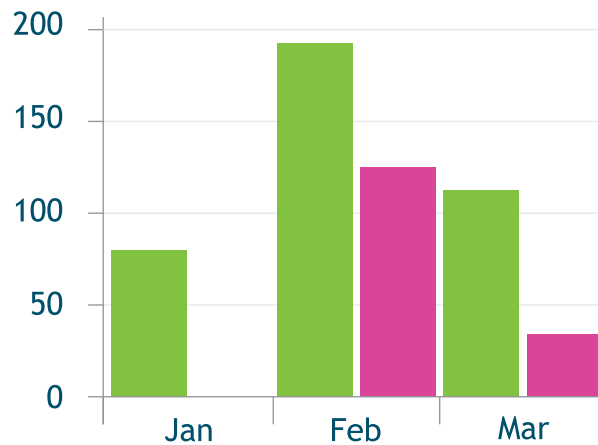
- Salvation Army Goldthorpe
- Carers Workshop
- Buckingham House Care Home - Penistone
- BIADS - Dementia Support
- Supporting safe & independent living in Barnsley - Digital Media Centre
- Barnsley MIND - LGBT Group
- Parkinsons District Branch Meeting
- Goldthorpe Development Group
- Wombwell Cricket Club - Wombwell
- ROMERO Coffee Morning - Athersley
- Wednesday Voice Learning Disabilities
- Deaf Community Forum
- Coffee Morning - Emmanuel Church
- Allsorts Group - Age UK
- Stitches Group - Emmanuel Church
- Classical Studies Group at Emmanuel Church
- Barnsley and Rotherham Mind
- Walderslade Surgery Hoyland
- Coffee Morning - Hoyland Methodist Church
- Pride Over Prejudice (POP) Festival - Elsecar Heritage Centre
- Independent Living Event - Digital Media Centre
- Hourbank Group - Goldthorpe (Cherrytree Court)
- LGBT Forum
- Joseph Locke Primary School
- Barnsley College
- Ward Green Primary School
- Athersley South Primary School
- Elsecar Primary School
- Dodworth Primary School



# Information and Research

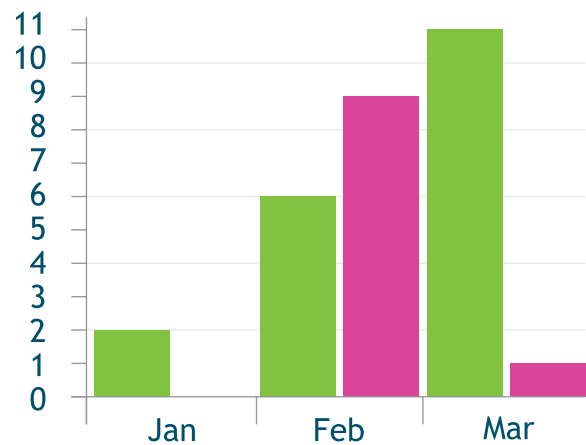
## Experience Gathering

**Number of Experiences**



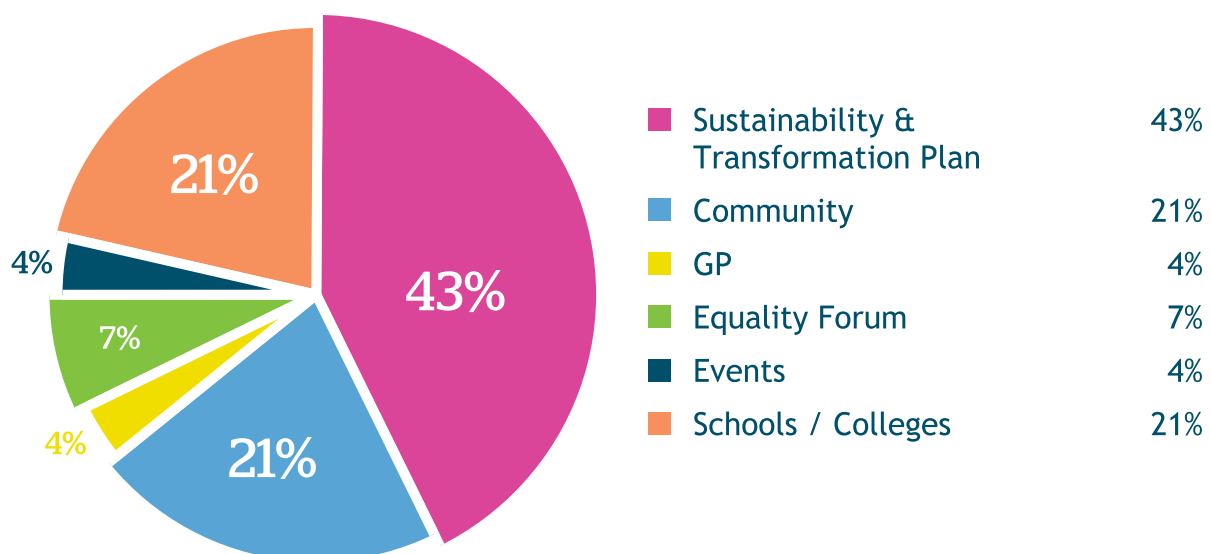
	Jan	Feb	Mar
Adult	80	193	113
Young People	0	124	34

