



Speaking up for better care

Healthwatch Doncaster annual report 2025/26

Contents

A message from our Chair	3
About us	4
Your Doncaster Healthwatch Team	5
Our year in numbers	6
Some of our engagement events	7
A year of making a difference	8
Working together for change	9
Making a difference in the community	10
Safeguarding engagement images	11
Listening to your experiences	12
Shaping better Audiology services together	13
Action for Audiology day images	14
Ask The Expert - Putting local Health leaders in the spotlight	15
Ask the Expert video links	16
Hearing from all communities	17
Improving Carers Experiences & Working With Young People	18
Stories that matter	19
Information and signposting	20
Safeguarding co-production and Urgent & Emergency care redesign	21
Case Studies	22
Engagement images	23
New website and Newsletter launch	24-25
Showcasing volunteer impact	26-28
Finance and future priorities	29-30
Statutory statements	31-33



**Acting Chief
Executive**
Chris McCann

“

The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people's thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

A message from our chair

Reflecting on the past year, I am incredibly proud of our collective achievements. Making a meaningful impact in health and care services during a time of constant change and challenges is no easy feat.

Healthwatch Doncaster has not only remained focused, committed, and independent, but we have also continued to thrive. This success is thanks to the dedication of our team, the strength of our partnerships, and, most importantly, the residents of Doncaster who generously share their time and honest feedback about local health services.

Everything we do starts with the voices of local people. From our Enter & View visits to care homes and GP practices, to targeted outreach and awareness campaigns, we've highlighted the stubborn and persistent health inequalities and issues that directly affect the health and well-being of Doncaster people.

None of this would have been possible without the incredible work of our staff and volunteers. Their energy, compassion, and strategic thinking have helped us stay proactive and responsive in a changing political and healthcare landscape.

There are many challenges, particularly regarding funding and NHS reforms. These changes make it more important than ever to prioritise patient experience. We are committed to maintaining our role as an Independent Voice for the People.

Thank you to everyone who has supported our work this year. Together, through collaboration and resilience, we can continue to play a meaningful part in enhancing how health and care services are developed and delivered.



Chair
Sarah Brown
MA Oxon



The stories and insights we've gathered have helped to shape real improvements in services, from enhancing deaf patients' experiences to influencing how decisions about the health services we depend upon, are made at system level.

About us

Healthwatch **Doncaster** is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

To make sure that people's experiences help make health and care better.



Our values are:

Truth: We work with integrity and honesty, and we speak truth to power.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Your Doncaster Healthwatch Team!

Get in touch with us!

LEADERSHIP



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OPERATIONS



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ENGAGEMENT



Sarah Smith
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Our year in numbers

In 2025/2026 we supported more than **5229** people to have their say and get information about their care. We employed **4** staff and, our work was supported by **5** volunteers.



Reaching out:

people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

5229 people came to us for clear advice and information on topics such as **Audiology waiting lists** and **finding an NHS dentist**.



Championing your voice:

We published **8** reports about the improvements people would like to see in areas like **Safeguarding co-production**, **Carers complaints handling** and **peoples experiences of accessing Primary Care in the age of AI**

Our most popular report was **Safeguarding co-production**, highlighting people's struggles in **understanding the Safeguarding reporting process**



Statutory funding:

We're funded by **City of Doncaster Council**. In 2025/26 we received **175.000**, which is **the same** as last year.

CONNECT CHAT & COMMUNITY CONNECTION

A CREATIVE COFFEE & CHAT:
4TH SEPT 11-12:30
FREE! ALL WELCOME! @ **WOODLANDS LIBRARY**

In our community, everyone's wellbeing matters. If you see something that's odd, or you think could do with some support – you're not alone. We need you more than ever!
You can request someone to look into it here: www.dsab.org.uk

healthwatch Doncaster

KNOW YOUR RIGHTS

Doncaster's CARERS RIGHTS

THE RIGHT TO A CARER'S ASSESSMENT

If you're over 18 and provide regular unpaid care for someone, you're entitled to a carer's assessment – it doesn't matter how much or what sort of care you provide.

You can find out about your rights as a carer and access ongoing support here:
www.doncaster.gov.uk/services/adult-social-care/carersoffer

WE'RE WANTING TO FIND OUT ABOUT YOUR DENTAL EXPERIENCES

26TH MARCH 2-4PM DROP IN
At: Danum Gallery Library Museum St Leger Room

Healthwatch Doncaster is hosting focus groups to collect people's experiences of accessing dental care in Doncaster

healthwatch Doncaster

AT: DANUM GALLERY LIBRARY MUSEUM

If you can't even get to see a dentist - come and tell us so we can feed back your experiences. We want to make dentistry more accessible in Doncaster, but we need your experiences.

