

The logo for Healthwatch Doncaster, featuring the word "healthwatch" in a blue, lowercase, sans-serif font. The letter "h" is pink, and the letter "a" is green. The word "Doncaster" is written in a smaller, blue, sans-serif font directly below it.

healthwatch

Doncaster

# Annual Report

## 2019-20



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# Message from our Chair



**It is impossible to write anything about our last year at Healthwatch Doncaster without mentioning the ongoing effect of the Covid-19 virus on the whole world. My thoughts and sympathies go out to everyone who has been affected by this insidious disease and to the families and friends of the many who have lost their lives.**

Because of our place in the public life of the Borough, Healthwatch Doncaster has seen at first hand the incredible efforts of our local hospitals, GPs and other medical and care services in treating citizens. We add our heartfelt thanks to those of everyone else. I would also like to acknowledge the sterling work of Doncaster Council as personified by the Director of Public Health, Dr Rupert Suckling.

We were quick to react to the situation by moving our staff to home working in March and adapted with team discussions and interaction with stakeholders through online meetings.

There is plenty about our efforts during 2019-20 in this report and I would like to thank staff, volunteers and Board members, who have helped us become more successful in our endeavours.

Linda Crundell left her position on the Board and I'd like to thank her for her contribution, including being involved in our Enter and View Planning Group.

At the time of publication, our Vice-Chair Debbie Hilditch left her role and I would like to thank her for her help and support. Her part in the organisation's move to a independent Community Interest Company was crucial, alongside her strategic and project leadership.

Steve Shore  
Healthwatch Doncaster Chair

My thoughts and sympathies go out to everyone who has been affected by this Covid-19 disease

# About us

## Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

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

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

Sir Robert Francis, Healthwatch  
England Chair



Photograph Credit: Irene



Photograph Credit: John Burke



# Our vision is simple

## 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 your stories, experiences, voices and opinions that have been shared with us to influence change and improvement in local health and care services in Doncaster.

## Highlights of our year



### 29 volunteers

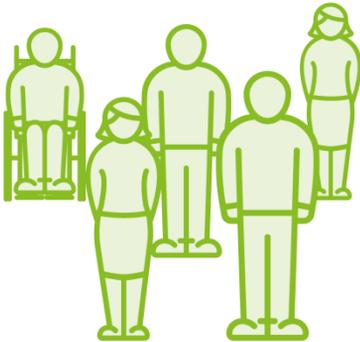
helped to carry out our work, contributing over 745 hours of their time

### 20 students

undertook a placement to support their studies and develop their career pathways

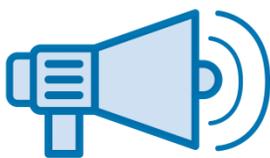
### £10,200 shared

with local community groups as part of the Micro-Grants scheme



### 5,405 comments

received about health and social care through our online feedback centre, or through a survey focusing on a specific topic



### 294 people

contacted Healthwatch Doncaster for advice and information or questions about local support



### 12 reports published

including our projects on the NHS Long Term Plan, emotional health, access to GP services and outcomes from Enter and View visits

## What were our priorities in 2019-20?

### NHS Long Term Plan

The views of local people were shared with the South Yorkshire and Bassetlaw Integrated Care System and helped shape their system-wide response to the NHS Long Term Plan



### What's YOUR story?

We were aware that a lot of people had stories about how they managed their own emotional health needs or helped others with their emotional health needs. We listened and shared their voices with local services so that improvements can be made



### Access to GP services

When we are out and about talking and listening to people, access to GP services is often a topic of conversation. We talked to over 1500 people with a focus on the working age population. The outcomes and recommendations from this report have been shared with our local CCG



### Urgent and Emergency Care

The Healthwatch Doncaster volunteers wanted to spend 24 hours in Urgent and Emergency Care. Our strong working relationship with our local Acute Trust enabled us to get access across the Urgent and Emergency Care system and to talk to people at various stages of their care and treatment



### Micro-Grants

We have continued to support the development of community groups and organisations through our innovative Micro-Grant programme. Developing networks of support was a focus for us this year.



### Young People

Healthwatch Doncaster loves to support and develop the skills of students and young people. We have continued to develop Young Healthwatch and student placement opportunities



## Asking local people about the NHS Long Term Plan

**Healthwatch Doncaster were the co-ordinating Healthwatch for analysing the feedback, surveys and focus group responses from across the South Yorkshire and Bassetlaw Integrated Care System (ICS) – Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield – about the NHS Long Term Plan.**

Over 1,300 people shared their views and told us what they would do to improve the NHS as part of the Long Term Plan and there were 15 local focus groups that had more in-depth conversations with people about their thoughts and feelings about the NHS.

The [report](#) findings showed:

- 88% of people who completed the survey told us they agreed with the Plan's commitment towards 'prevention, choice and control and promoting independence and self-care'
- A third of survey respondents said they or someone they cared for had used local services and support to manage their mental wellbeing and emotional health
- People told us that digital proposals were important, including having access to services using a phone or computer; making appointments online; having results communicated quickly and talking to their doctor when they can.

Healthwatch Doncaster analysed all the data and information, leading to a detailed report shared with the ICS and presented to the collaborative partnership of strategic leaders. The report was used by the ICS to develop and write their local response to the NHS Long Term Plan based on what they have heard from local people.

Healthwatch Doncaster were invited to help facilitate workshop discussions at the NHS Expo in September 2019 along with other co-ordinating Healthwatch organisations. The discussions were helpful and formed part of the NHS Assembly's engagement and response to the NHS Long Term Plan.

At the Healthwatch National Awards in Birmingham in October 2019, local Healthwatch from South Yorkshire and Bassetlaw were announced as the winners of the Outstanding Achievement Award for their collective work on the NHS Long Term Plan. There was particular mention of the work that had been done to engage with a wide range of people and the focus groups that had engaged groups of people whose voices are not often heard or listened to.