**Number of Venues**



	Jan	Feb	Mar
Adult	2	6	11
Young People	0	9	1

## Outreach and Engagement Activity January-March 2017





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# Issues by Service

## Projects

### I Pledge Project

The Children's Engagement Worker engaged with 5 primary schools in Barnsley doing a 45 minute sessions in each school, highlighting the importance of dental hygiene as well as gathering the opinions of young people relating to their views on dentists.

For this project we engaged with young people's experiences of Dental Services, we were able to speak with 188 children and young people at the following schools during this 45 minute session. The schools we engaged with are:

- Ward Green Primary School
- Joseph Lock Primary school
- Dodworth St Johns C of E Primary Academy
- Athersley South Primary School
- Elsecar Holy Trinity CE Primary School

The main purpose of this session was to highlight the importance of dental hygiene, and to find out how much young people knew about looking after their teeth; the key points asked to the young people were;

- How many times a day should you brush your teeth?
- How long should you brush your teeth for each time you brush them?
- How often should you visit the dentist?
- What is a fluoride varnish?

We also asked children and young people about their experiences of visiting their dental practice. The main focus was on the following five areas:

- If children and young people have been to the dentist lately and how often they attend and also is this a regular trend.
- The opinions, experiences and views, of children and young people who have used the dentist.
- If children and young people were aware of the new super hero scheme launched by Public Health in 2015.

The feedback we received outlined their experiences and opinions of 20 dental practices covering all six ward areas of Barnsley.





# Actions & Interventions

Issue

Action

Impact

The following are examples of some ongoing (still open) and recently closed actions/interventions, including immediate actions and longer cases.

## Issue Raised June 2015 • Carers Grant Identification Scheme

Following guidance from central Government many GP practices have set up carers' registers to enable carers to obtain extra support. It was becoming apparent through feedback that there

are Carers within Barnsley who need to register with their GP to access this support and gather further information which would help them in their day-to-day caring role.

### Action

Healthwatch Barnsley was awarded a grant through the Carers Forum to work within GP surgeries to identify carers (who do not see themselves as carers i.e. I just look after ...) and encourage them to register as carers with the Surgery.

As a result of this guidance many GP practices have set up carers' registers to enable carers to have this extra support, which also gives them access to annual health checks, flexible appointments double appointments when necessary and annual flu vaccinations.

Three surgeries were identified and approached to work with us. Royston Practice Dodworth and Walderslade practice in Hoyland. Walderslade were very interested in working with us on this project. We provided awareness raising training with the staff, and went on to use Walderslade Practice as a pilot to demonstrate the effectiveness of outreach & engagement work within a surgery to improve uptake of this initiative.

Further to our meetings with Walderslade Surgery in Hoyland, Healthwatch Barnsley provided staff awareness training, awareness and information training for the Patient participation group and 3 awareness raising sessions for patients during September, November and December 2015 at the surgery.

We also offered a private consultation room to speak privately to patients if they wished and offered a Healthwatch Outreach Surgery in case there were issues Healthwatch could support with in general terms.

