



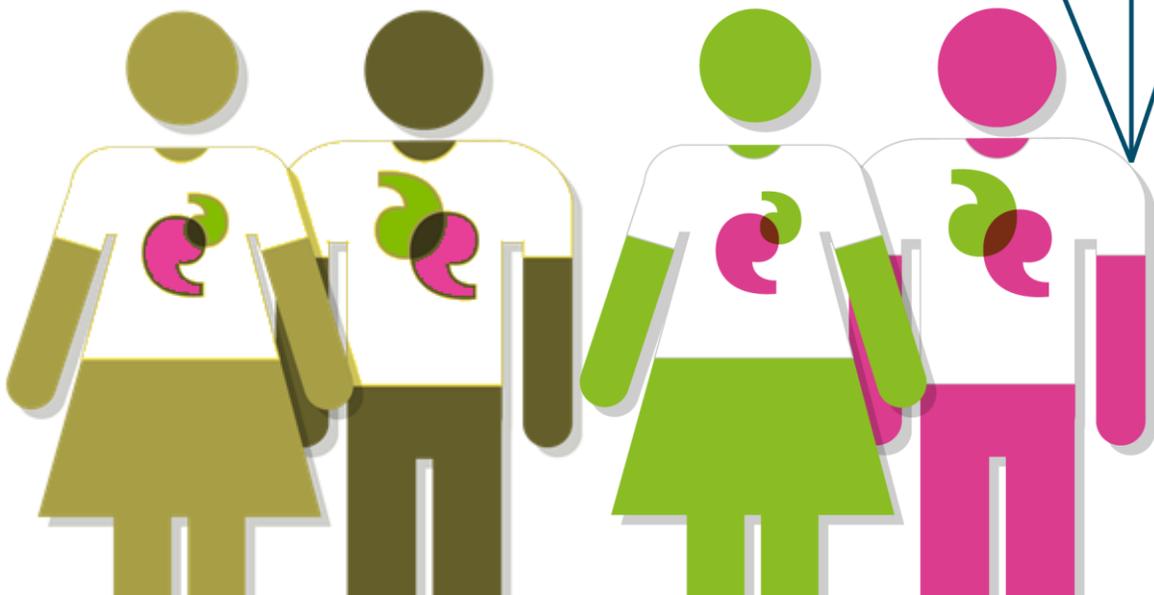
Engage, Inform, Influence

Then and now

Healthwatch Doncaster Annual Report 2020-21

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Message from our Chief Operating Officer

2020-21 – A year to remember for so many different reasons

This year Healthwatch Doncaster experienced, along with the rest of the world, a year like no other. One minute we were chatting in the office about the news from China and Italy about a virus and the next minute we were putting our emergency planning processes in to place and working from home!

The staff team and the Board members all pulled together to ensure that we were able to continue to provide a local, independent voice for people and communities in Doncaster. Without their hard work and dedication then we would have struggled to bail out the boat that we were in with everyone else.

In our time of adversity, the team came together with creativity and innovation to drive us forward to develop new ways of engagement and involvement to ensure that local voices were heard and listened to.



"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."

Engagement and impact

Healthwatch Doncaster recognised the value of reaching out to local people throughout the pandemic – we wanted to continue to hear their voices and share new information with them. We developed the Daily Dose of Healthwatch Doncaster programme early on in the pandemic which quickly gained momentum. We received funding from the local Covid grants to enable us to buy Zoom licences and soon we were broadcasting on Zoom and Facebook Live enabling us to engage with lots of different people. The team developed more and more content – videos, quizzes, cooking, relaxation, music – that we were able to share. Healthwatch Doncaster have embedded this engagement approach into our core work and it will continue after the pandemic.

Listening to local people

The team did not shy away from difficult topics and I am really proud to say that we developed and delivered a qualitative report about people's experience of accessing cancer services throughout the pandemic. The recommendations from this project have been shared at the local Cancer Programme Board and we are working together to put them into action and make some changes.

Moving forward

Healthwatch Doncaster will continue to work closely with people and communities so that their stories and experiences can improve the quality of health and care services. We recently heard from over 4000 local people about their experiences of the Covid-19 vaccination process – this has enabled us to share reports and information to influence the development of vaccine clinics across Doncaster.



Andrew Goodall

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in Doncaster. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



2 Providing a high quality service

We want everyone who shares an experience or seeks advice from us to get a high quality service and to understand the difference their views make.



3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



"Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."

Sir Robert Francis QC, Chair of Healthwatch England

Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

Reaching out



We heard from

3567 people

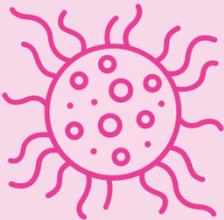
this year about their experiences of health and social care.

We provided advice and information through Zoom and Facebook and reached

91,196 people

this year.

Responding to the pandemic



We developed **2 new services** (in addition to maintaining support for all of our existing groups and networks) this year to support and engage with our local communities in the pandemic.

We engaged with **3567 people** this year in our projects and surveys – their voices helped make changes and improvements throughout the pandemic

Making a difference to care



We published

8 reports

about the improvements people would like to see to health and social care services.

100% of our reports

have been shared locally and we are actively reviewing progress on the recommendations that we made.

Health and care that works for you



31 volunteers

helped us to carry out our work. In total, they contributed 577 hours of valued and valuable time.

We employ 8 staff

62% of whom are full time equivalent, which is the same as the previous year.

