

Healthwatch Doncaster Annual Event 2015 Report



**Held at Doncaster Deaf Trust
Monday 5th October 2015**

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Introduction

On the 5th October 2015 Healthwatch Doncaster held its Annual Event at Doncaster Deaf Trust, Leger Way, Doncaster. Sixty-eight people had confirmed their attendance, with only forty-six attending on the day. However, feedback from those attending was overall very encouraging and is summarised later in this report. The event was intended to showcase and celebrate some of our achievements over the last twelve months and to introduce the new feedback centre on our website.

Outline of Presentations

Philip Kerr - Lead Officer for Healthwatch Doncaster

Philip opened the event in place of Stephen Shore (Chair of Healthwatch Doncaster) who unfortunately was indisposed, welcoming all attendees and giving an outline of the day.

DVD Presentation by the ChAD Group introduced by Mark Johnson

Mark Johnson, a representative of the ChAD (Choice For All in Doncaster) Group introduced a DVD performed and produced by the group. The DVD was a dramatisation of the partnership working between the group and Healthwatch Doncaster to produce an easy read version of our service user experience form.

Rosie Winterton MP

Rosie followed the ChAD presentation by highlighting the importance of partnership working especially in today's climate. Acknowledging the importance of the work of local groups and Healthwatch's role in giving local people a voice about the services they receive. Rosie wished Healthwatch Doncaster continued success over the coming year especially in facing the challenges that moving towards becoming a social enterprise will bring.

Presentation about the new Feedback Centre - Ian Hughes of LHM Media

Ian Hughes of LHM Media gave a presentation about Healthwatch Doncaster's newly launched website and feedback centre. The feedback centre is accessible online via the website and allows the user to leave feedback on health and social care services they have accessed. The introduction of the centre is a huge development for Healthwatch Doncaster and it is envisaged that it will dramatically increase the amount of feedback we receive.

Presentation about Independent Complaints Advocacy - Marion Boyd

Marion Boyd (HWD) gave a presentation on behalf of a service user who had accessed the service as they were unable to attend on the day due to illness. Marion outlined the scope of the service and delivered a power point presentation prepared jointly with the service user outlining their thoughts on the service they had received.

Presentation about Partnership Working around The Herbert Protocol - Sandie Hodson

Sandie Hodson (HWD) gave a presentation about a piece of partnership working with South Yorkshire Police and The Alzheimers Society, aimed at introducing The Herbert Protocol (a tool to aid the speedy recovery of people with dementia if they go missing) to the wider public in Doncaster. This included a public event and the co-production of posters and flyers.

Presentation about Doncaster Keeping Safe Forum - Angela Barnes/Helena Blackburn

Angela Barnes, Doncaster Keeping Safe Forum Project Manager (HWD) and Helena Blackburn (Doncaster Housing for Young People) gave a presentation about the Forum's journey so far, its objectives, mission and future plans.

Evaluation

Twenty-five evaluation forms were completed and returned. All respondents said that they would recommend Healthwatch Doncaster to others, which was encouraging. Other responses were outlined below:

Did the event meet your expectations?

It was a great experience (informative, inspiring, friendly, helpful, great job)	15
It was an OK experience (fine but definitely could have been better)	4
Not good, unfortunately (I wasn't happy with it at all)	0
Did not respond to question	6

Attendees were asked to describe their impression of the event or what they had learnt from it in three words. Here are the responses:

“Formal but friendly”	Coherent (1)
“Very interesting session”	Friendly (2)
Encouraging (1)	Interesting (1)
Informative (7)	Open (1)
Easily Accessible (1)	Relaxed (1)
Inclusive (2)	Inspiring (1)
Welcoming (1)	Herbert Protocol (1)
Professional (1)	Safeguarding (1)
Confident (1)	ChAD Project (1)

Do you feel the showcases were informative/useful/appropriate?

Excellent	20
Good	3
Did not respond	2

Additional Comments:

“Informative in setting out ‘The Way Forward’ showcasing collaborative work and complaints process”

“Yes thanks to interpreters. Importance of interpreters for deaf people”

What was your overall impression of the feedback centre?

