



# Healthwatch Doncaster

Annual Report 2018-19

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**THIS WAY**

# Message from our Chair, Steve Shore



## Another year has flown by and it's time for my foreword to Healthwatch Doncaster's Annual Report 2018-19

We received very positive feedback about last year's report and I hope that this one is as well received.

Thanks to all my colleagues who have contributed to an informative and entertaining summary of what Healthwatch Doncaster has been up to in the last 12 months.

I have to start with my annual thanks to our dedicated team at Cavendish Court, which has grown as a result of our refocussed efforts on engagement and widening our digital footprint.

*'I also have to thank our dedicated and enthusiastic team of volunteers, who do so much for us behind and in front of the scenes.'*

We are always looking for more volunteers, so if you are interested, give us a ring or drop us a line.

Finally, I would like to thank my fellow members of the Board for all their time and effort, with special thanks to my vice-chair, Debbie Hilditch, who has been an absolute rock.

I would like to welcome Sucha Singh onto our Board. Sucha is a fantastic addition and has already been a key part of our work on the NHS Long Term Plan.

The last year has been all about Engage, Inform and Influence and I hope that you will enjoy reading about the work we have done in this report.

I am especially proud of the huge numbers of responses we were able to generate working on the NHS Long Term Plan, which will be available on the website soon, the Extended Access to Primary Care evaluation, the Joint Health and Care Commissioning Strategy and the Home Care and Support project.

Our efforts are being used by our partners in these areas to influence service planning, provision and delivery.

I am also thrilled by the continued success of our Micro-Grants scheme. It has made a real difference to the groups who participate in it and to the quality and quantity of information that we have been able to collect about health and social care services. Many of the groups that we have funded and supported represent many parts of our society whose voices are seldom heard.

We have a vibrant and exciting plan for the next 12 months that should see our profile increase in the community and the voices of the citizens of Doncaster becoming more influential across the Borough and Healthwatch Doncaster would be delighted if you want to become part of our family.

**Steve Shore**  
Healthwatch Doncaster Chair



# Highlights of our year

4377



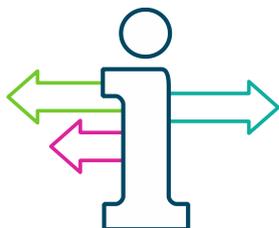
The number of people who provided comments on health and social care services through surveys and our feedback centre

1300

Have  
your  
say

People gave us their views on the NHS Long Term Plan for South Yorkshire and Bassetlaw

239



Local people getting in touch to request information on health and social care, and to find out about Healthwatch Doncaster

840



Minimum number of hours in the year given by our volunteers

48,171



Total number of page views on our website

23



Reports published including Enter and View, Micro-grants, Home Care and Support

# About us

## Healthwatch Doncaster is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

*As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.*

*If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.*

*If you're part of an organisation that's worked with, supported or responded to Healthwatch Doncaster, thank you too. You've helped to make an even bigger difference.*

*None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.*

*If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.*



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

**Sir Robert Francis QC**  
Healthwatch England Chair

# Our Vision



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

## Engage



Healthwatch Doncaster will engage you in conversations about your experiences of local health and care services.

