

# healthwatch

Rotherham



Annual Report 2015/16



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# Message from our Chair



**It gives me great pleasure to introduce the third annual report. This report covers the excellent work undertaken in the past 12 months.**

The report highlights just a selection of work undertaken over the past year. Some big impacts have taken place, notably the change around learning disabilities. For 92% (80% mild, and 12% moderate) of people with learning disabilities, they were not supported. This change has recently occurred, so will take time to see an impact.

For many of those that use the advocacy service the changes that have happened for individuals are just as important. I am delighted when I see the wall of thank you cards in the office.

The relationships we have made at a strategic level are so important to help

make sure the people's voice is heard. The team have direct access to the senior staff at Rotherham CAMHS service as we are working together and are in constant dialogue, driving for improvement. We are also driving Healthwatch England to bring the CAMHS issue to the national forefront as it is an issue for many areas across the country.

The work on the Young Ambassadors is going very well and I hear good things at the various meetings I attend. I also understand that at the national Healthwatch Conference a big launch was made regarding resources for engaging with young people, and within that resource Healthwatch Rotherham feature. My thanks to our young ambassadors who give up a lot of time to support us.

Our achievements this past year have only been possible as a result of the tireless work and effort of our staff, our hard working young ambassadors, volunteers and the Members of our Board.

Naveen Judah

# Message from our Chief Executive



**Details of some of the changes we have helped to bring about with the help of local feedbacks are included within this report, but there is still much to be done. We have to use our limited resources carefully to achieve maximum impact.**

The demand for advocacy work has increased, and during the year we were able to employ another member of staff to cope with demand.

The Board of directors made a significant investment last year in a new and innovative CRM system (provided by LHM Media) and we are starting to see the results of that. The number of comments we were able to collect in the past 12 months was 4,557 compared to 1,411 in the previous year and we are on course for bigger numbers in the year ahead. We will continue to use other engagement methods and will be having an older person's event in September. During the next year we are aiming to have our first Healthwatch Rotherham awards to celebrate and reward all the positive experiences that we hear about.

I have developed and maintained a positive, cooperative working relationship with RMBC, Rotherham NHS CCG, The Rotherham Foundation Trust, RDASH and Public Health. I look forward to building on these relationships to make sure the public voice is at the heart of service improvement in health and social care.

Healthwatch Rotherham has developed into a key partner on the Rotherham Health and Wellbeing Board, acting as the critical friend to make sure the public voice is heard. This was clearly demonstrated around the work on learning disability thresholds, which is detailed within this report.

We have had our budget reduced by 10% this year and whilst we will make every effort to maintain the outstanding level of service we now have a reputation for - it will be unsustainable as we progress year on year, particularly as demand for our service inevitably increases.

Finally a big thank you to the great team of people at Healthwatch Rotherham, from the Board of directors, the staff team, to our young ambassadors and volunteers. Without every one of them we would not have achieved such a successful year.

Tony Clabby

# The year at a glance

This year we signposted 298 people



18 volunteers helped us during the year



Our volunteers gave us 605 hours of exceptional service



We supported 114 advocacy cases in the last year



We have gathered 4,557 comments in the past 12 months



We've met hundreds of local people at our community events



# Who we are

**We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.**

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

## Our vision

Healthwatch Rotherham will be known by all communities and individuals as delivering on its promises backed up by robust action and supported by improvements in local services.

To be the first point of contact for all of Rotherham's communities and individuals, to help them to have a means of improving their own and others quality of health, wellbeing and social care.

We will do this by promoting local people's rights to the following:

- ✓ The right to essential services
- ✓ The right of access
- ✓ The right to a safe, dignified and quality service
- ✓ The right to information and education
- ✓ The right to choose
- ✓ The right to be listened to
- ✓ The right to be involved
- ✓ The right to live in a healthy environment

## Our Values

To be an impartial and trusted friend to help communities and individuals achieve their desired results and be recognised for being a fiercely independent organisation by the citizens of Rotherham.

## Our Strategic priorities

Issues raised by the public have been prioritised by Healthwatch Rotherham, and have formed the basis of our work during the year.

Example of this work includes:

- Child and Adolescent Mental Health Services (CAMHS)
- Adult Mental Health
- Learning Disability services
- Autism services
- NHS Complaints Advocacy

## Our Role

### Involving

To promote and support local people to be involved in the planning and delivery of health and social care services

### Listening

To gather your views, needs and experiences of health and social care services

### Reporting

To report your views, needs and experiences to the people who plan, commission and provide health and social care services

### Monitoring

To help local people check the quality of health and social care services

### Signposting

To provide information about local health and social care services so that you can make informed choices.