Excellent	17
Good	4
Not responded	4

Additional comments:

“Very accessible for all”

“Really great tool with many new possibilities to gather data and run reports for Healthwatch Doncaster and chances for new voices”

“Seems to have great potential, look forward to seeing the results”

“Not sure”

“Excellent”

When asked for suggestions to improve the service the following were received:

General Comments

“Drop in coffee mornings for general public with speakers examples presentations and healthchecks”

“Better publicity”

“Getting Ambassadors involved and members”

“Develop carer feedback data collection supporting the carer workforce within the community would actively assist in building this model with Healthwatch Doncaster we would be looking at the health of cover workforce ie skills, training, support and links could be forged with local college, care homes etc”

“Increase links to DBH”

“Need to ensure that information reaches members who are not computer literate”

“Project for deaf people similar to ChAD easy to read translated to DVD using sign language”

Relating to the Event

“All topics were valuable, time for questions was ok”

“Pity attendance wasn’t as good as it deserved”

“Speakers raise voice as couldn’t hear”

“Power point slides need to be readable”

”

“Better pre event communication”

“Excellent range of speakers and presentations”

In addition to the evaluation form for the event we devised a short questionnaire aimed at finding out what those attending knew about Healthwatch Doncaster and the services we provide. We gave the participants a list of options to choose from and then checked how many they had correctly identified. From twenty-two returned forms fourteen people got full marks.

We also asked what people thought Healthwatch Doncaster's priorities for the coming year should be, here are the suggestions we received:

“Publicise the use of Healthwatch”

“Increase awareness of the advocacy service at DRI/MM”

“Engagement with young people”

“Embedding the advocacy service into all health services”

“Continuing to develop innovative ways of communicating and providing information”

“Travelling safely”

“To meet the challenges in health and how to continue to improve services by good communication hoping to get feedback and support”

“Become involved with third sector projects providing the ‘critical friend’ approach with helpful guidance”

“Engagement across all sectors of the community”

“Transition into a CIC and implement a foundation to build on”

“Partnership working”

“Personal budgets”

“Outreach, coffee mornings”

“Work in colleges, schools and universities”

“Work with NHS locally”

“Networking, development of information package especially for Deaf

“Community, be updated with changes especially social care and GP surgeries”

“Consultations with young people at our HOTSPOT cafes on Monday and Thursday, health questionnaires etc”

Overall the event was well received and everyone's comments will help to make future events even better. We would like to thank everyone who took the time to attend and participate and we hope they found the event useful.

APPENDIX ONE

HEALTHWATCH DONCASTER ANNUAL EVENT

Doncaster Deaf Trust, Leger Way, Doncaster

Monday 5th October 2015

10.30am- 3.00pm

- 10.30am Coffee and Registration
- 11.00am Stephen Shore -Chair of Healthwatch Doncaster
- 11.10am Rosie Winterton MP
- 11.20am HWD Showcase- Easy Read Story Forms - CHAD Group
- 11.35am Pre-Event Questionnaire
- 11.45am Presentation by LHM Media
- 12noon LUNCH
- 1.00pm HWD Showcase Session:
- Independent Complaints Advocacy
 - Herbert Protocol
 - Keeping Safe Forum
- 1.45pm Post Event Questionnaire
- 2.00pm BREAK
- 2.15pm Healthwatch Doncaster AGM

APPENDIX TWO

Pre Event Questionnaire

Why have you attended today?

What are Healthwatch Doncaster's core services?

Tick the other services you think we are able to provide:

- | | |
|--|--|
| <input type="checkbox"/> Feedback Centre | <input type="checkbox"/> Form Filling |
| <input type="checkbox"/> Social Care Advice | <input type="checkbox"/> Employment Advice |
| <input type="checkbox"/> Advice on Health & Wellbeing | <input type="checkbox"/> Healthy Eating Advice |
| <input type="checkbox"/> Generic Advocacy Service | <input type="checkbox"/> Health Surveys |
| <input type="checkbox"/> Translation | <input type="checkbox"/> Consumer Champion |
| <input type="checkbox"/> Registration with GP's & Dentists | <input type="checkbox"/> Care Act Training |
| <input type="checkbox"/> Consultations | <input type="checkbox"/> Health Checks |
| <input type="checkbox"/> Safeguarding | <input type="checkbox"/> Social Care Assessments |
| <input type="checkbox"/> Volunteering Opportunities | <input type="checkbox"/> Emergency Health Care |
| <input type="checkbox"/> Information on Doncaster Bus Routes/Timetables/Travel | |
| <input type="checkbox"/> Information | |
| <input type="checkbox"/> Watchdog for Health & Social Care Services | |

APPENDIX THREE

Post Event Questionnaire

In relation to the services that your Healthwatch provides, how many were correct?

- 0-3 4-7 8-11 11+

Would you like to become a member for your Healthwatch?

- Yes* No

*If yes please speak a member of the support team or visit our volunteer stand

Would you like to become a volunteer for your Healthwatch?

- Yes* No

*If yes please provide us with your contact details below and a member of the support team will be in touch

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What would you see as the priorities for HWD over the next year?

How would you prefer to get in touch with your Healthwatch?

- Phone Email Drop in
 Text Twitter Facebook