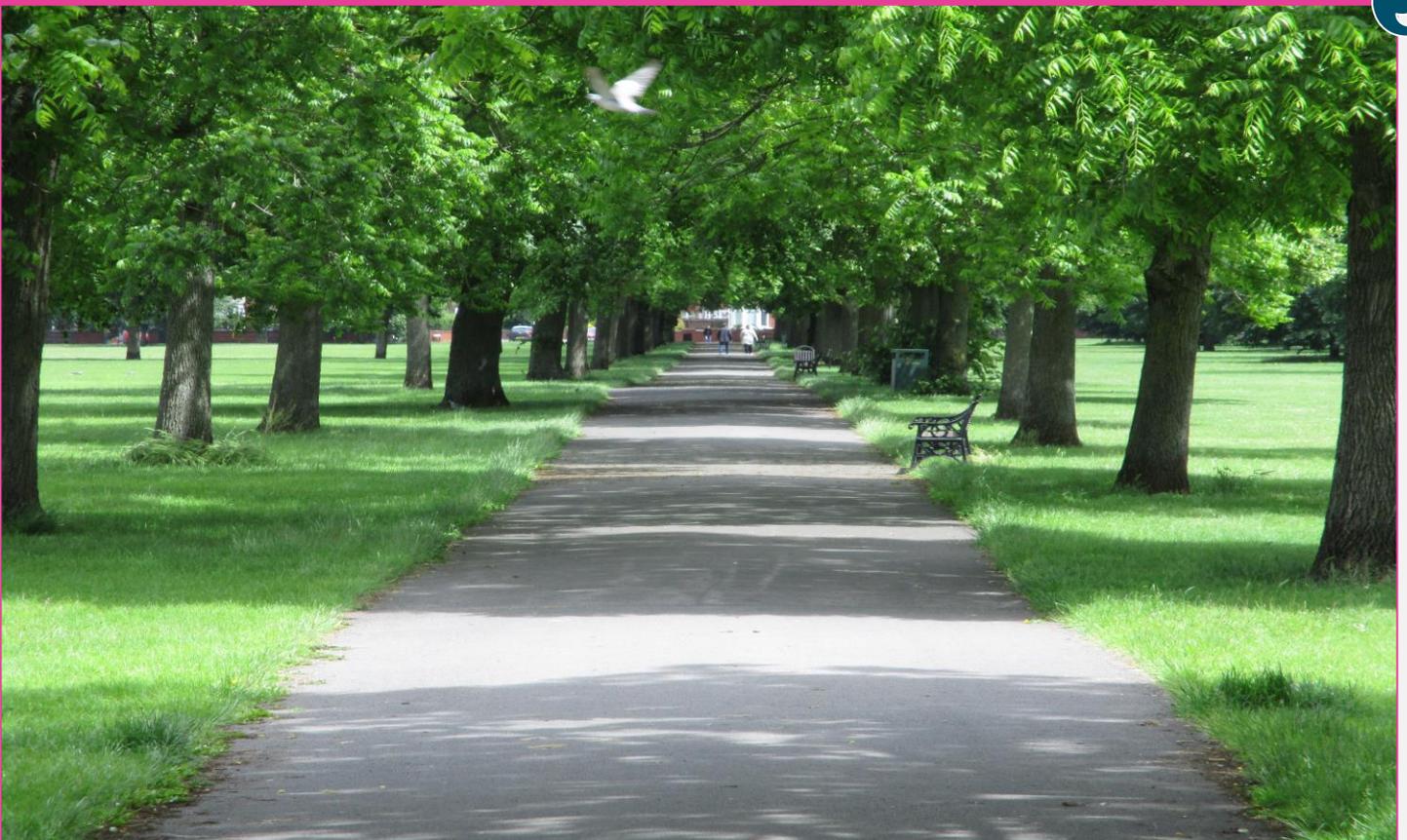
## Inform



You will inform us about what is important to you and what changes and improvements you want to see in Doncaster.

## Influence

We will use the stories, experiences, voices and opinions shared with us to influence change and improvement in the quality of health and care services in Doncaster.



## Local and national plans for health and social care

### Joint Health and Care Commissioning Strategy

NHS Doncaster CCG and Doncaster Council identified that local health and social care services must work together so that people are able to take more control over their own health and remain as healthy and independent as possible.

Healthwatch Doncaster worked closely with them to ensure that local people were given the opportunity to get involved in conversations about care and support services and how having a joint strategy and vision will improve outcomes and services in local communities.



We facilitated a number of community engagement sessions and conversations with carers, young people, community groups and

people whose voices are seldom heard. These sessions were an opportunity for NHS and Local Authority commissioners to listen to local people and be informed by them about their views on local services and the benefits of a more joined up approach.

Feedback from local people was collected and collated by NHS Doncaster CCG and these local voices influenced the development of the Joint Commissioning Strategy for Health and Care in Doncaster which was published in April 2019.



### NHS Long Term Plan



#### *An outreach event at the Wool Market about the NHS Long Term Plan*

Following the launch of the NHS Long Term Plan in January 2019, Healthwatch England commissioned each local Healthwatch to carry out a series of engagement activities around the Long Term Plan by asking local people “What would you do?”

Healthwatch Doncaster has been the co-ordinating Healthwatch for analysing the feedback, surveys and focus group responses from across the South Yorkshire and Bassetlaw Integrated Care System - Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield. Over 1300 people shared their views and told us what they would do to improve the NHS as part of the Long Term Plan. There were 15 local focus groups that had more in-depth conversations with people to listen to their thoughts and feelings about the NHS.

Healthwatch Doncaster have written a detailed report summarising what we have heard from local people. This report has been shared with the South Yorkshire and Bassetlaw Integrated Care System so that they can develop and write a local response to the NHS Long Term Plan based on what they have heard from local people.

Conversations about the NHS Long Term Plan will continue throughout 2019 and Healthwatch Doncaster are keen to support you to maintain your involvement and have your say!



*Local people telling Healthwatch Doncaster about the most important things to consider when thinking about change and improvement of maternity and paediatric services as part of the Hospital Services Review in South Yorkshire and Bassetlaw*

## Listening to parents and carers

South Yorkshire and Bassetlaw Integrated Care System (ICS) commissioned an independent review of Hospital Services, as part of this, Healthwatch Doncaster were asked to engage with the local community on two main themes.

- + Maternity Services
- + Hospital services for children (care of the acutely unwell child)

We were talking to parents and carers about services linked to maternity and care of sick children. It prompted us to consider that engagement at local Family Hubs would be appropriate because we knew that parents and carers attended and that they would have considerable information to share.

Healthwatch Doncaster spoke to 90 parents and carers in seven Family Hubs in Doncaster.



*Our Engagement Support Officer, Elle, at a Family Hub in January 2019*

We asked the following questions and listened to what people shared:

- + *In your opinion what's the most important thing for us to consider when we are thinking about affordability?* For this activity we produced bank notes with blank areas in the middle for narrative.
- + *In your opinion what's the most important thing for us to consider when we are thinking about access?* This involved four fishbowls with images and labels to represent each choice (pictured, top left)
- + *In your opinion what's the most important thing for us to consider when we are thinking about the quality of care you receive?* This activity involved a Gold Box with a slot on the top which enabled people to post their views confidentially on the following - *What does quality mean to me and my baby/child?*
- + *In your opinion what's the most important thing for us to consider when we are thinking about workforce?* The statement in the middle of a poster was: *What is important about people in the hospital who look after pregnant women, babies and children?* We asked participants to post their views/ideas on post-its and put them on the flip chart.

This cohort is a seldom heard group and we felt that their voices should be heard in this piece of work. We are encouraged by the results and the fact that this group have had an opportunity to shape local services and are grateful for their contribution to this ongoing project.

The Hospital Services Review team have listened to all the information gathered from across South Yorkshire and Bassetlaw and will be publishing their response in Summer 2019.

## 100-day Improvement Challenge

The 100-day Improvement Challenge bring together patients and partners from across the NHS to work on making rapid project-based changes and improvements to Planned Care services.

Healthwatch Doncaster were key local partners in the NHS North of England Wave 3 of the 100-day Improvement Challenge where the focus was on Ophthalmology, Spinal and Fibromyalgia.

## Helping improve local services

Following on from a series of successful projects, the 100-day Improvement Challenge was rolled out to a small number of local partnerships in the North of England. Doncaster were selected again and Healthwatch Doncaster took a lead coaching and involvement role in the three new specialty areas:

- + Ophthalmology
- + Spinal
- + Fibromyalgia

The projects focussed on actively engaging local patients in the improvement processes to make changes and developments to specific elements within the specialty areas.

## Ophthalmology

One of the project areas was around reducing the number of appointments missed by children and young people.