# Listening to people who use health and care services



## Gathering experiences and understanding people's needs

The key to our success is the number of people we hear from. To ensure we get the views of all people we have to make sure Healthwatch is accessible. We use many methods to collect views from the people of Rotherham, these include:

- Website
- Facebook
- Twitter
- Local events
- Telephone
- Email
- Drop in sessions
- The High Street shop
- Friends and Family comments from The Rotherham NHS Foundation Trust
- Radio

A significant investment was made in a new innovative CRM System, provided by LHM Media. This system allows people to use the website to leave reviews about services and sentiment analysis is performed on comments collected.

Healthwatch Rotherham has been gathering local people's views over the last 12 months. We have gathered 4,557 comments (last year it was 1,411) about experiences of services which local

people have received. Within these comments there are several issues. The issues have been a mix of positive and negative and relate to many care services, as people tell us about their whole journey.

We have gathered 4,557 comments in the past 12 months (last year it was 1,411) about experiences which local people have received.

During the year we ran an advert on RotherFM

*"Each day throughout Rotherham, health and social care services are helping you; the community!"*

*When it comes to sharing experiences, highlighting issues, and initiating improvements - Healthwatch Rotherham are your voice.*

*We've already instigated change in several areas, but we always need your views on the health and social care services in Rotherham!*

*Whether it's good stories we can promote, or bad ones we can take to the relevant body.*

*Visit our easy to use website - Healthwatch Rotherham dot org dot uk - where you can contribute, review and find a list of services available to you.*

*Call us on 01709 71 71 30.*

*Healthwatch Rotherham - It's your health, your care. Your voice counts!*

Healthwatch Rotherham was also an associated sponsor of the annual

Rotherham Show and also the Christmas Lights switch on.

We opened our drop in sessions across Rotherham Borough. We run fortnightly sessions where people can come and see us in their community or near where they work.

- Maltby Lesiure Centre
- Dinnington
- Swinton

The sessions run from 2:00pm - 4:30pm. We have ensured the sessions can be accessed by children and young people after school hours. We recognise that not everyone in the Rotherham Borough can access the Rotherham Town centre

Drop-ins also take place at Rotherham Hospital and at the two campuses of Rotherham College (Town Centre and Dinnington).

We also attend Shiloh on a Friday morning. Shiloh is a drop in support centre for the homeless community. At Christmas time, the Healthwatch Rotherham staff decided not to have a Christmas meal, and instead gave a donation to the Charity. Two members of Healthwatch Rotherham staff volunteered on Boxing Day to serve to the homeless.

To all at Healthwatch, I write to thank all who ensured the marvellous donation of pies and sweets to Shiloh rather than going out for their Christmas meal. Such kindness helped us provide food and shelter when technically Shiloh was closed. Huge Thanks Again.  
Jonathan Lang - Operations Manager  
Shiloh Homeless Project

Social media are used by Healthwatch Rotherham. We recognise this form of media is becoming more widely used by the population as a source of information and contacting services. Our new CRM System identifies comments posted on social media about Rotherham services which are able to be used.

We use all these methods to help Healthwatch Rotherham communicate with young people (under 21) and older people (over 65) as well as people volunteering or working in the area but who may not live in Rotherham.

People who are seldom heard can have the opportunity to make their views known through the drop in sessions, visiting the town centre shop or using electronic methods, whichever method they feel comfortable using.



## Town Centre Shop

The shop is open for public access 5 days a week Monday to Friday 9.30 - 4.30. We are on the High Street, with disabled access. The shop is also contactable via phone and email during opening times.

The shop is on the the Rotherham High Street. The shop provides a fantastic opportunity to engage with local people and promote Healthwatch and the wider voluntary sector. We advertise numerous events in our shop and on our notice boards and offer a full range of information on health and social care issues and services.

## Enter and View

As a critical friend our approach is to speak to the service provider first.

We realise that it is the service provider that will make changes to improve. The quicker they can do this the more people will benefit. That is why we aim to always talk to the provider first. We have found that some providers are not aware of what people's views are of their service, but they all welcome feedback from their customers.

Healthwatch Rotherham has not undertaken any Enter and View activities. The decision of when to use Enter and View is detailed in the Escalation policy.

We have had responses from all the providers we have contacted. Changes have been made to services following the comments from the public we have passed on. Our newsletters show the impact of our work.

The Board have not had enough evidence to support the use of our statutory power to Enter and View a health or social care setting.

## NHS Advocacy Service

Healthwatch Rotherham provides local people with an Advocacy service to help people make NHS complaints. We understand that making an NHS complaint can be difficult for some people for many reasons. We also take into account the comments we receive about services when a complaint is made. Within these comments, there is usually a positive issue.

