

Annual report 2019-20

Guided by you



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Message from our chair



Judy Robinson
Healthwatch Sheffield
Chair

COVID 19 at the end of the year shone a spotlight on health inequality: Healthwatch will continue to work on this and the way poor jobs and housing and community insecurity together exacerbate inequality.

Health and social care is a big system! And Healthwatch Sheffield is a small organisation. So, to get that system to hear what citizens tell us we have to have clear messages and the right priorities. We've listened hard, especially to people who are less often heard. We do this through our SpeakUp grants which fund small charities to tell us about the health needs of their communities; we talk with partners such as Sheffield Carers Centre, and City of Sanctuary Sheffield - we ask Sheffield citizens about *their* health and social care priorities. These are invaluable conversations to guide Healthwatch work; they also help us to inform decision makers about how well or otherwise services are working.

The point of all this is to make a positive difference to people's lives- here are just two excellent examples. First, helping disabled people continue to get the support of personal assistants for things like communication during a stay in hospital (page 12 has the full story). The second is the photo exhibition 'Stories of Health' (page 9). It is such a positive story, celebrating and underlining how diverse citizens contribute so much to the city.

Healthwatch volunteers also join committees and boards such as primary care commissioning, to help shape decisions and ensure experiences of people are at the centre of planning. This year we worked with partners on the city's strategy to improve health inequalities, drawing on what people have told us and what we know about the impact on health of this inequality.

COVID 19 at the end of the year shone a spotlight on health inequality: Healthwatch will continue to work on this and the way poor jobs and housing and community insecurity together exacerbate inequality. And, we'll continue to be the independent champion and voice for all Sheffield citizens. Many thanks to our Strategic Advisory Group, Chief Officer Lucy Davies and all the staff, volunteers, Voluntary Action Sheffield and partners in different sectors.

Judy Robinson

Judy Robinson, Healthwatch Sheffield Chair

Our priorities

Our 18-20 strategy 'Together for Good' set out 6 areas of focus across two years. During 19-20, we focussed on the following three of these priorities:



Access to primary care

We continue to hear a lot of feedback about people's access to GPs; we share what we hear with the Clinical Commissioning Group to help shape services. We have also done some focussed work, including hearing about the experience of transgender people accessing healthcare (including primary care), and on carers' access to GPs.



Continuing Healthcare (CHC)

Following up on previous work on Continuing Healthcare, agreement was made for a Service Improvement Forum which would give people in receipt of CHC a place to have a voice and drive improvements.



Dementia

We continued to link in with the development of the city's dementia strategy and worked closely with Sheffield Dementia Action Alliance (SDAA) to plan an event focused on 'The Dementia Journey' encompassing early diagnosis, community support and end of life care.

Healthwatch Sheffield have continued to make a unique contribution to promoting good quality support services on behalf of people who might otherwise not be heard. Their work during the pandemic has been brilliant and has helped keep Sheffield Council and others in touch with what's happening in the city. They deliver a professional service on very limited funding. Thank you to all their staff, volunteers and managers.

Andy Hare – Commissioner Sheffield City Council

About us

Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up.

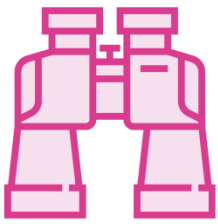
The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.



I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis – Healthwatch England Chair



Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchsheffield.co.uk

Twitter: @HWSheffield

Facebook: [Facebook.com/HealthwatchSheffield](https://www.facebook.com/HealthwatchSheffield)

Instagram: @healthwatchsheffield

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you

30 volunteers

helping to carry out our work. In total, they gave up over 1000 hours of their time for Healthwatch.

We employed

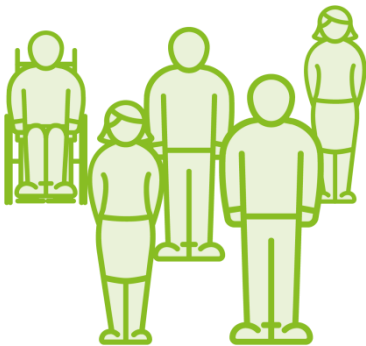
8 staff

in total; some of our staff are part time and this year we have had some changes in the team.