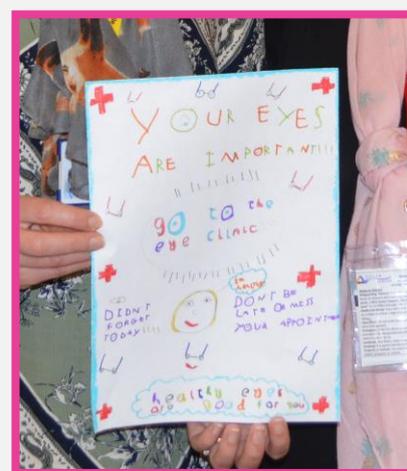
Children from a local school were supported to create a poster that will be used to remind parents and carers to support their children to attend their appointments in Ophthalmology.

Healthwatch Doncaster sponsored the competition by providing a Lego prize.



Claire Jenkinson, Deputy Chief Operating Officer at Doncaster and Bassetlaw Teaching Hospitals has recognised the value of working with children and young people in schools:

*“We are so impressed with the work that Grange Lane have done for us and can’t wait to start displaying it around the hospital. Missed appointments cost the NHS a great deal of money every year and these brilliant students have clearly understood that message. With the help of their colourful and inventive artwork, we hope to raise awareness of this amongst other families around the region.”*



The 100-day Improvement Challenge has worked with children and young people to ensure that their voices and their ideas are being listened to and acted on to make improvements to local Ophthalmology services.

It is a great example of how young people can get involved and influence a change in health care.

## Spinal Care

### *Improving back care access for patients in Doncaster*

The 100-day Challenge is a Quality Improvement Programme supported by NHS England. Its aim is for providers and commissioners from across the health care sector to work together to improve quality and access for patients. NHS Doncaster CCG has played a fundamental role in the spinal 100-day Challenge along with Doncaster Bassetlaw Teaching Hospitals NHS Foundation Trust, GP's, Primary Care Doncaster and Healthwatch Doncaster.

The overarching aims of the programme were to:

- + Improve back care support and access for patients in the wider Doncaster community and,
- + Understand the variation of spinal injection activity across South Yorkshire and Bassetlaw and through audit, determine if spinal injections were being carried out in line with NICE guidance in Doncaster, to further support management of patient expectations at the point of referral.

The spinal group included stakeholders from across Doncaster who aimed to increase GP referrals to the 'First2Physio' service by the end of March 2019 by 15% from the north neighbourhood practices, to support patient access.

The current data demonstrates First2Physio referrals have increased from 6 to 18 a week in the north of the town and the number of referrals is continuing to increase.



## Fibromyalgia

Under the current Fibromyalgia pathway, patients suspected of having a diagnosis of Fibromyalgia are generally referred to the Rheumatology department for consultant review.

Currently, the wait for a Rheumatology outpatient appointment in secondary care is approximately 5 months, meaning that in the majority of cases, patients are waiting a considerable amount of time prior to receiving group therapy (if appropriate).

During the 100 Day period the Rotherham Doncaster and South Humber NHS Foundation Trust Improving Access to Psychological Therapies (IAPT) and Doncaster Bassetlaw Teaching Hospitals NHS Foundation Trust Occupational Therapy teams have piloted a combined MDT therapy programme for a 'suspected fibromyalgia' and 'consultant diagnosed' fibromyalgia cohort to compare quality outcomes.

This consists of an initial 2 Week Fibromyalgia Education Course for patients with a diagnosis and a further optional 6 week Core therapy course for those patients who require further support.

The course content covers chronic pain management, mindfulness, diet, exercise advice and additional resources.

If required patients can also access additional psychological support at the end of the course but normally they would be discharged with support in the community and self-help groups





## Evaluation of the Extended Access to Primary Care Service

The Extended Access to Primary Care Service in Doncaster was launched in response to the Government's mandate to NHS England which sets out:

*"To ensure everyone has easier and more convenient access to GP Services, including appointments at evening and weekends"*

In Doncaster, Primary Care Doncaster (PCD) commenced delivery of this in October 2018 following a pilot scheme and currently is providing 160 hours/week of extra contact with patients. Anyone registered with a Doncaster GP can access these clinics and can attend any one of their choice.

There are 5 hubs providing Saturday clinics where patients can see not only a GP, but other health staff (i.e. Advanced Nurse Practitioners and Healthcare Assistants). In addition, there is a First2Physio service providing triage for musculoskeletal problems and there are Inclusion Clinics for vulnerable people held weekly at designated sites around Doncaster.

Since the start of this project, Healthwatch Doncaster have been working in partnership with Primary Care Doncaster to evaluate the service by listening to feedback and experiences of patients who attend.

The Extended Access to Primary Care Service includes:

- + **Additional Saturday clinics at 5 Hubs:** Conisbrough Medical Practice, The Tickhill & Colliery Medical Practice, Thorne Moor Medical Practice Thorne, The Lakeside Practice Askern and the Same Day Health Centre.
- + **First2Physio service:** A triage physio service for patients with musculoskeletal problems who meet specific criteria.
- + **3 Inclusion Clinics for vulnerable groups (Asylum seekers and refugees, Vulnerable women and the homeless.** Held at: Changing Lives, Wharf House and Quaker Meeting House

Outcomes from the evaluation indicate that those who have used the service give a high rating of satisfaction but sometimes they are not always given a choice about which Hub to attend.

Healthwatch Doncaster have compiled quarterly analysis reports along with recommendations based on what we have heard.

Primary Care Doncaster are making changes and improvements to the service based on the feedback and recommendations.

## Healthwatch Doncaster Micro-Grants

A Healthwatch Doncaster micro-grant is a small amount of money (upto £500) to support local community organisations to engage with local people to listen to their views about health and care services.

In 2018, Healthwatch Doncaster supported 20 organisations who had applied for a micro-grant. Organisations were encouraged to focus on our three key priorities, Engage, Inform, Influence.



*An event held in July 2018 brought together this year's recipients to celebrate their achievements*

**Key areas focused on included social isolation and loneliness, male mental health plus empowerment through the arts**

Each organisation offered different approaches to the topics identified. They were offered funding support to bring their projects and concepts to life.

A number of projects used the arts to explore issues, bring conversations to the fore and form new connections. Friendships, with empathy for people's life stories and the difficulties that they have faced, were developed.

