



Engage

Inform



Influence

Healthwatch
Doncaster

Annual Report 2017-18

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Message from our Chair, Steve Shore



Welcome to Healthwatch Doncaster's Annual Report for 2017-18.

Early this year, we reviewed our strategic objectives and agreed, as a Board, that to help the public and our partners understand the role of Healthwatch, we would develop our key priorities around: **Engagement** (with individuals, communities and statutory partners); **Information** (signposting and gathering intelligence); **Influencing** (working with communities, providers and commissioners to improve services).

In July 2017, we were delighted to receive the news that Doncaster Metropolitan Borough Council were confident in our approach and awarded us a 3 year contract. This was a great testament to the hard work of the Healthwatch Team and Board of Directors.

During the year we ran a number of successful events, some of which appear in more detail in this report, but include:

- + A celebration of the life of Jo Cox, MP through the Great Get Together event in June 2017 at Doncaster Town Cricket and Hockey Club
- + Talking to over 100 people at Doncaster Pride and Ashworth Barracks celebration events to gather views about how the public can share their views through Healthwatch Doncaster
- + Talking to the public about the Doncaster Place Plan, the South Yorkshire and Bassetlaw Sustainability and Transformation Plan and the Hospital Services Review
- + Supporting a number of GP practices with merger consultations and representing their views at Overview and Scrutiny

Whilst we have moved forward in our commitment to improving the quality of local services by listening to the voices of local people, I recognise that we can do more and we must do more so that involving people in service improvement becomes the norm rather than the exception. We must demonstrate that our work in representing the voice of the people of Doncaster on health and social care issues makes a real difference.

The Board of Healthwatch Doncaster has changed and developed over the year - Sheila Barnes stood down from the Board but we were fortunate to appoint two new members - Bill McQueen and Linda Crundell. Sadly, Bill recently passed away in May 2018 and our thoughts are with his family at this difficult time. On behalf of the Board, I would like to thank Sheila and Bill for their input.

Healthwatch Doncaster cannot exist without the support of local people - I would like to thank the staff team, the volunteers, my fellow Board members and you, our members and stakeholders, for your continued support and challenge.

Message from our Chief Operating Officer, Andrew Goodall



Over the last year, Healthwatch Doncaster has built on the stable foundations that were put in place during the transition from a 'hosted' organisation to an independent Community Interest Company. We secured the provision of Healthwatch services in Doncaster for the next three years which included the added bonus of a new peer support service coming into Healthwatch Doncaster - Choice for All Doncaster.

The Board of Healthwatch Doncaster were clear that the local focus should be on:

- + **Engaging** with local people to gather their views and experiences
- + Being **informed** by local people about what was important to them and sharing their experiences about local health and care services
- + Enabling the voices and experience of local people to **influence** an improvement in the quality and experience of health and care services in Doncaster

The Healthwatch Doncaster Apprentice programme continues to be a great success - Emily was awarded Apprentice of the Year and Healthwatch Doncaster were awarded Employer of the Year by YMCA Training. We have mainstreamed our apprentice into the team as a Business Support Officer and appointed a new apprentice, Elle, to follow in Emily's footsteps.

Missed hospital appointments was identified as a key priority project for Healthwatch Doncaster by Debbie Hilditch, Vice Chair, through attendance at NHS Doncaster CCG's Planned Care Committee - 1600 people were engaged and involved through conversations in hospital, community and school settings and implementation of all recommendations has been fully supported - the voices of local people were listened to and action has been taken as a result.

The year ended with Healthwatch Doncaster being actively involved in implementing NHS England's 100-day Rapid Improvement Challenge with partners from NHS Doncaster CCG, Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust, Rotherham Doncaster and South Humber NHS Foundation Trust and Primary Care - the focus for rapid improvement has been on Cardiology, Urology and Ear, Nose and Throat services.

The reason for the successes of the projects this year is simple - a dedicated and passionate staff team and an equally dedicated and passionate Board. The combination of strong leadership and high-quality delivery has enabled Healthwatch Doncaster to make considerable achievements throughout 2017-18.

Highlights from our year

1630

People reached through our missed hospital appointments project



3,010

Number of people Healthwatch have engaged with this year



771

Number of people who attended events by the 2017 micro-grant scheme recipients



11,258

Website visits



378

Signposting requests



21

Feedback reports given to the Care Quality Commission (CQC) on services



What is Healthwatch Doncaster?

