



**#SpeakUp Small Grants Programme  
2018-2019  
Summary Report**

**August 2019**

## Background

Healthwatch Sheffield is the city's local consumer champion for health and social care services. The organisation exists to help adults, children and young people to influence and improve the way health and social care services are designed and run in the city. Healthwatch Sheffield is completely independent from the NHS and Sheffield City Council.

In 2018/19 Healthwatch Sheffield ran a small grants programme called #SpeakUp. The programme was designed to enable local organisations and community groups to gather views and experiences of health and social care services from Sheffield residents, especially from those who do not traditionally have a voice. The aim was to ensure that health and social care decision makers in the city hear from a diverse range of people about their experiences of services.

Sheffield-based voluntary and community sector organisations were invited to apply for a small grant of up to £1,000 to run consultation and engagement activities. Organisations were asked to relate their projects to one of the aims and priorities in the 2018 - 2020 Healthwatch Sheffield 'Together for Good' Strategy.

The grant application process opened on 19<sup>th</sup> December 2018 and closed on 17<sup>th</sup> February 2019. A total of 15 applications were received and 11 grants were awarded. Activities had to take place before 14<sup>th</sup> July 2019.

**In total organisations gathered the views of around 604 people.** In addition, over 300 people took part in the 'Missing Millions' event organised by Sheffield ME & Fibromyalgia Group, with over 20,000 people having accessed the film they made of the event. The organisations have heard from a very diverse range of people, including:

- Asylum seekers and refugees
- People from the BAMER (Black, Asian, Minority Ethnic and Refugee) community
- People with learning disabilities and their families and carers
- Mums with English as a second language
- Trans young people, and others from the LGBT+ community
- Local residents in North Sheffield
- People with eating disorders, their families and friends
- Young people and school age pupils, some with mental ill health
- Those affected by ME and Fibromyalgia

This was the second time that Healthwatch Sheffield had run a small grants programme for this purpose.

This report provides a snapshot of what the 11 grant recipient organisations did and their key findings and recommendations. The report also explores common themes that emerged from the projects and the impact of the programme.

## Common themes

The results from the #SpeakUp projects reveal some common, cross cutting themes. These include both good experiences and aspects that could be improved.

### Good experiences

It is important to recognise and celebrate the fact that projects identified positive experiences as well as challenges and suggestions for change. However, some positive comments, (for example on the good attitude of staff, the availability of appointments and translation services) were also cited as negative aspects of health services by others.

Some of the positive experiences are summarised below:

- 97% of people with learning disabilities said that they either don't mind going to their GPs, or that they enjoyed going.
- There is a big appetite for further health and well-being activities amongst refugees and asylum seekers.
- People on the Flower Estate in North Sheffield said they liked the range of health services that are available. They thought there were good levels of care and respect in both hospitals and dentists.
- Residents in North East Sheffield thought that health providers listened and took people seriously.
- Transgender young people praised colleges and universities for the support they were given.
- The provision of literature and resources by some Eating Disorder Services gave those accessing these services a sense of hope.
- Young people said that the recent uptake of mental health coverage in mainstream and social media can be positive, destigmatising the broader subject of mental health.
- Some people spoken to by Reach South Sheffield felt that the help given by pharmacies to young children needing medical attention was good.
- People from the BAMER community thought that GPs were good and provided an effective service. They said that hospitals were clean, provided a wide range of services and that the staff there were supportive. They particularly like the reminder service at the Northern General Hospital.
- The BAMER community also thought highly of maternity support, speaking positively of the help they were given in looking after their new baby.

### Sensitivity to people's needs

Several of the reports spoke about the need for additional training so that health professionals can be more aware of people's needs;

**Learning Disability:** More GPs need to be trained in treating people with a learning disability in order to improve communication during appointments.

**Mental Health:** People with mental health conditions highlighted that they wanted to be treated like people, ‘not statistics, items or things’. They felt that services were out of touch with what people with depression were experiencing.

**Cultural sensitivity:** Several organisations working with refugees, asylum seekers, and others from the BAMER community felt that there was a need for further training on cultural sensitivity for health care professionals. Without this there can be a lack of trust, which means that people are unwilling to access services.

**LGBT:** The work of SAYiT concluded that there is a need for all health care providers to receive LGBT+ (Lesbian, Gay, Bisexual, Transgender/Transsexual plus related communities) education around puberty, relationships and sex education.

### Access to services

**Physical access:** three of the groups - those involved with learning disability, eating disorders and mental health - noted that services were not always physically accessible, which can be a barrier to care.