Picture: from left to right - Healthwatch Doncaster Chief Operating Officer Andrew Goodall and Sir Robert Francis, Healthwatch England Chair alongside colleagues from Healthwatch Nottingham and Nottinghamshire

## Sharing our learning at the National Healthwatch England conference

**Sandie Hodson – Volunteer Co-ordinator and Engagement Officer – and Andrew Goodall – Chief Operating Officer – developed a workshop presentation in two parts. Sandie shared her knowledge about recruiting and supporting volunteers and Andrew talked about supporting student placements in Healthwatch Doncaster.**

“I had an extremely positive response from attendees especially local Healthwatch who do not have the structures and processes in place to fully support a robust volunteer programme.”

“It was very gratifying to be able to share knowledge gained through many years working with volunteers and, more recently, from my volunteer management studies to make a contribution to the development of the wider network,” said Sandie (pictured below).

Healthwatch Doncaster has supported a number of students on placements over the last three years with great success. Young people have learned and developed and the organisation has benefited from their skills and enthusiasm.

Healthwatch Doncaster are clear that when students come in to the organisation that they are treated like a member of the team and supported to complete work that will benefit local people.



O GOOD  
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RICHARD  
ROLLE



Over two months, Healthwatch Doncaster gathered feedback and comments by talking to local people

## People tell us about their access to GP services

**Access to GP services has been a common theme from patient feedback to Healthwatch Doncaster and we have heard many stories from patients about their experiences.**

In the summer of 2019, we engaged with over 1500 local people to gather their experiences with findings shared with service providers and published in a report.

The findings show there is a variation in the services that people of Doncaster experience in relation to accessing GP services. 55% of respondents were not satisfied with the service they received for a number of reasons.

Difficulty in telephone access, patients waiting a long period to get an appointment and lack of awareness of other health care services were common themes.

The following recommendations were proposed to help improve experiences:

- Make patients aware of other healthcare provision
- Inform patients about signposting to appropriate clinicians or services
- Encourage the use of digital and online services to book appointments/request prescriptions

Service providers including the Local Medical Council, NHS Doncaster Clinical Commissioning Group (CCG) and Primary Care Doncaster were receptive to the findings and recommendations and recognised that “there is more to be done to continue to improve access and experiences of care received”.

In October 2019, NHS Doncaster CCG launched a campaign, which aims to raise awareness of the wide range of services that exist in Primary Care and encourage the use of IT to access services in order to enhance the experience of accessing GP services for local people.





Healthwatch Doncaster staff and volunteers visited urgent and emergency care services in the Borough

## Helping improve Urgent and Emergency Care provision

**In September 2019, Healthwatch Doncaster undertook a project to gather people's experiences of Urgent and Emergency Care services in Doncaster.**

The services that were involved in this were:

- **The Emergency Department at Doncaster Royal Infirmary:** staff and volunteers visited the department during a busy night shift and spoke to patients, relatives and staff
- **Minor Injury Departments at Doncaster Royal Infirmary and Mexborough Montagu Hospital**

- **Urgent Treatment Centre at Doncaster Royal Infirmary**
- **Same Day Health Centre**

As a result of our involvement in the 24 Hours in Urgent and Emergency Care project, our Volunteer Co-ordinator and two of our volunteers have been involved in the following:

- Sitting on a grants panel to consider bids to the South Yorkshire and Bassetlaw Integrated Care System Innovation Fund for Urgent and Emergency Care Services
- Bringing the patient perspective to the commissioning process for Same Day Health Centre services in Doncaster

This has ensured that the patient voice is heard in the commissioning process.

The project report can be viewed at: [www.healthwatchdoncaster.org.uk/urgentandemergencycarereport](http://www.healthwatchdoncaster.org.uk/urgentandemergencycarereport)



Sue, Healthwatch Doncaster volunteer, shares her experience of the Emergency Department at Doncaster Royal Infirmary

"When I went to A&E at 9pm, I was humbled by what I saw. The professionalism and the care given by the staff was wonderful. It didn't matter what their job title was, the Sister fetching a bed, changing a bed; everyone just got on with it. They were all pleasant and introduced themselves to the patient, I thought they did a wonderful job"





From left to right: Natalie, Sophie, Elle and Jill at the Doncaster Pride celebration event

## Hearing how local people look after their emotional health

**In August 2019, we attended the Recovery Games and the Doncaster Pride event to gain views on how people support others to stay emotionally well. The project focussed on our qualitative themed approach “What’s YOUR Story” to gather extended narratives via audio recordings.**

Our aim was to identify the main themes and gaps in support for people with emotional difficulties, particularly those in recovery and the LGBTQ+ community, to influence local services.

The receptiveness of 13 people who were willing to tell their own stories or stories of how they supported others was inspiring.

The importance of the support that family and friends provide was a key theme. However, it was recognised that they themselves need support to fulfil this role.

Talking to others who have been through similar experiences, hobbies and physical and practical help were also key findings.

Barriers included social stigma and individuals themselves accepting that they

need help.

The need for appropriate and timely referrals from GPs and timely appointments from specialist services was a feature of views received and some people reported accessing private therapies due to long waiting times.

A number of individuals told us about the lack of mental health resources, the need for a holistic approach where an individual has physical and emotional difficulties and the need for integrated working particular between health and social care services.

There was a gap identified for Youth Gender Identity Services locally.

A number of recommendations for organisations across Doncaster were made within the report and shared with services.



The team at the Recovery Games



## Healthwatch Doncaster's Micro-Grants

**We've been able to support 21 community groups in 2019-20 and we have allocated £27,000 in Micro-Grant funding over the past three years.**

A launch event was held to help generate new and recurring interest, which featured some of our previous recipients, such as Doncaster Alcohol Services and Doncaster Central Learning Centre. It offered the opportunity for questions to be answered prior to the funding round being opened for applications.

Our annual celebration event, delivered at the newly renovated Doncaster Wool Market (pictured above), had the pleasure of hearing from some of the projects, which were funded as part of the 2018 programme.

Attendees were able to enjoy some spellbinding stage magic from Magi-Cal.