DONCASTER CARE DESIGN FOR URGENT & EMERGENCY CARE FOCUS GROUP

Help us get feedback on the Doncaster Care Design for **Urgent & Emergency Care**

TUESDAY 28TH OCTOBER 2025
2-3PM - FOCUS GROUP WITH ANYONE WHO IDENTIFIES AS THE DEAF COMMUNITY
3:30-5PM - FOCUS GROUP FOR ANYONE WITHIN THE BLIND, PARTIALLY SIGHTED & SIGHT LOSS COMMUNITY

ALL FOCUS GROUPS WILL BE AT DGLAM (DANUM GALLERY, LIBRARY AND MUSEUM) IN THE FLYING SCOTSMAN ROOM

For more information email: info@healthwatchdoncaster.org.uk

healthwatch Doncaster

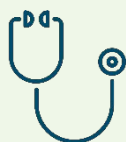
A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in **Doncaster..** Here are a few highlights.

Spring

Urgent and emergency care redesign

We worked alongside community members to help shape urgent and emergency care redesign, ensuring lived experience and real stories informed future plans and improvements.



Listening to carers

We worked with carers groups, carers action groups and communities across Doncaster to better understand people's experiences and improve support for unpaid carers helping to organize events & enhance governance for partnerships work better for carers.



Summer

Community Interview Panels

organizing and chairing community panel to help hire the new doncaster adults safeguarding board chair



Menopause

Joined lots of menopause cafes and support groups, and acted on the insights about women's menopause care in primary care



Autumn

Bringing community voices into strategy and wellbeing work

We supported Age Friendly and Creative Health events, women's wellbeing initiatives and neighbourhood partnerships, ensuring local voices shaped Strategic decisions across the city.



Creative engagement and community education

We created an archive of engagement and educational videos, including our highly viewed Advent Calendar series, helping make health and care conversations more accessible and engaging.



Winter

Audiology Action Day

In response to audiology concerns, We brought together NHS services, partners and the Deaf community for our Audiology Action Day, helping people access hearing support, repairs, advice and healthcare information in one Welcoming space. Over 200 people attended!



Dental Focus Groups

Through dental focus groups & surveys we captured the hidden numbers of people who can not access dental care.



Working together for change

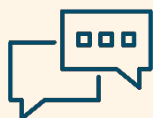
We've worked with neighbouring Healthwatch to ensure people's experiences of care in **Doncaster** are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at **ICS South Yorkshire**

This year, we've worked with Healthwatch across **South Yorkshire** to achieve the following:



A collaborative network of local Healthwatch:

Healthwatch Doncaster represents local people on the South Yorkshire Integrated Care Partnership (SYICP), ensuring that the voices of patients, carers and communities remain central to discussions about the future of health and care services across South Yorkshire. Throughout the year, we have championed meaningful engagement, co-production and stronger feedback mechanisms, helping to create a more transparent and accountable approach to public involvement across the system.



A big conversation:

This year, local Healthwatch organisations across England came together in response to proposals affecting the future of independent patient voice. Healthwatch Doncaster joined regular national meetings, sharing intelligence, supporting collective action and ensuring local experiences informed national discussions. Together, local Healthwatch organisations contributed to a coordinated response, including supporting a national petition, engaging with Members of Parliament and contributing to discussions with the Department of Health and Social Care. This work highlighted the importance of an independent patient voice and strengthened the collective influence of communities across the country.



Building strong relationships to achieve more:

One of our greatest strengths is bringing people together. Throughout the year, we have continued to build strong relationships across health, social care, the voluntary sector and local communities to improve services and tackle shared challenges.

This collaborative approach has led to new work, including a partnership with Yorkshire Ambulance Service (YAS) to better understand people's experiences from their initial 999 call through to treatment, discharge and returning home. By exploring the whole patient journey, we aim to identify opportunities for improvement and ensure people receive the right care, in the right place, at the right time. Through partnership working, Healthwatch Doncaster continues to act as a connector, bringing together organisations, experiences and perspectives to help drive positive change across the health and care system.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in **Doncaster** this year:



Co-producing change with unpaid carers

Carers often have extensive experience of health & social care services, yet their voices can be overlooked in decisions that affect them. We have worked alongside many carers, including groups such as the Carers Action Group (CAG) and Doncaster Carers Partnership.

Together, we have co-produced safeguarding information, shared lived experiences with organisations, and contributed to work reviewing complaints procedures across health and social care. By putting carers' voices at the heart of these conversations, we have helped influence improvements to policy, practice, and the support available to carers across Doncaster.



Helping young people shape local services

Young people are often overlooked when health and social care services seek feedback. Over the past year, Healthwatch Doncaster has worked with young people across Doncaster to ensure their voices are heard.