We received

£189,693 in funding for the local Healthwatch contract

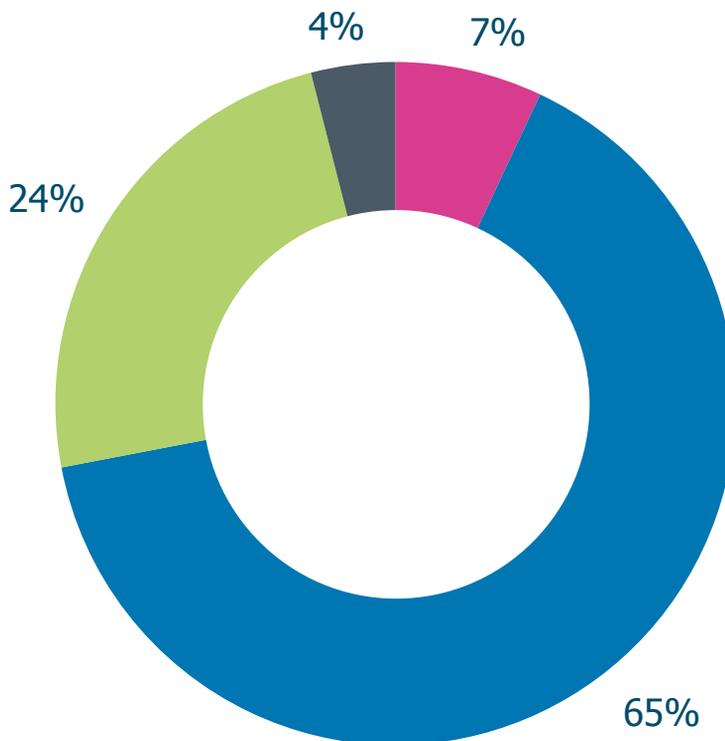
from our local authority in 2020-21 – this is 12% less than the previous year.

Signposting and information

This year we helped 338 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
- Directing people to our social media channels to access information about services that can help and support local people

How did people contact Healthwatch Doncaster?



■ Telephone ■ Email ■ Website ■ Social Media



Theme one: Then and now Urgent and Emergency Care



Then: Urgent and Emergency Care

Patients in Doncaster rate experience of emergency & out-of-hours services as mostly positive in Healthwatch Doncaster report



In 2019 Healthwatch Doncaster volunteers undertook a project to explore patient experience of accessing Urgent and Emergency Care Services over a 24-hour period. This piece of work earned the volunteers a Highly Commended Award from Healthwatch England in the 2020 Healthwatch Awards.

The findings from the report identified that patients were satisfied with the services that they received from Urgent and Emergency Care providers.

The volunteers were, however, able to make some recommendations to improve the patient experience. These were around waiting facilities at the Emergency Department and the triage process for the Same Day Health Centre.





Now: How did COVID-19 change things?

In September 2020 in the midst of the COVID-19 pandemic, Healthwatch Doncaster and its volunteers carried out a follow up to our original project. Due to restrictions it was not possible to attend the services that we had visited during the previous study, so the volunteers had to think about things in a different way. We worked with the volunteers and developed a means of gathering people's experiences over the phone. This was done with the co-operation of the Urgent and Emergency Care services who gained signed consent from patients to share their telephone number with Healthwatch Doncaster.

Our volunteers were able to talk to 74 people who had attended Urgent and Emergency Care services in a 24-hour period. People were able to share their experiences of:

- The Urgent Treatment Centres at Mexborough Montagu Hospital and Doncaster Royal Infirmary
- The Same Day Health Centre based at Cavendish Court, Doncaster
- The Emergency Department at Doncaster Royal Infirmary

As in the previous study, people who attended Urgent and Emergency Care services were satisfied with the service they had received. However, as to be expected in the circumstances, we received feedback on the measures in place due to COVID-19 and people reported feeling more comfortable in some departments than others. This was due to the actions of other people waiting to be seen who did not use the hand sanitiser provided or who chose not to wear a face covering.



"I should be more bold and tell people that I don't understand what they are saying but this is hard for me."

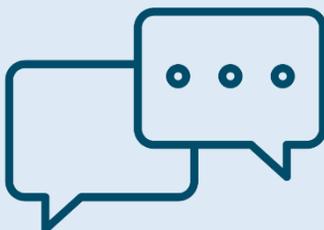
"Make better explanations please."

The report made a recommendation to allow and enable, at the clinicians' discretion, someone to accompany the patient into a specific department or ward if their capacity was impaired, for example someone living with Dementia. This recommendation was well received by the providers.

At a recent visit to the Emergency Department, in order to access the service themselves, a member of the Healthwatch Doncaster Engagement team saw an excellent example of this being put into practice for someone who was living with Dementia. This reinforces the fact that the work of Healthwatch Doncaster has a positive impact service delivery and that outcomes and recommendations from reports are put into action.

You can read the report by clicking this link -> www.healthwatchdoncaster.org.uk/report/2020-08-29/24-hours-urgent-and-emergency-care-follow-2020

Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Doncaster is here for you.



www.healthwatchdoncaster.org.uk



01302 965450



info@healthwatchdoncaster.org.uk



Theme two: Then and now Accessing your local surgery



Then: Accessing your local surgery

Healthwatch Doncaster had anecdotal evidence that accessing GP surgeries was an issue for local people. A survey was developed and launched in Autumn 2019 to understand the reality and perceptions of accessing GP surgeries in Doncaster.