**Accessing GP appointments:** difficulties getting GP appointments were raised by a several groups consulted. This may be because of being triaged by a receptionist, the busy phone lines, or the challenges posed by a language barrier. Others spoke of the need for the availability of appointments outside of the working day. One issue particularly mentioned by BAMER groups was that they were not confident in using online booking, and it could therefore be more difficult for them to book appointments.

**Signposting Services:** the need for better signposting to services was highlighted. This may be due to the language, or to a general lack of information and teaching on the services available. Asylum seekers and refugees were not aware of the range of health services that are available. The workshop run by City of Sanctuary also showed that people did not know how the NHS worked, or how to make the most of accessing services. Several groups said that they were not aware of all the services available from pharmacies.

**Mental health and Eating Disorder Services:** The groups working with young people with mental health issues or eating disorders said that the use of BMI (Body Mass Index) sometimes had a negative effect, preventing those with psychological distress from accessing help and encouraging unhealthy behaviours to achieve a diagnostic threshold.

### Language and Interpreters

As with the previous round of #SpeakUp grants, the use of interpreters came up frequently in the reports. For people with limited English, the use of interpreters is helpful. However, it is important to make sure that interpreters speak the same dialect as the person they are interpreting for, otherwise this can lead to confusion. This can be an issue with Interpreting Services such as Language Line. Interpreters also need training on medical terminology. The majority of respondents from one BAMER community had to get assistance from family or friends to interpret for them. This

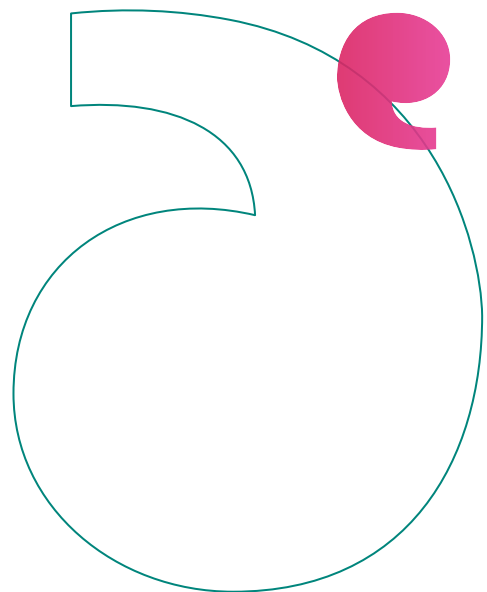
could mean that young family members used as interpreters would miss school or college.

If interpreters are being used, then appointments need to be long enough for people to speak through an interpreter. If interpreters are not being used, then healthcare professionals need to speak slowly and listen carefully to their patient.

In general, there needs to be clear and accessible advice, both written and spoken, for those for non-native English speakers or who are refugees or asylum seekers.

### **Advice on healthy lifestyles and prevention**

Several groups highlighted the need for more advice on healthy eating and exercise. There was frustration in some groups that although community organisations promoted this, it was not followed through on advice from hospitals, GPs or dentists. City of Sanctuary found out that there was a great appetite among asylum seekers and refugees for further health and well-being activities. Those activities run as part of these projects, for instance the Health and Well Being Day or the Health and Well Being Workshops, were very well received.



## Summary of findings

### Sheffield Mencap & Gateway

Sheffield Mencap & Gateway was established in 1951 by parents of children with learning difficulties who wanted a better life for their children. It now provides support for over 300 adults and children with learning disabilities and their families and carers in Sheffield.

#### Project: 'My Health'

The main aims of the project were to:

- Increase the awareness of the availability of annual health checks (AHCs) for people with a learning disability in primary care.
- Increase understanding of the preventative aspect of annual health checks.
- Gather the views of people with a learning disability regarding access to primary care for annual health checks.
- Explore any barriers that may exist in having annual health checks.

Through workshops, one to one discussions and a questionnaire, they interacted with a total of 79 individuals.

### What they found

**Awareness of, and experience at, annual health checks:** 97% of participants said they either don't mind going to their GPs, or they enjoyed it. Over half of the participants knew what annual health checks were beforehand and these participants said they attend them annually. Reasonable adjustments are very important to people when accessing their health checks. All parents who responded to the questionnaire said the person they cared for attended their check-ups annually, and generally had good feedback. However, some felt there was a lack of consistency in the thoroughness of the health checks.

#### Barriers to accessing annual health checks:

*A lack of support;* it is very important for people with a learning disability to have someone with them to go to their annual health checks. The findings show that those with limited or no support, and who do not regularly attend learning disability services, are those with poor awareness of AHCs.