Through partnerships with Doncaster College, Bentley MyPlace, Woodlands Community Library, and other youth groups, we have supported young people to share their experiences, influence local services, and co-produce health information on issues that matter to them.

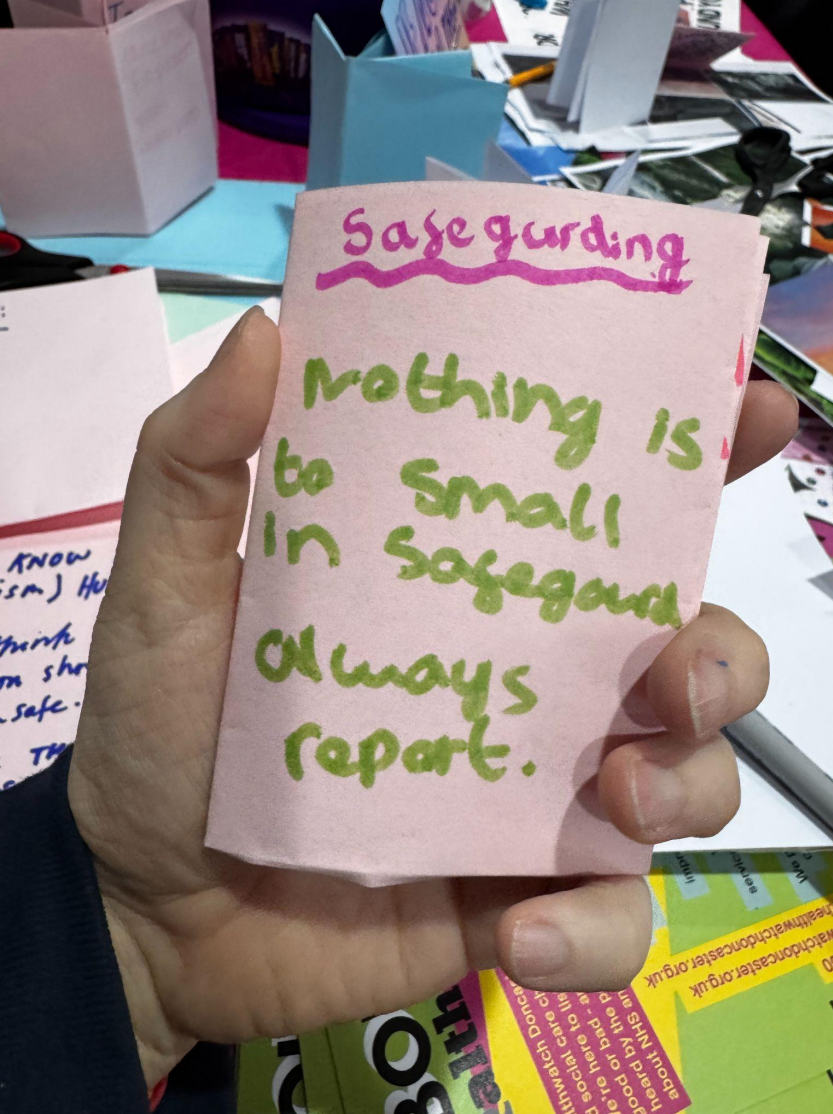
This work is helping create services that better reflect the needs, experiences, and priorities of young people across Doncaster.



Pride in Practice: Improving Care for LGBTQ+ Communities

Through our work supporting LGBTQ+ communities, we helped local GP practices engage with the Pride in Practice programme, delivered by the LGBT Foundation. In 2025, a Doncaster GP practice became the first in South Yorkshire to achieve Pride in Practice accreditation, demonstrating its commitment to inclusive, welcoming healthcare for LGBTQ+ people.

This work is helping to improve understanding, reduce barriers to access and ensure people feel safe, respected and heard when accessing healthcare.



Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Audiology: Shaping Better Audiology Services Together

This year, we championed the voices of local people to improve audiology services across Doncaster.

Following concerns from residents about long waiting times, difficulties accessing repairs and poor communication, we worked with local people, partner organisations and NHS services to ensure people's experiences directly informed improvements to audiology services.

What did we do

We gathered feedback from people experiencing delays and barriers to accessing audiology services and shared these experiences with NHS partners. We supported the development of the Doncaster Audiology Action Day, bringing together over 200 residents, carers, clinicians and system leaders to discuss concerns, access support and shape future improvements.

Key things we heard:

- Long waiting times were having a significant impact on daily life, communication and wellbeing.
- Accessing hearing aid repairs and information about waiting lists was often difficult and confusing.
- People wanted clearer communication, more accessible information and greater involvement in shaping services.

Our work highlighted how hearing loss can affect independence, social connection and quality of life when people cannot access timely support.

What difference did this make?

