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Message from our Chief Executive

This report details just some of the changes that we have helped to bring about. Our limited resources have been reduced once more but we will endeavour to achieve maximum impact with what is available to us.

Since the last annual report we said “Bon Voyage” to our Chair Naveen Judah and fellow director Gary Kent. They both started with Healthwatch Rotherham (HWR) from the beginning. I thank them personally for the strong contribution and support they have both given to me. Replacing them on the Board are Karen Biddle and Phil Turner. Many thanks goes to the Board for all the support they have offered.

At a time when health and social care budgets are being cut, the need to work collaboratively becomes essential. We have won the respect of the key stakeholders and sit in the unique position of having a clear view, without any conflict of interests.

We are delighted that the local authority had the confidence in HWR to reward us with a new contract but sadly it comes with a further 10% reduction in our budget in the forthcoming financial year and another 10% reduction for 2017-18. This has resulted in having to make one of our staff members redundant thereby reducing our capacity to deliver the service that the public deserves.



Prevention is high on the agenda of all of our key stakeholders. The challenge of balancing the pressure to make savings now, against investing in prevention, is often debated. This is reflected in strategic discussions and provides opportunities for us to be ‘a critical friend’ in these processes.

We have had very positive responses so far to the Mental Health directory and the Health and Social Care signposting directory that we have produced. They are available on our website to download and we have a few printed copies in the office.

During the year we have seen huge success for two individuals. Sharon Cope was highly commended winner in the Athena International Leadership Awards coinciding with International Womens Day and Georgia Pell (one of our young ambassadors) was winner of the Voluntary Action Rotherham Young Volunteer award.

Our priority is always to listen to people’s concerns and feedback. Remember to let us know about your experiences of health and social care. The feedback we receive helps us to improve and they are included within the report.

The year at a glance

This year we have produced a mental health services directory and a general health & social care directory



24 volunteers supported us during the year



Our volunteers gave us 792 hours of exceptional service



We supported 116 advocacy cases in the last year



We have gathered 27,859 comments in the past 12 months about health and social care in Rotherham



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



your voice improving your services



NHS Services

Family doctors
NHS Choices website
NHS Walk-In Centre
Hospitals
Accident and Emergency
999 - Ambulance
Dentist
Pharmacy
Optician
NHS 111



Social Care for Children and Families

Family Information Service
Children with disabilities
Parenting and family support
Childcare advice and information
Adoption and fostering
Counselling and support
Young carers



Public Health

Stop smoking services
Health Checks
Wellbeing service
Sexual health services
Substance misuse services
Health trainers
Child health



Adult Social Care

Home care
Supported living
Equipment and home adaptations
Support services for carers
Residential care
Day centres



healthwatch
Rotherham

01709 71 71 30

www.healthwatchrotherham.org.uk

Who we are

We are here to make health and social care better for Rotherham people. We believe that the best way to do this is for local services to be designed for local people's 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 (HWR) 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.

HWR will be the first point of contact for all of Rotherham's communities and individuals, to support 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 outcomes 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.