*It is not offered at all practices;* not all practices offer annual health checks, but without support people are unlikely to question this or fight for the service.

### Recommendations

1. Improve the consistency of AHC service throughout the city, to ensure equal opportunities for all in terms of quality of practice and accessibility.
2. Provide more support for individuals who are known to have less support at home, to access primary health care.
3. Conduct further research that directly targets the DNAs (Did Not Attends) of AHCs, or gather feedback directly from these individuals to identify why they are not attending their AHCs.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about Sheffield Mencap & Gateway:

<https://www.sheffieldmencap.org.uk/>



## Family Voice Sheffield

Family Voice Sheffield supports mums from schools in the Nether Edge, Lowfield and Sharrow areas. They run classes that build mums' trust and confidence. They hold community events at 'Common Ground' in Nether Edge and give one to one support for families too.

### Project: Healthy Voices

The aims of the project were:

- To give a voice to women whose opinions are not often heard.
- To work with isolated women to help them understand that they can take control over the experiences they have, both in and outside of the family and household, as consistent with the remit of Family Voice Sheffield.

**They spoke to a total of 44 women through 5 sessions in 2 conversation classes, at an exercise and health class, and at their summer party.**

### What they found

**GPs:** Many women do not find it easy to get an appointment. They feel they have to wait too long at the surgery, although most women felt safe there. Although interpreters are accessed, the women do not always understand the advice from their GPs. The women were very positive about the GP services where there was a receptionist who could speak their first language. 16% of respondents said their GPs never gave advice on food or exercise.

**Dentist:** 57% needed someone to make their appointment for them, but only 10% had used Language Line or an interpreter. Reassuringly 96% said they had received advice on how to look after their teeth. However, 36% had to go back to the dentist as there was a perception that the work had not been done properly, and it was felt that feedback on poor services given was not taken seriously. All respondents found their dentist receptionists patient and friendly.

**Pharmacy:** There is a lack of awareness of, or access to, the Minor Ailments Service. Indeed, over half the families had never made full use of the support available at pharmacies. None of the respondents had booked their repeat prescriptions online due to language barriers.

### Recommendations

1. **GPs:** Surgeries should continue to prioritise employing staff who speak community languages. More work needs to be done to make Language Line and other interpreters more effective. GPs need to talk to more women about their lifestyle and how it might be affecting their health.
2. **Dentist:** More access to community languages is needed in dental practices. There needs to be clearer signposting to reports concerning the standard of dental care, particularly in areas where there are vulnerable communities.
3. **Pharmacy:** Families need to know more about the services pharmacists can provide, and about the Minor Ailment Scheme.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about Family Voice Sheffield:

[www.facebook.com/familyvoicesheffield](https://www.facebook.com/familyvoicesheffield)



## City of Sanctuary Sheffield

City of Sanctuary is a movement to build a culture of welcome and hospitality for refugee and asylum seekers. In 2007, with support from Sheffield City Council, Sheffield became the first City of Sanctuary in the UK. City of Sanctuary Sheffield runs The Sanctuary, a place where refugees and asylum seekers can come for information, advice and support.

### Project: Health and Wellbeing Day

#### Activities and Information Sessions with Asylum Seekers and Refugees

The primary aim was to explore what kinds of health and wellbeing advice and activities would be acceptable and enjoyable for asylum seekers and refugees, to inform future commissioning and provision of services.

They also aimed to pilot a workshop on how the NHS works and how to access its services, and to assess the workshop's acceptability and impact.

This was done through a Health and Wellbeing Event at The Circle in Sheffield City Centre, and providing a range of activities at the event. **A total of 62 people attended, of whom 40 were asylum seekers or refugees.**

### What they found

The feedback suggests that there is a big appetite for further health and wellbeing activities among the refugee and asylum community in Sheffield. Exercise activities like yoga and dance were very popular.

Accessible health information delivered by enthusiastic individuals was also very well received, and there is evidence from the comments that there is a clear need for this kind of information among refugees and asylum seekers. Both voluntary and statutory health organisations have a role to play in providing clear and accessible information for refugees and asylum seekers.

The workshop on understanding the NHS and how to access its services was particularly appreciated, and the need to offer it more widely was recognised.