Healthwatch Doncaster are a core part of ensuring Audiology continues to get better. The Audiology Action Day provided immediate practical support, including hearing aid repairs, battery replacements and waiting list checks. The event also created an opportunity for residents to speak directly with decision-makers and influence future improvements. Following the success of the event, partners have committed to quarterly audiology meetings to ensure community voices continue to shape and improve local services.



Ask the Expert: Putting Local Health Leaders in the Spotlight

People consistently told us they wanted the opportunity to ask questions directly to the people leading local health services. In response, Healthwatch Doncaster launched our *Ask the Expert* events, creating a space where residents could speak openly with senior healthcare leaders.

Our first event featured local GP leader Dr Dean Eggitt, who answered questions submitted in advance and from the audience. Discussions covered a wide range of topics, including women's health, access to mental health support for young people, and experiences of seeking neurodiversity assessments.

The event proved incredibly popular, leading us to organise a second *Ask the Expert* session at Doncaster College. Alongside Dr Dean Eggitt, residents were able to question Dr Richard Denton, Local Dental Committee Chair, and Joanne Lane, CEO of Community Pharmacy South Yorkshire.



"For once, it felt like we weren't talking to 'the system' – we were talking to a person. That human conversation built trust, understanding and hope that things can improve."

– Audience member feedback

What difference did this make?

The overwhelming response showed that local people value direct access to health leaders and want honest conversations about their care. The events increased understanding of how GP, dental and pharmacy services work, while also highlighting the barriers that prevent services from working more seamlessly together.

Importantly, the discussions demonstrated that communities are deeply interested in how health systems operate and want to play an active role in shaping improvements across Doncaster.

Watch our Ask The Expert Sessions Here:

Ask The Expert Part One:

<https://www.youtube.com/watch?v=DEInkWinLfE>



Ask The Expert Part Two:

<https://www.youtube.com/watch?v=XJFkl6UV8DM>



Hearing from all communities

We're here for all residents of Doncaster That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Attending support sessions with Somali families who have children with autism.
- Worked with different men support groups such as Jackson Hope groups on co-production work.
- Based ourselves into spaces where we would likely get to speak to people who normally wouldn't come forward or get a chance. This includes in schools & colleges, in community spaces of all types from libraries to social spaces, to asking people on the street.



Improving Unpaid Carer's Experiences by changing policies

We worked alongside unpaid carers across Doncaster to ensure their voices shaped the services and support they rely on.

Through our engagement with carers, strategic groups and the Carers Action Group, unpaid carers shared the challenges they face when accessing information, support and services. Carers told us they often experienced long waits for responses, unclear communication and difficulties navigating complex systems while balancing their caring responsibilities.

What difference did this make?

Through our involvement in strategic groups and the Carers Action Group, we have helped partners better understand what carers need from organisations. One key piece of work was co-produced with carers to review complaints response times and communication processes. Carers shared that timely, compassionate and accessible communication is essential. As a result, partners have strengthened policies and improved their understanding of how to better support unpaid carers.

Young People Actively Becoming Part of Change in Health & Social Care

Young people do not always have meaningful opportunities to influence the health and care services they use. Through workshops delivered at Doncaster College and youth hubs across the borough, we created spaces for young people to share their experiences, priorities and ideas for improving services.

We also supported conversations around Patient Participation Groups (PPGs) and other ways young people can become involved in shaping local healthcare.

At Bentley MyPlace Youth Hub, we engaged with a group of young people living with chronic health conditions and disabilities. Their voices are often seldom heard in traditional engagement activities, making it especially important that their experiences informed our work.

What difference did this make?

Young people told us what health information and support they would find most useful, helping us shape future engagement and information resources. We also identified barriers preventing young people from getting involved in healthcare decision-making and are now working with partners to create more accessible and meaningful opportunities for participation. By supporting young people to share their experiences and influence services, we are helping ensure that future health and social care better reflects the needs of the next generation.

Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 5229 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



Co-Producing Safeguarding Information with Communities

Healthwatch Doncaster worked alongside community members across Doncaster to co-produce safeguarding information that is accessible, relevant and meaningful.

Using creative engagement methods, we gathered views from men's mental health groups, young people, care home residents, faith communities, Patient Participation Groups, veterans, residents part of general groups and unpaid carers. People told us that safeguarding information often felt too complex, impersonal or difficult to access. As a result, we are helping to redesign information to use clearer language, real-life examples and community-led messages. This work is helping to create resources that better equip people to recognise concerns, know where to seek support and play an active role in keeping one another safe. All information is designed/made by and with people.



"Being involved so early in the process made us feel valued. Discussing it during our PPG meeting meant everyone could contribute and bring different perspectives to the conversation."

Redesigning A&E and Urgent Care Access

Healthwatch Doncaster worked with local people to help shape the future design of urgent and emergency care in Doncaster. Through focus groups, online surveys and community conversations, we gathered experiences and views from a wide range of residents, with a particular focus on people who are Deaf, living with sight loss, and those who are neurodiverse.