We received

£219,952 in funding

from our local authority in 2019-20.



Providing support



2915 people

shared their health and social care story with us.

130 people

were given in depth information, advice and support around health and social care issues.

Making a difference to care



Our SpeakUp Grants helped

11 Community organisations

to talk to people about what matters to them. This helped us to hear from a wider range of people in the city.

This year we tried different ways of connecting with people to hear their stories, and raise awareness of our role.

Stories of Health Photo Exhibition

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

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

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

The photographs and accompanying text, telling the stories of each individual, were hosted from 12th – 25th August in Sheffield's iconic Winter Gardens, where footfall was recorded as over 72,000 for the two week period. The photos and stories were also turned into a newspaper which was distributed around the city.

Our job is not to speak for people, but to contribute to a culture where people feel empowered to speak up for themselves and feel confident their views will be valued.



Lee Harker – brings lived experience and expertise to help improve service design



Caroline Waugh – has a passion for disability cycling and making this accessible for all



All of those featured in the exhibition celebrating at our Launch Event

This year we tried different ways of connecting with people to hear their stories, and raise awareness of our role.

Listening Hub at The Cafe

We want to hear from more people across Sheffield, supporting them to feel able to speak up about their health and care. This year we employed a Community Outreach Lead to develop a network of 'Listening Hubs' where volunteers will be able to hear from people about what matters to them, and link back to Healthwatch so we can work with them to share their views with services.

One example of this was a group which took place at SOAR, in the north of the city. This started by our worker attending a weekly men's mental health discussion group; after a number of weeks, the group decided they wanted to connect with more people, and expanded by moving sessions to a weekly drop in Social café.

The café is a collaboration between SOAR and Sheffield Mind, and is for anyone feeling socially isolated - a wide range of people come along.

At the café, open questions are used to generate dialogue about health and wellbeing. The comments are captured by the participants who have chosen to become Healthwatch Sheffield volunteers; this builds their confidence in working towards being able to facilitate future sessions themselves. Any information gathered is owned by the group and they decide what to do with the information.



One of the posters made by the café group

Healthwatch volunteers supported the group to turn some of their comments into three posters to be displayed at the café (you can see one here).

Our Community Outreach Lead has also been working on the development of Listening Hubs elsewhere, including at Burton Street (with adults with learning disabilities) and New Beginnings (with women who are refugees and asylum seekers). We hope to develop this model more over the coming year.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive.

Getting the right support in hospital

When people are hospital inpatients, sometimes they need more than just clinical support; we had feedback from people who described that they had been left without the help they needed during a hospital stay. This included help with things such as communicating, eating, or moving around. People who normally have support from a paid or family carer at home are more likely to experience these challenges in hospital.

Through our partnership with a local disabled people's user led group, we knew that this issue impacted on users of direct payments. People who employ their own personal assistants (PAs) are often told that they can't continue to pay and get support from their PA when they are in hospital. The group highlighted the need for the local authority to adopt recent Skills for Care Guidance on personal assistants continuing to support people during a hospital admission.

We raised this through our involvement with the Physical Health Implementation Group (PHIG) and recommended that it was considered by Adult Social Care.

Adult Social Care have now committed to implementing the guidance, meaning that people with direct payments can continue to receive support from their PAs while they are in hospital.



Gill Price, who uses direct payments to employ personal assistants

As a disabled woman who is supported every day by personal assistants, it is vital that I can feel confident this support is continued when I am in hospital.

I am due to have a hip replacement some time in the future when these things start to happen again, and the support of my PAs in hospital will be key for me.



Stall at Sheffield by the Sea – hearing from families about what matters to them

Health and Wellbeing Board

We recognise that people's health is much more than the services they receive. People's wellbeing is shaped by factors such as housing, employment, education and social support - and we know that people in poorer parts of Sheffield have much lower life expectancy than those in areas where income is higher. There are significant health inequalities in our City.

