



Annual Report 2014/15



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Introduction from the Chair



Steve Shore was appointed Healthwatch Doncaster Chair in November 2014. With a passion for health and social care, including ten years as chairman of Bassetlaw MIND, he discusses the present and future challenges for your Healthwatch Doncaster.

It doesn't feel like only eight months since I was appointed as Chair of Healthwatch Doncaster; we seem to have been permanently busy in our community and behind the scenes to try and do our best to represent the citizens of Doncaster in health and social care. When I joined the organisation, I felt that we didn't have a high enough public profile in Doncaster and that we needed many more members and volunteers to ensure that we can listen to what you have to say and communicate your message to those who commission and deliver services. We also need more people on our Board to set our strategic direction. We are actively seeking new members, volunteers and Board members, so if you want to join us, drop into Duke Street, or give us a ring on freephone 0808 801 0391.

We will be launching the results of our strategic review in the summer, which will contain a host of exciting new priorities and initiatives to achieve those priorities. I passionately believe that the citizens of Doncaster should have a much bigger voice in how the health and social care services that they need are designed, commissioned and delivered.

Healthwatch Doncaster has to be driven by your opinions and needs, and we will be working hard to make sure that we provide the best way for your views to be heard, wherever you live in the Borough or whatever community you belong to.

I would like to thank all our members, volunteers, Board members and the HWD Support Team for their continuing enthusiasm and hard work.

I would like to thank departed Board members and volunteers over the past year, Ayodele Adenekan, Ann Gilbert, John Burke, Piotr Adamczyk, Dot Head, Kay Kirk and Jan Riches (Support Team) for their efforts on behalf of Healthwatch Doncaster and wish them well for the future.

As you may be aware, Janet Beecher, our Contracts Manager, has been ill for some time, and we send our best wishes to her for a complete recovery.



Note from the Healthwatch Lead Development Officer, Philip Kerr



Your Health, Your Care, Your Say is the mantra for Healthwatch Doncaster and you will see this displayed in our literature and at the office on Duke Street.

We have demonstrated in the last 12 months our ability to engage with the Doncaster

public, through a series of events evidenced elsewhere in this report, gathering experiences and personal stories which give us the information to report back and credibly influence local health and social care services.

Next year, we will be taking this even further with plans to extend our reach across all the Doncaster wards bringing in and gathering more informed opinions which will enable us to contribute to the local decision on commissioning of health and social care. This will be achieved through the staff team and our band of dedicated volunteers working cohesively together.

Along with collecting experiences we continue to build on our core delivery - signposting and information enquiries to help individuals find what is right for their health and social care needs. We also have a dedicated NHS complaints Advocate who offers free and independent support for anyone in Doncaster when their NHS care and / or treatment goes wrong.

Healthwatch Doncaster is independent and your local “consumer champion” for all matters around health and social care.

For example, in the next 12 months we will be watching how the new Care Act is embedded locally and as a result, how services change to meet individuals needs.

One of the statutory powers we hold is “enter and view”. This allows us to act on feedback we receive from the public on the quality of services they experience in health and social care. We can make a decision to follow up concerns through an inspection process carried out by experienced and fully trained volunteers reporting back to both the Board and public.

In March, Doncaster Metropolitan Borough Council (DMBC) carried out a comprehensive validation visit of our service delivery which endorsed we are delivering all the necessary standards.

We hold a seat on the Health and Wellbeing Board, and as a result, have a voice of influence in Doncaster at the very heart of decision making.

We have exciting plans for the next 12 months and will be sharing them through various communications and they are summarised further in this report.

If you feel passionately about Health and social care services in Doncaster like we do, why not become a member and join us on our journey?



About Healthwatch Doncaster

The Government created Healthwatch through the Health and Social Care Act (2012). This Act paved the way for a national body - Healthwatch England and required that each local council with social care responsibilities, using initial funding from central government, establish a Local Healthwatch from April 2013.

Healthwatch Doncaster was established in April 2013, as one of 147 local Healthwatch organisations.