Healthwatch Doncaster is an independent, consumer champion for people who use and access health and social care services in Doncaster. We are a statutory partner of key health and social care organisations in Doncaster and we are commissioned by Doncaster Metropolitan Borough Council.

Healthwatch Doncaster have been commissioned to ensure that voice of local citizens and communities is listened to and heard to influence and challenge how health and social care services are planned and provided.

“What does Healthwatch Doncaster do?”

Healthwatch Doncaster **engages** with local people and listens to their stories and experience of local health and care services.

Healthwatch Doncaster is **informed** by local people about the quality of health and care services.

Healthwatch Doncaster **informs** people about changes and developments to local health and care services.

Healthwatch Doncaster uses the stories and experiences shared by local people to identify common themes and **influence** commissioners and providers of health and care services to improve the quality of their services.

We're Healthwatch.
Tell us what you think of health and social care. We're here to help make it better.



Meet the team



Andrew Goodall
Chief Operating Officer



Angela Barnes
Doncaster Keeping Safe
Forum Manager



Emily Green
Business Support Officer



Akhlaq Hanif
Administrator/Signposting and
Information Officer



Curtis Henry
Community Engagement Officer



Sandra Hodson
Engagement and
Volunteer Co-ordinator



Sue Millward
Peer Support Worker



Elle Smith
Business Admin
Apprentice

Our priorities

Moving forward through 2017 and onwards, Healthwatch Doncaster continues to focus on three core principles that underpin our priorities

Engagement

With individuals, communities and organisations to understand priorities for action and improvements across health and social care and co-produce solutions.

Information

Signposting, gathering intelligence from individuals and communities and analysis of that information.

Influencing

Working with individuals, communities and providers of health and social care (including third sector organisations) to influence commissioners of health and social care services; working with providers to improve and transform quality of services based on insights from patients/service users, the public and carers; working with individuals and communities to manage expectations and empower them to take more control of their health and social care needs.

Healthwatch Doncaster will maintain its focus on data, information and evidence so that the voices of local people can be listened to and improvement implemented as a result.

In 2018-19, with the support of the Board, the Engagement Team and our volunteers, Healthwatch Doncaster will focus on the priorities outlined below:

Working with communities

Healthwatch Doncaster launched its 2018 Micro-Grants scheme and we will be working with 20 local community groups and organisations to support innovative ways to enable local people to have their say.

Working with statutory partners

Our volunteers identified that Care and Support at Home is an area where Healthwatch Doncaster should talk to people who receive the service and ensure that their voices are heard.

Healthwatch Doncaster will continue to work with Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust to implement the recommendations of the Missed Appointments project.

We will work closely with NHS Doncaster CCG through various committees so that good practice - regarding the voice of local people - in engagement and involvement is maintained.

Doncaster Council are keen to continue to work closely with Healthwatch Doncaster on the rollout of Community Led Support and mapping people's journeys and experiences of social care.

Primary Care Doncaster (the GP Federation) and NHS Doncaster CCG have asked Healthwatch Doncaster to seek out patient views with regard to the quality, access and priorities for primary care in 2018-19.

South Yorkshire and Bassetlaw Sustainability and Transformation Plan – community conversations

In April and May 2017, Healthwatch Doncaster worked with the South Yorkshire and Bassetlaw Commissioners Working Together team to talk to local people about the Sustainability and Transformation Plan for South Yorkshire and Bassetlaw. The Commissioners Working Together team wanted to hear what local people thought and felt about the Plan.

There were 180 people engaged in local conversations through 9 groups and 5 local public meetings.

As with any conversation about change and especially conversation about change to the NHS there is always a high degree of emotion but the emotional investment in conversations demonstrates the strength of feeling and enthusiasm for on-going engagement and involvement.

The key themes that came out of the conversations were:

- + Service change - recognition that change is needed and that change to the NHS could be a good thing if people are listened to. There are concerns that the proposed changes are the first sign of closing down services and privatisation
- + Finance - there were many points raised around waste in the NHS and that this should be rectified to minimise the efficiency gap required. Conversations highlighted that there was £571million shortfall and that this would have a significant impact on service provision.
- + Leadership - Young people expressed a desire to be more actively involved with the leaders of the NHS and the changes proposed. People in some groups stated that 'Leaders need to lead'

- + Integration - Integration of health and social care services was recognised as a key area for development but there was also recognition that this has been talked about for nearly a decade and nothing has happened as yet. The journey between health and social care services needs to be made more easy and straightforward.
- + Engagement - There were concerns about the lack of engagement in the development of the Sustainability and Transformation Plan and the local Place Plans. The online survey and questionnaire were criticised for being too leading in the questioning style. People who attended the conversations and focus groups appreciated being involved and engaged but wanted more involvement as the Plans are put into place.