The standout messages from this year's scheme are as follows:

- + Innovative technology helping people live a more independent lifestyle

- + By engaging with children, accompanying parents were available to complete surveys regarding access to health and social care services in Doncaster
- + Black, Asian and Minority Ethnic (BAME) communities, were able to have their voices heard when consulted about social prescribing at a local level
- + Young people felt empowered by utilising an outlet by writing creatively to help process and understand their emotions
- + Even though social isolation has a negative impact on people's mental health, community groups and activities can help turn the negative impact to a positive experience

We have reviewed and reflected on the 2018-19 scheme and already launched the 2019-20 campaign with a view to investing over £10,000 in community groups.

## Development of young people

Through apprenticeships and placement opportunities, Healthwatch Doncaster has continued to support young people's personal and professional development. Here's what they've said..



**Kaitlin Halkett** Student at Doncaster College studying Health & Social Care

"I loved my three month placement at Healthwatch Doncaster - it has been so amazing to have this opportunity to work with this team and to learn what they do.

"I have developed my I.T skills to gaining more confidence and pushing myself to achieve goals set by my mentor and myself within placement."

**Evan Howle**

Student at Sheffield Hallam University studying Learning Disability Nursing and Social Work

"The placement has enhanced my learning by giving reinforcement of the theories of practice that are taught in the classroom.

"Being at Healthwatch Doncaster has helped me to understand some of the core issues in society and how important it is that people feel empowered to have a say in how healthcare is developed

"The staff displayed an eagerness to ensure that I develop and engage with the different areas of work they are involved in."



**Michael Smith**

"I have been with Healthwatch Doncaster for over a year and projects completed have included new skills I have learnt since being here. Everyone has helped and supported me throughout my time here and made me feel part of the team."

*A thank you to all our student placements this year, including to Toby Rogers and Tim Wagstaff who completed a short vocational period with us.*

*Congratulations to Natalie Bowler-Smith who has been employed as a Community Engagement Officer after undertaking an extensive student placement with us!*



**‘Healthwatch Doncaster has supported my professional and personal development through a range of learning and training opportunities’**

**Emily Green**  
Business Support Officer



They have developed from their initial Apprenticeships to permanent employment with Healthwatch Doncaster, with Emily as our Business Support Officer and Elle as Engagement Support Officer

**‘I have gained my Business Administration Level 2 qualification and started my Level 3 which has enabled me to become an Engagement Support Officer’**

**Elle Smith**  
Engagement Support Officer



## Enter and View

Following on from the success of our care home conversations, Healthwatch Doncaster has developed a comprehensive Enter and View programme.

As a Healthwatch, we have the authority to conduct Enter and View visits to publicly funded health and social care services.



## Background to our Enter and View programme

Enter and View visits can originate as the result of intelligence from the public, however if this is of a negative nature, we may exercise our right to escalate this to our partners at the Care Quality Commission.

To conduct visits in this way is a very reactive response, but Enter and View can be used in a very proactive way, to help ascertain the quality of local services and it is the latter approach that we have undertaken.

Our Enter and View policy sets out how we organise our activity. This included the development of an Enter and View Planning Group, consisting of a Board Member, a member of staff (also an Authorised Representative) and three Authorised Representatives. The group are responsible for the scheduling of Enter and View visits.

The Enter and View Planning Group decided in the first instance to concentrate their efforts on looking at local care home provision to assist in building a picture of the standard of local care.

Throughout 2018-19 our Authorised Representatives have undertaken the following visits:

- + Adeline House
- + Plantation View
- + China Cottage
- + Chapel Garth
- + Oldfield House

All the above were part of a programme of work looking at service provision locally and all had minor recommendations.



The reports from these visits can be found in the report section of the Healthwatch Doncaster website.

To date, the response from the providers has been good and when we have conducted follow up visits the majority of our recommendations have been implemented or are scheduled to be.

Our recommendations are based on looking at the care provision from a resident's perspective and are usually slight improvements that could further enhance their experience of care.

## Our volunteers

Our volunteers contribute a great deal to the work of Healthwatch Doncaster, not only with their skills and ideas but also their time and energy. Their work throughout this period has involved:

- + Regularly attending volunteer meetings where we discuss issues relating to health and social care from a local and national perspective
- + Taking part in training
- + Contributing to consultations on behalf of Healthwatch
- + Participating in Focus Groups
- + Taking part in engagement activities - for example, gathering patient/service user experience or helping with surveys, in a wide range of settings

## Sharon, one of our volunteers, speaks about her experience of volunteering

*“I hadn’t heard of Healthwatch until my sister suggested I become a volunteer. I was recovering from depression, anxiety and stress and she thought that volunteering would do me good. She was right!”*

*“At the time, I had very little confidence and had been reluctant to engage with people. The exceptional training, support and encouragement I received made such a difference to me.”*

*“By being a Healthwatch volunteer, I’ve made new friends, acquired new skills and had many opportunities to participate in wide range of events.”*

*“My main engagement at the moment is Enter and View. As a member of the planning group and a Lead Representative, I’m part of a team that brings about positive changes in local care homes by encouraging and sharing good practice.”*

*“It’s incredibly rewarding when our recommendations are implemented and we know that, however small, we’ve been instrumental in improving the experiences of some of society’s most vulnerable people. I love it.”*



Visit our website

[www.healthwatchdoncaster.org.uk](http://www.healthwatchdoncaster.org.uk) for more details on becoming an active volunteer with **YOUR** Healthwatch

## Home Care and Support

Between April and September 2018, Healthwatch Doncaster undertook a piece of work around people's experiences of home care and support.

We viewed this as an opportunity to gauge the response to Doncaster Council's newly commissioned (2016) model of care. The project took place over this extended period of time due to the unique nature of our approach to data capture.

A range of approaches were employed to assist with the completion of surveys:

- + **Direct engagement:** Face-to-face interviews in community settings
- + **Indirect engagement:** Working with partners who typically engage with people in receipt of home care and support
- + **Online/digital:** Dedicated webpage, video and social media campaign, online survey available, which was also featured in the local press

Common themes were identified such as: People felt happiest if the carers who visited them were familiar to them; Communication between providers and clients could, at times, be improved; Feelings of isolation and loneliness were increased when calls were delayed or cancelled.