We worked in the reception area in order to speak to carers about the benefits of registering with the surgery as a carer. This would be highlighted on their notes through a flagging system that they are a carer and therefore might have specific needs when attending an appointment for themselves.



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## Issue Raised June 2015 • Carers Grant Identification Scheme continued

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### Action continued

In these sessions we have also promoted the fact that a carer is entitled to have a flu injection regardless of their age. We discussed Carers assessments with people highlighting how this can benefit both the carer and the person they are caring for and how to request this for themselves.

Each person we interacted with was given a Carers Booklet which we have produced, with further information and a list of contact numbers for organisations they

might need in the future. Highlighting the carers assessment contact number should they wish to use it.

We organised to attend the surgery as an information session, talking to patients to establish whether they were aware of this support and to give them further information and advice.

In total we talked to 40 patients, who then went on to register with their GP as carers.

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### Outcome

We were then invited to look at how organisations can work together to benefit carers and their families in the Hoyland area. At a group meeting consisting of organisations and individuals, each person spoke a little about the work they were doing. We then looked at how working and networking together can benefit carers and their families.

An item for the Surgery newsletter was produced and printed in an issue of Walderslades newsletter on the benefits of carers letting the surgery know they are carers. This introduced the work further to the Hoyland community as a whole, when people picked it up and took it home, therefore giving further reach to the information in the community.

We also met with the Carers Forum to provide an update on our work. As a result of this we have provided the Carers I.D. leaflet electronically to Jane Beech (adult safeguarding) and Debbie Pye to be distributed electronically to organisations and community groups. This will ensure that information on registering as a carer with your G.P. and the benefits of doing this will now be across the Barnsley area.

Hopefully other areas within Barnsley will hear about the work through the leaflet we have produced and the networking we have done in the Hoyland area. If GPs now see the benefit of the work we have done then this information can be replicated across the borough, thus increasing the number of carers registered with their practices, and gaining the support they are entitled to.



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## Example of work

Healthwatch Barnsley and Voluntary Action Barnsley were commissioned by Sheffield Commissioners Working Together, (which are a collaborative of eight clinical commissioning groups and NHS England, working together across South and Mid Yorkshire, Bassetlaw and North Derbyshire on the Sustainable Transformation Plans), in order to do a piece of work to engage the community 'in a conversation' about what they think about their local plan.

Specifically for Healthwatch our brief was to engage hard to reach and the seldom heard groups to look at the local Barnsley Plan within the South Yorkshire and Bassetlaw Sustainable Transformation Plans.

We used a six week window mid-February to the end of March working in conjunction with all other Healthwatch in the South Yorkshire and Bassetlaw areas. The raw data from each individual area was then collated across the whole South Yorkshire and Bassetlaw footprint, and fed back to the Commissioners Working Together group.

Healthwatch Barnsley engaged with thirteen groups in this time, facilitated two Focus Groups and engaged with staff within Voluntary Action Barnsley. The online survey produced by Commissioners Working Together was shared on our website and social media to ensure we spread the word and provided the information about the Local Place Plan to a wider audience.

At each group meeting we ensured people had a chance to read the plan discuss this

together and as individuals were offered the chance to either fill in a paper survey which we could input on their behalf on to the system or, alternatively fill in the online survey.

Samples of the groups we visited and engaged with are;

- Barnsley Independent Alzheimer's and Dementia Support (BIADS)
- Wednesday Voice
  - Learning Disabilities Group
- Deaf Forum
- Salvation Army Church
- Parkinsons & District Branch Meeting
- Goldthorpe Lunch Club for the Elderly