A meeting of volunteers discussing the Sustainability and Transformation Plan



Engaging with local people

Healthwatch Doncaster's Engagement and Volunteer Co-ordinator Sandie Hodson gives an overview of this year's outreach activity

Between September 2017 and January 2018, I delivered sessions in local academies to 450 post-16 students. The sessions focused on raising awareness of health services and how to access the most appropriate one, dependent on need; Young People's rights in relation to the NHS and gathering young people's views on services that they receive.

These sessions have run over the last two academic years and are part of the St Leger Homes community programme. By working in partnership, we are able to work in schools to raise awareness of Young Healthwatch and give young people important information about services, at a time when they are transitioning into adulthood and will need to access services independently.

This also provides an opportunity for young people to have their voices heard on health and social care related topics. An additional feature for 2017-18 was getting young people involved in having their say about missed hospital appointments as part of a wider piece of work undertaken by Healthwatch Doncaster.

During the period of this report, we undertook 29 care home visits, with the aim of talking to residents, relatives and staff about their views of the standard of care in the homes. A report from each visit was produced and a copy sent to Doncaster Council's Contracts Monitoring Team for inclusion in their annual monitoring report.

Six of the reports were sent to the Care Quality Commission (CQC) prior to their inspections. The coming year will see us undertaking a programme of planned Enter and View visits in order to gain greater insight into residential care provision.

In the summer we delivered some sessions for inmates at Moorlands Prison with our partners Voiceability Doncaster. We looked at healthcare provision and asking prisoners for their views and experiences.

Volunteers

Once again our volunteers have been invaluable throughout the year contributing to the following:

- + Attending monthly volunteer meetings
- + Getting involved in care home visits
- + Gathering stories and helping gain feedback on projects like the missed appointments
- + Attending training
- + Attending community events and engaging with the public
- + Attending meetings and forums on behalf of Healthwatch Doncaster

Thank you to all our volunteers for their effort and hard work over the last year!

Missed Hospital Appointments

In October 2017, we launched a two month campaign with the public and patients of Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust (DBTHFT) asking **why people miss their hospital appointments** and the final report was published in January 2018

- + Over 50,000 appointments are missed every year across the three hospital sites
- + 1600 people participated in the survey
- + We identified that although 25% of respondents had missed their hospital appointment, without attempting to cancel it first, the vast majority of patients did not miss their appointment deliberately
- + Only 45% of respondents received a text confirmation prior to their appointment but 22% of patients, unfortunately, did not even know they had an appointment because letters were not received on time or were not received at all
- + 25% of respondents identified that the main reason for missing the appointment was because the date and or time was not convenient, closely followed by 23% who gave other reasons such as carer or family member ill, their appointment had been rearranged at short notice by the hospital or the patient simply forgot.

The request for digital communication to notify patients of their appointments was a significant improvement which patients wished to see implemented, including:

- + The ability to have two way text messaging
- + More information online about clinic times
- + How long patients will need to wait in clinic
- + Maps of the local car parks
- + Leaflets explaining treatment to be provided

Young people particularly wanted appointments when their parent/carer could attend and as much information as possible provided digitally.



Most respondents we spoke to were clearly concerned that so many hospital appointments were being missed and recognised the need for more work to be done to encourage patients to think twice before not attending for their appointment.

As a result, NHS Doncaster Clinical Commissioning Group have produced a “keep it, cancel it or rearrange it” campaign aimed at all service users of secondary care and DBTHFT have invited a number of service users to be involved in the procurement arrangements for their new digital communications system.

Further improvements include the introduction of a young person’s charter, involvement of seldom heard groups in identifying barriers to accessing their appointments and ways to improve communication.

A follow up survey will be undertaken in 12 months time to see if the target of reducing missed appointments from 10% to 7% has been achieved.