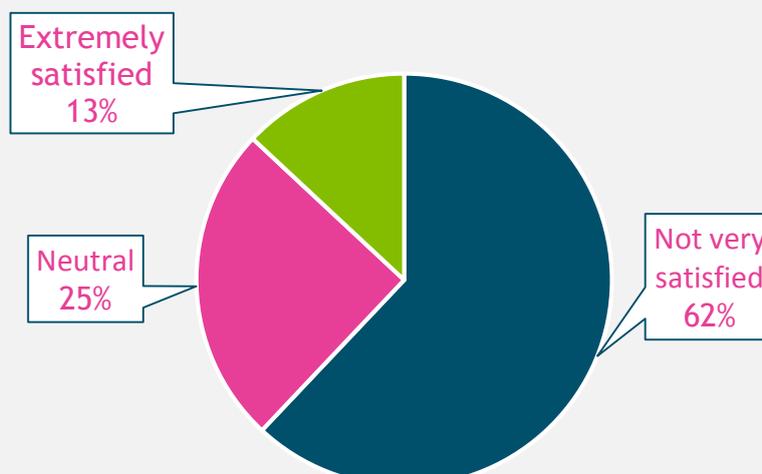
Sandie Hodson, Project Lead, said:

*"We wanted to create a method of data capture that was not reliant on providers or commissioners distributing surveys on our behalf. This was in order to ensure that recipients of care did not feel inhibited and were able to express their opinions freely. The minor weakness of this approach was a slightly smaller sample size, but this we felt was far outweighed by the strength of producing a completely independent study"*

Recommendations were made around improving communication around delayed, rescheduled or cancelled visits and significant changes to carers. These have been followed up with commissioners and care providers and there are plans to repeat the survey in 12-18 months to measure the impact of any changes made as a result of this original study.

The full report can be viewed on our website [www.healthwatchdoncaster.org.uk](http://www.healthwatchdoncaster.org.uk)

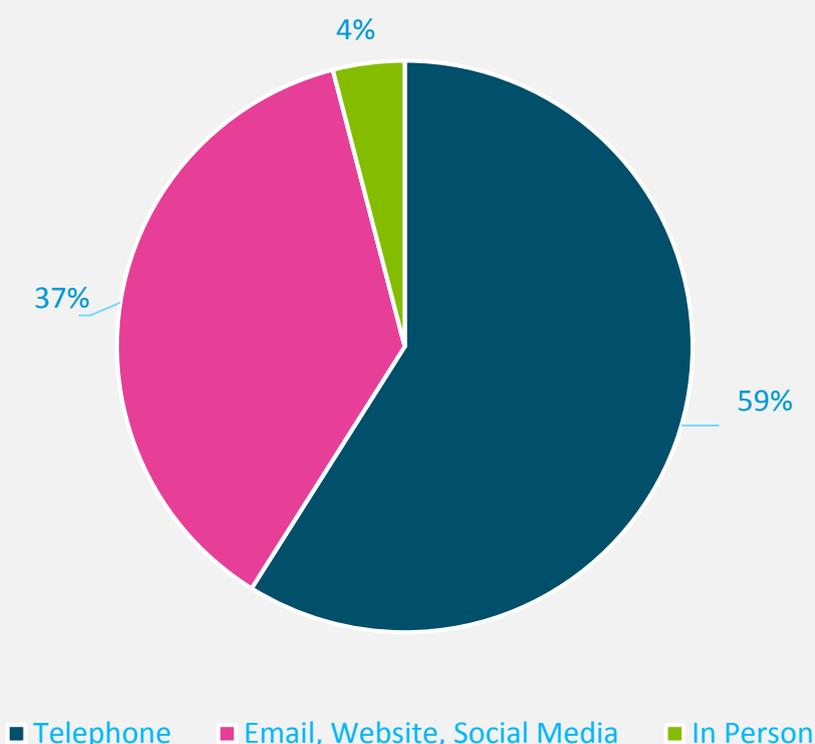
We asked people to rate how satisfied they were with the care and support they receive



# Signposting and information

Healthwatch Doncaster plays an important role in providing advice and pointing people in the right direction for the support they need.

How have local people got in touch with their Healthwatch?



## Where we have referred people?

### Healthwatch Doncaster

This has ranged from people asking about how to become a volunteer, enquiring about student placements and to discuss existing projects

### Voiceability Doncaster

Service users wanting more information about access to support with making an NHS complaint, amongst other advocacy help