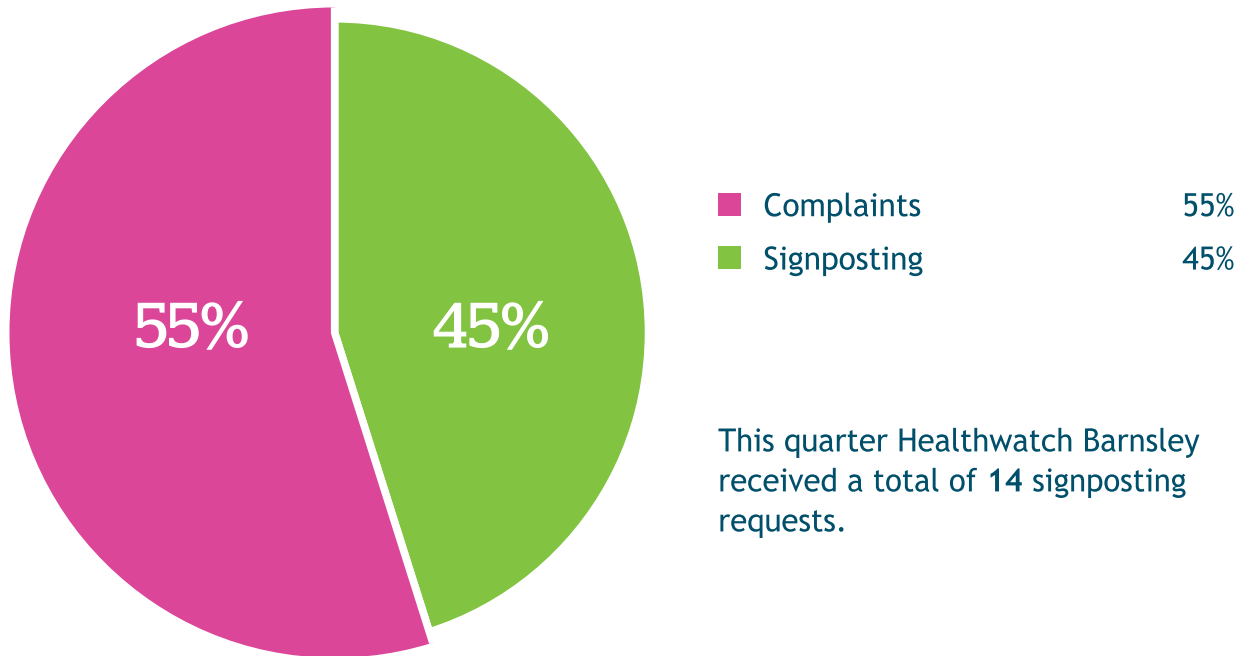
Our two Focus Groups were organised to be on the same day. They were two hour sessions with a small group of people who had an interest in exploring the Place Based Plan in more detail. The sessions were set for over lunchtime and early evening to ensure we could accommodate people who may be working or had caring responsibilities etc. All comments and questions from the groups were fed back to the Commissioners Working Together and replies to specific queries were answered by the said organisation.

This is the start of ongoing conversations across the borough that Healthwatch Barnsley will be involved in as the Sustainable Transformation Plans move forward. We will be able to report on the survey in the future as and when we get the results - so watch this space!