You can read the full report by visiting Healthwatch Doncaster’s website at:

www.healthwatchdoncaster.org.uk/missedappointments

Great Get Together 2017

The Great Get Together 2017 campaign was set up by the family of Jo Cox MP to celebrate local communities and community spirit.

The campaign asked people to come together for street parties, picnics and bake-offs and they hoped to create the biggest street party since the Jubilee that will send a message to everyone - "That there is more that unites than divides us."

Healthwatch Doncaster identified Doncaster Town Cricket Club as a key conduit for engaging with local communities and talking to people about their experiences of local health and social care services.

Friday 16th June 2017

A family-centred evening cricket training and BBQ where there were opportunities to engage with local families about their experiences of local services. Healthwatch Doncaster had a marquee with information and the staff team engaged in conversations with families.

Healthwatch Doncaster sponsored the BBQ and food so that more people were encouraged to engage in conversations and access the evening session.

Saturday 17th June 2017

First XI cricket match - Healthwatch Doncaster engaged attendees and families in conversations about their experiences of health and

care services - the Healthwatch Doncaster marquee was in-situ from Friday 16th June and additional support information was available. Healthwatch Doncaster staff had conversations with people who shared their experiences of local services to identify good practice and areas for development.

Healthwatch Doncaster talked to a range of different people who attended the event - 56 people shared their stories or experience of local health and care services.

What did we find out?

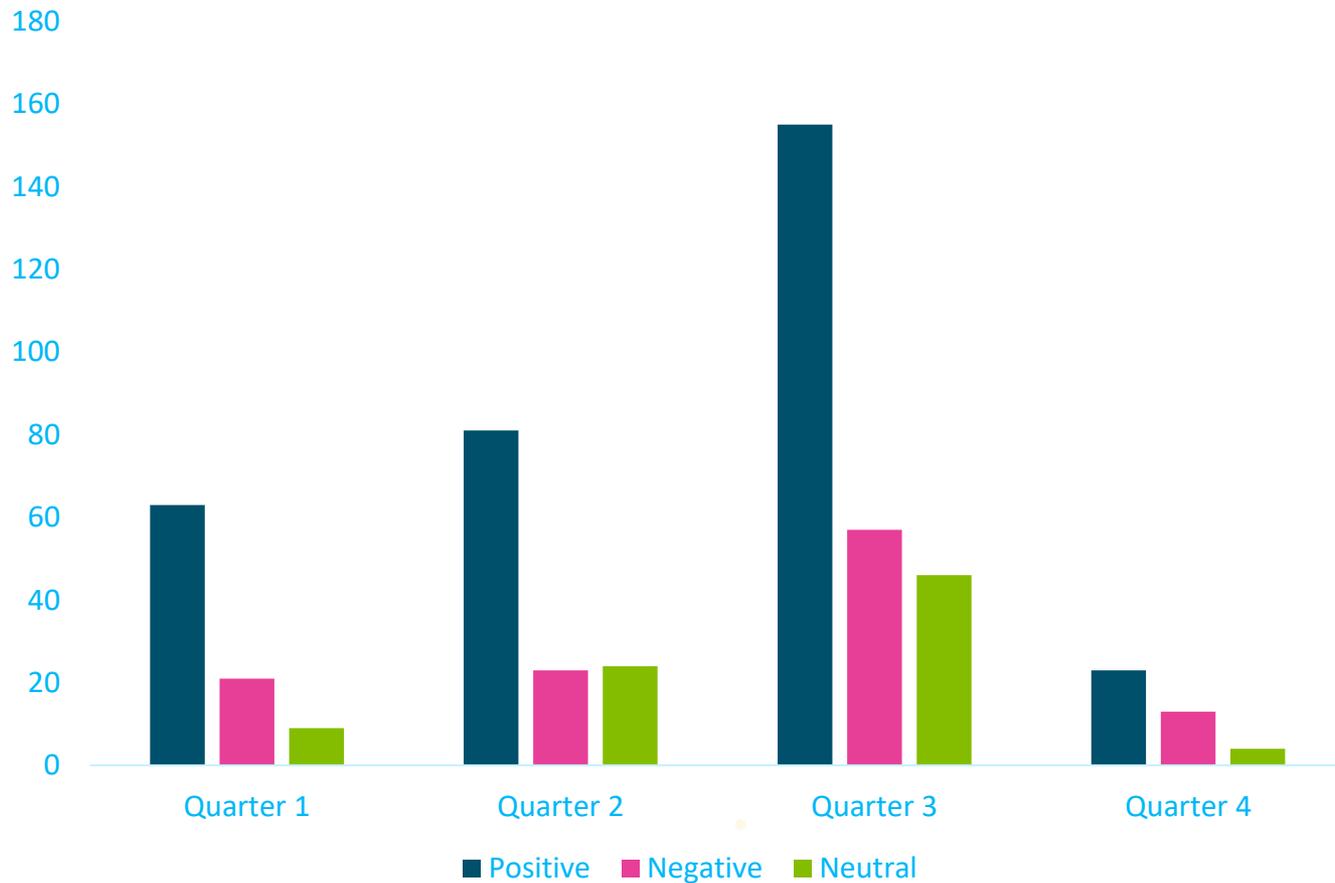
People are more willing to share their stories and experiences when they are in a group or comfortable environment where they feel relaxed and engaged. This reinforces previous learning that there is better engagement with large groups when Healthwatch Doncaster 'piggy-backs' on to existing events rather than trying to develop and put on Healthwatch-specific events.