We have invited every organisation who has worked with us throughout the duration of our micro-grant programme to reconnect with us and explore the possibilities of bringing organisations together to create a mutually beneficially network of Voluntary, Community and Faith Sector organisations.

It will also provide an opportunity for organisations to skill share, help support each other through crucial times and celebrate each other's successes.

Our vision for this network is what grassroots organisations are all about: **people helping people**. As we move into the next phase of establishing this network, we invite any community organisation who believes they can bring additional value and benefit to get in touch with us and get involved.

## Young Healthwatch Champions

**At Healthwatch Doncaster, we want young people to have their voices heard and to gain insight on how the Health and Social Care sector works. We want to support young people who will be the leaders of tomorrow.**

With this in mind, we developed our Young Healthwatch programme to help health and social care students who required a provider placement to complete their educational qualifications. They also gain awareness and skills needed to develop their careers. Our programme developed into the 'Young Healthwatch Champions'.

This opportunity enabled us to build on existing connections with Doncaster College to create a strong partnership of directing students to apply for our placement opportunities. Once we had interviewed and selected students for placements, sessions were delivered in two 4-hour weekly segments. Young people were mentored and supported throughout their placement.

Sessions included: visits to organisations within our existing networks so that students were able to see how services were delivered. For example, community space 'Sober Social', delivered by Doncaster Alcohol Services, gave the students opportunity to meet people in recovery from substance misuse whilst also speaking with the community professionals.

In addition to this, a representative from a local learning disability peer support group delivered a presentation to help raise the young people's awareness of the learning disability community. Furthermore, the

students were able to access in-house safeguarding awareness training to help boost their understanding of safeguarding and how to identify people at risk.

Alongside our student placement opportunities, we also launched our monthly meet up sessions which offer a safe space for young people to meet and discuss relevant issues. Topics included mental health support for young people, where do I go for sexual health issues, gender identity, visible vs invisible health conditions and many more.

Future plans will see Young Healthwatch have a stronger digital presence utilising social media platforms and video calling will be used as a way of supporting more young people through the peaks and pitfalls of everyday life.

**Young  
healthwatch  
Doncaster**



Activities during the meet-ups always involve creativity!

**A huge thank you to students Amber C, Amber M, Beth, Bethany, Caitlin, Chloe, Cameron, Elisha, Holly, Janine, Jessica D, Jessica W, Jenani, Kacey, Kacie-Lea, Lauren, Leah, Mara, Melissa, Natalia, Sharni for their contribution to the work of Healthwatch Doncaster during vocational placements.**



**Read how Natalia, Mara, and Holly found their placement experience..**

### **What did you enjoy the most?**

**Mara:** I enjoyed all the activities I took part in and the support I have been given. I appreciated the way I have been treated by the Healthwatch Doncaster team

**Natalia:** I really have enjoy the fact that I got to take part in the Micro-Grant project and I got to directly take part in what it means to work for them

**Holly:** I enjoyed learning about Clinical Commissioning Groups and completing the suicide awareness course.

### **Did the placement enhance your learning?**

**Mara:** I feel more than confident to say that Healthwatch Doncaster provided me with the opportunity of improving my knowledge and skills

**Natalia:** The placement definitely enhanced my learning as I got to listen to a lot of people with much more knowledge than I have and I picked up interesting things and facts

**Holly:** I learnt a wide range of things to do with health and social care which will be useful for my course

### **Did you feel the team supported you appropriately?**

**Mara:** The team provided me with the best support. They asked me to get involved in their project, which made me feel worthy and helpful

**Natalia:** Always listened to what I had to say and made sure I was pleased and comfortable with the environment and with the tasks.

**Holly:** No one was impatient with me when I had questions or when I did not fully understood the task.

## Michael Smith's story

Joining us originally on a student placement in 2018, Michael shares his reflections on creating videos, films and animations Healthwatch Doncaster as he embarks on his new college course in 2020

*What is the piece of work you are most proud of?*

"The introduction video because it gave me new skills as I hadn't tried a first person perspective before. The more I did it the more I felt comfortable. I felt so proud of the video."

*How would you describe your personal development from when you joined us in February 2018 to February 2020?*

"It has been positive as I've grown in confidence due to the people I've met during projects. When I started my new course, it helped me to deal with new surroundings and adapt quicker."

*How would you describe the support you received from our staff team, our volunteers and our Board?*

"They would always ask me how things were going. As time went on, I asked for more support when I needed it. For example with Sandie, I did a video for the homecare and support project and she was very helpful, giving me ideas on how she wanted it."

*Is there any training you've enjoyed?*

I learnt about software to create videos using my phone at training I attended with Akhlaq in Leeds. Plus, we came home with a trophy for our group work!



Michael holding the trophy for Healthwatch Doncaster's input at a video editing course

*What would you say to prospective students considering a placement with Healthwatch Doncaster?*

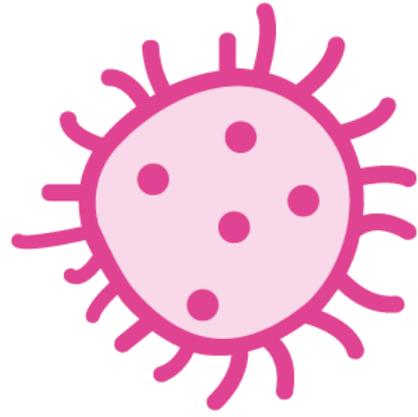
"I highly recommend it to anyone looking for experience, it's a good work environment. The people are nice and made me feel welcome."

**Michael did some video work involving the volunteer group.**

**He was very professional.**

**He put interviewees at their ease which minimised their anxiety about being on camera.**

A testimonial from Healthwatch Doncaster's volunteers on Michael



## Covid-19

**Our Chief Operating Officer Andrew Goodall explains how Healthwatch Doncaster reacted to the Covid-19 pandemic..**

Covid-19 did not take us by surprise – there were lots of reports from Italy and Spain about the impact and scale of changes need to defeat it – but national changes did happen very quickly.