We gathered views from nearly 1600 local people through the survey and face-to-face engagement at over 45 community venues across Doncaster. We were able to ensure that a representative cross-section of the community completed the survey, including people of working age whose voices are not often heard when talking about access to GP services.

Key information from this project identified that 45% of local people were happy with the service received and of the other 55%, 73% had difficulty getting through to their practice on the telephone and 42% wanted to see a specific GP or Nurse.

50% used their GP Practice to access repeat prescriptions and many were not aware of alternative provision at the Same Day Health Centre or appointments at alternative GP practices at the weekend as part of the Extended Access to Primary Care service.



Now: How did COVID-19 change things?

Access to GP services have been profoundly impacted on by the Covid-19 pandemic and anecdotally people's shared experiences and/or perceptions have clearly evidenced this.

Without doubt the Covid-19 pandemic gave impetus to the recommendations from Healthwatch Doncaster's original report from 2019. Changes to previous systems had to be implemented with a sense of urgency to meet people's health needs. Digital services became vital in the approach to meet this need. Local people had to adapt quickly to generating prescriptions online and receiving digital appointments as an alternative to face to face.



"I preferred not travelling to the practice, talking to the GP on the phone was just as informative"

"For an elderly patient who is confused at the best of times - technology which they don't understand is difficult"

Healthwatch Doncaster continued to engage with local people throughout the pandemic to establish their views on access to GP Services both formally and informally.

An online survey was completed by 320 people and the findings from this were provided to colleagues in Primary Care Doncaster and NHS Doncaster CCG.

75% of people who had a telephone or video appointment told us that there were no problems and that everything was great



"If we have to use a video call it would be helpful to know how to use it"

"This sort of service is perfect for me and I hope that I can use in the future"

Healthwatch Doncaster were able to evidence that there is a place for digital appointments and that they are appropriate for a number of people whilst for many the need to see a clinician face to face is imperative.

The continued engagement Healthwatch Doncaster has achieved throughout the Covid-19 pandemic has been crucial in assisting stakeholders to gather intelligence about the experiences and perceptions of local people who access GP services.

Our recommendations have been shared with Commissioners and Providers and received positively. There is recognition that they will help to influence and shape future service provision in Doncaster.



To find out more click here >>> [Read our report from 2020](#)

Tell us about your experiences here

www.healthwatchdoncaster.org.uk/share-your-views



Theme three: Then and now Missed Appointments



Then: Missed Appointments

In 2018 Healthwatch Doncaster worked closely with Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust to understand why some people did not attend their booked appointments in the hospital.

We talked to a lot of people in the Outpatients department, in local groups and in communities across Doncaster. We spent a lot of time talking to people face to face and talking them through a paper survey to gather their views and opinions.

The data and information from the survey was analysed and presented in a report along with a series of recommendations to:

1. Improve and enhance communication between the hospital and patients
2. Improve the experience of patients, staff and the wider public by better use of digital technology including text message updates
3. Ensure best use of resources by minimising waste
4. Increase knowledge around the services and programmes available to patients



Now: How did COVID-19 change things?

The Covid-19 pandemic precipitated a rapid shift, across all sections of society, to digital and video solutions to enable us all to continue to communicate. This happened in our social lives, in our work lives and in our lives as patients and recipients of care and support.

Whilst many of us recall Zoom quizzes and get-togethers with friends and family, there were many people who needed to see and speak to clinicians and health professionals about their on-going care and support.

Healthcare providers responded rapidly to this new way of working and were able to offer both video and telephone consultations as part of a new offer of digital healthcare support.

Healthwatch Doncaster recognised that this rapid shift to digital appointments was in line with the recommendations that we made in our 2019 Missed Appointments report. We worked closely with colleagues at Doncaster and Bassetlaw Teaching Hospital and developed a survey about patients' experiences of accessing outpatients and therapy appointments via digital technology including both telephone and video channels.

275 people shared their views and experiences of using digital solutions to access their appointments and the reports were shared with Committees and Board as well as Departmental meetings.

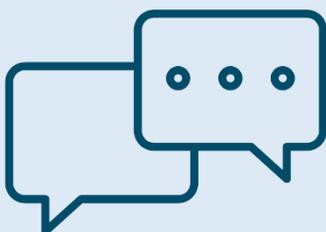


I felt no pressure and was given plenty of time to explain why I had been referred

It would be better to see someone to show the areas concerned – it is very difficult for me to describe something

The tele-consultations are good, but moving towards resuming face to face visits would be better. Moving on from Covid-19 perhaps a mixture of both virtual and face to face contacts would lead to a more efficient service without compromising patient care, the professional's assessment and the range of interventions offered.

Our engagement work identified that **patients who have used this service are satisfied with the quality of the service** and they would, generally, like it to carry on. The **digital video appointments are meeting patient's needs but some people still want face to face appointments**. A mixed approach to digital/non-digital appointments based on clinical need would be the ideal way forward.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Doncaster is here for you.



www.healthwatchdoncaster.org.uk



01302 965450



info@healthwatchdoncaster.org.uk



Theme four: Then and now Engagement and Involvement



Then: Engagement and Involvement

Prior to the pandemic, we were a people-facing organisation engaging with local communities to hear their views and opinions on current issues that matter them the most. We would hear about a variety of experiences from patients, young people and representations from communities who were seldom heard. Our original engagement model worked well, fantastic examples include our work on Urgent and Emergency Care and the Long Term Plan project. We enabled local people the opportunity to speak up about their experiences of a range of services and their thoughts about how they could be improved in the future.