Board members were appointed in June 2013. During our two years, there has been a change of support organisation and four changes of Board Chair.

We are based at 36 Duke Street, Doncaster which is our business office and also serves as a drop-in centre for the public.

Healthwatch Doncaster aims to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their local area by gathering health and social care service user experiences (both compliments and complaints) and feeding the information back to commissioners to help shape future service provision.

We also have a responsibility to provide or signpost people to information to help them make choices about health and social care services.

Healthwatch Doncaster:-

- Has a seat on the statutory Health and Wellbeing Board, ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA) and the re-authorisation of Clinical Commissioning Groups
- Enables people to share their views and concerns about their local health and social care services and understands that their contribution will help build a picture of where services are doing well and where they can be improved
- Alerts Healthwatch England, or the Care Quality Commission (CQC) and/or council scrutiny committees, where appropriate, to concerns about specific care providers, health or social care matters
- Provides people with information about their choices and what to do when things go wrong
- Signposts people to information about local health and social care services and how to access them
- Gives authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services

- Can help and support Clinical Commissioning Groups and council social care departments to make sure that services really are designed to meet citizens' needs
- Should be inclusive and reflect the diversity of the community it serves

Healthwatch Doncaster is the local Healthwatch for the Borough of Doncaster. One year on from establishment, we have set up the staff and Board of Directors and are working towards each of its statutory duties. This Annual Report gives a detailed account of how we have fulfilled our responsibilities during the past year.

Your Healthwatch team



Philip Kerr

Local Healthwatch Development Officer

“I have a varied voluntary sector background with strong management skills and bring that experience to Healthwatch Doncaster. I believe everyone can make a difference and I am looking to support the wider community in Doncaster with their Health and social care issues through engagement, participation and volunteering.”



Marion Boyd

Advocacy Worker

“I have considerable knowledge and experience around community regeneration, social inclusion, empowerment and Health and Wellbeing. Having worked and been based in communities within, both Sheffield and Rotherham, for the past 15 years, I am excited to now be working in Doncaster. My role is to support and empower individuals in order for them to have their voice heard.”



Sandra Hodson

Community Engagement Officer

“I have a strong background in community engagement having worked in Doncaster and more recently in Sheffield. I am really pleased to be back in my home town helping to support Healthwatch Doncaster to give local people a chance to have their say about local Health and Social care provision. I am really excited about the opportunities this new initiative brings to Doncaster.”



Akhlaq Hanif

Administrator/Signposting and Information Officer

“Having studied to University level and undertaken some voluntary work, I am delighted to have joined Healthwatch Doncaster to support my colleagues and assist members of the public with any advice, guidance or concerns they may have and providing them with the information. Alongside these duties, I undertake day-to-day administrative duties for Healthwatch Doncaster.”



Structure and Governance of Healthwatch Doncaster

Healthwatch Doncaster Board

The administrative support for Healthwatch Doncaster is currently provided by the Carers' Federation. They employ the office staff and outreach workers and support the Board which consists of 4 Board members including the Chair. These are:



Chair	Sheila	Arnold	Debbie
Steve Shore	Barnes	Ntiege	Osborne

Supporting the Board are a number of sub committees who take lead responsibility for finance, business development, governance, community engagement, enter and view and advocacy service.

Importantly, all our volunteers play a vital part in the delivery and governance of the organisation and its aims.

Accessing Healthwatch Doncaster

The office and drop-in centre is based on 36 Duke Street, Doncaster, DN1 3EA and is open from 9am to 5pm Monday to Friday. This enables the public to call in or telephone and receive advice and guidance on local health and social care services or issues of concern. A website has been maintained to enable quick access to information and wider publication of events and news that affects the health and social care of the people of Doncaster. We can be contacted by one of the following:

Telephone 01302 378935

to speak to a member of the support team

Freephone 0808 8010391

for signposting support

Independent Complaints Advocacy Service
0808 802 3000

for support in making an NHS complaint

Email

info@healthwatchdoncaster.org.uk

Website

www.healthwatchdoncaster.org.uk

for information about news and events



Vision Mission and Values

The Board wishes to make a public statement about how it sees its role serving the people of Doncaster. The following statements are our commitment to the people of Doncaster.