The outcomes of the stories and experiences shared by people are valuable. It is no surprise that the two most common areas for feedback were GP services and Hospital-based care. This is where most people currently access or have accessed health-based services. Again, the overall experience of local health services was positive - people do not often talk down health services - they praise the staff and the quality of the services but there was mention of waiting times and associated frustration.



Your say on health and social care services

Breakdown of stories received by Quarter for 2017-18 through the Feedback Centre



Micro-grant scheme 2017

Healthwatch Doncaster identified an opportunity to support local community groups and organisations to develop innovative and creative ways to engage with local people about health and social care. This opportunity used the concept of small pots of money of up to £500 to support engagement

There were 15 micro-grants awarded to local community groups and organisations that ranged from £200 - £500.

The concept of the Healthwatch Doncaster Micro-grants scheme was developed using learning from the Well North project in Denaby who also have a grants scheme to support community and business development.

What were some of the key messages and outcomes from the Micro-grants scheme?

- + Awareness was raised of where to get additional information or support about health-related issues
- + Supporting carers and people in a caring role is vital to maintain networks of support for people in need
- + Isolation and loneliness has a negative effect on the health and wellbeing of people in communities
- + Young people have a voice but they don't always want to go a meeting to be listened to - young people want a say in how health and care services that affect them are delivered
- + The use of technology and apps has significant benefits in sharing information and advice but it takes time to develop, build and roll out
- + Communication is of vital importance to everyone - get it right for people with a learning disability, get it right for everyone

Why was the 2017 Micro-grants scheme successful?

The scheme set out to support creativity and innovation in engagement in local groups and communities. It supported a number of different styles and approaches to engagement that came directly from the groups themselves.

There are key themes and learning that has come from the scheme:

- + A small amount of money can make a significant difference to small groups
- + Taking an outcomes-based approach to a grant scheme gives freedom to groups to come up with creative ideas
- + Groups who were successful appreciated the support but would have benefitted from more non-financial support
- + The scheme made a difference to people who were engaged in the activities and programmes.

As a result, Healthwatch Doncaster have launched the Micro-grants scheme for 2018 and have received over 20 innovative applications.

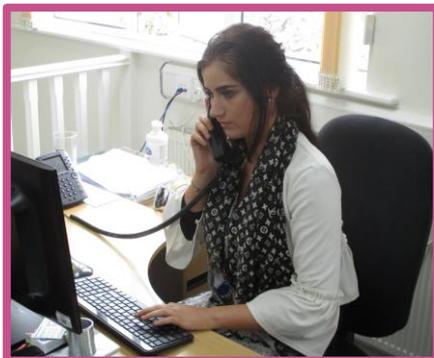


Micro-grant providers 2017

Learning in the workplace – Elle and Emily

Elle Smith

Elle joined us in October 2017 after finishing school in the Summer of 2017



I joined Healthwatch Doncaster in October 2017 through YMCA Training as a Business Administration and Engagement Apprentice, studying for a Level 2 Business Administration qualification. In my time here so far, I have been on many engagement sessions gathering stories from local people about their experiences of health and social care and also their views on missed hospital appointments which was the first project I worked on. I feel like I have developed significantly whilst I have been here and I have learnt many new things, such as using social media and undertaking day-to-day office administrative duties. Everyone has welcomed me in to the team and they always help me with anything I need. I am more aware of what Healthwatch Doncaster's role is in the community and am happy to be playing a role in helping local people have their say on health and social care services.