Healthwatch Doncaster were recognised, alongside colleagues from local Healthwatch in South Yorkshire and Bassetlaw, for the work done to listen and hear from seldom heard communities as part of the work we delivered on the NHS Long Term Plan.

We have delivered other engagement sessions around involving the people of Doncaster in the commissioning cycle, facilitating face to face engagement in the development of NHS Digital services and hearing the voice of young people through our 'Young Healthwatch Champions' programme. This meant we were **engaging** with people, **informing** them about local health and social care services and **influencing** stakeholder's decisions when delivering services at a local level.



Now: How did COVID-19 change things?

The Covid-19 pandemic and the guidance around social mixing and virus transmission changed the way in which we engaged with local people in Doncaster. We knew our core ethos of Engage, Inform and Influence would remain at the very heart of our organisation and engagement would continue during the pandemic.

This led us to an exciting opportunity where we were able to develop a new model for engagement in a Covid-19 secure way. We achieved this by using digital tools like Zoom and social media to develop a new model of engagement. We called it the 'Daily Dose of Healthwatch Doncaster'.

Our Daily Dose sessions allow us to share information about local health and social care services with people and professionals. The sessions are delivered across the working week and feature insightful videos of our team chatting to different people about how their services can help and support local people.

We use Facebook Live to deliver short broadcasts each day which enables people to engage with us by commenting on the videos, messaging us directly to share their own experience or interacting with links to contact the service showcased that day.

We use Zoom to record interviews and conversations with lots of different people and then broadcast them through Facebook Live and our social media channels.



"I have really enjoyed being a part of the Daily Dose sessions on Zoom and Facebook Live. It has given us another connection with people in our communities. Zoom is not just for the pandemic – we will continue to use it as we move onwards out of the pandemic."

Healthwatch Doncaster have continued to host monthly meetings with our volunteers, Health Ambassadors, Keeping Safe Forum and Patient Participation Group Network. Everyone has embraced this new approach to engagement and moving forward we will engage with our groups using both digital and face-to-face channels.

The Covid-19 pandemic has strengthened our approach to engagement. The challenges that we faced have created new opportunities for us to **engage**, **inform** and **influence**. Together, we can make a difference.



Zoom into our Daily Dose!

- Share your stories of health and social care, with a dose of fun and new learning throughout the week with Healthwatch Doncaster
- Read more at: www.healthwatchdoncaster.org.uk/dailydose

Zoom ID: 847-915-9356
Zoom dial-in number: 0330 088 5830*
[Facebook.com/hwdoncaster](https://www.facebook.com/hwdoncaster)

Engage | Inform | Influence



Healthwatch Doncaster was live — feeling cool in Doncaster. ***
 Published by Andrew Goodall | 26 June

Healthwatch Doncaster - Feel Good Friday - National Cream Tea Day - scones

118 People reached | 21 Engagements | Boost post

You and 3 others | 57 views

Like | Comment | Share

Comment as Healthwatch Doncaster



Responding to COVID-19

Healthwatch Doncaster plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

This year we helped over 91,000 people by:

- Providing up to date advice on the COVID-19 response locally
- Curating a Daily Covid-19 music playlist that was shared across our groups and networks in Doncaster
- Delivering Daily Dose information sessions on Zoom and Facebook Live each day of the working week
- Linking people to reliable up-to-date information
- Supporting the vaccine roll-out
- Supporting the community volunteer response and working closely with Voluntary Action Doncaster
- Helping people to access the services they need

What's YOUR story?

**The intention of our engagement, Starts with You
We really want to hear YOUR view
Health and Social Care services providing support and care
Affected by Lockdown, tell us about it, Please share**

**Feeling unwell, to the doctor you'd normally go
In lockdown the answer was probably no
What did you do to get advice and support?
Tell us your story and what you thought**

**A prescription to order, medicines for each day
On line, by an app, was that an easier way?
A visit to the pharmacy, did YOU join that queue?
Self- care for the family. How was it for you?**

**Accidents, major illness, who did you see?
Did you go to A and E?
If A and E was where you went
Tel us about the time there you spent**

**Many appointments done on the phone
Because you couldn't leave your home
A must to keep people safe and well
Your view of the service, we want you to tell**

**You needed a dentist for your toothache
Or perhaps a bone you did break
During a pandemic, it had to happen NOW!
Tell us what you did, solving this problem, HOW!**

**We are sure many calls for support were made
Broken glasses or maybe a lost hearing aid?
How did services respond to your plight?
To restore your hearing or help your sight**

**Tell us also about Social Care
Making efforts to ensure they were there
Support in your home or another place
Surrounded by people with a mask on their face**

**Other views must complete the list
Of services received or possibly missed
Healthwatch Doncaster we are there
To hear your stories of Health and Social Care**

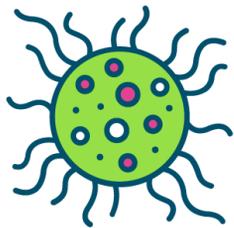
Top four areas that people have contacted us about:



Signposting to Voiceability Doncaster for advocacy support – 7%



Dentistry and GP services – 17%



COVID-19 support and info – 52%



Local groups and networks – 7%

Providing accurate COVID-19 support and information

Early on in the pandemic, we worked closely with all the Communications and Engagement Teams as part of Team Doncaster.

We were able to highlight that people wanted clear and accurate local information. Our role became much more focused on providing people with clear, consistent and concise advice and information through our website and our daily Zoom and Facebook Live sessions.