The Advocacy service has helped 114 (last year 106) people to make an NHS Complaint.

Thank you very much for all your help.  
We couldn't have done it without you.  
Best wishes. Mr M

Some of the impacts that have occurred are a direct result of the advocacy case work undertaken. An example would be: Following a complaint raised with Rotherham Hospital a meeting was

arranged with the Integrated Medicine department. The hospital responded with both the Chief Operating Officer and the Head of nursing from the Division of medicine writing letters to the complainant expressing their sincere condolences. Not only has the patient experience been shared as part of the Hospital patient story for future learning, but the complainant was offered and has accepted an offer to present the story at one of the protected learning time events. The Hospital has openly shared that they are grateful for the feedback and are to make the necessary changes to improve the experience of patients and their relative at the Trust.

Wellbeing and Mental Health Strategy for Children and Young People, 2014-2019” for Rotherham. This also included an “Analysis of Need”, which outlined the specific challenges in Rotherham.

Recently Rotherham Youth Parliament produced a report “Mind the Gap - A report about Mental Health” in July 2015. This report made twelve recommendations which are reflected in the CAMHS Transformation Plan.

All CCG’s are required to develop a ‘Local CAMHS Transformation Plan’ and a need for a CYP CAMHS advocacy service is included within the Rotherham CCG CAMHS Transformation Plan. Healthwatch Rotherham have been fully involved in the production of the Local CAMHS Transformation Plan.

## CAMHS Advocacy Service

Healthwatch Rotherham provide an advocacy support service to children and young people (CYP) & families who are accessing or about to access mental health services

In December 2014, Rotherham CCG and RMBC jointly produced an “Emotional

The Transformation Plan recognises that enabling CYP to speak up is vital and a key part of individual involvement. It used extra funding to commission Healthwatch Rotherham to provide an advocacy role for 2 days per week.



# Giving people advice and information



## Helping people get what they need from local health and care services

Healthwatch Rotherham aims to provide people with as much information as needed and in a format which is best suited to help people to access the right services and make decisions about their care.

We have signposted 298 people to services.

Healthwatch Rotherham provides information and signposting in diverse ways to reach as many residents as possible. We have excellent links to and knowledge of service providers in the area, enabling us to empower people to make choices about their care.

“You give me so much confidence. When you say you will call back, you do that. When you say you are going to do something you do it”

Key methods used to provide information and signposting include:

- our shop on the High Street
- attendance at community events
- our stalls in the reception areas of Rotherham Hospital
- our user-friendly website

- presentations to community supports groups.
- prompt replies to email and telephone queries

One of our key challenges is recording the signposting activity we perform, because we simply just do it.

We have recorded signposting of 298 people (last year 301) to services. The most popular services are:

- Dentists Accepting NHS Patients
- NHS Choices
- Lifeline
- CAMHS
- Independent Age
- British Heart Foundation
- Age Concern
- Action on Hearing

We have a large selection of information leaflets and posters in our High Street Shop, plus our website, facebook and twitter accounts are updated regularly.

We are currently in the process of creating a directory of mental health services in the Rotherham area.

“I cannot thank Healthwatch enough, I feel just a simple thank you isn't worth the thumb I'm typing this with as you guys have maybe changed our lives forever. “ *Parent*

# How we have made a difference



## Our reports and recommendations

Your voice counts. From all the views, comments, compliments and complaints Healthwatch Rotherham has collected, we have seen many changes in health and social care.

These impacts benefit the citizens of Rotherham and ensure services are more effective in saving public money.

Some of these changes are...

Discrepancies on the wards on Rotherham Hospital have been identified regarding discretionary parking tickets. The hospital are working to make wards more aware about the offer available.

St Annes Surgery agreed to make complaints forms and processes more visible both in the actual surgery and on their website. Also they are changing the complaints forms to be more legible and easily understandable.

When a podiatry service was going to close down in Swinton in February, the first thing they did was to contact Healthwatch to let us know that the service was going to stop at its current location in 6 months time but also to seek ideas on how the patients could be helped with alternative arrangements for that area such as a new location.

A person who had a bad experience last year following a broken arm, returned to hospital this year as they had broken the other arm. After the previous experience

they were very apprehensive as the first visit made them contact Healthwatch Rotherham to put in a complaint about the experience they had received. The second experience was much better and they could see the changes that the hospital said it was going to make after the complaint implemented and experienced at first hand. The assessment was done immediately and after care sorted before leaving the hospital.