Vision

Citizens of Doncaster will be able to have their views of health and social care services heard by those who design, commission, deliver and monitor services locally and nationally, and have direct access to person centred information and advice to help navigate their way through the health and social care landscape.

Mission

To work collaboratively with everyone in Doncaster to improve the quality of local health and social care services.

Values

Healthwatch Doncaster will be a strong, **independent** voice and consumer champion for the citizens of Doncaster.

Innovation

Healthwatch Doncaster will strive to be creative and original in its work.

Quality

Healthwatch Doncaster is committed to promoting best practice and ensuring quality in all areas of performance.

Diversity

Healthwatch Doncaster embraces, encourages and celebrates diversity and strives to be inclusive in all aspects of its work.

People

Healthwatch Doncaster will support its staff and volunteers to help them develop and grow.



Strategic Aims and Priorities

Healthwatch Doncaster's commitment to all communities in Doncaster is:

- To be recognised as the first port of call for anyone in the Borough of Doncaster for a health and social care issue
- To be the public voice for health and social care services in Doncaster
- Make a significant impact in Doncaster - Healthwatch on the front page!
- Deliver successful projects highlighted in the media that demonstrates our achievements
- Identify and maximise opportunities e.g. Herbert Protocol
- Become a social enterprise
- Build on strong partnerships with other organisations who are able to complement our work plans and actively seek new ones
- Increase our volunteer base embracing all communities by providing support to ensure our offering is engaging, motivating and makes a real difference
- Have a shared vision that everyone understands and how they fit into it!
- Have Healthwatch Doncaster represented in each ward in the Local Authority area
- Use our statutory power of 'enter and view' to act appropriately on concerns collected around any health or social care service in Doncaster
- Continue to provide support to people who wish to make a complaint about their treatment or care from local NHS services
- Sustainability - ensure funding from 2016 onwards supports our needs



Our Work and Performance

Engaging with the community of Doncaster

During the past year, Healthwatch Doncaster have held community hub sessions in the following locations: Bawtry, Bentley, Cantley, Conisbrough, Edlington, Moorends, Rossington, Stainforth and Thorne. Hubs are places where the residents of Doncaster can access the services we offer in their own community. Generally, hubs are located in an area for four sessions.

In addition to the hubs, we have held a total of 72 drop-in sessions in local communities at locations like libraries, community centres, foodbanks, youth centres and a skills centre.

We held 10 community coffee mornings in various settings around the Borough including Askern, Denaby, Scawthorpe and Doncaster Women's Centre.

Healthwatch Doncaster Information stands were at 23 events hosted by other organisations.

In addition we give talks to local community groups, GP Practice Patient Participation Groups and professionals who work with the wider community including harder to reach groups.

Whilst out and about, we have recruited over 250 members and 300 service user experiences have been gained through engagement activities, from various communities in Doncaster from April 2014-March 2015

Events

We hosted 5 events over the last year:

Stroke Awareness Event in April 2014

This event was organised in partnership with the Stroke Association to raise awareness of Healthwatch Doncaster whilst informing individuals about Stroke related issues. Forty-five people attended with forty having their blood pressure checked. As a result, twenty-five people were advised to visit their GP within a month. Information stands at the event also included a Nutritionist from Doncaster Royal Infirmary and The Stroke Association.

Carers Needs Event in July 2014

Following on from an event held in January 2014, it was agreed that a

second event would be held to focus on the four main topics identified. The topics were Choice and Control, Continuity, Training and Support. Carers, past carers and professionals who support carers (some of whom are carers themselves) contributed to discussion groups around the topics.

As a result of the event, Healthwatch Doncaster produced a Carers Information Card highlighting support available to carers.





Healthwatch Doncaster Members Summit in December 2014

The summit provided an opportunity for existing and potential members to meet and find out more about Healthwatch's plans going forward and how to become more actively involved with their local Healthwatch. The summit also provided an opportunity to meet the recently appointed Healthwatch Chair, Stephen Shore.