In just three months, our digital advice and information had been accessed by over 18,000 people.

We received questions about access to GPs and Dentists as well as general questions about the Covid-19 pandemic and local groups and networks.

People also wanted to know where to get support around advocacy so we were able to signpost them to Voiceability Doncaster.

Find your frequently asked questions answered on our website

#coronavirus

Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Doncaster is here for you.

www.healthwatchdoncaster.org.uk

01302 965450

info@healthwatchdoncaster.org.uk

What did people tell us about their experiences of cancer services in Doncaster?

In the summer of 2020, Healthwatch Doncaster completed an engagement project which involved gathering the views of local people in relation to their cancer journeys.

The purpose of this project was to hear about people's experiences of cancer services in their own words.

Healthwatch Doncaster were keen to gather extensive narrative to understand:

1. How patients' journeys were affected by the Covid-19 pandemic
2. Patients' experience with consultations delivered digitally or via phone
3. What went well in patients' opinions?
4. What did not go well in patients' opinions?

Healthwatch Doncaster have made a number of recommendations that focus on person centred care and person centred planning.

The following recommendations were made:

Recommendation 1: Enhancing communication, involving patients and use of Care Plans

Recommendation 2 – Continued offer of digital consultations

Recommendation 3 – More effective planning for End of Life Care and robust discharge plans and use of Respect forms

Recommendation 4 – Offer of emotional and financial support throughout the patient's journey at pivotal points evidenced within the Care Plan

Recommendation 5 – Person centred approach to wig provision

Recommendation 6 – Weekend provision at the Jasmine Suite

"I received my cancer diagnosis alone due to the pandemic and found the lack of family and friends support was very unsettling and upsetting"

"I have not seen anyone at the hospital face to face but I have had 3-4 telephone calls from the ENT team who suggested that I contact them should I have any concerns"

"I was very happy with my GP, he referred me immediately to Doncaster Royal Infirmary following identification of a lump in my breast"

"During the pandemic I was ill and received a phone consultation, I would have preferred a face-to-face appointment and it would have helped my GP understand how ill I was"





Volunteers – *"Alone we can do so little; together we can do so much."* – Helen Keller

At Healthwatch Doncaster we are supported by **31** volunteers to help us find out what people think is working and what improvements people would like to make to services.

This past year has been a challenging one all round and the impact of the Covid-19 Pandemic on our volunteering programme has been no exception. Despite the challenges our volunteers have still contributed an amazing 577 hours of their time to support our mission to engage and involve local people and influence an improvement in the quality of health and care services in Doncaster.

Our volunteers:

- Helped people have their say from home, carrying out surveys over the telephone and online.
- Reviewed documentation and information from the local Hospital to ensure that it was easy to understand and fit for purpose
- Learned new skills around digital meetings and attending regular Zoom meetings
- Developed a presentation for the Healthwatch Doncaster Board sharing and celebrating the work of all the volunteers



Engagement volunteer - Sue

"I really enjoy getting out and about talking to people because it is important to have conversations with people about their experiences of health and social care. An initial response that a service is poor can actually turn out that it's only one thing they have an issue with and the rest of the service is good. I've really missed being able to do this over the last year. I took part in the Urgent and Emergency Care project where we spoke to people on the phone who accessed the services. It was very rewarding."



Board member - Janet

"Covid-19 has significantly altered the way we all have been able to live and function. Being a member of Healthwatch Doncaster's Board, the Volunteer Group and leading on our Enter and View programme has enabled me to contribute to Healthwatch Doncaster's aims around sign-posting and communicating with the local people. This will support them to raise issues safely and hopefully sensitively, using the telephone and social media channels. I want to support Healthwatch Doncaster to create a safer and healthier local community."



Reaching Out - Georgina

"I have been making regular calls to 3 individuals during the Pandemic to help to combat loneliness and isolation. Making the calls has given me a great sense of achievement knowing I have made a difference to someone's day. The people I talk to are always pleased to hear from me and I enjoy it - I love to chat!"

"I have been able to signpost some of the people I speak with to services that are able to help them improve their situation or deal with a particular issue."



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with us:

-  www.healthwatchdoncaster.org.uk/get-involved
-  **01302 965450**
-  info@healthwatchdoncaster.org.uk

Reaching Out – a telephone support service developed with and delivered by volunteers

Our Reaching Out Project was developed in response to the first Covid-19 lockdown. It was put in place to reduce social isolation by matching our volunteers with local people who were shielding.

Healthwatch Doncaster volunteers were matched with people referred into the service and they made supportive, conversational telephone calls and, where appropriate, offered signposting and information about local services.

The project extended beyond the first lockdown and carried on throughout the pandemic. It drew to a close in May 2021 as the country followed the roadmap out of lockdown and out of the pandemic.



What is the best thing about receiving Reaching Out calls?

"J being a lovely person to talk to. It's nice to speak to someone beside your family that you can open up to and J doesn't push the conversation"

"Nice to speak to someone about how you're feeling as I am used to company and due to Covid-19, I have been stuck at home"

"Having another human being to talk to. It feels like hell having no company"

What did our volunteers tell us about Reaching Out?

"A sense of satisfaction at being able to make a difference to someone's day through a phone call. "

"Felt an improvement in own wellbeing during lockdown due to taking part in this project"



Want to volunteer with Healthwatch Doncaster?