The Sheffield Joint Health and Wellbeing Board is a partnership between the City Council, the NHS and other partners; it aims to deliver an approach to improving the health and wellbeing of residents. In 2019 it produced a new strategy which focussed on addressing health inequalities in Sheffield; Healthwatch contributed to this important work in different ways.

Our chair was part of the strategy editorial group, helping the development of ideas about partnership, engagement, and equality. She regularly attends meetings, and challenges the board to consider how it will ensure the views and experiences of people stay at the heart of its work.

We spoke to over 100 people about what was important to keep them healthy and shared our findings with the board – this included some challenge about the focus in the strategy, for example around travel, where the plans for active travel didn't fully recognise the needs of some people.

Healthwatch is effective in bringing constructive challenge to the board, consistently supporting us to think about ways to make sure that people's views and experiences shape the work we do.

Cllr George Lindars-Hammond

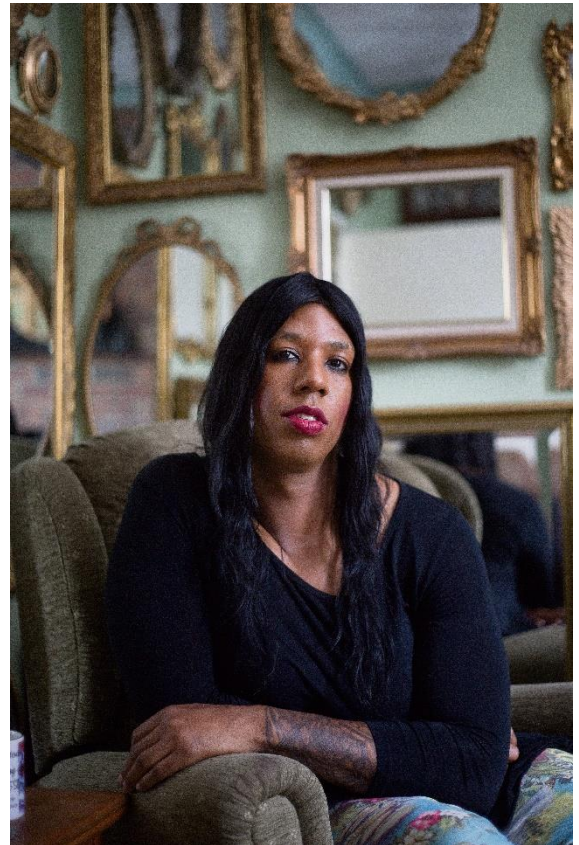
Experience of Health and Care in Sheffield's Trans Community

Steve Slack – CEO SAYiT

As an LGBT+ organisation working with young people we were genuinely delighted to collaborate with Healthwatch around the very sensitive (and at times contentious) issues relating to transgender people and their health needs. Whilst we knew there were examples of good practice in some health settings, in terms of inclusive provision, we were aware of shortcomings too.

The report findings highlighted that waiting times for transgender people in Gender Identity Clinics were long and were having a negative impact on people's mental and physical health. The report acted as leverage in ensuring that conversations took place within the CCG and with Local Authority Commissioners. The discussions focused on ways of meeting the needs of transgender and non-binary people more effectively and sensitively in all healthcare settings; as well as looking at raising awareness about transgender identities more generally and breaking down the stigma.

We still have a long way to go but the Healthwatch report has been instrumental in ensuring these discussions about the needs of transgender people within healthcare settings are now taking place in a way that they weren't before. We have been so grateful this was an issue taken on board by Healthwatch Sheffield.



Vicky Laylor – Nominated by SAYiT for our Photos of Health exhibition

You can read this report on our website, along with all the other reports from the year.