Choose Well and Herbert Protocol Information Event in February 2015

The information event was to inform people about the content of the NHS Choose Well Leaflet - a guide to choosing the right NHS service if you become ill or injured.

The information session on The Herbert Protocol was jointly presented by The Alzheimer's Society and South Yorkshire Police. At the time of the event the protocol had only recently been introduced into South Yorkshire and the information was very well received. The Herbert Protocol is a risk management and information gathering tool for when a person with Dementia is reported missing.



Attendees at the HWD Choose Well and Herbert Protocol event in February 2015

As a result, Healthwatch Doncaster in partnership with The Alzheimer's Society produced some flyers, posters and bookmarks (pictured below) to raise awareness of the Herbert Protocol which were made available at the event.



Pharmacy and Safeguarding Event in March 2015

The aim of the event was to raise awareness of the wide range of services available through your local pharmacist and also to promote safeguarding in Doncaster. A representative of the Local Pharmaceutical Committee gave a very informative presentation and a member of DMBC staff gave a presentation about the new Doncaster Keeping Safe initiative.



Dale McVeigh (centre), from the Doncaster Local Pharmaceutical Committee, speaking at the HWD Pharmacy and Safeguarding Event in March 2015



Healthwatch Doncaster Volunteers

Healthwatch Doncaster greatly appreciates the work of our volunteers and would like to take this opportunity to thank the 26 volunteers who have contributed to Healthwatch Doncaster over the past 12 months.

Volunteers have undertaken a variety of roles:

- Board members
- Members of the Engagement Sub Group
- Helping out at events
- Members of the Information and Publicity Sub Group
- Supporting with office tasks
- Attending meetings on behalf of Healthwatch Doncaster and reporting back
- Members of the Coding Group

In addition to the basic induction training undertaken by all volunteers the following courses have taken place over the last 12 months:

- Enter and View
- Data Protection
- Equality and Diversity
- Safeguarding
- Dementia Friends Session



Healthwatch Doncaster Volunteers Martin (left) and George (right) helping the Support Team at an outreach event

Members of the public are able to register their interest to become a new Healthwatch Doncaster Volunteer by coming into the office on Duke Street, or by speaking to the Support Team at outreach events.

“It is so important for our organisation to work in partnership where collectively we all promote community activities. Running a joint session with Healthwatch Doncaster in Denaby enabled us to re-engage with our service users and find out more about other local issues they are experiencing. Often service users don’t tell you their concerns as they have formed a relationship with the organisation and assume you already know about the area. Someone else comes along that they haven’t met before, asks the exact same questions and get new answers.”

A quote from Sue Oxley, from Doncaster West Development Trust, discussing joint sessions held with Healthwatch Doncaster this year.



Signposting and Information

Healthwatch Doncaster's Signposting and Information service can be accessed in person at our head office in Duke Street, by telephone, email, website and through our Engagement work throughout the community.

The service allows people to be directed to the right organisation for their question, or alternatively, they can be forwarded to the Independent Complaints Advocacy Service if they wish make an NHS complaint.

From April 2014-March 2015, we have dealt with 505 signposting activities.

Breakdown of mode:

265	Telephone
230	In Person
10	Email/HWD Website

Breakdown of top 5 themes:

135	Dentist
62	Information and Advice
41	GP Surgery/Health Centre
40	ICAS Advocacy
33	Healthwatch Doncaster

Breakdown of top 5 final destinations for signposting queries:

164	NHS Choices
76	Healthwatch Doncaster
44	GP
31	HWD Independent Complaints Advocacy Service
28	Internet

Weekly Update

As part of Healthwatch Doncaster's information service, there is a weekly update that is sent out to all current members which informs them of all local news and activities relating to health and social care in Doncaster. Over the past year, 23 updates have been sent out.

E-bulletins

Healthwatch Doncaster's e-bulletin is produced every month which includes a statement from the Chair and any news from Healthwatch Doncaster; local and national news relating to health and social care, and a list of future events that Healthwatch Doncaster will be present at in the following month. Eleven e-bulletins have been produced over the last year, which are sent to members, uploaded onto the website and on social media.