### Recommendations

The following actions were recommended:

1. Run regular workshops on how to access the NHS, especially for people new to the UK
2. Hold more healthy living days with different information and activities - to see what works and what people find most useful

3. Find resources to provide regular yoga, dance, walking and other physical activities to promote health and wellbeing
4. Publicise the 'Asylum Journey' ([www.asylumjourney.org.uk](http://www.asylumjourney.org.uk)) to health providers and the health-related voluntary sector. The website includes information about health services and free wellbeing and other activities for asylum seekers and refugees in the city.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about City of Sanctuary:

[www.sheffield.cityofsanctuary.org](http://www.sheffield.cityofsanctuary.org)



## SAYiT

SAYiT provides support and social opportunities for young people who identify as LGBT+ (lesbian, gay, bisexual, transgender, plus) or affected by HIV. It works with young people aged from 12 to 25, including those who are most vulnerable or marginalised.

### Project: Trans Young People's Experiences of Advice and Education around Health, Puberty, Sex and Relationships

The aims of the project were to:

- Explore young people's experiences of sex and relationships, and health and puberty advice and education.
- Understand what trans young people would change in regard to sex and relationships, and health and puberty advice and education.
- Examine how health and care commissioners and providers can be more inclusive of trans young people.

**This was done through two sessions involving creative consultation and anonymous feedback. In total 11 young people attended across both groups. All of the young people who attended identified as trans young people.**

## What they found

**Relationships, Sex and Pleasure:** When asked what the young people's experiences were of sex and pleasure with themselves or other people, 100% of responses were negative experiences. Questions that the young people raised related to Sexually Transmitted Infections (STIs), pleasure after gender confirmation surgery. They also wanted to know why LGBT+ inclusive RSE (Relationships and Sex Education) is not taught in schools. When asked what advice they would have for other trans people, they focused on self-worth, self- acceptance, consent and trust. There was discussion around lack of literature and knowledge in secondary schools and GPs, but praise for colleges and universities.

**Health and Puberty:** When young people were asked what their experiences of health and puberty were as a trans person, 100% of responses were negative. When asked "as a trans person do you have any questions around health and puberty you want answering?" 50% of the responses specifically mentioned where to get trans specific advice and support and 50% also mentioned dealing with dysphoria. In terms of advice and education from health care providers, they felt that it was dependent on individual staff members rather than the organisations whether the experience was helpful. The focus group participants expressed frustration about health care providers not knowing the language around gender and sexuality. None of the group found that schools taught them about sexuality and/or gender and no education was trans inclusive.

### Recommendations

1. Health care providers' forms to be trans inclusive.
2. Health care providers to collect information on people's preferred name and pronouns and actively use it.
3. Health care providers to be more educated on experiences and difficulties trans young people face.
4. Schools and health care providers to have trans inclusive literature available, and to provide resources and information for parents of trans children.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about SAYiT:

<https://sayit.org.uk>



## Flower Estate Family Action

Flower Estate Family Action is a small community organisation (registered charity) based on the Flower Estate in the North of Sheffield.

### Project: Flower Estate Family Action

This project focused on supporting local people to have their say. It looked at the priorities of access to primary care and access to dentist, although other aspects of health services were discussed.

They did this by asking all those attending the centre to complete a short questionnaire, and by holding three discussion groups. **68 local people participated in the project, 28 attending the discussion groups, and 48 completing the questionnaire.**

## What they found



**GP Services:** People liked the fact that it was a free service, and that there were a range of services available there. They were also positive about the attitude of staff, the availability of appointments, and the provision of translation services. Some felt they could easily get an appointment, although availability of appointments also featured highly in the negative comments. Other negative comments concerned inadequate call back systems, the attitude of receptionists, not being able to see the same doctor each time and long waiting times in the surgery.

**Hospital Services:** These were viewed as very good, particularly the free service, and which they felt gave good levels of care and respect. Negative comments related to staff shortages, insufficient time during appointments, the poor attitudes of staff, the length of referral times and inadequate levels of support staff in A&E.

**Dental Services:** Positive aspects were the quality of care, the attitude of staff and the advice given. The availability of appointments received both positive and negative comments. Other negative comments were focused on the availability of local dentists, the cost of treatment, and waiting times at appointments.

## Recommendations

1. **GP Services:** Improve the availability of appointments including longer opening hours; more training on people-skills for receptionists; be able to consistently see a named doctor and better advice on over the counter medication.
2. **Hospital Services:** Longer length of appointment times; more support staff at A&E; increased staffing levels, and better training on people skills.
3. **Dental Services:** Increased availability of local dentists; standardised dental pricing; greater range of opening times.

4. **Pharmacy Services:** Longer opening times; more efficient system for repeat prescriptions; improve availability of medication; keep exemption information on the system.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about Family Estate Family Action:

<https://www.facebook.com/FEFA153/>



## Foxhill Forum

Foxhill Forum is a community organisation based in North East Sheffield. The organisation offers services across the four core strands of health and wellbeing; active involvement; community learning and employability support.