 The report continues to act as important evidence for us when we advocate for improvements in healthcare for transgender people.
Steve Slack



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchsheffield.co.uk

Telephone: 0114 253 6688

Email: info@healthwatchsheffield.co.uk

Long

Term

Plan

#WhatWouldYouDo

Highlights



1271 people shared their views with Healthwatch Sheffield



176 people took part in discussion groups with us



We visited 26 groups and organisations to hear from people

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Key messages from Sheffield

- **The importance of support in your community;** this included both NHS services being available and accessible near to where you live, and voluntary sector groups or organisations as a means of support.
 - **Person-centred care;** being involved in decisions and having advice tailored to you. This included acknowledgement of your care as a whole, rather than focussing on different conditions or illnesses separately, as well as considering what might aid your access to services (e.g. translation).
 - **The importance of prevention of illnesses;** including early treatment to stop people getting to crisis point, and education to help you stay well.
 - **Concerns around the expansion of digital technologies;** it was felt that people who didn't have access to the internet or weren't confident with technology were at risk of exclusion.
- We continue to use evidence from this research when our staff and volunteers attend and contribute to meetings across the city.

The evidence from Sheffield was shared with other Healthwatch in South Yorkshire and Bassetlaw and put into a regional report. This report won a Healthwatch England Award.

Helping you find the answers



Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care.

This year we provided in depth advice and support to 130 people about health and social care issues. We can help people to understand their rights and find out about the support that is available to them, whether that's a health service they could access, a charity who could help, or a peer support group they could join.

Case study: Helping you understand your rights at assessment

A member of the public phoned us when he was due to have a reassessment for his Personal Independence Payment (PIP). His doctor had shared some confidential information with the Department for Work and Pensions (DWP) and he was worried that this would affect his entitlement.

We helped the caller to break down all of his concerns into things he could take action on. This included understanding what information his doctor was allowed to share with the DWP, and how he could make a complaint if this was inappropriate. We also talked about his rights during the assessment, making sure he could have someone there to support him, and the rules he would need to follow in order to record the session.

After the conversation, the caller told us he felt much more confident moving forward and felt like he had more control over ensuring that he had a fair assessment.





Your rights in hospital

We spoke to a hospital inpatient whose care team wanted to discharge him. He didn't think he could cope at home yet, and needed more tests in a different department. He was worried about being discharged before he was ready.

We talked about his right to a needs assessment and a discharge coordinator, and helped him talk to PALS so that the different hospital departments could communicate about his care.

After acting on this advice, the caller was able to stay in hospital for the rest of his tests and the staff involved him in the discussions about what would happen when he is well enough to go home.



Health and care in a changing landscape

In March we began to receive enquiries about the coronavirus outbreak. Many people were worried about accessing health services given that many organisations were changing how they operate, or running urgent appointments only. We worked to find up-to-date information in a time where services were changing quickly, and helped members of the public to understand the changes.

 Healthwatch Sheffield provided clarity for essential patient transport, and gave details about getting information for local community organisations. It helped me greatly as we are supporting a relative who is undergoing cancer treatment.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: healthwatchsheffield.co.uk

Telephone: 0114 253 6688

Email: info@healthwatchsheffield.co.uk

We share what we are hearing with Healthwatch England; this means that views and experiences from Sheffield are shaping policy at a national level too.

 Healthwatch Sheffield are magic... when the network and Healthwatch England work together we can open doors.
Jacob Lant, Healthwatch England



Volunteers



Our volunteers

At Healthwatch Sheffield we are supported by 30 volunteers who help us find out what people think is working, and what people would like to improve.

This year our volunteers:

- Raised awareness of the work we do at events, and listened to people’s stories
- Visited services to make sure they are providing people with the right support
- Helped support our day-to-day running
- Gave us support with strategic direction through our Strategic Advisory Group (SAG)
- Attended meetings and took part in discussion to shape services in the city

Young Healthwatch Volunteers and Student Placements

At the start of 2020 we spoke to 380 people to help us understand what we should focus on over the next 2 years. We were fortunate to have two university students on placement to help us with this work. Danial was already part of our team as a Young Healthwatch volunteer, and Charlotte has since joined him.

They travelled around Sheffield speaking to groups and individuals about Healthwatch. They visited colleges, shopping centres and community venues, and talked to groups at places like Burton Street, and the Royal Society for the Blind. Reflecting on her placement, Charlotte wrote:

‘It’s gifted me with skills I never thought I was capable of developing. Not only did I work with an amazing team everyday, but I got to meet so many new faces from all over the world –



Charlotte and Danial (student placements) talking to people at Zest about what Healthwatch Sheffield should focus on.

an opportunity I know that I’m lucky to have been given.