People shared what worked well, the barriers they faced, and what changes would make services more accessible and inclusive. Their feedback helped ensure that equality and accessibility remained central to the redesign process, reducing the risk of new systems unintentionally disadvantaging some communities and helping create urgent care services that work better for everyone.



"The proposed design makes a lot of sense and could work really well, but transport must be part of the conversation. For many disabled people, getting to services can be one of the biggest barriers to accessing care, yet it is often overlooked when changes are being planned."

Case Study: Supporting Faster Access to Care

A Doncaster resident, Karen, contacted Healthwatch after being told they would have to wait almost a year for a hospital appointment. Having experienced strokes from a young age, they were understandably worried about the impact such a long wait could have on their health and wellbeing.

Healthwatch listened to their concerns, provided information and support, and raised the issue with the relevant healthcare service. Following this intervention, the individual's appointment was brought forward from almost 12 months away to just a couple of months.

For the resident, this significantly reduced anxiety and ensured they could access specialist care much sooner.



"As someone who has suffered strokes from a young age, getting my appointment brought forward meant so much to me. Healthwatch listened, took my concerns seriously and helped make things happen. I now tell lots of people to contact Healthwatch because they genuinely make a difference."

Case Study: Someone Reliable to Help Us Support Others

Healthwatch Doncaster regularly delivers co-production workshops and engagement sessions at Woodlands Community Library, helping local people share their experiences and shape health and care services.

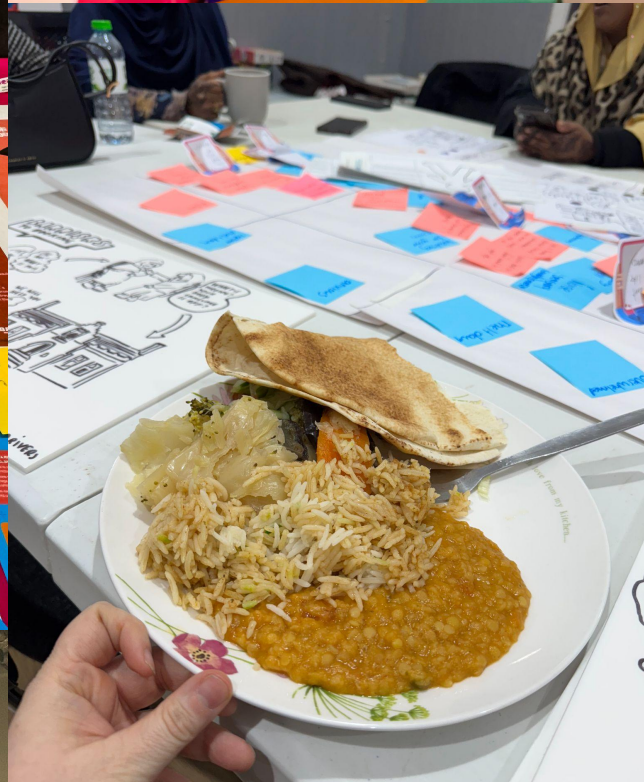
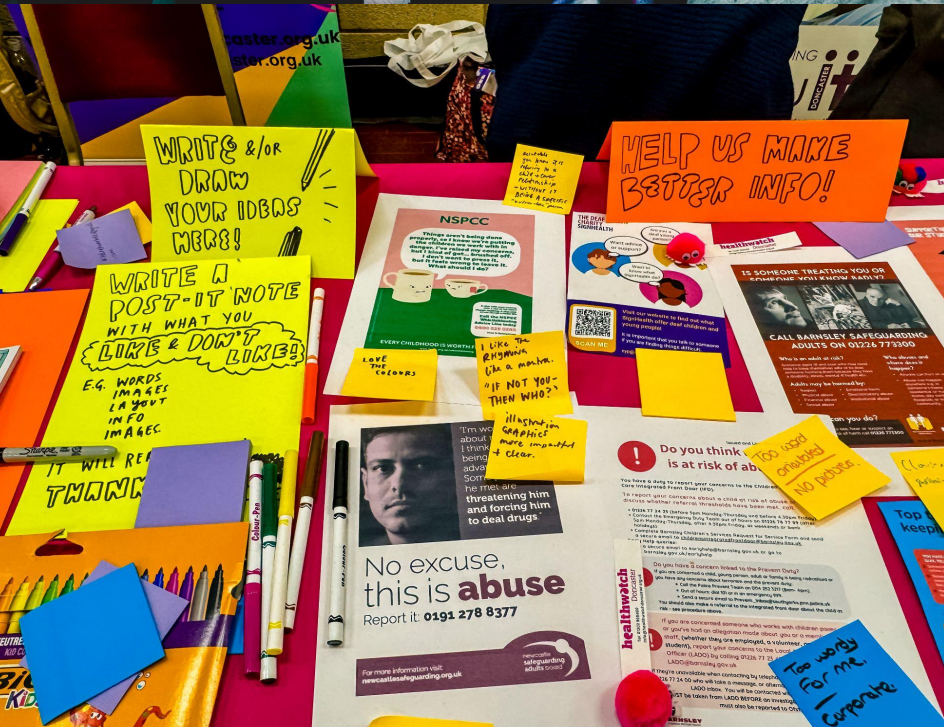
For Library Manager Liz, having Healthwatch based within the community provides benefits far beyond engagement activities. Residents often approach the library with concerns about health and social care, and having a trusted organisation to turn to means people can access the right support more quickly.