### Project: Foxhill Speak Up Through Photography

The aims of the project were to:

- Encourage local residents to share their opinions, views and experiences about health and social care.
- Influence health and care commissioners and providers through the feedback provided by the project.
- Through the sharing of their experiences with others, and signposting from project staff, the project will help to raise awareness of wider services.

Local people were supported to take photos using the theme of health and wellbeing, and to discuss their own experiences. These photos were then displayed, where residents could look at them and share their own views by questionnaire. **The photography sessions were attended by 10 individuals, and the discussion sessions attended by another 63 people.**

## What they found

**What is good about the health services you receive?** Residents said that the services are free, available when people needed them, and that health providers listened and took people seriously.

**Would anything help make these services better?** Residents stated that more health professionals were needed to help with accessing appointments more quickly. Diagnosis over the telephone might also help with this. They also said that there should be staff training to help health practitioners understand patients better.

**How could services be improved?** The main theme was that it should be easier to get an appointment.

## Recommendations

As a result of this consultation, Foxhill Forum recommend the following:

1. Appointments particularly with GPs need to be easier to arrange and obtain. It should be easier to arrange an appointment at a particular time of day, or outside



of usual working hours. Patient participation in practices could help provide ideas to resolve this.

2. GP practices need to provide clarity/guidance for patients about wait times for appointments and what they can expect.
3. GPs should explore how they might work more closely with the Voluntary, Community and Faith Sector (VCF) to improve the wellbeing of local residents by offering complementary provision. The local VCF offer should also be promoted.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about Foxhill Forum:

[www.foxhill-forum.co.uk](http://www.foxhill-forum.co.uk)



## SYEDA

South Yorkshire Eating Disorder Association (SYEDA) is a registered, independent charity offering help to people with eating disorders and their supporters. SYEDA Voice is their new service-user voice initiative.

### Project: SYEDA Voice

The key aims were:

- Learning more about what enables and encourages clients to participate in a voice initiative, and how to make participation meaningful.
- Gathering recommendations, questions and concerns about the new eating disorders pathway in Sheffield.
- Empowering the voices of groups who are underrepresented in the development of eating disorders support.

They did this through hosting three workshops, attended by 8 people and gathering 150 unique insights.

## What they found out

**The perception of different services:** The perception of different eating disorders services across Sheffield was deeply significant to the participants. If they were referred to a service they thought of as ‘less important’ they would feel that their diagnosis was belittled.

**Comorbidity:** Multiple participants highlighted the problem of comorbidity (i.e. the presence of one or more additional conditions) and described concerns about the current support provision in Sheffield being unable to cope with this complexity in a pathway of care.

**Body Mass Index (BMI):** Universally, participants criticised the use of Body Mass Index (otherwise known as “BMI”) as a means of assessing the health of those with eating disorders, and thus gatekeeping access to support. It may prevent those with psychological distress from accessing help and encourage unhealthy behaviours to achieve a diagnostic threshold.

**Experiences in treatment:** Participants with eating disorders and carers alike expressed difficulties in communication when accessing support, with a desire for better dialogue between patients and clinicians. They also discussed the experience of being referred between support services, and the positive and negative impact of being provided with information.

**Increasing participation in SYEDA Voice:** Various barriers prevented interested clients from participating in this initial pilot of SYEDA Voice, including distance, discomfort being observed by others with eating disorders, and workshop timings. Unfortunately, there were no participants who experienced Binge Eating Disorder.

## Recommendations

1. **Comorbidity:** Further investigation into the impact of comorbidity on the experience of mental health support services in Sheffield. Policies and

procedures regarding comorbidity should be built into the new eating disorders pathway.

2. **Body Mass Index (BMI):** Use alternative diagnostic tools to assess the support needs of clients, and that when assessing suitability for support plans, greater account of psychological well-being and attitude towards recovery is taken.
3. **Experiences in treatment:** There should be further dialogue between clients and clinical staff to prevent misunderstanding, empower clients and build trust. Challenge the notion that clients ought to present their experience in a certain way to access a particular treatment programme.
4. **Increasing participation in SYEDA Voice:** Bolster the digital work, which they have already commenced through their Digital Champions partnership, so that SYEDA Voice is accessible to all. Put specific resources into reaching participants who have been affected by Binge Eating Disorder.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about SYEDA:

<https://www.syeda.org.uk>



### STAMP (Support, Think, Act, Motivate, Participate)

Chilypep is an empowerment and participation charity for young people. STAMP is one of the projects at Chilypep, it is a Sheffield based group of young people aged 14–25, the majority of whom have accessed mental health services before. They are passionate about making a positive change to mental health services in Sheffield, and further afield.

