

**Summary Report**  
**The Partially Sighted Society**

**'A Cuppa with ....' Project - First session held Wednesday 6 December 2017. Further sessions running throughout 2018**

**Healthwatch Doncaster**

**Engage, inform, influence**



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# 1 Introduction

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## 1.1 Details of activity

The micro grant The Partially Sighted Society received from Doncaster Healthcare was to continue with a new project we had tried, with success, called 'A cuppa with...'

These sessions are aimed at health and social care providers to share information about that service and answer the questions of the visually impaired participants in an informal format.

## 1.2 Acknowledgements

We would like to thank Doncaster Healthwatch for our micro grant and also Emma Shaw, the Volunteer working on the project. She has done a great job organising the speakers and doing the refreshments.

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## 2 What was the purpose of the activity/session?

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### 2.1 Purpose

The purpose of the 'A cuppa with...' sessions, is to provide an informal opportunity to be able to sit around a table with different health and social care providers to feel comfortable and confident to ask questions they have never been able to ask before.

The sessions are for anyone with any type of visual impairment and we aim for the sessions not to be too busy to help people have the confidence to ask questions.

### 2.2 What did you do?

We first advertised for one or more Volunteers to work on the project. We only had one application but it has worked out well as this person, who is visually impaired herself, is confident to run the sessions herself. With staff support she contacted the agreed organisations and booked the dates for the sessions over the next 12 months.

### 2.3 Results of the activity/session(s)

The result is that we have just held our first session and have sessions booked throughout 2018.

The first session was with Kim Doran, who is on secondment from McGills Pharmacies to RDASH undergoing a research project on eye drops – the dispensing of them etc.

The group was not large but all those present have regular eye drops and Kim brought an array of dispensers to suit everyone and answered all their queries.

Further groups arranged are on the attached flyer.

#### **Feedback from people who took part**

One lady, who is not just visually impaired, but also has a hearing impairment and several other health issues, said she loved the small group and the format of the session because she felt able to ask the questions she had and Kim was very good.

All participants said it was very helpful and interesting.

### **Feedback from staff/volunteers who took part**

Our project volunteer said she found it very helpful personally too, but was really pleased at how much the other participants engaged with Kim.

She was able to answer all their questions and they liked looking at the vast array of different dispensers. Kim has emailed to say how much she enjoyed it and how helpful it was towards her research.

We are happy how the session went and will keep the same format for forthcoming sessions.

## **2.4 Conclusion**

It is an extra information service for our customers which has been welcomed by our regulars. We had held several other sessions before we received the Healthwatch Micro Grant which were well received and we will continue them beyond the next sessions funded with the micro grant and continue the volunteer role.

These sessions make a massive difference to people's lives. They come to the ones that apply to them and feel able to ask the questions they have. The majority of the users already know our premises and the staff/volunteers so are comfortable in building.

It also frees up our support group speakers/activities as we often and health and more serious talks. The talks in 2018 are mainly social/hobby/interest talks and much more light-hearted.

These sessions have also encouraged new customers into the building which then has a knock-on effect with the other services we have and with what support the new customers can get.

We think the format works really well and we are pleased how the sessions have gone and with the feedback we have had. So I think the message is that smaller groups increase peoples' confidence and therefore a better outcome to projects like this.