I am proud to say that Healthwatch Doncaster, as a team and an organisation, were able to react quickly and effectively in response to the pandemic and the national 'lockdown'.

The Healthwatch Doncaster team were up and running on Zoom and using remote working immediately and we were able to provide accurate and up to date information through our website and through our social media channels.

Home working and engagement through digital channels is now part of the new normal. The team have developed new services and ways of engagement through the Reaching Out project and the Daily Dose of Healthwatch Doncaster.

All of our meeting and support conversations take place through Zoom or Facebook Live and it has given us all the opportunity to become more efficient and streamlined in our approach to agile and remote working.

Our journey through the Covid-19 pandemic and into recovery and renewal will be a steady one and one that we will use to maintain our presence in communities and our support for local people and groups through digital tools.

Healthwatch Doncaster will still be listening to local people about their experiences of health and care and we will still be championing the voice of local people to improve the quality of health and care services.

## Healthwatch Doncaster – Facing A Pandemic

written by Jill Telford

A dedicated team where do I start,  
Each one passionate about playing their part.  
Covid-19 came our way,  
And in our house we had to stay!

Not to be beat,  
We took our seat!  
Engagement with others remained in our heart,  
But in a Pandemic where do we start?

Talking to people from our room,  
Using a new platform known as Zoom.  
Passing on information, keeping people up to date,  
For sharing with others, not forgetting your mate.

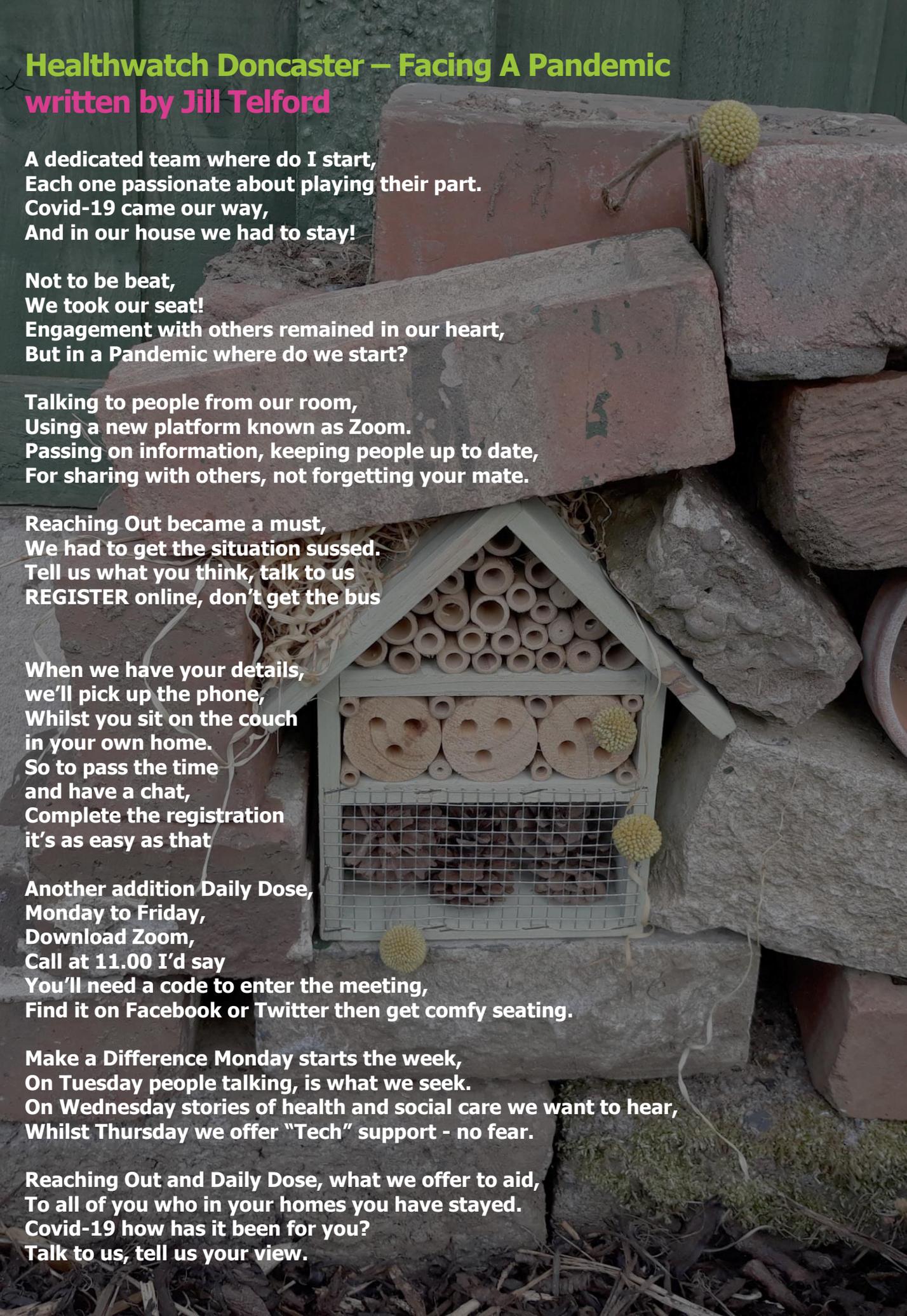
Reaching Out became a must,  
We had to get the situation sussed.  
Tell us what you think, talk to us  
REGISTER online, don't get the bus

When we have your details,  
we'll pick up the phone,  
Whilst you sit on the couch  
in your own home.  
So to pass the time  
and have a chat,  
Complete the registration  
it's as easy as that

Another addition Daily Dose,  
Monday to Friday,  
Download Zoom,  
Call at 11.00 I'd say  
You'll need a code to enter the meeting,  
Find it on Facebook or Twitter then get comfy seating.

Make a Difference Monday starts the week,  
On Tuesday people talking, is what we seek.  
On Wednesday stories of health and social care we want to hear,  
Whilst Thursday we offer "Tech" support - no fear.