#### Project: Young People's experience of Mental Health

The aim of the event was to give young people the opportunity to #SpeakUp about their life experiences and provide an opportunity for them to influence change, particularly about things that can affect their mental health.

The project focused on a YOUth Matter event, with three workshops and a selection of activities. 21 young people attended this event. They also ran four workshops for 120 year 10 pupils at Silverdale School.

### What they found

The barriers to accessing mental health services centred on several themes:

- **The thresholds set by Eating Disorders Services:** the young people felt this encouraged people to 'get worse' before they can get better and felt this stopped people from accessing help.
- **Language and culture:** this can perpetuate stigma and stereotypes, leaving young people feeling targeted or bullied for struggling with mental health problems.
- **The mindset produced by depression:** this can be a barrier to seeking and seeing people.
- **Expectations:** the challenge of managing the expectation of peers, friends and family members.
- **Media:** the recent uptake of mental health coverage in mainstream and social media - which can have positive and negative effects.
- **Self-harm:** fear of judgement.
- **The clinical culture:** the difference that staffing, structure and systems can make to effectively accessing services.
- **More investment** needed in transition support.
- **Signposting fatigue:** which could mean young people felt bounced from service to service, without sufficient support.
- **Accessibility:** whether or not services are designed for people with disabilities.

### Recommendations

Throughout all the recommendations the top three, recurrent themes were:

1. Appropriate education and learning opportunities about mental health to start from an earlier age, focusing on areas to prevent mental health problems from developing in the first place.
2. Training for all frontline staff on mental health first aid and mental health conditions.

3. Information and support for parents, carers and friends.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about STAMP:

[www.chilypep.org.uk/stamp](http://www.chilypep.org.uk/stamp)



## Sheffield ME & Fibromyalgia Group

Sheffield ME and Fibromyalgia Group is a small registered charity providing information, support and a point of contact for people of all ages with Myalgic Encephalomyelitis (ME) and Fibromyalgia, their families and their carers, in the wider Sheffield area.

### Project: Creation of a short film documenting the Missing Millions

The aim of the Missing Millions event was to inform, to raise awareness and allow individuals to feel like they are finally being heard and they matter; to empower people and communities to ask questions about local health and care services and treatments; to raise aspirations and engagement in local conversations and raise awareness of the illness.

The project focused on capturing the 'Millions Missing' event that took place in Sheffield City Centre on the 12<sup>th</sup> May, 2019. A film documenting the day was created. Over 300 individuals took part in the event, and the film has had over 20,000 views by mid-August.

The film can be found here: <https://www.youtube.com/watch?v=2ptOHSvNpfM&t=6s>

### What they found

Being able to capture the event and create a short film enabled the group to:

- Reach a much larger audience through being able to promote the video online via multiple platforms and therefore to be heard by more individuals and raise more awareness.
- Be used to raise questions and influence existing health and care commissioners.



It captures the day for any individuals who were too ill to attend and too ill to leave their homes. The video is hope for those who feel forgotten or pushed aside.

### Recommendations

On behalf of the 'Missing Millions' suffering from ME, the film states that they want;

1. Biomedical research funding
2. Stop harmful treatments
3. Update professional training
4. Halt perceived unjustified child protection

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about Sheffield ME & Fibromyalgia Group:

[https://www.sheffieldmegroup.co.uk/](http://www.sheffieldmegroup.co.uk/)



## Reach South Sheffield

Reach South Sheffield (RSS) is a community regeneration organization working towards improving the lives of local people. Reach South Sheffield works primarily with the communities of Gleadless Valley, Lowedges, Batemoor and Jordanthorpe.

### Project: Speak Up Project (Newfield Green Library)

The aim of the project was to target a captive audience at the Kids Club by organizing an extended session for parents to take part in a survey about their experiences of accessing health services, in a comfortable and relaxed environment.

They organised a health event as an extension of Kid's Club, using a survey tool and providing a quiet space for those who wanted to talk further. **They reached 36 people; men and women from 21-56 years from a range of backgrounds and languages.**

### What they found

**GP practices:** participants commented on the difficulty of obtaining appointments, being delayed in the waiting room and then feeling that there was insufficient time during the consultation. There were also negative comments about the poor attitude of receptionists, the lack of access to interpreters, and the fact that staff are not always culturally sensitive. However, there were positive comments, particularly about the call backs from GPs when appointments are not available.

**Pharmacies:** there were mainly positive comments, in particular the help given to young children needing medical attention. However, some participants said they were not clear about what help they could get from the pharmacy.