Healthwatch Doncaster's Twitter account, @hwdoncaster, currently has 524 followers, with over 1,000 tweets published.

Healthwatch Doncaster's Facebook account, /hwdoncaster, has 63 page likes.



Advocacy - Independent NHS Health Complaints Service

Part of Healthwatch Doncaster's role is to show how influential it has been in bringing about effective changes to Health and Social Care services as a result of evidence gathering and public feedback.

One of the ways it will do this is by offering a free, confidential, impartial Independent Health Complaint Advocacy Service.

What is Healthwatch Doncaster's Independent Health Complaints Advocacy Service?

Most of us use the NHS at some point in our lives, and many of us use these services regularly. Whilst the NHS works hard to make sure that people are satisfied with the services, unfortunately sometimes things do go wrong.

The NHS complaints procedure is in place to make sure that issues are resolved at a local level, but on some occasions it is recognised that someone might need support to make a complaint. Our advocacy service is there to work with you to ensure you understand your options and help you to achieve the outcome you are seeking.

For those who wish to deal with their complaint themselves, Healthwatch Doncaster, supported by the Carers Federation, has produced a Self Help Information Pack (SHIP) which aims to help our clients feel confident about raising their concerns.

The self help pack explains the different options for raising your concerns about the NHS and offers you practical tips and things for you to think about when raising your complaint.

Current Advocacy case information

During the past year, the Independent Complaints Advocacy Service has:

- Provided Advocacy support in 127 cases for people wanting help in making an NHS complaint.
- 85 cases have been closed, marked as resolved
- 27 currently remain open and are continuing to receive Advocacy support.



Case Study

Healthwatch Doncaster Independent Complaints Advocacy

Client A contacted Healthwatch Doncaster's Independent Complaints Advocacy Service (ICAS) to request support in a complaint against a NHS Trust hospital regarding the End of Life care pathway.

A local resolution meeting was held between the client, all the medical staff involved and the HWD ICAS Advocate.

Following the meeting, which raised numerous questions, a meeting was held with the Head of Nursing at the hospital to discuss the issues.

At this stage, unrelated to the complaint, contact was made from the NHS Doncaster Clinical Commissioning Group (DCCG) to Healthwatch Doncaster, requesting any service user feedback relating to the End of Life Care Pathway.

As Client A, with the support of the ICAS Advocate, continued through the NHS complaints process, they also assisted with DCCG to help them improve the quality of End of Life care for Doncaster patients.

Gratitude was expressed to the ICAS Advocate for all support received during the complaints process, after the outcome of the complaint had been agreed to the satisfaction of Client A.

This Case Study helped deliver wider outcomes for the benefit of health and social care in Doncaster, which are:

- Improvement in End of Life care
- New End of Life co-ordinator employed to work alongside existing End of Life staff member
- The role of End of Life cover on a weekend is now provided/delivered by Oncology Staff
- Introduction of Situation Background Assessment Recommendation (SBAR) as part of Trust policy.

“The support and guidance given to me by Healthwatch Doncaster has been invaluable. The professionalism and helpfulness shown by them is the best I have experienced in a very long time. I cannot praise them enough for the help and support given to me during a very difficult time”

Quote from Beryl Smith, who received assistance from Healthwatch Doncaster's Independent Complaints Advocacy Service.





Involvement in other committees and groups

Healthwatch Doncaster works with many other committees and groups across Doncaster with Board members, volunteers or support team attending.