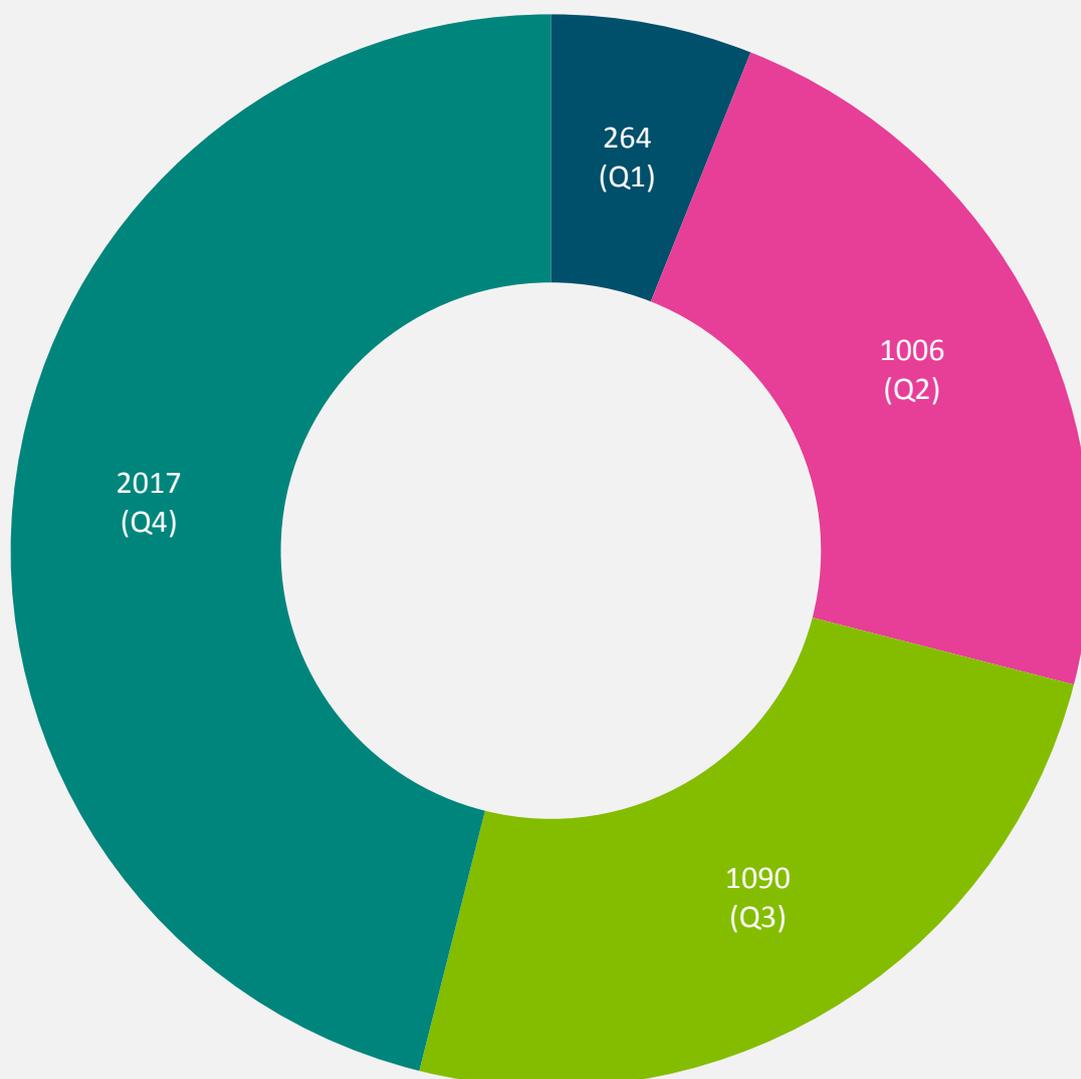
### NHS Choices

Providing information so people in Doncaster can find services, such as a local GP or a Dentist

# Your say on health and social care services

Breakdown of stories received by Quarter for 2018-19 through our surveys, and online feedback centre

■ Quarter 1 ■ Quarter 2 ■ Quarter 3 ■ Quarter 4



# Sharing on social media



Posts



2,340

Reach



648,739

Video views



7,871

New followers



414

## Doncaster Keeping Safe Forum



Healthwatch Doncaster, in partnership with Doncaster Adults Safeguarding Board, has continued to support the Keeping Safe Forum.

Bi-monthly meetings have facilitated an agenda driven by the members with a focus on sharing information to enhance the safety of local communities. Anyone can attend the forum and a core group of members have continued to promote keeping safe messages through various events and activities. The work of the Forum helps to identify what is happening in local communities and what they need to help people keep safe. It helps individuals to recognise abuse and where to get help and report concerns.

Over the last year, the Forum have planned the delivery of a number of speakers from various agencies who have assisted in conveying vital information to assist in enhancing the safety of community members:

- + **The Be Cancer Safe Project:** This session emphasised the importance of early detection by attending screening and being aware of signs and symptoms
- + **Prevent Awareness:** Highlighted the signs of potential terrorist behaviour
- + **Scam awareness:** Demonstrating how easy it is to be involved in scams and how to guard against such issues
- + **Creative Support:** Availability of local Mental Health support services
- + **Victim Support:** Awareness of local support for people who experience a crime
- + **Advocacy Services:** An overview of services available locally for advocacy

The group are looking forward to increased membership as it transitions from an adult focused forum to a Children, Adults and Families Forum because of the closer working relationship between the Safeguarding Adults and Children Boards, and a focus on a more joined-up approach to engagement and involvement of local young people, adults, families and communities in Doncaster. As part of this development, the Keeping Safe Board Subgroup will hold regular meetings with the Keeping Safe Forum. This will facilitate increased opportunities for co-production in some of the development and delivery of local services.

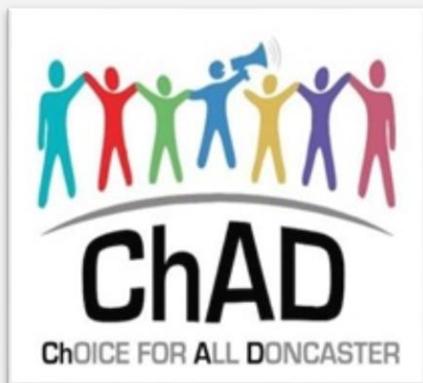
### Annual Keeping Safe Event

The Annual Keeping Safe Event was held at the Keepmoat Stadium in December 2018; it was another great success, sharing key messages about keeping safe and was evaluated positively by attendees. The agenda included a live theatre performance which facilitated audience participation and entertainment by Lee Ridley (Lost Voice Guy from Britain's Got Talent) with his excellent comedy act. In addition, participants shared their views on keeping safe through creative work on canvasses. This produced numerous pieces of thought provoking work and plans are being made for these to be displayed in various venues in Doncaster. Partnership work with agencies and the Keeping Safe Forum are already planning for a repeat of the event late this year.



*A Forum meeting held at Doncaster Deaf Trust*

## Choice for All Doncaster (ChAD)



ChAD (Choice for All Doncaster) are a committee of adults who have a Learning Disability who speak up on behalf of their peers in Doncaster.

They are involved in a variety of projects, networking with many organisations to discuss matters, which are important to their lives.

## Working on the All Age Learning Disability and Autism Strategy

In collaboration with NHS Doncaster CCG, Doncaster Council and Rotherham Speak Up, this work entailed engaging with people at different venues to collate their views on many subjects. The focus being on:

- + Health
- + Housing
- + Education
- + Employment

From this information, further sessions have been held to ensure that the 17 principals identified are correct before the writing of the strategy begins.