Healthwatch Rotherham has supported a client around a case of teenage cancer. The Walk-in-Centre is developing a workshop to train staff in recognising that although teenage cancers are rare, they often present to emergency and urgent care services such as Walk-in-Centre's and Out of Hours. To ensure that staff have further awareness of the possibility of serious illness in teenagers who present with unusual symptoms and that critically no assumptions should be made about the individual teenager and all assumptions and signs are treated on their merits. The Walk-in-Centre have chosen to adopt Teenage Cancer Trust charity as the focus of their fundraising activities for 2016.

## Working with other organisations

When we identify significant concerns or a member of the public requests it, we share information with the Care Quality Commission.

The Care Quality Commission (CQC) monitor services' performance against national standards. They regulate:

- Treatment, care and support provided by hospitals, GPs, dentists, ambulances and mental health services.
- Treatment, care and support services for adults in care homes and in people's own homes (both personal and nursing care).
- Services for people whose rights are restricted under the Mental Health Act.
- Registered care homes and commissioning activity.

They have the power to enforce change and in some cases closure of services which do not meet the standards of good quality and safe services.

We have passed concerns to The CQC which has aided their visits to care providers.

The working practices between Healthwatch Rotherham and the CQC are highlighted in case studies presented to other local healthwatch as good practice. The report was called "Local Healthwatch and CQC Working Together". Healthwatch Rotherham helped CQC to gather information

reaching groups across the outlying areas of Rotherham.

**Rotherham Healthwatch shared a significant amount of good quality information about local people's experience of using and accessing services at their local hospital. It included 77 pages of themed comments that were dated and related to specific services and wards - valuable and easy to use intelligence that we couldn't have accessed anywhere else."**

**CQC Information Analyst**

The views and comments we have received from the people of Rotherham have been used to feed into The Rotherham NHS Foundation Trust Quality Accounts. Quality Accounts tell the public which areas of quality the organisation has worked on over the last year and what they plan to work on in the coming year.

Healthwatch Rotherham has assisted with PLACE assessments at Rotherham Hospice and The Rotherham NHS Foundation Trust.

Healthwatch Rotherham has made strong links with the organisations which

commission health and social care services in Rotherham.

Regular meetings take place with commissioners and quality leads, giving us the opportunity to raise the issues and comments the people of Rotherham give to us.

We have worked with the Dementia Alliance to become a Dementia Friendly Organisation. All Healthwatch Rotherham Staff have had dementia training and all have become Dementia Friends. Our Dementia Action Plan can be found at [http://www.dementiaaction.org.uk/members\\_and\\_action\\_plans/3122-health\\_watch\\_rotherham](http://www.dementiaaction.org.uk/members_and_action_plans/3122-health_watch_rotherham)

Healthwatch Rotherham successfully delivered a jointly branded Healthwatch Rotherham and Rotherham NHS CCG event at the New York Stadium, which included the Rotherham NHS CCG AGM. The Rotherham NHS CCG were very happy as the atmosphere was great and the AGM part was well attended with a higher attendance than previous years. Ray Hearne took peoples comments and made them into a song, which was sung prior to the start of the AGM.

Healthwatch Rotherham and the Rotherham NHS CCG did a piece of work together around support from Patient Participation Groups.



## Healthy Balance event

Wednesday 3rd June 2015 at New York Stadium

<b>11am-1pm</b>	<b>Market stalls highlighting key projects and the current big issues</b> <ul style="list-style-type: none"><li>Developing your Emergency Centre</li><li>Transforming mental health</li><li>Keeping children safe</li><li>Watching our figures</li><li>Efficiency challenge</li></ul> <b>Healthwatch – launching 'how we listen to you'</b> <p>We want this to be an opportunity to raise issues important to you and to your community, and to design the way we listen to you in the future.</p> <p>In addition the fabulous <b>Ray Hearne</b> will be capturing your comments and words and writing a song to present to the Annual General Meeting (AGM). Don't miss the opportunity to have your words immortalised!</p>	<ul style="list-style-type: none"><li>Primary care</li><li>Healthwatch</li><li>Changing the lives of people with long term conditions</li><li>Medicines waste</li></ul>
<b>1-2pm</b>	<b>NHS Rotherham Clinical Commissioning Group (CCG) AGM</b> <p>CCG will present an overview of achievements, and future plans and challenges. Members of the public are invited to attend, and will be able to ask questions and offer comments.</p>	
<b>2-4 pm</b>	<b>NHS Rotherham CCG Governing Body</b> <p>Members of the public are invited as observers.</p>	

Drinks and a sandwich will be available. If possible, please book a place to allow us to better plan! It would be helpful if you can let us know in advance if you plan to attend. **Call Naomi on 01709 302114 or email [naomi.jarrett@rotherhamccg.nhs.uk](mailto:naomi.jarrett@rotherhamccg.nhs.uk)**

**We really want this day to be accessible to everyone. If you need support to attend, or materials in an accessible format, please let us know what we can do to support you to get to the venue and on the day. You can call or email as above to talk about any support that you need.**

Healthwatch Rotherham staff took part in a super-learning day at Wales High School, with 150 pupils involved, delivering “Nothing About Me Without Me” workshop about the NHS constitution. The hour long sessions were delivered by Healthwatch Rotherham staff and volunteers.