Emily Green

Emily has had a busy year after successfully transitioning from a Business Admin Apprentice to the role of Business Support Officer



At the conclusion of National Apprenticeship Week in March 2018, I attended YMCA's award celebration where I won the Apprentice Of The Year, after being nominated by my tutor Mo Murphy. It was an unexpected surprise, but I was delighted by the award given to me by Rosie Winterton MP and Team GB boxer Conor Loftus. Mo's speech highlighted my progression since 2016, when I joined Healthwatch Doncaster as a Business Admin Apprentice, to gaining full-time employment as Business Support Officer in 2017. I had a conversation with Rosie and updated her on the type of tasks I had been doing over the last year and spoke to a reporter from the Doncaster Free Press, who interviewed me about my journey from school, to an apprenticeship, to employment - which was subsequently published in the newspaper. Currently, I have started my NVQ Level 3 in Business Administration and continue to support my colleagues at Healthwatch Doncaster.

Learning in the workplace – Michael Smith



Michael Smith

Life Skills student

Factfile

Age: 18

Place of residence: Armthorpe

Best thing I like about Healthwatch Doncaster? Meeting new people

“Through my Life Skills course, in February 2018, I was able to get a placement at Healthwatch Doncaster to film and edit videos.

“My first video was introducing everyone to Healthwatch Doncaster and it did so much for my confidence when it got over 600 views via social media and the positive comments people left. Since then, I’ve done many videos such as the weekly updates for Andrew Goodall and attended events where I’ve done filming. You can see some of my videos on Healthwatch Doncaster’s [YouTube](#) page.

“I really enjoy coming into the office to produce content for Healthwatch Doncaster and would like to thank all the staff team for making me so welcome.

”My objective has been to obtain a place on Doncaster College’s Media course and I hope this placement will help achieve that.”



Healthwatch Doncaster is a great place with a great atmosphere



Signposting and Information

Over the past year, Healthwatch Doncaster has continued its work in providing information and support when required by local people in the Borough. Have a read below of some of our numbers.



66.4% of our total signposting came from local people speaking to our support team via telephone



27.8% of our signposting came from people getting in touch through our website and social media platforms such as Facebook & Twitter



81 contacts were made to Healthwatch Doncaster to enquire about volunteering, applying for a micro-grant or information about outreach events



67 people got in touch who wanted help making an NHS complaint and additional support, such as helping to write a letter. We signposted to Voiceability Doncaster, the new home of NHS Complaints Advocacy

Brand Awareness and Digital Presence of Healthwatch Doncaster

Healthwatch Doncaster engaged Kathryn Hilditch (pictured) as a community researcher to ask local groups and communities about two areas of interest identified by the Board:



- + Brand awareness and recognition of Healthwatch Doncaster
- + The digital footprint/presence of Healthwatch Doncaster

Over 120 people from local groups and communities were engaged in the research so that there was an understanding of where changes could be made to improve understanding and reach for Healthwatch Doncaster.

What did people tell us?

Branding

- + Use the phrase “Engage Inform Influence” consistently on publicity material
- + Develop a standardised toolkit of promotional information - business cards, flyers, posters, pens
- + Use social media to implement the branding consistently

Digital

- + Review and develop the Healthwatch Doncaster website - specifically displaying reports and summaries from engagement activities

- + Develop an introduction video explaining what Healthwatch Doncaster is and does
- + Use the Healthwatch Doncaster website to link to partner websites (and vice versa) to increase traffic and engagement

What have we done as a result?

- + Business cards have been produced and contain all the key information to enable people to access the Feedback Centre and understand the key concept of Healthwatch Doncaster through the phrase Engage, Inform, Influence or #engageinforminfluence
- + Student placements from Doncaster College started in February 2018 and the first piece of work was the production of a 90 second video that answers the question - “What is Healthwatch Doncaster” - this video has been used on the website and through social media
- + Promoted social media posts were used over Christmas and New Year for a Choosing Well video - this reached over 2000 people and provided information on a range of different services that people could access rather than use A&E or GP appointments inappropriately.
- + There is still more to do so that the brand recognition and awareness of Healthwatch Doncaster can be improved. The reports clearly identified that promoting the logo of Healthwatch Doncaster by itself is not enough. People need to know and want to know what Healthwatch Doncaster does.
- + The phrase “Engage Inform Influence” was highlighted as making it clearer about the work of Healthwatch Doncaster.