**Dentist:** some commented on the limited availability of appointments, particularly obtaining appointments outside of school hours for children.

### Recommendations

1. **GPs:** GP practices need to encourage more involvement by patients to give advice on the issues around appointments. There should be further training in people-skills for receptionists. Also GPs need to consider allowing extra time for those who require additional support. There should be adequate interpreting services at GPs, with training on medical terms, and more cultural sensitivity training for GPs.
2. **Pharmacies:** Clear signposting of the services available at pharmacies, particularly for those for whom English is not their first language.
3. **Dentists:** More flexibility in appointments for children in order to avoid disruption to the school day.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about Reach South Sheffield:

<http://reachsouthsheffield.org.uk>



## Edukation Solution

Edukation Solutions is an organisation that offers courses to those for whom English is their Second Language. Its mission is to reach out to communities through information, advice and guidance to what is available in their local area, in the city of Sheffield, in the region, or (for international students) guidance on what is available in the UK.

### Project: Does Health Matter: A BAMER Perspective

The main focus of the project was to;

- Introduce Healthwatch Sheffield to the project group
- Consult with the BAMER (Black, Asian, Minority Ethnic and Refugee) community in order to gather their views on health care services
- Enable people to voice their concerns about the accessibility of services and to suggest improvements
- To enable better engagement with new migrant communities from Eastern Europe.

**There were four focus groups with 74 participants from the BAMER community; 45 students aged 16-19, and 29 adult men and women. They also ran health and wellbeing workshops, promoting positive choices and self-help.**

### What they found

Edukation Solutions reported many findings from their discussion with the groups, which can be found in their full report. In summary:

**GPs:** most participants had something positive to say about their GPs - for example they found them helpful and caring. However, the main issues were that accessing the GPs was difficult due to language barriers. GPs also triaged health issues, which combined with the language barriers could lead to delays. People with limited English also find online booking difficult.

**Hospitals:** all participants were positive about hospitals in Sheffield, they felt people were caring and professional. However, people mentioned delays in admissions due to lack of beds; some people found the staff uncaring, for example with the family left to supervise during feeding times; it was difficult to find the departments; the limited selection of refreshments and Halal food.

**Language and Communication difficulties:** this made it difficult to make appointments. Face-to-face communication was helpful as body language helped to make things more understandable. People found that problems in communication could arise when interpreters had a different dialect from their own.

**Lack of cultural understanding and stereotypes:** Cultural and social factors affect the level of trust, and more awareness of cultural background was needed.

**Mental Health Needs:** Young people found it difficult to discuss their mental health needs with doctors due to lack of trust and short appointments. They were not aware of any other support organisations.

## Recommendations

For the detailed recommendations, please see the main report. In summary:

1. **GPs:** barriers around access need to be removed; use professional interpreters and provide advice and support on child health, for example providing information on meningitis and sepsis in children.
2. **Mental Health:** an increase in trust between health professionals and the BAMER community is needed, so that there is an improvement in earlier disclosure and support.
3. **Language and Cultural Awareness:** improve interpreter services; use simple language; have cultural awareness training for GPs; have accessible health and well-being information.
4. **Prevention & Health and Well-Being:** wider awareness of, and resources for, preventative health, and better promotion of health and well-being.
5. **Other Health Conditions:** improve care and support for the elderly and the health issues they face.
6. **Dentists:** more awareness raising about Dental Hygiene.

Read the full report here:

[www.healthwatchsheffield.co.uk/speakup-small-grants/](http://www.healthwatchsheffield.co.uk/speakup-small-grants/)

Find out more about Edukation Solution:

<https://www.edukationsolution.co.uk>



## #SpeakUp Grants Impact

The #SpeakUp grants 2018-19 have had a significant impact. The programme has enabled a diverse range of Sheffield residents to share their views and experiences of services. Healthwatch Sheffield will work with the grant recipients to share the results and recommendations with health and social care commissioners and decision makers. This work has already started.

**The initiatives have given confidence to the organisations involved:** for example, Family Voice Sheffield said it helped them see that they could organise and carry out such a project. Chilypep STAMP group shared that it enabled them to develop event planning and management, facilitation, monitoring and reporting skills.

**It enabled the organisations to make more connections:** for City of Sanctuary it allowed them to network with charities, NHS teams and those who work or volunteer in the refugee and asylum seeker network. STAMP said it forged a closer working relationship with local organisations, for example the University of Sheffield, Element Society and SAYiT, and to instigate new connections with the Festival of Debate.