“In Practice: School Engagement  
Healthwatch Rotherham wanted to start conversations with students in local secondary schools about their local NHS services. “  
Get Your Rights Resource Kit - National Children’s Bureau

All Healthwatch Rotherham staff along with some Healthwatch Rotherham volunteers undertook some ASIST: Applied Suicide Intervention Skills Training.

Healthwatch Rotherham is a member of the:

- Rotherham Health and Wellbeing Board.
- Rotherham Adult Safeguarding Board.
- Rotherham NHS CCG Patient, Public Experience & Communications Sub-Committee.

Healthwatch Rotherham attends:

- Rotherham NHS CCG Primary Care Sub-Committee.
- Rotherham NHS CCG CAMHS Transformation Plan
- NHS England (North Region, Yorkshire & the Humber) Patient Experience Forum.
- The Rotherham NHS Foundation Trust Patient Experience Group
- Rotherham NHS CCG Patient Participation Group
- Healthwatch England Regional and national update meetings.

## Rotherham Health and Wellbeing Board

Healthwatch Rotherham is a full member of the Rotherham Health and Wellbeing Board with Tony Clabby (CEO) attending.

Healthwatch asks questions of the other members of the board with the comments and issues the citizens of Rotherham bring to us.

An example is the following minute:

“Health and Wellbeing Steering Group  
Would support and steer the work of the Board, co-ordinate the work of the Strategy and action plans and inform the Board’s future work programme.  
Healthwatch Rotherham would also be represented to ensure connection with local people and it would be chaired by the Director of Public Health.” (February 2016)



## Stakeholder Feedback

80% strongly agreed and 20% agreed that Healthwatch Rotherham is a respected voice in the borough.

Rotherham MBC performed a stakeholder feedback survey on the Healthwatch Rotherham Service.

The results of that feedback survey were.....

- 60% of respondents agreed and 40% strongly agreed that Healthwatch Rotherham reflects a range of views, not just the loudest voices.
- 60% of respondents strongly agreed and 40% agreed that Healthwatch Rotherham proactively engages with local communities.
- 80% strongly agreed and 20% agreed that Healthwatch Rotherham is a respected voice in the borough.
- 40% strongly agreed and 40% agreed that Healthwatch Rotherham is influencing health and care services and systems in the borough.
- "The CCG enjoys a very constructive relationship with Healthwatch and will continue to work closely with them to ensure patient voices are heard".
- "Excellent at engaging young people"
- "I think it does very well with limited resources and capacity"

# Our work in focus



# Our work in focus:

## Prescribing of transgender medications

**It was brought to our attention the problems that some members of the transgender community are having in accessing medication. A letter was sent to Rotherham NHS CCG regarding prescribing transgender medications**

We were informed that the pathway for transgender services is commissioned by NHS England.

### Why are transgender medications no longer prescribed by General Practice?

Traditionally there has been very little prescribing for transgender patients undertaken by GPs. Recently increases in the caseload means that it is unsustainable for the clinics to continue to manage all the prescribing and they have begun to request that the patients GP take over the prescribing. The majority of GPs have little if any experience of prescribing for transgender patients and are being requested to prescribe medication outside of its licensed indications. Many GPs do not feel competent to take over the prescribing and do not believe that the current arrangements for the transfer of prescribing to the GP are safe and could place the patient at risk. Our discussions with NHS England would imply that this is not just a South Yorkshire problem but similar issues are being experienced across England.

### Why some general practices are refusing to work with the shared care protocol (SCP)

SCPs are usually written in collaboration and ratified by all stakeholders. CCGs and GPs have not had the opportunity to input into the production of the current SCP and as a result there are some issues that are of concern to GPs regarding patient safety. The South Yorkshire and Bassetlaw (SYB) CCGs and local transgender clinic are currently rewriting the SCP to address this.

### What plans the clinical commissioning groups have, if any to improve accessibility to services for transgender community to timely receive prescribed medications.

Work is already under way to rewrite the SCP, once completed GPs should be more confident and supported to take on the prescribing of medications for the transgender community. There is a consensus across all five CCGs in South Yorkshire and Bassetlaw to work with NHS England to resolve transgender medication issues, and improve the support in the community for transgender patients.