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

Website: www.healthwatchdoncaster.org.uk/get-involved

Telephone: 01302 965450

Email: info@healthwatchdoncaster.org.uk

People's Voices – supporting people to share their experiences at NHS Doncaster CCG's Governing Body

Healthwatch Doncaster continued to facilitate patient stories for NHS Doncaster CCG's Governing Body throughout the pandemic. Circumstances produced a temporary gap but things recommenced swiftly and people's stories have since been delivered via videos through Zoom in the public Governing Body meetings.

We used creative approaches to facilitate people to share their experiences. People were happy to share their experiences and we were encouraged that many participants were willing to have a recorded conversation with Healthwatch Doncaster on Zoom. The videos were presented at the Governing Body meeting and live streamed through YouTube to the public.

Care Home experience in Covid-19 – feedback from a Care Home Manager, a resident and a relative

Experiences of CAMHS from a 14 year old

A patient journey through Urgent and Emergency Care into inpatient services

Mental Health support in schools known locally as "With me in Mind"- Feedback from a young person and her mother

Experience of a face to face GP appointment

We have enabled people to share their stories so that members of the Governing Body can hear about the lived experiences during the pandemic. The stories have created discussion and achieved learning to influence the development and improvement of services in all of the three Life Stages.

Healthwatch Doncaster are regularly commended by NHS Doncaster CCG in achieving the important feedback from local people and are grateful to all those who contributed over the last year.

The infographic 'PEOPLE'S VOICES Ben's story - Mental Health Support' features a central photo of Ben, a 47-year-old man. It details his journey from alcohol dependence to recovery, his work in Accountancy and Audit, and his participation in the 'Structured Day Programme at New Beginnings' in April 2020. It also includes a 'WHAT DIDN'T GO WELL?' section about a GP appointment and a 'WHAT WENT WELL?' section praising the support from mental health professionals. A 'TODAY' section lists his current activities: understanding his condition, participating in the programme, and working for New Beginnings. The infographic is branded with the Healthwatch Doncaster logo.

We continued to focus on Life Stages: Starting Well, Living Well and Ageing Well and the stories we heard and presented included:

Accessing a digital GP appointment

Maternity services - giving birth prior to Covid-19.

If you would like to share your story about any aspect of health or care services in Doncaster then contact the Healthwatch Doncaster Engagement Team:

info@healthwatchdoncaster.org.uk

01302 965450



Enter and View – This year, due to the COVID-19 pandemic, we did not make use of our statutory Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

Due to the Covid-19 pandemic it has not been possible to carry out any Enter and View visits during the past year. We have, however, been working on a number of other activities related to Enter and View throughout the year. We aim to be able to return to conducting Enter and View visits when it is safe and practical to do so.



The Healthwatch Doncaster Enter and View Planning Group, made up of volunteers with one staff member, have been meeting via Zoom throughout the pandemic. The group have devised a strategy to engage with local care homes to build a picture of what impact the pandemic has had on their residents and staff.

The approach that has been developed involves engaging with the local care homes to co-produce a method of capturing experiences that has least impact on the home and residents. The Enter and View Planning Group have ensured that the approach is sensitive to the needs of the people who live in the care homes.

In a separate piece of work, a care home resident's story was captured via a series of conversations recorded on Zoom. The conversations with the care home resident, their family and the care home manager were shared at NHS Doncaster CCG's Governing Body. This enabled Governing Body member's to gain an insight into the impact of the Covid-19 restrictions on care home residents and their families. The video and update was well received.

As part of Healthwatch Doncaster's commitment to Enter and View and conversations in care homes, our Volunteer Co-ordinator and Engagement Officer has been working with a team from Healthwatch England and the Healthwatch Newham. This has culminated in the development and delivery of a series of workshops on Virtual Visits. The workshops were delivered nationally to staff and members from across the Healthwatch network. Virtual visits cannot be classed as Enter and View but can provide an alternative to carrying out a formal visit.

In addition to this our Volunteer Co-ordinator and Engagement Officer delivered Enter and View training via MS Teams to staff from local Healthwatch teams from across the country.



Choice for All Doncaster – ChAD – a committee of adults with learning disabilities

Over the past year the Peer Support Worker for ChAD has continued to keep in touch with the committee members by both phone and Zoom.

ChAD members have been supported with ongoing concerns and anxieties about Covid-19. They have continued to raise issues and concerns around keeping safe and safeguarding on behalf of the people they represent.

Throughout the pandemic ChAD have held two 1-hour meetings on Zoom every week. One of the weekly meeting is used to discuss projects and matters important to ChAD and the LD community. The other meeting is a more relaxed fun session to help with member's emotional health and well-being.

ChAD members have been involved in producing short videos and information to raise awareness in the Learning Disability community of the importance of getting Covid-19 and flu vaccinations.

Other work that ChAD members have been involved includes:

Easy Read Terms of Reference for Doncaster's Learning Disability Partnership Board

Input in RDaSH's Easy Read Charter poster

Attending Inclusion North's Yorkshire and Humber LEDER project steering group meeting

Developing the Foreword for the All Age Learning Disability and Autism Strategy

NHS Independent Voices Pilot Scheme

Two members of ChAD are involved in this project that involves developing measures against abusive situations that occurred at Winterbourne View and Whorlton Hall.

It involved speaking with patients, who have a Learning Disability and Mental Health issues, in a Medium Secure hospital to ensure that they are safe and involved in their future discharge plans. The project was very intense and proved to be very successful. It will make such a difference to people's lives and their recovery.

Easy Read information

ChAD members have produced two 20-page Easy Read local information booklets that have been distributed to over 850 adults who have a Learning Disability in Doncaster.