**It opened up conversations in a new way:** this was mentioned by those working with young people with mental health issues, with community groups, with the BAMER community and those with eating disorders. This can lead to a greater trust in the future between individuals and those who can help them. For example, Flower Estate Family Action hoped it would increase people's confidence to come to them for support, and Foxhill Forum say that it has enabled them to encourage men to talk about their health issues and experience of health services.

**Work enabled by the #SpeakUp grant has led to new initiatives:** for example, some refugees are exploring starting football sessions with Sheffield Wednesday; there is a desire to run more workshops on the NHS for asylum seekers; SAYiT young people are creating a trans inclusive RSE booklet and a trans inclusive health and puberty booklet. Education Solutions hope to obtain more funding to carry on the important work they have started in promoting health and well-being to the BAMER community.

**The projects have had an impact beyond their immediate circle of influence:** SYEDA hope that their insights and recommendations will feed into the design of the new Eating Disorders Pathway for Sheffield. Over 20,000 people have already viewed the film which Sheffield ME & Fibromyalgia Group made about the 'Missing Millions', helping to raise the profile and understanding of ME. BAMER students have remarked that they will think seriously about giving feedback to health professionals and will look at how they can lead more healthy lives.



## Appendix

| Provider & Project                                                                                                           | Aims                                   |                                                                                                                               |                                                                                                       | Priorities             |                    |                                                                |                                                                       |                                                                  |                                                           |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|------------------------|--------------------|----------------------------------------------------------------|-----------------------------------------------------------------------|------------------------------------------------------------------|-----------------------------------------------------------|
|                                                                                                                              | Support local people to have their say | Bring voice and influence to existing health & care commissioners and providers as well as to the emerging local partnerships | Build capability and capacity across local health & care services to effectively involve local people | Access to Primary Care | Access to Dentists | Experiences of people with Dementia and their families/ carers | The equity and experience of Continuing Health Care (CHC) assessments | Understanding what services are available and how to access them | Quality of day centre provision and quality of care homes |
| <b>Sheffield Mencap &amp; Gateway: My Health</b>                                                                             |                                        |                                                                                                                               |                                                                                                       | ✓                      |                    |                                                                |                                                                       | ✓                                                                |                                                           |
| <b>Family Voice Sheffield: Healthy Voices</b>                                                                                | ✓                                      |                                                                                                                               |                                                                                                       | ✓                      | ✓                  |                                                                |                                                                       |                                                                  |                                                           |
| <b>City of Sanctuary: Health and Wellbeing Day</b><br>- Activities and Information Sessions with Asylum Seekers and Refugees |                                        |                                                                                                                               |                                                                                                       | ✓                      | ✓                  |                                                                |                                                                       | ✓                                                                |                                                           |
| <b>SAYiT: Trans Young People's Experiences of Advice and Education around Health, Puberty, Sex and Relationships</b>         | ✓                                      | ✓                                                                                                                             |                                                                                                       |                        |                    |                                                                |                                                                       |                                                                  |                                                           |
| <b>Flower Estate Family Action: Flower Estate Family Action</b>                                                              | ✓                                      |                                                                                                                               |                                                                                                       | ✓                      | ✓                  |                                                                |                                                                       |                                                                  |                                                           |
| <b>Foxhill Forum: Foxhill Speak Up Through Photography</b>                                                                   | ✓                                      | ✓                                                                                                                             |                                                                                                       |                        |                    |                                                                |                                                                       | ✓                                                                |                                                           |
| <b>South Yorkshire Eating Disorder Association: SYEDA Voice</b>                                                              | ✓                                      |                                                                                                                               | ✓                                                                                                     |                        |                    |                                                                |                                                                       |                                                                  |                                                           |
| <b>STAMP (Support, Think, Act, Motivate Participate): Young People's experience of Mental Health</b>                         | ✓                                      | ✓                                                                                                                             | ✓                                                                                                     |                        |                    |                                                                |                                                                       |                                                                  |                                                           |
| <b>Sheffield ME &amp; Fibromyalgia Group: Creation of short film documenting the Missing Millions</b>                        | ✓                                      |                                                                                                                               |                                                                                                       |                        |                    |                                                                |                                                                       |                                                                  |                                                           |
| <b>Reach South Sheffield: Speak Up Project (Newfield Green Library)</b>                                                      | ✓                                      |                                                                                                                               |                                                                                                       |                        |                    |                                                                |                                                                       | ✓                                                                |                                                           |

## Acknowledgements

Healthwatch Sheffield would like to thank all organisations that applied to the #SpeakUp Grants Programme in 2018-19 and in particular those who received grants to carry out projects. We would also like to thank all individuals who took the time to share their views with successful grant recipients.



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