I feel happy to be walking away from Healthwatch Sheffield with an increased sense of confidence in my own abilities and an invaluable sense of productivity... I would recommend this volunteer opportunity to anyone, I know that I’ll be back whenever they need me.’

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.

Eunice

Eunice is a member of the Improving Accountable Care (IAC) Forum. IAC members meet monthly to discuss and influence plans to improve health and social care services and the health of local people. This is an important part of the work in the Accountable Care Partnership (ACP); the ACP involves health, social care and community organisations working better together to deliver better services. Healthwatch Sheffield is leading on involving patients, their relatives, carers, and the public, in the work of the ACP.

'I enjoy being with the crowd who all have different experiences to myself. I listen and learn from them, just like the professionals do. They are all very enlightened on health and care issues and keen to put forward what they know. The input from everyone is valued and it is useful to the people wanting to make things better for us in Sheffield. It's great that all different people can come together to learn from each other and try to make things better.'



Eunice helps to make patient and public voice central to the ACP by volunteering with the IAC Forum. She also featured in our Stories of Health Photo Exhibition.

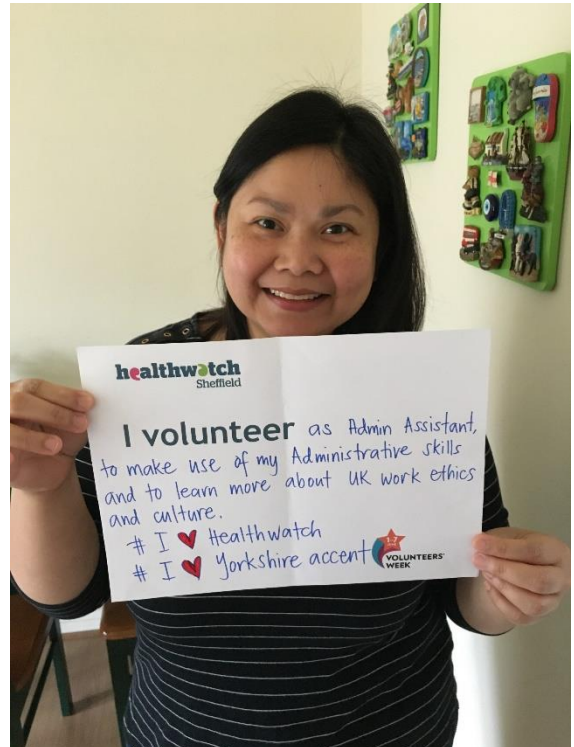
Our volunteers

Jenny

As a newcomer to Sheffield, I was lucky to join New Beginnings Project as a volunteer and very soon I was given the opportunity to join Healthwatch. I was not sure of my capabilities to perform my role as Admin Assistant but this worry faded away with the induction. In fact, guidelines and assistance never stop all the way.

The amazing Healthwatch staff were always there to help me do the required tasks with ease. It was only 2 hours per week but this time meant a lot to me. I had good exposure to the UK work culture and ethics and Yorkshire accent which I like the most, especially when somebody greets me with the lovely word "love". I felt, in a simple way, I was contributing to the local community rather than sitting idle at home.

What makes me even more happy and satisfied is that my work and performance was always commended by my team members. I learned a lot about health and social care sectors and the Healthwatch contribution to the local community too.



Jenny helps with admin in the office every week. In this photo she shares why she volunteers.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with Healthwatch Sheffield.