Reaching Out and Daily Dose, what we offer to aid,  
To all of you who in your homes you have stayed.  
Covid-19 how has it been for you?  
Talk to us, tell us your view.



# Our Volunteers



## Volunteers' influence

**Some of the work that the Healthwatch Doncaster Volunteers have been involved in during the period covered by this report are:**

- Regularly attending volunteer meetings where we discuss issues relating to health and social care both locally and nationally: These enable us to identify areas of work that our Healthwatch may want to develop.
- Planning and implementation of our Enter and View programme: Our Enter and View Planning Group have been instrumental in helping to develop our Enter and View programme and supporting our Authorised Representatives.
- Representing the patient's voice in focus groups, grants panels and as part of the commissioning process. One example is the Urgent and Emergency Care project, here's what one of our volunteers had to say about being involved in the tendering process for a local service: "Our role was to score and moderate parts of the bids from a service user's perspective. It's wonderful to know that the patient's view is taken into account alongside the financial and clinical parts of the process."



Healthwatch Doncaster team at the Recovery Games in August 2019

- Taking part in engagement activities to promote Healthwatch Doncaster

**"Being part of the Healthwatch Doncaster team on the day of the Recovery Games was great fun even though it was rather wet. We spoke to loads of people about how to maintain good emotional health and gathered feedback on services."**

**Words from Healthwatch Doncaster Volunteer Sue**



### Want to volunteer with Healthwatch Doncaster?

If you want to join our enthusiastic volunteer team, then contact us today!

**Website:** [www.healthwatchdoncaster.org.uk/getinvolved](http://www.healthwatchdoncaster.org.uk/getinvolved)

**Telephone:** 01302 965450

**Email:** [info@healthwatchdoncaster.org.uk](mailto:info@healthwatchdoncaster.org.uk)

## Enter and View

During the period covered in this report our Authorised Representatives have undertaken the following visits to local care homes (*scheduled visits for March 2020 were postponed due to the Covid-19 pandemic*):

Care Home	Date	Reason for visit	Recommendations
Woodlea, Doncaster	17.4.19	Proactive	Yes - minor
Stenson Court, Balby	15.5.19	Proactive	Yes - minor
Roman Court, Mexborough	23.5.19	Proactive	Yes - minor
The Old Rectory, Armthorpe	25.6.19	Proactive	Yes - minor
Headingley Court, Edlington	25.9.19	Proactive	Yes - minor
Headingley Park, Edlington	17.10.19	Proactive	Yes - minor
Thorndene, Doncaster	19.12.19	Proactive	Yes - minor

The reports from these visits can be found here:

<https://www.healthwatchdoncaster.org.uk/reports/>

We carry out follow up visits 3-6 months after our original visit to see which, if any, of our recommendations have been taken on board by the providers. This enables us to measure the impact of our Enter and View programme in terms of improved experience for the recipients of the service, to date this has been mostly positive.

The services that we visit appreciate our input and tell us that it is useful to have an independent opinion on where service delivery can be improved.

It is great to see things through fresh eyes, we are here every day caring for people and sometimes it's hard to see the bigger picture. We appreciate your input because if we can improve things even further we are happy to do it

A quote from a Care Home manager about Healthwatch Doncaster Enter and View visits

## Patient Stories



**NHS Doncaster Clinical Commissioning Group have monthly Governing Body meetings.**

**Patient stories are scheduled at each meeting for members of the public to share their experiences of local health and care services.**

Since June 2019, Healthwatch Doncaster have facilitated the patient stories for the Governing Body and we have supported local people to share their experiences of health and care services.

It was agreed that use of the Life Stages – Starting Well, Living Well and Ageing Well – would be a good approach for the focus of each meeting.

### Stories so far have included:

Lower back pain management

Work of the Young Advisors

Frailty services

Support for young people with Autism

Mental Health services

Life in a care home

Support for Children and Young People with additional health needs

Primary care services

This initiative has been very successful and feedback from the Governing Body members and participants has been very positive. The Governing Body have assured those attending that the information they have received will be used to influence future service delivery.



Thank

You

5,405

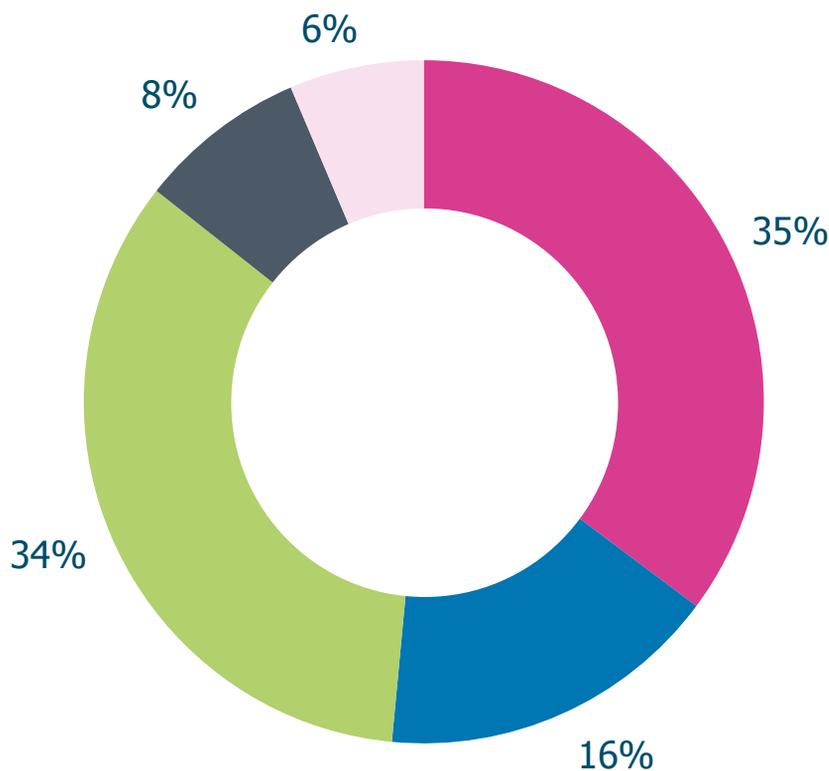
Comments received  
about health and  
social care