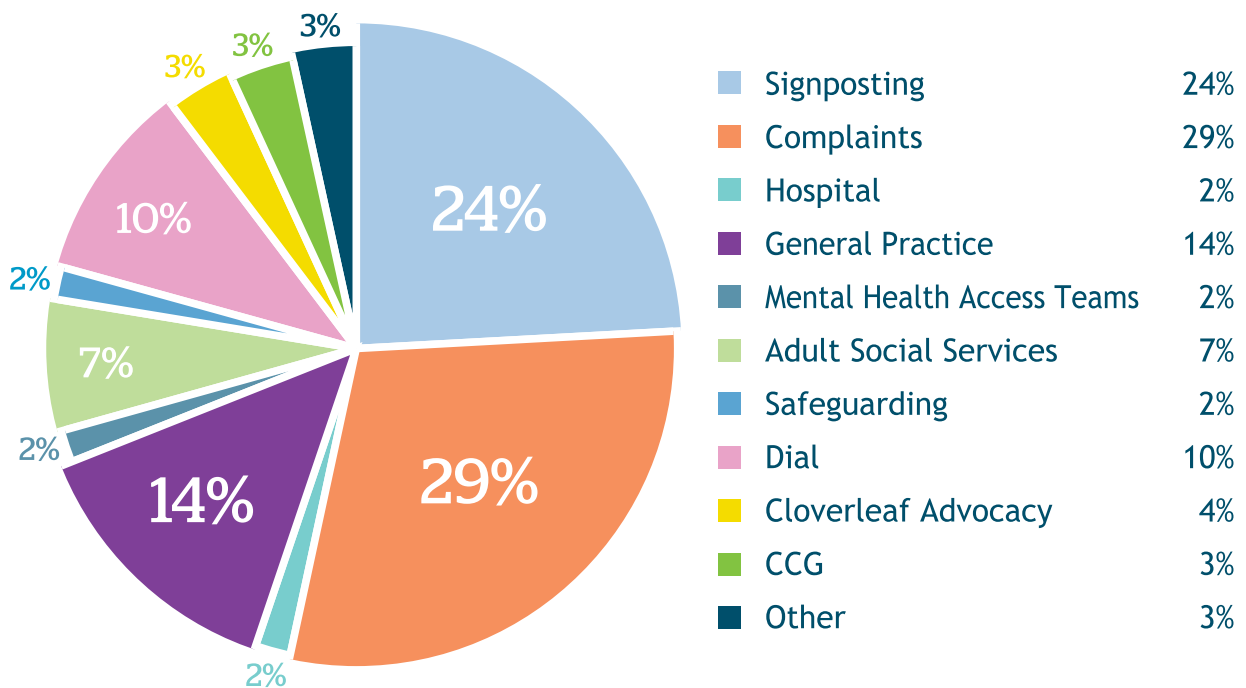


# Signposting & Information

## Percentage of Complaints, General Signposting activity



## Referrals





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# Press Summary

The following stories are from the press relating to Barnsley Health and Social Care services.

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## January 2017

### GP merger plans revealed

Barnsley Chronicle - <http://www.barnsleychronicle.com/article/gp-merger-plans-revealed>

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## February 2017

### Hospital maternity department reopens after flood

Barnsley Chronicle - <http://www.barnsleychronicle.com/article/hospital-maternity-department-reopens-after-flood>

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### Hospital boss plays down patient fears

Barnsley Chronicle - <http://www.barnsleychronicle.com/article/hospital-boss-plays-down-patient-fears>

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### GP texts cost £24,000 a year

Barnsley Chronicle - <http://www.barnsleychronicle.com/article/gp-texts-cost-24-000-a-year>

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### Two new doctors appointed at Dodworth

Barnsley Chronicle - <http://www.barnsleychronicle.com/article/two-new-doctors-appointed-at-dodworth>

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### Hospital helps man suffering from motor neurone disease

Barnsley Chronicle - <http://www.barnsleychronicle.com/article/hospital-helps-man-suffering-from-motor-neurone-disease>



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## March 2017

### Care service could spell end for Mount Vernon

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Barnsley Chronicle - <http://www.barnsleychronicle.com/news#filter/2017-03>

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### Hospital fails to meet national A and E target

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Barnsley Chronicle - <http://www.barnsleychronicle.com/news#filter/2017-03>

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### Hospital services reviewed after funding loss

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Barnsley Chronicle - <http://www.barnsleychronicle.com/article/hospital-services-reviewed-after-funding-loss>

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### Healthcare federation picks up awards

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Barnsley Chronicle - <http://www.barnsleychronicle.com/article/healthcare-federation-picks-up-awards>

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### Hospital fails to meet national A and E target

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Barnsley Chronicle - <http://www.barnsleychronicle.com/article/hospital-fails-to-meet-national-a-and-e-target>

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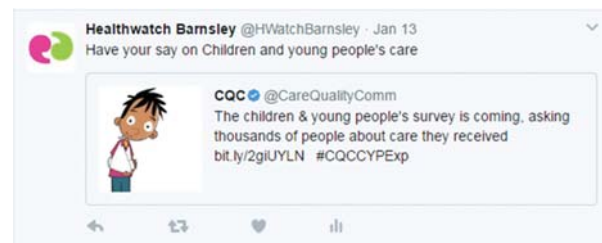
# CQC Inspections Schedule

Healthwatch Barnsley shares intelligence with the CQC when they are planning to inspect services, we also support the Care Quality Commission to communicate with Barnsley people through sharing their information and press releases.

## January - March 2017

During this period Healthwatch Barnsley have supported the Care Quality Commission with the promotion of their 'caring across generations campaign', via our social media networks. Sharing of this information with our members enables individuals to provide feedback on their experiences of using services.