There has been lots of positive feedback about the booklets from the people whom ChAD represent.



Want to find out more about Choice for All Doncaster?

Contact them today!

Website: www.chadindoncaster.com

Telephone: 07834 686858

Email: chad@healthwatchdoncaster.org.uk

Health Ambassadors

The Health Ambassadors group supports people and communities whose voices are seldom heard to speak up and out on issues that are important to them. We work closely with NHS Doncaster CCG, Doncaster Council and Doncaster and Bassetlaw Teaching Hospitals to ensure that people's voices are heard and that areas for improvement are identified.

The Health Ambassadors have maintained their input and involvement throughout the Covid-19 pandemic. It has been interesting to hear how our diverse communities dealt with the changes and developments. The local Asylum Seeker and Refugee community made us aware that safer accommodation had been offered to individuals who have no fixed abode, while the more skilled members of the community were making face masks for people who attend the Doncaster Conversation Club. In addition to this, school aged children were offered digital resources such as laptops to access education during lockdown. There have been some struggles in terms of accessing dental care and understanding Government guidance but there is support available from the Doncaster Conversation Club.

The Patient Participation Group Network

The Patient Participation Group Network is a monthly forum that brings together representatives from a number of local Practice Patient Participation Groups (PPGs). The aim of the Network is to share good practice, provide feedback on developments and changes to Primary Care and to identify themes or areas for improvement.

As with many groups and networks, the focus of the PPG Network was on the response to the Covid-19 pandemic. The Network members were keen to maintain their monthly meetings and we were able to support them all to access the meetings via Zoom.

Discussions at meetings centred heavily on the provision of and access to information for patients about local Practice changes as a result of Covid-19.

Members of the Network identified that there was help and support that they could offer in relation to the provision of information by reviewing each local Practice website. A project report identified a series of recommendations that have been shared with the GP Federation and the Local Medical Committee. There are on-going discussions to monitor and review the impact of the recommendations.



Want to find out more about Healthwatch Ambassadors and the Patient Participation Group?

Website: <https://www.healthwatchdoncaster.org.uk/get-involved>

Telephone: 01302 965450

Email: info@healthwatchdoncaster.org.uk

Keeping Safe Forum

In the early part of the Covid-19 pandemic, the Keeping Safe Forum meetings were postponed until we were able to engage people in a digital forum. Members of the Keeping Safe Forum were kept informed and engaged through phonecalls, emails and newsletter updates.

The Annual Community Keeping Safe Event was delivered digitally this year in line with Government guidance and lockdown restrictions. The week consisted of a series of safeguarding workshops and awareness sessions delivered in collaboration with local partners including St Leger Homes, The Avalon Group, Family Hubs and Hive South Yorkshire.

The week long event culminated in a panel that came together via Zoom that was delivered via Facebook Live. The panel discuss the importance of ensuring that 'Safeguarding is everybody's business'. The panel featured the newly appointed Chair of the Safeguarding Board – John Goldup, Chair of the Keeping Safe Sub group – Andrew Goodall, Learning and Development Manager – Shabnum Amin, Keeping Safe Forum Facilitator – Natalie Bowler-Smith and Samuel Finn British Youth Councillor.

The Keeping Safe Forum was formally relaunched in January 2021 and takes place monthly on Zoom. The key themes that which been explored within the Forum are:

- Safeguarding is everybody's business delivered by NSPCC
- Suicide prevention and bereavement support delivered by Open Minds & Changing Lives
- Brain Disease Awareness – Huntington's Disease: A carer's perspective.



Want to get involved in the Keeping Safe Forum?

Website: www.healthwatchdoncaster.org.uk/get-involved

Telephone: 01302 965450

Email: info@healthwatchdoncaster.org.uk

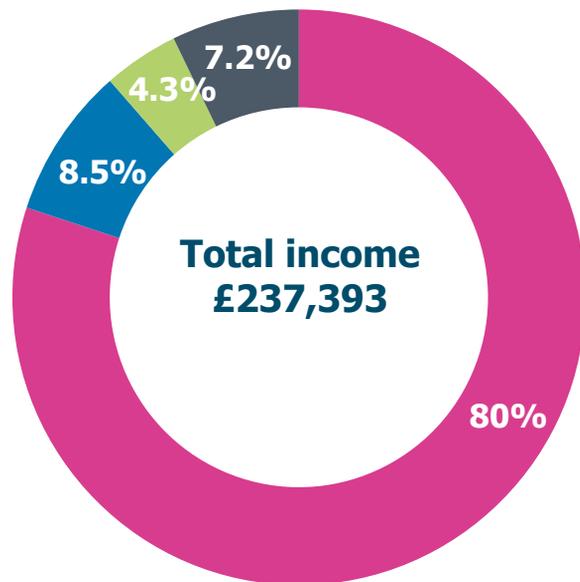
Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012. We also receive additional funding from our local Clinical Commissioning Group (CCG) to deliver work around PPGs and Health Ambassadors.

We have also received additional funding to deliver support and leadership to the development of a model of representation for the local Voluntary, Community and Faith Sector in Doncaster and, as part of the national response to the Covid-19 pandemic, Healthwatch Doncaster received a grant from the UK Government.