As a result of discussions, the CCG are currently looking at piloting a named GP for transgender medication.

# Our work in focus: Young Ambassadors

Rotherham Healthwatch developed an innovative programme with young people to promote wellbeing and healthy living. The Rotherham Young Healthwatch Ambassador Programme aims to give young people (aged 12 - 25) a voice in the design and delivery of the health services they receive.

This programme was initially piloted with a group of young people from Wales High School. Healthwatch Rotherham Staff took part in a super-learning day at Wales High School, with a 150 pupils involved, delivering “Nothing About Me Without Me” workshop about the NHS constitution.

The aim is that the young Ambassadors will act as peer educators, opening up access to a wide range of health services and promote positive messages about being safe and healthy.

Our first young ambassador is now a governor at RDASH and featured on an ITV news bulletin regarding experiences of a young person placed in an adult mental health unit.

Young Ambassadors and Healthwatch Rotherham staff have taken part in SafeTalk Training, which was training on suicide awareness. Members have featured on an ITV news report about transition between children and adult mental health services.

A small number of Young Ambassadors were invited to visit Swallownest Court Hospital by Rotherham NHS CCG (Clinical

Commissioning Group). The remit for the visit was to look at staying in the hospital from a young person’s perspective. The report they produced was sent to the CCG and to the service.

The Healthwatch Rotherham Young Ambassadors are going to support the implementation of the Rotherham Child and Adolescent Mental Health Services Review of children and young people’s voice and influence. This is a major success for the Young Ambassadors.

The Young Ambassadors meet monthly and receive their own newsletter to keep them up to date with news and events.

We were really impressed with the passion, commitment and desire they (Young Ambassadors) showed and are really grateful for the brilliant ideas and recommendations they put forward. We are looking forward to implementing these and to them visiting us again in the future. Dan - Barnardo’s

# Our work in focus: Changing Face of GP Services

Healthwatch Rotherham and Rotherham NHS CCG worked together to put on a public engagement event around key elements of the CCG commissioning plan, at a time when feedback can actively influence the direction of travel and the plans of Rotherham NHS CCG.

It was agreed to focus on primary care, and the changes and challenges the future will bring.

At Healthwatch Rotherham's suggestion external facilitators were brought in to run 2 sessions, namely Ian Macmillan (Poet), and Tony Husband (Cartoonist), who together used creative techniques to capture comments and feedback.

Over 110 people were booked onto the event.



It was agreed to run two sessions, one during the afternoon, and one early evening to enable access for those who were

working during the day. This was successful to a large extent with the evening session proving less popular but attracting a significantly younger audience than many engagement events.

**“It was a great way to engage the audience and be creative and perhaps be out of our comfort zone but not in an awkward way. Don't think I have ever laughed so much at an event like that which made a pleasant surprise.”**

The two sessions came up with many solutions around several key themes:

- Triage/who do I see?
- Self Care
- Access and alternatives
- Using 111
- Mental Health
- Patient Information

All the input from the session went to inform the Rotherham NHS CCG Primary Care Strategy.

# Our work in focus: CAMHS

Following many comments raised about the Rotherham CAMHS service and 2 reports by Healthwatch Rotherham, a contract performance notice was issued by Rotherham NHS CCG to RDaSH. Healthwatch Rotherham actively contributed to the remedial action plan and subsequent CAMHS Transformation Plan.

Enabling Children & Young People (CYP) to speak up is vital and a key part of individual involvement. Healthwatch Rotherham has an advocacy role but is only commissioned to provide this service to adults (but has acted several times in an advocacy role for young people). The Rotherham NHS CCG, through the CAMHS transformation plan commissioned Healthwatch Rotherham to deliver a CYP advocacy service.

Children & Young People are better represented and their voices heard. Services are developed that people want and value. Working in partnership with young people and parents/carers in monitoring services also is key to ensuring real quality, and better outcomes for service users.

Healthwatch Rotherham continues to work with RDaSH and meets with the new assistant director on a monthly basis to discuss issues as they arise with the objective of getting issues resolved as quickly as possible.

Healthwatch Rotherham has supported a number of people through the RDaSH complaints process.

I cannot thank Healthwatch enough, I feel just a simple thankyou isn't worth the thumb I'm typing this with as you guys have maybe changed our lives forever. Parent

“Without Healthwatch Rotherham there is no way we would have got this outcome especially this quick. I cannot fault the care we have had at CAMHS over this last 8 weeks and how our faith in the system has slowly been restored” Parent

# Our work in focus: Learning Disability

Following a lobbying campaign by Healthwatch Rotherham CEO, we have successfully persuaded Rotherham NHS CCG and Rotherham MBC to address the issue of unequal access to learning disabilities and autism services faced by Rotherham residents. Up to now, in Rotherham, someone had to be below an IQ threshold of 50 in order to access the service. This has now been raised to 70, to bring it into line with other local authorities. This change of the threshold means that people with mild or moderate learning disabilities can now access the service.