The campaigns we have supported in raising awareness of this quarter include:





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# Gathering

## Complaints & Quality Data (External Organisations)

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### Organisations

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CCG Intelligence Sharing Meeting

BMBC Contracts and Performance

Barnsley Hospital

Barnsley Quality Surveillance Group

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## Current Statutory and other consultations

### NHS England

**Proposed Action to cut Sales of Sugary Drinks at NHS premises** Closed 18 January 2017  
Consultation Nov 2016 for 11 weeks

<https://www.england.nhs.uk/wp-content/uploads/2017/04/sugar-action-doc.pdf>

**Proposed redesign of learning disability and autistic spectrum disorder services 12 week consultation** Closed 23 February 2017

**Child and Adolescent Mental Health Services Consultation** Closed 28 February 2017  
<http://www.youngminds.org.uk/news/blog/3482>

**Barnsley Clinical Commissioning Group - Children's Surgery Consultation** Closed 14 February 2017  
[http://www.smybndccgs.nhs.uk/application/files/9814/8301/2835/Consultation\\_document\\_childrens\\_surgery](http://www.smybndccgs.nhs.uk/application/files/9814/8301/2835/Consultation_document_childrens_surgery)

**Hyper Acute Stroke Service - Consultation document** Closes 14 February 2017  
[http://www.smybndccgs.nhs.uk/application/files/6714/8300/8628/Consultation\\_document\\_hyper\\_acute\\_stroke\\_services](http://www.smybndccgs.nhs.uk/application/files/6714/8300/8628/Consultation_document_hyper_acute_stroke_services)

**Sustainable Transformation Plans consultation - staff and public consultations** Public Consultation Closed 31 March 2017  
<http://www.smybndccgs.nhs.uk/what-we-do/stp/staff-and-public-conversations>

**Maternity Choices Information Survey** Closed 31 March 2017  
<https://www.engage.england.nhs.uk/survey/maternity-choices/>

### Barnsley CCG

**Barnsley Care Navigation and Telehealth Service Review 2017** Closed 18 April 2017  
<http://www.barnsleyccg.nhs.uk/get-involved/barnsley-care-navigation-and-telehealth.htm>

### Barnsley CCG

**Heart Failure - Patient and Carer Survey 2017** Closed - Date Unknown  
<http://www.barnsleyccg.nhs.uk/get-involved/heart-failure.htm>





# Promotion and Engagement

## Groups and Meeting Membership

Name	Rep'	Notes (start date, parent groups etc.)
Health and Wellbeing Board	Adrian England Deputy Tony Alcock	Statutory
Senior Strategic Development Group	Adrian England Deputy Teresa Gibson	Statutory
Quality Surveillance Meeting	Tony Alcock Deputy Teresa Gibson	Statutory
Barnsley Adult Safeguarding Board	Gill Doy	Statutory
Performance management and Quality Assurance Meeting - Adult Safeguarding	Teresa Gibson Deputy Gill Doy	Adult Safeguarding Board
Pathways and Partnership Group - Adult Safeguarding Board	Teresa Gibson Deputy Gill Doy	Attend Upon Request
A&E Delivery Board	Teresa Gibson Healthwatch Barnsley Manager	Multi Agency
Trust Executive Group	Nigel Middlehurst Deputy Christine Drabble	Children's Group
GP Co-commissioning meeting	Margaret Dennison Deputy Teresa Gibson	CCG
Stronger Communities Partnership	Adrian England Margaret Baker	Multi Agency
CCG Equality Steering Group	Teresa Gibson	CCG
Mental Health Concordat	Mark Smith, Marie Cook	Multi Agency, Crisis Care Pathway
Patient Council	Adrian England, Mark Smith, Margaret Dennison and Pat Durie	CCG
NHS Patient Experience Meeting	Teresa Gibson	NHS England



## Groups and Meeting Membership

Name	Rep'	Notes (start date, parent groups etc.)
Barnsley Performance Management Meeting - Independent Sector	Teresa Gibson Deputy Gill Doy	Multi Agency
Barnsley Provider Forum	Teresa Gibson Deputy Gill Doy	Statutory
Joint Strategic Needs Assessment Intelligence Group (Operational}	Teresa Gibson	Statutory
Joint Strategic Needs Assessment Strategic Group	Adrian England	Statutory
Electronic Prescription Service	Margaret Dennison	Statutory
Accountable Care Board	Adrian England	Statutory



## Volunteering and Enter and View

Healthwatch Barnsley has this quarter supported Barnsley Hospital NHS Foundation Trust on PLACE visits. These are patient led assessments of the care environment. We have two trained and authorised Enter and View representatives for this particular role.