These include:

- Health and Wellbeing Board
- DMBC Health and Wellbeing Board Officers Support Group
- NHS Doncaster CCG Governing Body
- NHS Doncaster CCG Engagement & Experience Committee
- Regional Healthwatch Lead Officers Group
- Quality Surveillance Group
- Yorkshire Ambulance Service
- Rotherham Doncaster & South Humber NHS Foundation Trust
- Doncaster and Bassetlaw Hospitals NHS Foundation Trust
- South Yorkshire & Bassetlaw Patient Experience Forum
- Learning Disability & Autism Partnership Board
- DRI - Patient Experience Group
- Carers Forum
- Doncaster Carers Forum
- NHS Complaints Advocacy Forum
- Inclusion & Fairness Forum

- South Yorkshire and Nottinghamshire Healthwatch sub-group

We also work with Healthwatch England, the Care Quality Commission and NHS England, Parliamentary Health Service Ombudsman,

Other Areas of involvement of Healthwatch Doncaster

Following from the Healthwatch Doncaster Carers' Needs event in July 2014, and with discussions with the Doncaster Carers Service, it was agreed to produce a Carers Card informing carers on support available.



Sue Hudspeth from Doncaster Carers Service attended a Task and Finish Group to offer feedback and a resulting card was produced. HWD would like to thank volunteers of the HWD Engagement Group and Doncaster Carers Service for their input.

Healthwatch Doncaster has also produced a Learning Disability and Dementia card, with



input provided by Glynis Smith from Rotherham Doncaster and South Humber Trust. Additional support was provided by Healthwatch Doncaster volunteer Kay Kirk and Sarah Whyte, a student at University of Sheffield, undergoing a work placement at Healthwatch Doncaster to understand the functions of our service.



Our Plans for 2015/16

Following our Strategy Day, the Board identified several areas of opportunity for Healthwatch Doncaster over the next 12 months.

Establishing as a Social enterprise by March 2016

As a result, the Board have put in place a recruitment process to ensure the right mix of skills to guide Healthwatch Doncaster through this process. The decision on the legal entity to be in place by the end of 2015.

Governance

Following recruitment of new Board members - the opportunity will then be taken to reshape the Governance model to align it with the new responsibility of becoming a Social enterprise.

Future Funding

With the proposed move away from a Host organisation, early dialogue will commence with DMBC to establish the financial position for Independence.

Members

The long term aim is to increase Healthwatch Doncaster's membership base to 10% of the local population figure whilst at the same time covering all the diverse local communities.

Healthwatch Local representation

Based on work with partners there is the opportunity to establish identifiable Healthwatch representatives in each ward in Doncaster. The challenge will be to attain 50% coverage of wards by March 2016.

Have the confidence of the local population

Through an established network of events and drop in sessions to be seen to act on what people are telling us and establish successes locally.

Establish our identity as both a local "watchdog" for health and social care issues though balance this with the ability to be the consumer champion for the public of Doncaster

Continue to collect the public's stories and experiences through both events and independent advocacy ensuring the focus is on increasing positive outcomes.

Enter and View process

Take part in scheduled monitoring visits to Care homes and feedback to both DMBC and the wider community on views of the users of these services. Share information with the wider stakeholder community where necessary.

Active Volunteers

Increase the Volunteer base to enable Healthwatch Doncaster to collect more information which can be used to shape and influence health and social care services.

Digital feedback

The Board has decided to make an investment in the latest technology to improve feedback collation on services.

Doncaster Keeping Safe Forum

Healthwatch Doncaster hosts the Doncaster Keeping Safe Forum, for local people to discuss issues around Safeguarding Adults in Doncaster.



Financial information

Below is the budget for Healthwatch Doncaster from April 2014-March 2015.

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		£279,998
Additional income		0
Total income		£279,998

EXPENDITURE		
Management and staff salaries		£156,119
Training and other expenses		£8,497
Operational costs		£45,962
Marketing and publicity		£10,719
Work Plans		£5,350
Outreach activities		£1,002
Total expenditure		£227,649
Returned to DMBC		£39,106
Carried Forward		£13,243



Contact us

Get in touch

Address: 36 Duke Street, Doncaster, DN1 3EA

Phone number: 0808 801 0391 or 01302 378935

Email: info@healthwatchdoncaster.org.uk

Website URL: www.healthwatchdoncaster.org.uk

Supported by Carers Federation, Christopher Cargill House, 21-23 Pelham Road, Nottingham, NG5 1AP

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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