ChAD have also produced easy read material for the Rotherham Doncaster and South Humber NHS Foundation Trust (RDASH) strategic poster, and information for engagement on the local Joint Health and Care Commissioning Strategy, making the information more accessible for the people they represent.

Furthermore, the ChAD committee devised questions for the Local Authority's Supported Living Tenders where they reviewed the answers and interviewed potential providers.

Other projects have included hate crime, where they have delivered interactive workshops to schools around the Borough with Rossington Express Yourself Entertainers to show the impact it has on people.



The egg (above) is one of many whilst doing the hate crime engagement where pupils were asked to give each egg an identity of someone who may be the target of a hate crime. They give a story about the character they have created, and subsequently asked to crack the egg into a bowl with the other characters, to show they are all the same inside.

**Like our Facebook page for updates on activities of our ChAD members**



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

## Patient Participation Group Network

The Patient Participation Group (PPG) Network continues to be supported by Healthwatch Doncaster and holds monthly meeting at Doncaster Communication Specialist College.

It consists of members of PPG's from across Doncaster and other interested parties such as practice managers, pharmacists, opticians and members of the NHS Doncaster Clinical Commissioning Group. The PPG Network members participate in monthly meetings to discuss issues affecting people using health services - primarily on topics relating to their experiences of accessing their GP - and they engage in specific outreach events led by Healthwatch on behalf of stakeholders to gather views on changes, progress and development of services.

### Outcomes in the last year

- + PPG Network Carers Event on 31<sup>st</sup> August was arranged following a suggestion from the PPG members who identified a gap in knowledge regarding services for carers.
- + Following the review of hospital services across South Yorkshire and Bassetlaw, an event was held on the 6<sup>th</sup> November to update the PPG Network.
- + The group participated and supported public engagement with regard to feedback on the NHS Long Term Plan.

Healthwatch Doncaster would like to thank all the members of the group for their valuable contribution and Norma Carr who has provided support as the chair of the group.



## Health Ambassadors

Health Ambassadors are individuals from communities who represent communities whose voices are seldom heard, the group currently represent:

- + Asylum seekers and refugees, Cancer patients, Young people with learning disabilities, Veterans, LGBT communities and Vulnerable women



Their role involves facilitating the sharing of experiences from marginalised groups giving them the ability to direct their views which otherwise might not be heard.

Health Ambassadors have supported projects delivered by Healthwatch Doncaster, and are recognised as a valued group.

In the last year, they have contributed to a number of projects including:

- + Participation in the Hospital Services Review
- + Development of the joint health and social care commissioning strategy.
- + NHS Long Term Plan.

Since 2017, Healthwatch Doncaster has supported the Health Ambassadors, by facilitating monthly meetings to help health and social care providers have an inclusive approach to patient and public involvement.

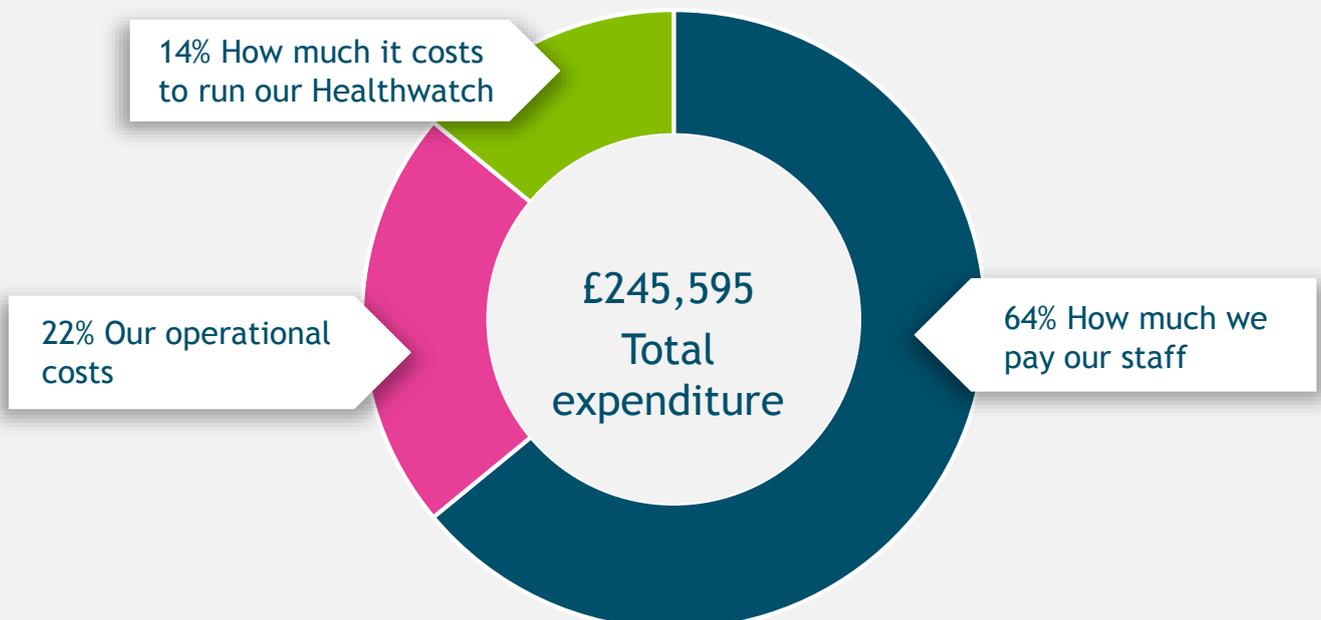
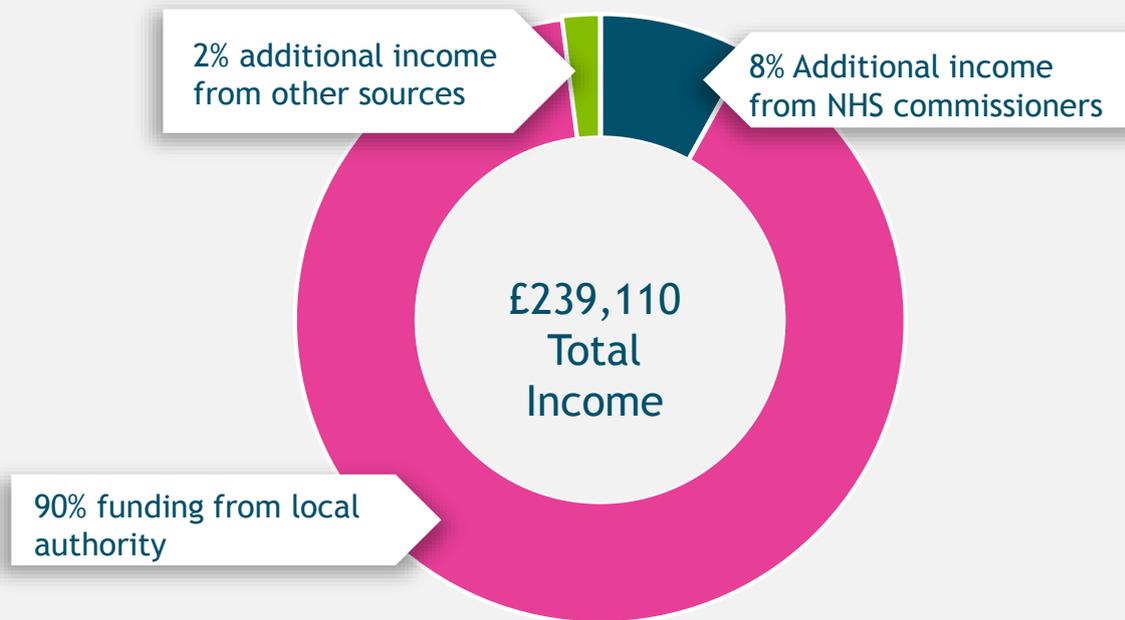
Health Ambassadors, working in partnership with Healthwatch Doncaster, aim to introduce new members soon.