Website: www.healthwatchsheffield.co.uk

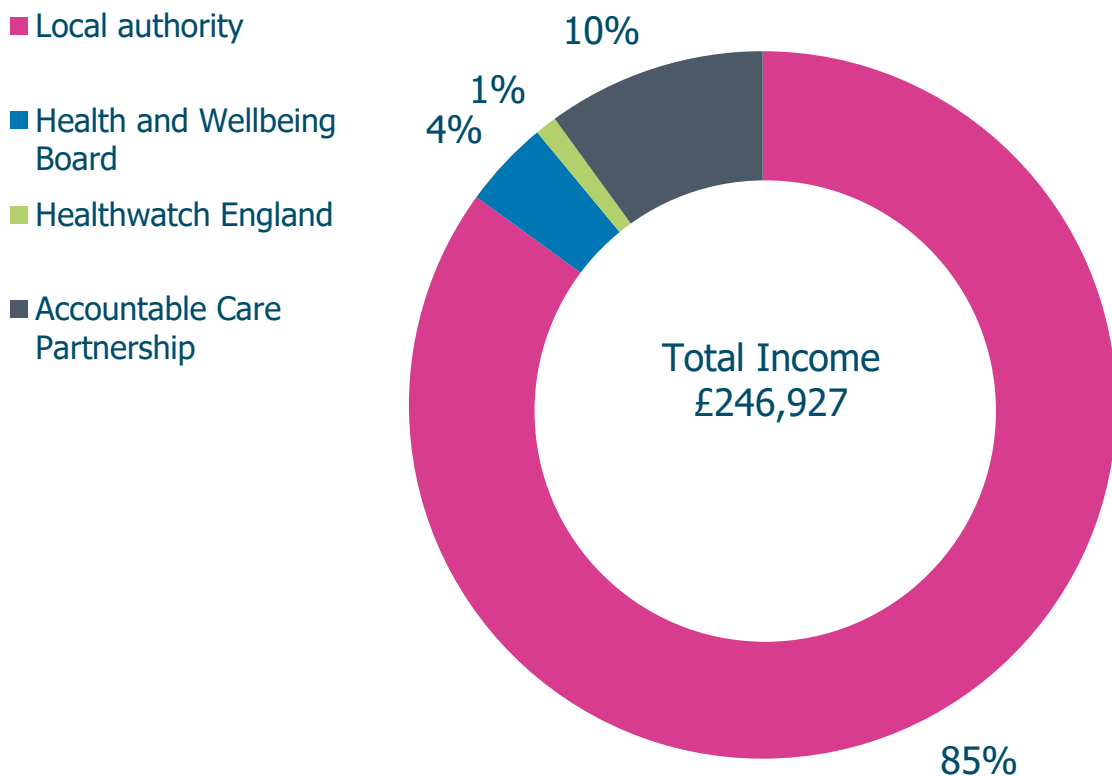
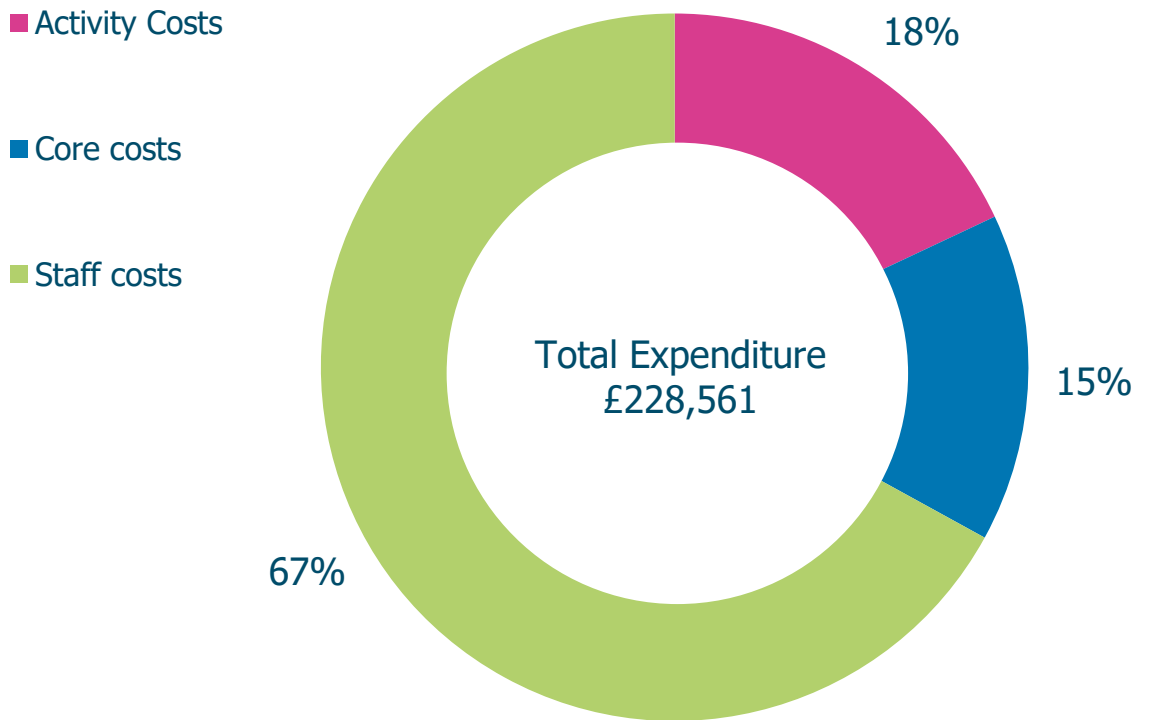
Telephone: 0114 253 6688