#EngageInformInfluence

Our Year on Social Media in 17-18



2,604 tweets

622,200 impressions



789 posts

60,621 reach

5.9K video views



127 posts

266 post likes

Thank you to everyone who got involved in our Facebook giveaways this year - congratulations to Heather Saunders and Caroline Grieveson for winning our Missed Appointments and Christmas hamper competitions

Doncaster Keeping Safe Forum

The Doncaster Keeping Safe Forum have continued to support the Doncaster Safeguarding Adults Board by providing information on the experiences of the local community in Doncaster in relation to Safeguarding Adults at risk. Healthwatch Doncaster have mainstreamed support for the Keeping Safe Forum as part of its core work.

The Forum planned and helped to deliver the annual Keeping Safe event in Doncaster which was designed to enable the community to hear key messages and advice on Keeping Safe in Doncaster. This year the event focused on Hate Crime and Scam Awareness providing attendees with resources and information to help them stay safe.

Working with other organisations

The Forum has worked with:

- + The Doncaster Safeguarding Adults Board to enable information to be shared with members of the community about all types of abuse with information on how and where to report concerns.
- + Officers from South Yorkshire Police and South Yorkshire Fire and Rescue Service to provide information on key messages around Keeping Safe in Doncaster, examples have included information on scam awareness and fire safety in relation to hoarding and self-neglect.
- + Partners in the Public Health team, to share messages and information on public health campaigns with members of the community, one example is the Winter Friends campaign designed to inform members of the community on how to stay safe during the winter months, providing information and resources to help the most vulnerable in the community.



Working in the community

The Forum have promoted Keeping Safe in the local community through events, meetings and social media.

Members of the local community have promoted the Keeping Safe information and taken out leaflets and information about the campaign.

The Forum has shared information about local campaigns and new initiatives.

One example is the launch of the Doncaster Safeguarding Adults Board policy on Self Neglect and Hoarding, with members of the Forum having a presentation at a recent meeting to enable them to understand how to spot issues and where to go to raise concerns.

The Keeping Safe Forum has an active social media presence with a Twitter feed with over 864 followers. Through this account we can share information and advice on Keeping Safe in Doncaster.



Choice for All Doncaster (ChAD)

ChAD are a committee of adults who have a learning disability who speak up for their peers in Doncaster. They are involved in a variety of projects and network with many organisations and meet monthly to discuss matters that affect their lives

Last year, the committee successfully applied to Healthwatch Doncaster for a micro grant because they wanted to focus on people's experiences at the dentist and ensure services were learning disability friendly.

Initially, ChAD members visited day services and spoke to the people they represent about their personal experiences at differing dental practices in the Borough. From these visits, people's comments were noted, from which a series of questions were then compiled.

ChAD committee members then went out to various dental practices to speak with practice managers to ask the questions that people had asked.



Left to right: Mark (ChAD member), Lauren Slack (senior nurse at Martinwells Centre), Raymond (ChAD member)

Devising the appointment card

Whilst everyone appeared to be pleased with the general care they received at the various practices, it was very apparent that a large amount of the people ChAD spoke with were reliant on staff at their day service to remind them when their appointment was because they experienced difficulties understanding the format.

With this in mind, ChAD have designed an easy read appointment card which could potentially be used by everyone and every practice if they choose to do so.

The appointments can be more easily recognised and the front page can be adapted to depict the specific service i.e. Dentist, Pharmacy, GP, Hospital, Opticians.



ChAD are extremely pleased with the finished product and are currently working with Healthwatch Doncaster and relevant organisations to promote the appointment cards.

For more information about the work of Chad please visit www.chadindoncaster.com or ring 01302 965452.

Patient Participation Group Network

The Patient Participation Group (PPG) Network has been delivered by Healthwatch Doncaster since April 2017.

There is a specific focus on Primary Care services and how developments and changes will affect patients within each local PPG. Representatives from each GP practice are invited and encouraged to attend the PPG Network meeting to both share and receive information about local, regional and national health priorities.