Over the past year, Healthwatch has supported residents with a range of issues, including accessing memory clinic appointments, understanding social care processes and navigating local health services.

This partnership has helped strengthen the library's role as a safe, trusted community space where people know they can find support when they need it.



"Healthwatch has become an invaluable part of our community. Knowing they're there gives both staff and residents confidence that help is never far away."



Better Communications for Everyone!

This year, Healthwatch Doncaster invested in improving how we communicate with local people, making information more accessible, engaging and easier to find.

We launched a brand-new website featuring improved accessibility tools, clearer navigation and a fresh new look. The website also provides a home for our growing library of educational videos, helping people access trusted health and care information in a format that works for them.

Our monthly newsletter continues to grow, now reaching over 300 inboxes across Doncaster. The newsletters regularly receive excellent feedback for their honest, personal and community-focused approach, with our CEO Fran sharing her own experiences alongside stories from local groups and residents.

During December, our *24 Days of a Healthy Christmas* advent calendar shared practical advice and wellbeing tips from local GPs, dentists and pharmacists, helping people stay well throughout the festive season.

Between all of these growing methods, we are reaching combined views and engagements of over 250,000.

Sign up for our newsletter easily on our website! www.healthwatchdoncaster.org.uk

The screenshot shows the Healthwatch Doncaster website. At the top is a purple header with contact information (01302 965450, info@healthwatchdoncaster.org.uk) and the tagline 'Independent Voice for Doncaster Health & Care'. Below this is a navigation bar with links: HAVE YOUR SAY, NEWS AND REPORTS, ABOUT US, GET INVOLVED, WHAT WE DO, ADVICE AND INFO, and CONTACT US. A search bar and a 'Share Your Story' button are also present. The main content area features a large image of a healthcare worker in a mask with the headline 'Know Your Rights. We're Here to Help.' and a sub-headline explaining the service. A yellow button labeled 'Get advice & information' is below the text. The bottom section has a yellow background with the title 'Healthwatch Doncaster — Your Independent Health & Care Champion' and two columns of text. The left column describes the local service and the national network. The right column, titled 'WHY HEALTHWATCH DONCASTER?', lists 'Doncaster-Based' and 'Completely Independent' as key features.

01302 965450 | info@healthwatchdoncaster.org.uk | Independent Voice for Doncaster Health & Care

healthwatch doncaster

HAVE YOUR SAY | NEWS AND REPORTS | ABOUT US | GET INVOLVED | WHAT WE DO | ADVICE AND INFO | CONTACT US

Search | Share Your Story

Know Your Rights. We're Here to Help.

Whether you need advice on accessing NHS services, support making a complaint, or simply want to find out what's available near you — Healthwatch Doncaster is your free, independent guide.

→ Get advice & information

Healthwatch Doncaster — Your Independent Health & Care Champion

Healthwatch Doncaster is the independent voice for patients, service users, carers and the public across Doncaster. We listen to your experiences of NHS and social care services — from GP practices and hospitals to care homes and mental health services — and use what you tell us to drive real improvements in your local area.

We are part of a national network of 152 local Healthwatch organisations, and we work closely with Healthwatch England to make sure people's views influence decisions made at both a local and national level. Our work is completely independent of the NHS and local authority.