## Signposting and Information

This year we helped 294 people get the advice and information they need by:

- Providing advice and information articles on our website
- Answering people's queries about services through a variety of different ways
- Talking to people at community events
- Promoting services and information that can help people on our social media channels

## How did people contact Healthwatch Doncaster?



■ Telephone ■ Email ■ Website ■ Social Media ■ Office



Twitter



Facebook



Instagram

**739,398**  
Total reach



**4,206**  
Post engagements



**1,974**  
Number of posts



**1,850**  
Video views



**Our Facebook post sharing information about the NHS Long Term Plan reached over 25,000 people across April and May**

## Choice for All Doncaster (ChAD)



ChAD and Rossington SMILE were successful in receiving a micro-grant from Healthwatch Doncaster to put together a package about scams/social media. This enabled us to visit Lifewise to find out more information to create three short video clips on different scenarios and write a song working with Mark Coley, from Rotherham Doncaster and South Humber NHS Foundation Trust



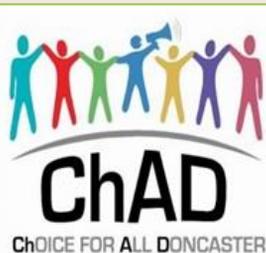
ChAD were contacted by Joanne Blockley (Patient Advice and Liaison Team leader) from the local Acute Trust to see if they could give their opinions on proposed feedback forms for the Friends and Family Test. Many simplified amendments were proposed and fed back to Joanne, who thanked ChAD for their prompt, detailed and constructive response.



Following the work which ChAD had been involved in on the All Age Learning Disability and Autism Strategy, they were invited to attend the Scrutiny Panel at the Civic building where Doncaster Councillors and commissioners asked questions about difficulties people with a Learning Disability encounter.



In December, ChAD and Rossington SMILE members took part in a photo shoot and filming at Diamond Activity and Therapeutic Services (formally The Solar Centre). All involved will feature in a short film and brochure to promote the service and activities available.



Find out more about us and the work we do

**Telephone:** 07834 686858

**Email:** [chad@healthwatchdoncaster.org.uk](mailto:chad@healthwatchdoncaster.org.uk)

**Facebook:** [www.facebook.com/chadoncaster](http://www.facebook.com/chadoncaster)

**Website:** [www.chadindoncaster.com](http://www.chadindoncaster.com)

## Doncaster Keeping Safe Forum



**The Forum's main purpose is to help keep people in Doncaster safe and well.**

We achieve this in multiple ways, which include hosting a bi-monthly Forum, developing social media platforms and an annual event highlighting the great achievements of keeping people safe and well throughout the year.

Our Forum has grown with membership extended to people and professionals who have an active interest in safeguarding children, because we felt there was a crossover of relevant issues and a need for greater awareness.

Naturally, this influenced the variety of guest speakers who attended the Forum. We received information from South Yorkshire Fire and Rescue, Voiceability, Victim Support and Doncaster Culture and Leisure Trust, to name a few.

Special thanks goes to Ian Walker – Gamblers Anonymous – who shared his personal journey about struggling with a gambling addiction. He also shared how gambling can affect anyone at any age from school children to older people.

The Forum has identified a representative to attend the local Keeping Safe sub-group of Joint Safeguarding Boards to share insight and ideas on local

campaigns and development of greater partnership working between organisations who work with adults and children.

Our annual Keeping Safe event (pictured below) was a festive feast. It was opened by John Woodhouse, Chair of the Joint Adults and Children Safeguarding Board. Dr Alan Billings, South Yorkshire Police Commissioner, then shared details of the newly established Violence Reduction Unit.



Highlights also included Jodie Keegans' Survivors Story about domestic violence and a showcase of how local groups are helping to contribute to a safer Doncaster.

A local Primary School choir, who joined us midway through the event, sang modern Christmas songs which added a special sparkle and festive feel to an informative and enjoyable day.

## Patient Participation Group Network



Showcasing the Network at an outreach event in Doncaster with this informative display board

### **Our Patient Participation Group Network (PPG) supports local PPG members to come together from across the localities and communities in Doncaster and share knowledge and insight.**

The PPG Network enables Healthwatch Doncaster to act as a conduit between local patients and the local Clinical Commissioning Group. This enhances communication channels and helps influence service development at a strategic level.

Our PPG network have seen a range of developments in Primary Care. A series of Primary Care networks have developed across the localities within the local area of Doncaster with a Locality Co-ordinator supporting community participation. Patient Participation Groups have been invited to be actively involved within their own localities.

This includes bringing the Primary Care Network representatives together with our Patient Participation Group representatives to discuss and support a way forward for positive community change.

The NHS Digital app was been trialled and tested with a small number of practices during the autumn and winter months, which then saw a Borough wide roll out of digital services enabling patients to book appointments and order repeat prescriptions through the NHS App. The PPG Network were shown how the new mobile application could benefit patients during the trial phase so they were able to share this information with their own patient groups prior to the Borough wide release.

Over the previous year, network speakers have included: Tina Hope and Liz Leggott from Primary Care Doncaster who shared relevant updates on the extended access service, which is now branded 'More Choice, More Appointments'; Clinical Director Ben Scott shared his vision about how his locality will be moving forward and Julie Magee, the Neighbourhood Co-ordinator for the South locality. The PPG Network's own carer representative shared new information on carers and the new 'jointly' app that connects everyone who is involved with an individual's care.

Finally, 'Sharing Best Practice' has been reintroduced and consolidated into an informative resource to help support the on-going development of Patient Participation Groups.