The key aims and objectives of the PPG Network are to:

- + Share ideas and share 'good practice'
- + Engage in discussions about health and care services in Primary Care
- + Reflect on changes and developments that are taking place to improve the quality of services and health outcomes across Doncaster

Outputs in 2017-18

- + Supported mergers of PPGs as part of wider mergers of GP practices
- + Support for patient meetings to discuss proposed mergers of GP practices
- + Recruitment of wider PPG Network representatives
- + Establishing effective links with NHS Doncaster CCG Primary Care Team
- + Adopted a more independent approach toward discussions and actions from PPG Network meetings
- + Supported representatives to participate in the Hospital Services Review across South Yorkshire and Bassetlaw
- + Facilitated discussions in GP surgeries about Missed Appointments

We would like to thank Norma Carr for chairing the PPG Network during the last year and Healthwatch Doncaster look forward to working with the PPG Network throughout 2018-19.

Health Ambassadors

The Health Ambassadors programme has been delivered by Healthwatch Doncaster since April 2017.

The Health Ambassador Scheme is an exciting project that has been developed to:

- + increase public and patient engagement in the commissioning of local health services and
- + raise awareness and understanding of patient experience to influence an improvement in the quality of local services

The Health Ambassadors scheme focusses on the engagement of people whose voices are seldom heard and there are representatives from the following groups: **Young people with Autism, Cancer, Asylum Seekers and Refugees, the LGBT community, Vulnerable Women, Trans and Gender Variant People, the Deaf Community and Veterans.**

Outputs 2017-18

- + Marketing and promotion of the programme
- + Active participation in the Missed Appointments project
- + Recruitment of more Health Ambassador representatives
- + Establishing an effective link with NHS partners
- + Support for the development of a local group for Trans and Gender Variant people
- + Comment and feedback on policies for access to health services for visitors from overseas
- + Discussions around procedures of limited clinical value
- + Gathering views from representatives about access to mental health services for a discussion with the lead commissioner for mental health services

We would like to thank Dennis Atkin for chairing the Health Ambassadors for the last year and look forward to working with Dennis in 2018-19.

Involvement in other committees and groups

Alongside its day-to-day duties, Healthwatch Doncaster has a presence at local, regional and national meetings with stakeholders and organisations.

These include:

Doncaster Council

- + Health and Wellbeing Board
- + Health Inequalities Group
- + Information, Advice and Guidance Steering Group
- + Community Led Support Steering Group
- + Carers Strategic Oversight Group
- + Safeguarding Adults Board
- + Engage and Share Sub-Group (Chair)

NHS Doncaster Clinical Commissioning Group

- + Governing Body
- + Engagement and Experience Committee
- + Planned Care Committee
- + Primary Care Committee

Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust

- + Patient Engagement and Experience Committee
- + Missed Appointments Task and Finish Group

Rapid Improvement

- + 100-day rapid improvement leadership meeting

Rotherham, Doncaster and South Humber NHS Foundation Trust

- + Listen to Learn Network

South Yorkshire and Bassetlaw Shadow Integrated Care System

- + Joint Committee of Clinical Commissioning Groups
- + Executive Steering Group

Yorkshire and The Humber Healthwatch Lead Officers meetings

Learning Disability Partnership Board

Involving local people in our work

Healthwatch Doncaster volunteers are actively involved in Care Home conversations, PLACE (Patient Led Assessment of the Care Environment) visits across local NHS Foundation Trusts.

Healthwatch Doncaster support the Patient Participation Group Network and the Health Ambassadors, a group representing communities of people whose voices are seldom-heard.



Our finances

The table on the right outlines the basic financial information for Healthwatch Doncaster from 1 April 2017 - 31 March 2018.

Doncaster Healthwatch CIC started operating in May 2016. The first year's full accounts for Doncaster Healthwatch CIC have been prepared and submitted to Companies House by our accountants. The first year's accounts run from 1 May 2016 to 31 July 2017.

Doncaster Healthwatch CIC is a new CIC that has started delivery of local Healthwatch services through the novation of an existing contract from 1 July 2016.

Development of reserves will ensure that opportunities for additional value and resource allocation are maximised.

Income - 2017-18	£
Funding received from local authority to deliver local Healthwatch statutory activities	£225,130
Additional income	£55,000
Total income	£280,130
Expenditure - 2017-18	£
Operational costs	£55,879.13
Staffing costs	£186,971.67
Office costs	£29,104.14
Total expenditure	£271,954.94
Balance brought forward	£8,175.06



Contact us

Get in touch

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Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with 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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