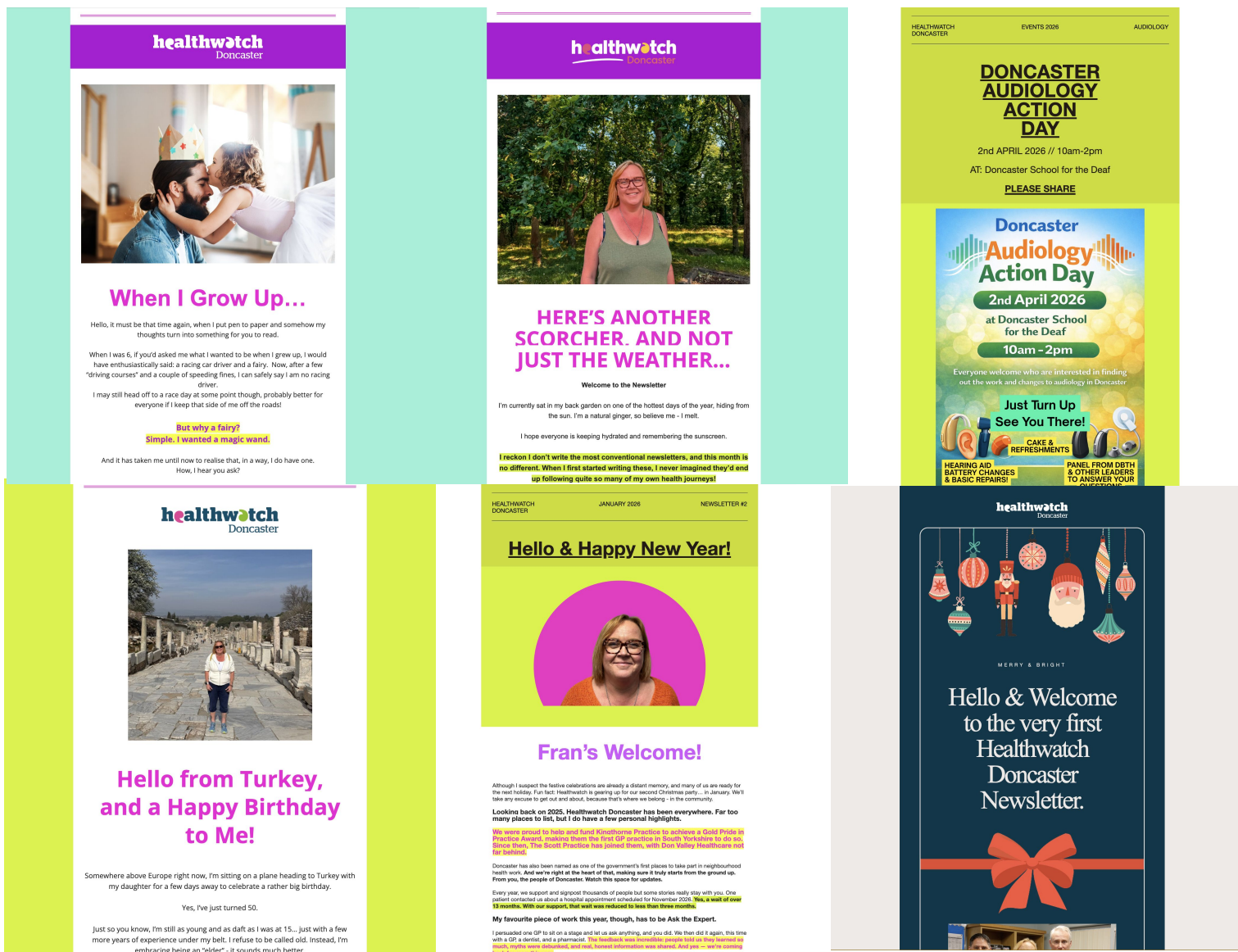
WHY HEALTHWATCH DONCASTER?

- Doncaster-Based**
We understand local services, local pressures and local people — rooted in the Doncaster community since 2013.
- Completely Independent**
We are not part of the NHS or the council. Your feedback stays impartial and goes to the people who can act on it.

Our Newsletter Collections

You can see our archive of newsletters here:

<https://shorturl.at/mmG6t>



Our Educational Videos



Showcasing volunteer impact

Our fantastic volunteers have given **37 hours** to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

Visited communities to promote our work

Collected experiences and supported their communities to share their views

Carried out enter and view visits to local services to help them improve



At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Ann

Ann's Call To Action

I have had some wonderful and varied tasks with Healthwatch Doncaster - from A&E to fetes.

I particularly enjoy learning about people's experience of the NHS and the processes involved in the NHS.

The only sad part is trying to get more people engaged. Most want the service but are reluctant to share. All I conclude from that is apathy, which is endemic in the country.

Thank You to Our Co-Producers

This year, more than 130 people gave their time, expertise and lived experience to help shape health and care services across Doncaster. From co-creating information and policies to appearing in videos, attending workshops and sharing personal experiences, our co-producers have been at the heart of everything we do.

We would like to say a huge thank you to every person who has worked alongside us. At Healthwatch Doncaster, we believe people should not only be involved in shaping services, but also see the difference they are making. **Our co-producers literally make the visible change.**



To All Our Co-Producers!