Email: info@healthwatchsheffield.co.uk

Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent less than we received – we have carried forward the difference to fund planned activity in 20/21.



Our plans for next year



Message from our Chief Officer, Lucy Davies

I joined Healthwatch Sheffield in July 2019, but was already well aware of the great work they were doing to connect people's lived experience with decision makers and service providers in the city. I felt privileged to join the team.

As I started in my role, I reflected on the scale of the task. Firstly the breadth - to support citizen voice across the whole of the health and social care system in Sheffield. And then the complexity – there are many views, and many voices, how do we support everyone to feel heard? Finally, the immovability of the large systems we are trying to influence; how challenging it can be to keep people's experience at the heart of the way these services are shaped, and use voice to effectively drive change.

The key is partnership working; we can't do this alone. Our partners in voluntary sector organisations help us connect with communities and individuals and alert us to issues as they arise; our partnership with statutory organisations means that we have a place to take those concerns and a route to raise things. Through this work we hope to build a culture where involving and listening to people is weaved through the fabric of our services.

In January this year we started developing our strategy and work plan for 20-21; at that time, none of us could have imagined how much our world was about to change. As the Covid-19 pandemic arrived, most of our ongoing work had to pause; face to face engagement was abruptly cancelled, and as services turned their attention to the crisis response, we knew our future plans would be radically altered.



Lucy Davies, Healthwatch Sheffield Chief Officer

The team moved to home working, and prioritised gathering and sharing information and advice. Initially this meant clear information about coronavirus itself, and then ways in which local services had been altered.

Throughout the pandemic we have been producing regular summaries of 'what we've been hearing' to share with decision makers and service providers. This has helped highlight areas of concern and prompted discussion and action.

As I write this we know the next phase will be building back services – but with many changes likely. It's critical that people have a voice in shaping those changes, and that will be our focus over the coming months.

A handwritten signature in black ink, appearing to be 'Lucy Davies', written over a light blue horizontal line.

Lucy Davies, Chief Officer

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us
- All of our amazing staff and volunteers
- The voluntary and community groups who have been generous with their time and knowledge
- Our partners in health and care services
- The wider team at Voluntary Action Sheffield
- The Healthwatch Network and Healthwatch England
- Archive Sheffield for their partnership working on the Stories of Health Exhibition

Special thanks to our Strategic Advisory Group (SAG) who volunteer their their time and expertise to support and guide the work of the staff team.

- Judy Robinson - Chair
- Patricia Edney
- James Lock
- Simon Duffy
- Verni Tannam
- Janet Harris
- Beth Kyte



The Healthwatch Sheffield Team at the Stories of Health Exhibition Launch.

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Cover photo Melissa Simmonds and her family, as featured in the Stories of Health Photo Exhibition; a partnership project with Healthwatch Sheffield and Archive Sheffield.