## How did the issue come about?

Healthwatch Rotherham holds the NHS Complaints Advocacy service in Rotherham and this issue came to our attention as part of an advocacy complaint. So we investigated further and found that inequity was compounded by the fact that Learning Disability services in Doncaster and Rotherham were delivered by the same organisation, Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) with different thresholds. This could leave Rotherham Learning Disability Services open to challenge under equality legislation!

## What did you do?

The CEO, raised the issue with the Rotherham Metropolitan Borough Council (RMBC) and the NHS Rotherham CCG (RCCG), as the service provision is jointly

commissioned. He also raised the issue at Health and Wellbeing Board level.

A joint paper from RMBC and RCCG went to the Health and Wellbeing Board called “Transforming Services for People with a Learning Disability and/or Autism” This paper describes a population based approach which expects CCGs, LAs and NHS England specialist hubs to work together to look at what services were needed for the local population with a learning disability and/or autism across a Transforming Care Partnership footprint area. This provided the ideal opportunity to raise the issue with the Health and Wellbeing Board around the unequal access in comparison to surrounding local authorities.

Healthwatch Rotherham greatly appreciates the willingness of Rotherham NHS CCG Chief Operating Officer Chris Edwards and Rotherham MBC interim director of adult social services Graeme Betts to resolve this issue.

**“I applaud the commitment of Healthwatch Rotherham and other agencies in bringing about this change.” John Healey - MP**



# Our plans for next year



**Jan**

**Feb**

**Mar**

**Apr**

**May**

**Jun**

**Jul**

**Aug**

**Sep**

**Oct**

**Nov**

**Dec**

## Future priorities

Our plans for 2016/17 will naturally be determined by the comments we are receiving from the public and we need to be flexible and adaptable to meet those challenges.

We will be working together with Rotherham CCG to improve the engagement and participation of Rotherham residents in improving health and well-being across the Borough.

We will continue to monitor the implementation of the Local CAMHS Transformation Plan and highlight any areas of continuing concern.

One area of focus this year will be around older people services, with more focus on social care and the integration Health and Social Care.

We are also going to look at issues around LGBT access to services.

We also hope to launch the first Healthwatch Rotherham Awards in order to recognise the excellent work that takes place across the Borough.

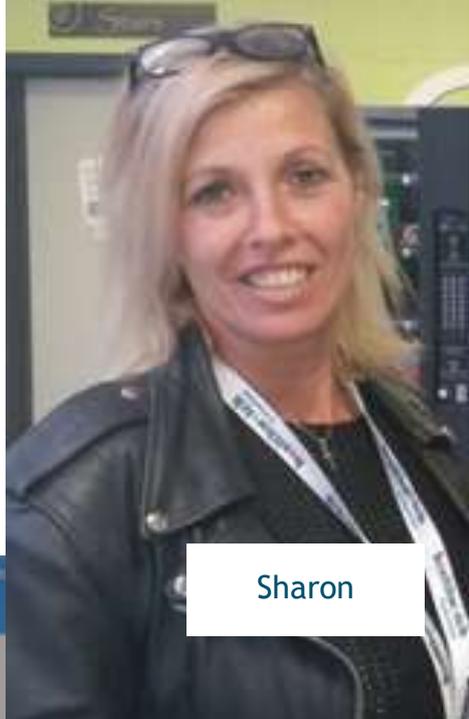
You Retweeted  
**rush\_house** @rush\_house · 15h  
@rush\_house hosted a launch of our film about drug addiction The Messenger. @HWRotherham + young ambassadors here.