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



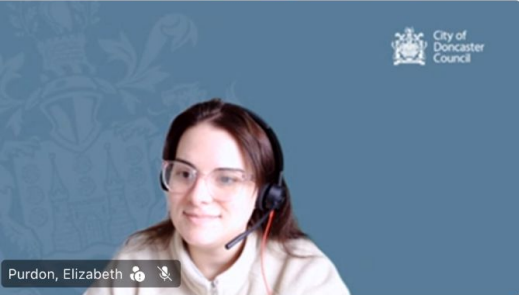
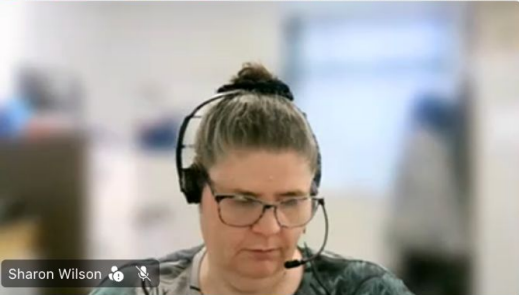
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info@healthwatchdoncaster.org.uk



healthwatch
Doncaster

HEY WE NEED YOU!

gain new skills!

chat with people!

help us re-design services!

Help us make podcasts

info@healthwatchdoncaster.org.uk 01302 965450

**BE THE CHANGE IN YOUR COMMUNITY
VOLUNTEER WITH US TO HELP
PEOPLE'S VOICES BE HEARD.**



Finance and future priorities

We receive funding from **Doncaster** under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£175,000	Expenditure on pay	£132,252.43
Additional income	£19,830	Non-pay expenditure	£9,925.14
		Office and management fee	£33,897.56
Total income	£194,830	Total Expenditure	£176,075.13£

Additional income is broken down into:

£18,750 received from local council for a safeguarding champion

£1,080 received from community neighbourhood grant for a camera

Purpose of ICS funding	Amount
	£



Finance and future priorities

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. GP access and continuity of care
2. Access to Dentists
3. A&E redesign and emergency care



Statutory statements

Healthwatch Doncaster 2 Masham Road, Cantley, Doncaster, DN4 6BU

Healthwatch Doncaster uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and community members in our governance and decision-making.

Our Healthwatch Board consists of **6** members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met **11** times and made decisions on matters such as: **Strengthening our people policies by reviewing and enhancing our flexible working approach, with a particular focus on menopause and women's health, helping to embed a supportive and inclusive culture across the organisation.**

The Board also approved Healthwatch Doncaster becoming a partner in neighbourhood working as part of one of only 47 government-funded pilot programmes nationally, ensuring that community voices help shape future models of local support and care.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We have created lots of online materials from health tips, to education & awareness. We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website

Statutory statements

Responses to recommendations

We had **no** providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to **the Health & Wellbeing Board. As well as having pivotal and meaningful work on Doncaster Safeguarding Adults Board (DSAB), DSAB engagement and coproduction subgroup, Carers Strategic Oversight Board, Doncaster Place committee, Age Friendly Steering Group, Learning Disability Partnership Board, & Making it Real Board (Adult Social Care).**

We also take insight and experiences to decision-makers in **ICB SY, SY ICP & Doncaster Place Committee. We are also part of the Neighbourhood Health Working Group.**

We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch **Doncaster** is represented on the Health and Wellbeing Board by Fran Joel , CEO.

During 2025/26, our representative has effectively carried out this role by **providing input in the presentations we receive, attended the development sessions when working on the priorities .**

Healthwatch **Doncaster** is represented on **SY** Integrated Care Partnerships by **Fran Joel** and **SY** Integrated Care Boards .

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
GP Practice – The Flying Scotsman Centre	Patients raised accessibility concerns	Wrote a report with recommendations – awaiting changes

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Improving access to audiology services for deaf residents.	Reduced health inequalities by enabling deaf residents to access timely support, preventing people from falling through gaps in the system
Supporting individuals experiencing barriers to accessing health and care services.	Helped people facing complex challenges successfully navigate services and secure the specialist care and treatment they needed.
Co-producing the redesign of urgent and emergency care services with deaf residents.	Embedded lived experience into the redesign of A&E pathways, creating more equitable and accessible urgent and emergency care.
Identifying communication barriers at the Same Day Health Centre.	Removed barriers by introducing improved communication processes, increasing equitable access to out-of-hours appointments for deaf patients.
Co-producing a new carers' complaints charter with carers and partner organisations.	Placed carers at the centre of service improvement, ensuring their voices shape how concerns are raised, heard and acted upon.
Co-producing community safeguarding engagement, including raising awareness of cuckooing.	Increased confidence to discuss safeguarding issues and empowered communities to recognise, report and respond to exploitation and abuse.
Supporting GP practices to achieve Pride in Practice accreditation.	Improved access to inclusive, person-centred healthcare for LGBTQA+ communities by helping GP practices create safer, more welcoming and equitable services.

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