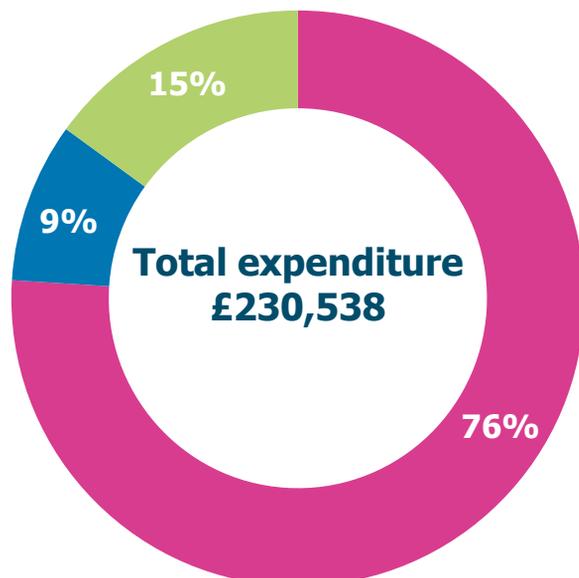
Income

- Funding from Local Authority
- Funding from CCG
- Additional funding COVID-19 grant
- Additional funding VCF project and admin



Expenditure

- Staff costs
- Premises costs
- Running costs



Next steps

Top three priorities for 2021-22

1. Restart community engagement and listen to local people about their experiences of accessing services
2. Mental Health – listen to people’s experience of mental health support in Doncaster
3. Access to Dental Care – review and investigate the provision of local Dental services for local people

Next steps

- Transforming the way that we work – Healthwatch Doncaster will be more agile and community-based
- Maintaining digital engagement alongside face-to-face engagement
- Continue to focus on listening to people from communities whose voices are seldom heard



"We are committed to hearing from and listening to people whose voices are seldom heard so that we can highlight and tackle unfair health differences.

Continuing to support and develop our strong relationships with partners across health and social care in Doncaster will enable us to achieve this"



Thank you

This year has been a year like no other. Without the support of our Board members, staff, volunteers, local people and partners then we would not have been able to continue to listen to and share the experiences of people throughout the Covid-19 pandemic.

More than ever there is a need to be kind to one another, to work in partnership and to be creative and innovative in the work that we do. We can build on what we have all learned over the last 12 months and we will continue to listen to the voices and experiences of people and communities as we restart and re-engage in all the exciting activities that make us an active, thriving and committed partnership of people, places and positivity.



Rotherham Doncaster and South Humber

NHS Foundation Trust



Doncaster and Bassetlaw Teaching Hospitals

NHS Foundation Trust



VOLUNTARY ACTION DONCASTER



PRIMARY CARE DONCASTER



Doncaster

Metropolitan Borough Council



Doncaster

Clinical Commissioning Group



Statutory statements

About us

Doncaster Healthwatch CIC, 3 Cavendish Court, Doncaster DN1 2DJ

Healthwatch Doncaster uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

The Healthwatch Doncaster Board consists of 7 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 10 times and made decisions on matters such as the renegotiation of the local contract for Healthwatch services including a budget efficiency saving and agreeing the new strategic business plan incorporating a commitment to digital engagement.

We ensure wider public involvement in deciding our work priorities. We listen to the views and experiences of local people that have been shared with the Engagement Team and through the Feedback Centre. The key aspects and themes of these experiences are used to shape future priorities. For example Healthwatch Doncaster has heard a number of experiences linked to local cancer services which enabled us to develop a focussed, qualitative piece of work on Cancer pathways in Doncaster.

Healthwatch Doncaster supports and facilitates a number of public forums and meetings. Our plans and project ideas are discussed in these meetings and engagement from local groups and organisations sought so that we can engage as many people as possible in the project work.

Methods and systems used across the year's work to obtain people's views and experience.

Healthwatch Doncaster use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020-21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, listening to the views and experiences of Asylum Seekers and Refugees. Reports of people's experiences are shared at Engagement and Experience Committees in both the local Clinical Commissioning Group and the local Teaching Hospital Foundation Trust.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. It is published on our website, on social media and through newsletters.

2020-21 priorities

Project / activity area	Changes made to services
Covid-19 pandemic – information, advice, signposting and support for local people	Experiences of local people have influenced both the local testing programme and the vaccination programme. We continue to share reports and experiences.
Experience of Cancer pathways during Covid-19	Recommendations made to Cancer Programme Board and shared with Commissioners and Providers.
Missed Appointments/Digital Appointments	Reports and recommendations used by both Primary and Secondary Care to support restart of services and improving access.
Care homes – impact of Covid-19	Video interview and story shared at CCG Governing Body. Synopsis report of experience of resident and family written and shared.
Re-imagining engagement and involvement	Local engagement has taken place digitally online and on the phone. Engagement and involvement has been really successful with learning embedded for future work.

Responses to recommendations and requests

We have not had any providers who did not respond to requests for information or recommendations.

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by Healthwatch Doncaster to Healthwatch England's Committee and so there were no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Doncaster is represented on the Doncaster Health and Wellbeing Board by Steve Shore, Chair of Healthwatch Doncaster. During 2020/21 our representative has effectively carried out this role by attending digital Health and Wellbeing Board meetings and contributing to the on-going discussions around health inequalities, the impact of the COVID-19 pandemic and recovery after the pandemic.

Healthwatch Doncaster
3 Cavendish Court
South Parage
Doncaster
DN1 2DJ

www.healthwatchdoncaster.org.uk

t: 01302 965450

e: info@healthwatchdoncaster.org.uk

 @HWDoncaster

 Facebook.com/HWDoncaster

 /HealthwatchDoncaster