# Our people



Anne



Sharon



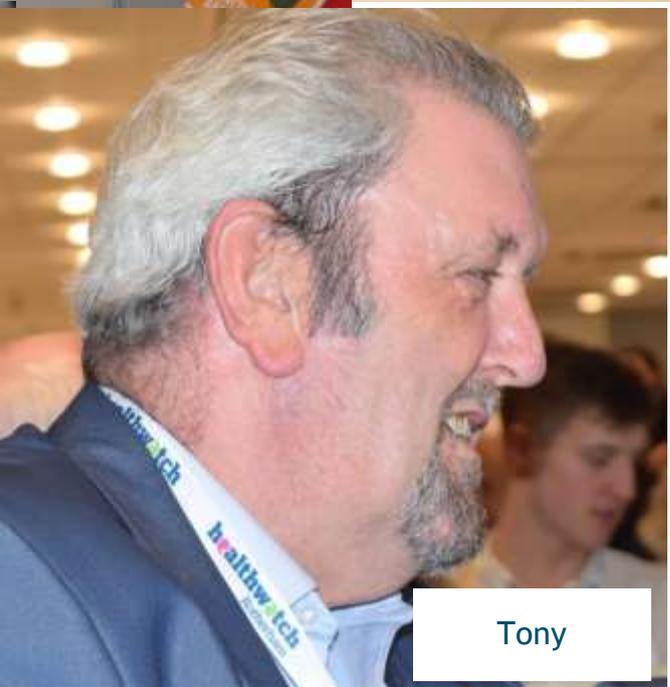
Mike



Nathan



Steve



Tony

## Staff

At the end of March 2016, Healthwatch Rotherham employs 6 members of staff.

- 🌱 Tony Clabby - CEO
- 🌱 Nathan Batchelor - Information & Research Officer
- 🌱 Anne Lemm - Advocacy Officer
- 🌱 Sharon Cope - Children & Young Peoples Engagement Officer
- 🌱 Steve Mace - Engagement Officer
- 🌱 Mike Horne - Advocacy Officer

## Decision making

Key decisions and work planning are based on the evidence that Healthwatch Rotherham collects from the citizens of Rotherham. They use the decision support tool to aid them and to prioritise the work.

The decision support tool collates the public comments and the local and national strategic relevance. The Board play an important part in gathering and feeding in the strategic relevance as they attend the 6 health and wellbeing board priority workstreams.

The escalation of issues is determined by the operational staff using the escalation policy. This is then fed into the Healthwatch Rotherham Board.

## Volunteers

The board is made up of volunteers who were selected due to their skills and experiences.

The Healthwatch Rotherham board and as of 31st March 2016 were:

- 🌱 Naveen Judah
- 🌱 Sue Barrett
- 🌱 Chris Smith
- 🌱 Gary Kent
- 🌱 Paul May
- 🌱 Catherine Porter

The Board make key decisions in our organisation and set the direction of the work we do.

Plans are to increase the number of directors over the coming year. A skills matrix exercise has taken place to see which skills are currently missing.

We recognise that volunteers vary in their availability due to other responsibilities such as work, caring or their own health needs and take this into account.

**The volunteers have dedicated a total of 605 hours to Healthwatch ensuring that local people have their say about Rotherham's Health and Social care services.**

Wendy Cosgrove has volunteered and provided much valuable help and support during the year. Wendy has started to organise a coffee morning on the last Tuesday every month in the Healthwatch Rotherham Town Centre Shop.

## Young Ambassadors



Active young ambassadors during the year were:

- Rebecca
- Ashley
- Toni
- Tom
- Darren
- Georgia
- Abbie
- Anthony

They have attended:

- Health & Wellbeing Working Groups.
- Meet the Mayor
- Premiere of Rush House Fixers Film
- Rush House Drop In
- Anti-bullying Campaign briefing
- National Children's Bureau
- NHS Youth Forum

## Workplace Students

In December, four third year medical students from Sheffield University were on placement with Healthwatch Rotherham for 4 weeks. The students helped support Patient Participation Groups in GP Practices.

Feedback from the students: *"I really enjoyed working with everyone, it was great to see what Healthwatch do and great to be a part of it for a little bit! I think that it would be really good to follow through with just 1 GP practice or maybe 2 for the whole 4 weeks and work with them for the aim being the PPG meeting at the end of the 4 weeks. It would be good to get the ball rolling with the GPs early so have meetings with practice managers in the 1st week so that they can discuss what they want and how the med students can help. Think it would be great for the med students to do that as they get to (hopefully) go to a GP that's struggling for PPG members and then by the end hopefully have more members as a result of their work!*

*I do think that the meetings that we went to were also really good as they give you a bit of background behind why there are PPGs as well as the structure of the CCG etc. Also any meetings with hard to reach groups like we saw is great as its something that we would come accross but not really know where to refer and things like that so that was an eye opener*

*It was great fun working with you guys so please pass on my thanks to everyone again"*



# Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		215,000
Additional income		29,836
Total income		244,836
EXPENDITURE		
Operational costs		9,641
Staffing costs		146,117
Office costs		28,805
Provision for contingent liabilities		55,230
Total expenditure		239,793
Surplus for the year		5,043

## Get in touch

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<b>Website:</b>	<a href="http://www.healthwatchrotherham.org.uk">www.healthwatchrotherham.org.uk</a>

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Health and Wellbeing Board, Overview and Scrutiny Committees, and our local authority Rotherham Metropolitan Borough Council.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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