- ✓ **Conducting an Enter and View**
- ✓ **Safeguarding**
- ✓ **Mental Capacity Act and Deprivation of Liberty Safeguards**
- ✓ **Equality and Diversity**
- ✓ **Data Protection**
- ✓ **Confidentiality**

### Planned Enter and View Visits

Healthwatch Barnsley has no plans to undertake enter and view for the next quarter.

### Healthwatch Barnsley are recruiting



### Healthwatch would like to recruit Volunteer Champions

If you are interested in becoming a Healthwatch Champion, please contact us on the details given at the end of this report.



# Media

**f** **349** HealthwatchBarnsley

**t** **1772** @HWatchBarnsley

## Google Analytics



## Outreach Work

Healthwatch Barnsley shared Grin & Share it's photo.  
Published by Gill Healthwatch (?) · 19 April at 15:16 · €

James doing outreach with Grin and Share it

Grin & Share it  
19 April at 14:39 · €

29 people reached Boost post

Like Comment Share

**Spring Health Fayre**  
Cudworth Methodist Church  
Saturday 22 April 10:30am to 12:noon

Sponsored by the Cudworth Ward Alliance


- Talk to health care experts
- Advice and support
- Welfare rights
- Free refueling
- Live brass quartet band
- Free fruit taster packs while stocks last

James will be at Cudworth Spring Health Fayre tomorrow morning  
@CudworthTARA @CudworthHistory @BarnsleyLibs @BerneslaiHomes @AgeUK\_Barnsley pic.twitter.com/goQX2BITs




# Media

## Example Tweet

 **Healthwatch Barnsley**  
Published by Carianne Stones (7) · December 9, 2016 · €

This morning Healthwatch Barnsley will be attending Kendray Hospital to talk with the Speech and Language Therapy Service Manager and Partners about the work we have been undertaking over the past couple of weeks, gathering feedback from service users and carers. This area of our work will be completed in December and analysis will take place early January. If you have not yet shared your views about this service you have until the 30th of December 2016.

Visit us at [www.healthwatchbarnsley.co.uk](http://www.healthwatchbarnsley.co.uk)




Home - Healthwatch  
HEALTHWATCHBARNLSLEY.CO.UK

48 people reached Boost Post


Like Comment Share

## Example Post

 **Healthwatch Barnsley**  
Published by Carolyn Ellis (7) · December 13, 2016 at 10:13am · €

NHS Barnsley Clinical Commissioning Group has been working with seven other clinical commissioning groups, and all the provider (hospital) trusts across the region, to consider how they best provide a number of different services across the region.

They want to ensure that the people within our local communities receive the best and safest care possible, now and in the future. Depending on where you live, some patients have better experiences and access to services than other... [See More](#)



SMYBNDCCGS :: Home SMYBNDCCGS :: Home



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# About Healthwatch Barnsley

**Consumer Rights:** Promoting Information on your rights when accessing health and social care services

**Concerns:** Finding out your concerns and following them up with service providers and commissioners

**Customer Care:** Making sure providers' customer care systems work for you

**Community:** Working with and listening to communities and voluntary groups

**Consultations:** Making sure that those who have to consult you do so properly

**Signposting:** Providing information and helping you to access local health and social care services and community and voluntary sector services

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## Get in touch

The Core, County Way, Barnsley,  
South Yorkshire, S70 2JW.

Call 01226 320106  
[healthwatchbarnsley@vabarnsley.org.uk](mailto:healthwatchbarnsley@vabarnsley.org.uk)  
[www.healthwatchbarnsley.co.uk](http://www.healthwatchbarnsley.co.uk)