## Health Ambassadors

**People with seldom heard voices are not often listened to but our Health Ambassadors initiative helps the more marginalised communities within Doncaster have an opportunity to speak up and have their say on local health and social care services.**

We have representatives from the following communities:

- Transgender
- BAME
- Deaf
- LGBTQ+
- Asylum seekers

Every meeting, each Ambassador offers an update on their community with regards to what struggles they are currently facing and any positive changes that are happening. This provides a supportive space where Ambassadors can offer to help each other.

Topics of discussions throughout the year have highlighted: video relay service – is it being utilised enough in health settings such as GP or hospital appointments?, barriers faced by asylum seekers when they wish to access GP and dental appointments, concerns around access and communication to and from the local sensory team and issues regarding prescribing medication for transgender individuals.



Trans Mission - representatives of the transgender community - at Doncaster Pride 2019

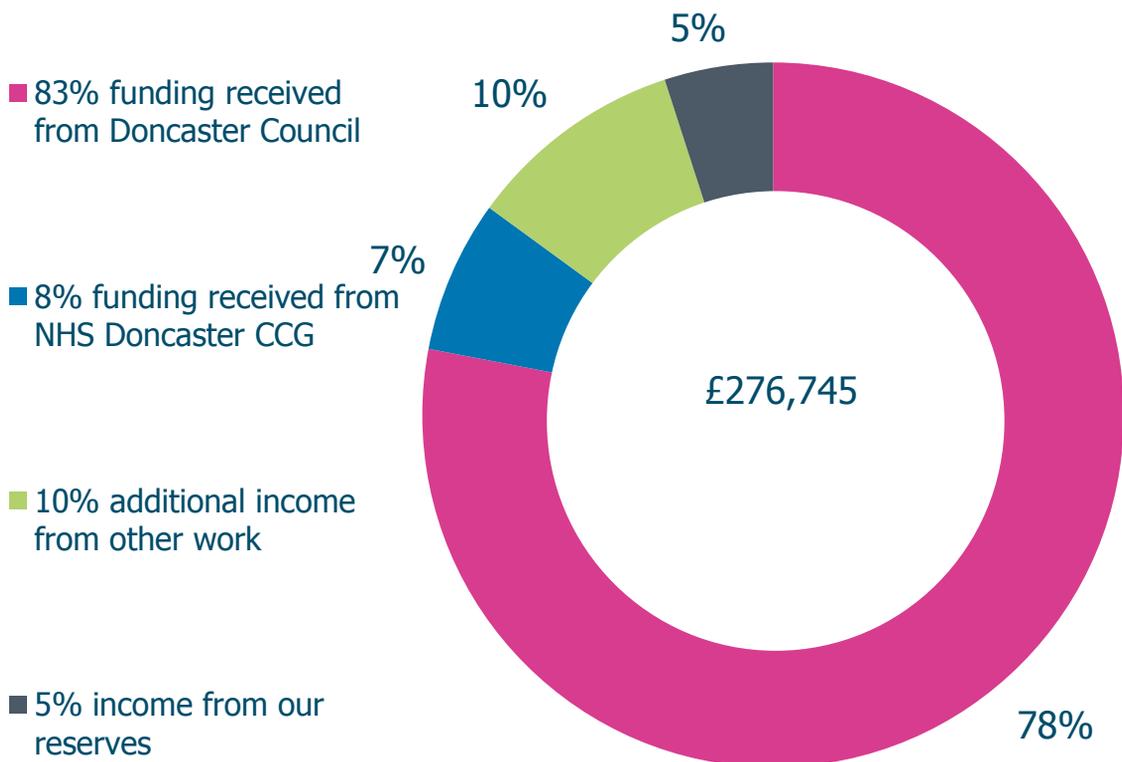
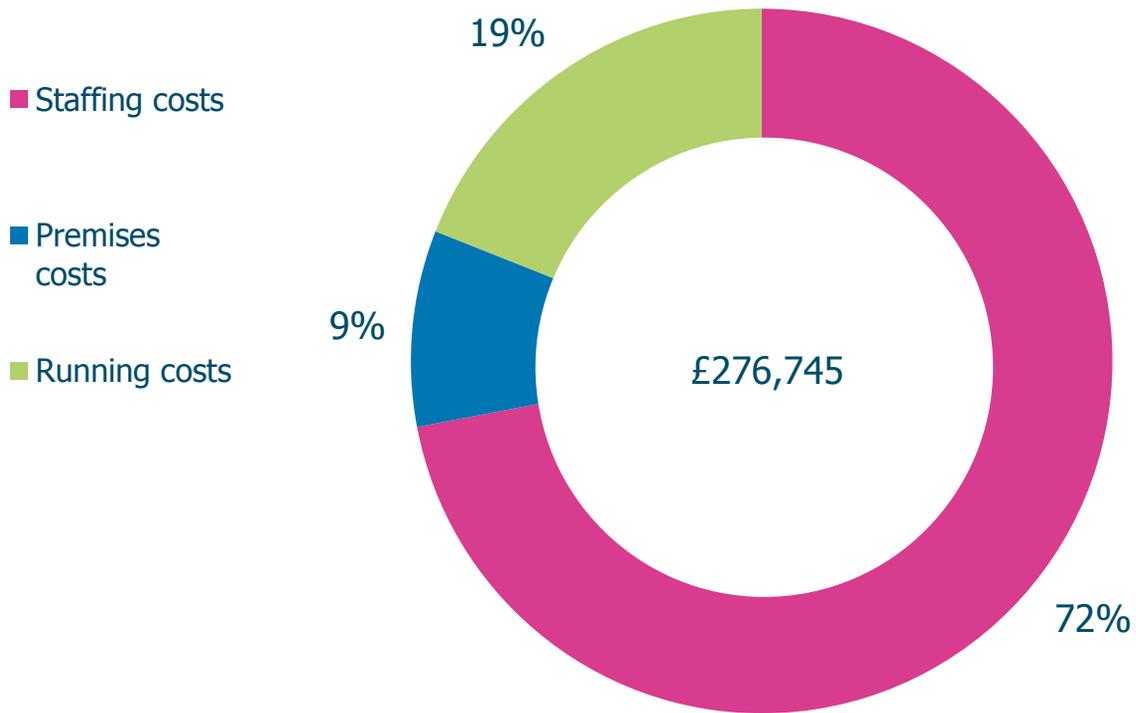
All issues raised have been appropriately addressed with the local Clinical Commissioning Group and discussions are ongoing to find solutions where possible.