Dennis Atkin continues to chair this forum and Healthwatch Doncaster would like to extend their thanks for his continued hard work.

## How we use our money

To help us carry out our work, we are funded by our Local Authority. In 2018-19 we received £216,360 from Doncaster Council.

We also received £22,750 of additional income from NHS Doncaster CCG, YMCA Training, Winter Warmth, Pfizer and South Yorkshire and Bassetlaw ICS



# Message from our Chief Operating Officer



Healthwatch Doncaster reinforced our commitment to **Engage** with local people, being **Informed** by what local people have told us and using local people's voices to **Influence** change and improvement in services.

## In 2018-19, we have:

- + **Engaged** over 20 local community-based organisations with their creative engagement projects with people in Doncaster in 2018-19 through our Micro-Grants programme
- + **Informed** by the stories and experiences of people who receive Care and Support to live at home. The outcomes from this report have been shared with the Providers and Commissioners with recommendations being put into action
- + **Influenced** the outcomes from the Healthwatch Doncaster report on Missed Appointments. They have been actioned and implemented in 2018-19 - a new text messaging and digital letters services is in place and an information video has been created by local Students

This year saw the departure of Angela Barnes, Doncaster Keeping Safe Forum manager, after four years developing the Forum and we wish her well for the future.



## Looking forward

As Healthwatch Doncaster moves forward in 2019, we have identified Mental Health as a key priority project area - the voices and experiences of people who can access services and those who cannot access services need to be listened to and heard.

The Board of Healthwatch Doncaster recognise that there is more that can be done to analyse and review high level performance data from the NHS and Local Authority so that we can triangulate the information shared by local people and the intelligence we receive from local groups with this performance data. Mining for data can uncover gems and opportunities!

Healthwatch Doncaster has really positive strategic and operational partnerships and relationships across health and social care in Doncaster. We want to grow and develop a network of support for community groups so that they can help more people to share their stories and experiences to improve the quality of care in Doncaster.

We thank all our local and regional partners, our fantastic team of volunteers who have grown in number during this year and continue to show an enthusiasm to help shape health and social care provision by speaking to local people and our staff team in demonstrating that teamwork does indeed make the dream work.

**Andrew Goodall**  
Healthwatch Chief Operating Officer

# Thank you

Thank you to everyone that helps Healthwatch Doncaster put people at the heart of health and social care in Doncaster

We would like to thank our key local partners for all their help, support and challenge over the last 12 months.

- + NHS Doncaster CCG
- + Doncaster Council
- + Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust
- + Rotherham, Doncaster and South Humber NHS Foundation Trust
- + Primary Care Doncaster
- + Local Medical Committee
- + Local Pharmaceutical Committee
- + South Yorkshire and Bassetlaw Integrated Care System

*'Healthwatch Doncaster have recently supported a Review of the Doncaster's Care and Support at Home Contract, providing valuable insight from people who access Home Care to this process, which will support the future development of the Contract'*

## Doncaster Council

*'Healthwatch Doncaster commissioned community groups to complete surveys, targeting particular groups of people that access health and social services in Doncaster. Overtime, we believe this will show insights such as how far people travel to access services, who people depend on for support in times of crisis and also levels of volunteering contributions in Doncaster'*

**Doncaster Council's Strategy and Performance Unit**



*'Their support in engaging with patients has been particularly valuable, as has their challenge on behalf of the public in ensuring that our standards remain high and our services reflect local need'*

## Doncaster Bassetlaw Teaching Hospitals NHS Foundation Trust

*'Examples of our collaborative approach include; 100 day clinical rapid improvement projects, missed appointments and access to critical friends from across the Doncaster population'*

**Emma Challans, Deputy Chief Operating Officer**

Our local networks and relationships enable local people's voices and opinions to make a difference and improve local services.

*'Healthwatch Doncaster continue to support us and be a 'critical friend' to ensure that we plan and work with others to provide the best health and care services possible'*

**NHS Doncaster CCG**



# Contact us

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Our Annual Report will be publicly available on our website on 30<sup>th</sup> June 2019. We will also be sharing it with Healthwatch England, Care Quality Commission, 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 need this in an alternative format please contact us.

Company Number: 10158147