This year we have recruited representatives from the veteran's community, the deaf community, the mental health community and young people with autism. Moving forward, future plans include recruiting a Dementia representative and a young carers representative.

Meetings have seen guest speakers from Doncaster Council's Equality and Diversity team, the Voluntary, Community and Faith Sector support team, a representative from Healthwatch Sheffield and colleagues from NHS Doncaster Clinical Commissioning Group.

## Our Finances

We are funded by our Local Authority under the Health and Social Care Act (2012). Our core contract value is £216,360. We also received income from other services that we delivered.





**Hooton Pagnell**

Photo Credit: Healthwatch volunteer



Photo Credit: Irene



**Lound Hill**

Photo Credit: Healthwatch volunteer



Photo Credit: John Burke



**Hill Farm**

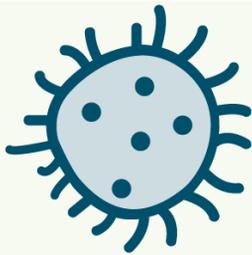
Photo Credit: Healthwatch volunteer



# Our Doncaster

## Our priorities for 2020-21

Healthwatch Doncaster's priorities and projects are influenced by what we hear from local people and partners from across the Borough.



**Covid-19:** How will people access health and social care services? What will be their experience of how services operate in the 'new normal'.



**Cancer:** The lived experience of people going through the cancer pathway in Doncaster.



**Mental Health services:** How do people access Mental Health support services in Doncaster, in light of the increase in demand relating to the Covid-19 pandemic?



**Missed Appointments:** Revisiting the project that we completed in 2017 to evaluate the impact of the changes to hospital appointments, based on our recommendations from our original report



**Care and Support at Home:** Talking to people about their experiences of care and support at home in the local community. Have things changed and improved since our last report in 2018?



**Re-imaging engagement and involvement:** We want to continue to deliver creative and innovative ways of engagement, involving local people and service providers to co-produce projects using online tools during the Covid-19 Pandemic.

## Message from our Chief Operating Officer

**The year started off with active engagement in local communities across a number of key projects and then finished off with the Covid-19 pandemic. The pandemic did not knock us off our stride – it enabled us to finish the year off by engaging with people over Zoom and Facebook Live.**

In 2019-20, Healthwatch Doncaster reinforced our commitment to Engage, Inform and Influence.

**Engage:** Healthwatch Doncaster set up and delivered another successful Micro-Grants programme and we supported all the organisations that we have funded over the last 3 years to come together as a network. We led on a key piece of work across South Yorkshire and Bassetlaw talking to people about the NHS Long Term Plan and we received national recognition for our work locally and regionally.

**Inform:** Healthwatch Doncaster have continued to provide high quality and signposting information and support to local people. We have developed the 'What's Your Story' approach to engagement in community events and used this to listen to people's experience of emotional and mental health support services in Doncaster. Healthwatch Doncaster have worked closely with local partners to deliver a key piece of work finding out about people's experience of accessing GP services locally.



The Healthwatch Doncaster team with the trophy as a result of the work around the Long Term Plan

**Influence:** Healthwatch Doncaster continue to be a loud voice for the views of local people at the Health and Wellbeing Board, Safeguarding Boards, Governing Bodies and Committees. Not only are we a loud voice but the voices of local people come through in the reports that we write and the recommendations that we make. We continue to work with partners to influence an improvement in the quality of local health and care services

Andrew Goodall  
Chief Operating Officer  
Healthwatch Doncaster

## Thanking our partners



**Healthwatch Doncaster has really positive strategic and operational partnerships and relationships across health and social care in Doncaster. It is through these networks and relationships that we can overcome barriers and support local people's voices to continue to shape and influence local services.**

Healthwatch Doncaster focussed on a number of key projects in 2019-20 and we were able to deliver these to our usual high standards by working closely with all of our partners. Without these strong, local relationships we would not be able to talk to as many people receiving care and support from the great services in Doncaster.

Healthwatch Doncaster are only as successful and effective as the partnerships that we have forged locally and for us these partnerships are strong and long-standing.

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 \(DBTH\)](#)
- [Rotherham, Doncaster and South Humber NHS Foundation Trust \(RDaSH\)](#)
- [Primary Care Doncaster](#)
- [Local Medical Committee](#)
- [Local Pharmaceutical Committee](#)
- [South Yorkshire and Bassetlaw Integrated Care System](#)

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

We have only been able to deliver the high quality reports and recommendations by working in partnership with local groups and

community organisations – without your support we would not have been able to hear as many voices and listen to as many stories and experiences of local health and care services.

Healthwatch Doncaster supports some specific networks and groups. You will have heard about the work of these groups and the voices of group members throughout this report.

Thank you to [Choice for All Doncaster](#) for speaking up on behalf of people with a Learning Disability.

Thank you to the [Keeping Safe Forum](#) for sharing messages and information to keep local people safe.

Thank you to the [Health Ambassadors](#) for supporting people, whose voices are not often heard, to speak up and speak out.

Thank you to the [Healthwatch Doncaster Volunteers](#) for getting involved in our engagement work, for leading on Enter and View and for coming up with new ideas for projects and pieces of work.

Finally, thank you to the [Patient Participation Group \(PPG\) Network](#) for speaking up on behalf of your individual PPG and patients so that we can support continued improvement in Primary Care. Norma Carr – Chair of the PPG Network – is stepping down as Chair from June 2020 onward. Thank you for your passion, motivation and contributions Norma. You have supported the PPG Network to grow and develop through challenge, learning and reflection. The PPG Network will continue to grow and maintain the support for local PPGs.

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