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

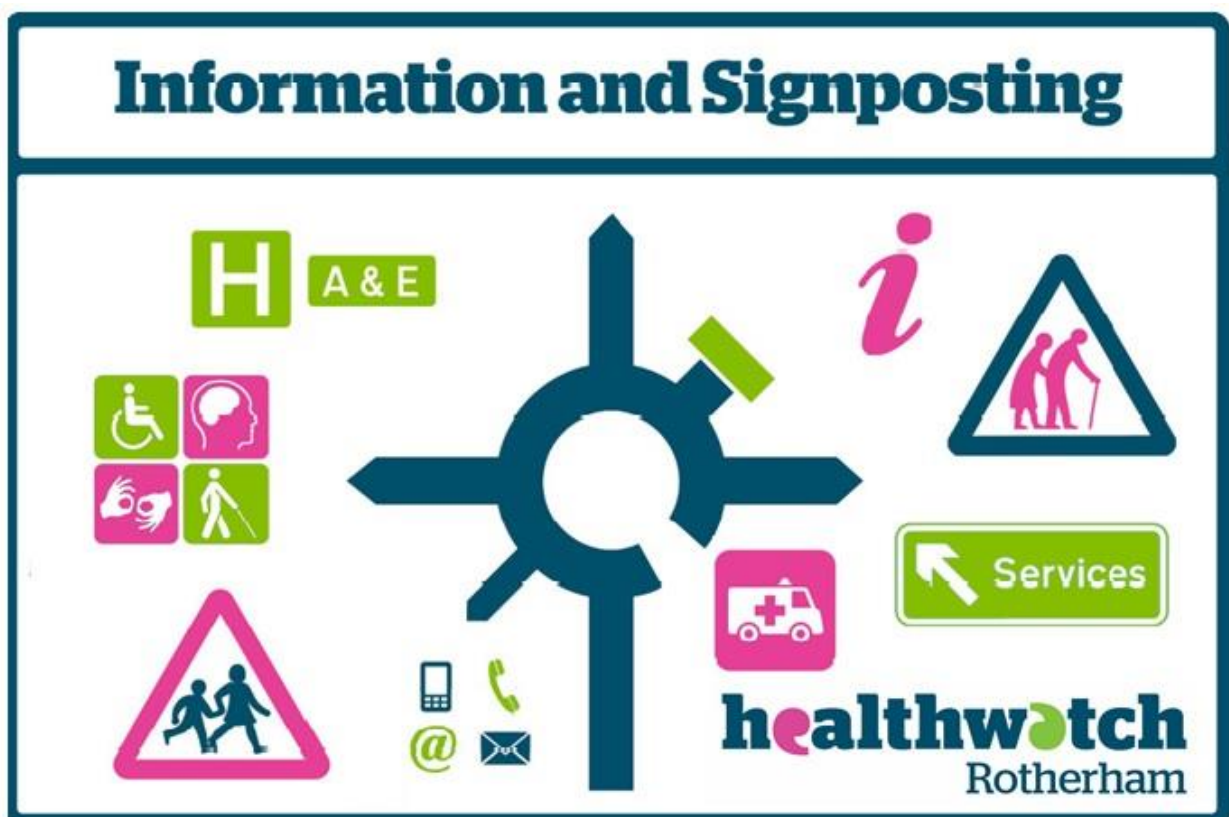
To report your views, needs and experiences to the people who plan, commission and provide health and social care services

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 informed choices can be made.



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
- Town Centre shop
- Friends and Family comments from The Rotherham NHS Foundation Trust
- Radio
- Older People's Summit
- Permanent display at Rotherham Hospital



We recognize that social 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.

A significant investment was made in a new innovative CRM System, provided by LHM Media. This system allows Rotherham 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 27,859 comments (last year it was 4,557) 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 share appropriate intelligence with strategic partners to influence the planning of statutory NHS and social care services ensuring that the information gathered is used to improve services.

We had to cancel our drop in sessions across Rotherham Borough as demand on advocacy meant the engagement officer job role changed to that of advocate to cope with demand.

Healthwatch Rotherham attended the Freshers Fair held by Rotherham College. The stand was manned by Healthwatch Rotherham Young Ambassadors.



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 provides a fantastic opportunity to engage with local people and promote Healthwatch. 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.

“Healthwatch Rotherham organised for Cartoonist Tony Husband to present an animated depiction of his dad to help spread dementia awareness. The new addition to the street scene is above the offices of Healthwatch Rotherham, which promotes awareness of dementia.”

(RMBC Cabinet and Commissioners Decision Making Meeting - 10 October 2016)

Enter and View

Section 186 of the Health and Social Care Act 2012 provides for local Healthwatch to carry out Enter and View: Enter and View visits can be announced and arranged in advance with the service provider or unannounced if there is a serious concern. Enter and View is the opportunity for staff and volunteers to visit Health and social care premises, observe the nature and quality of care and to collect views from service users, visitors and staff

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 our 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.

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 service provided by Michael my advocate and other Healthwatch staff was fantastic. The knowledge of my advocate was really impressive, if there

was anything he was unsure of, he would find out the answer and come back to me. Without Healthwatch, I would have really struggled to express my feeling and complaints in a calm and professional manner to other services. Having Mike there with me to attend any face to face meetings was a huge bonus, without him I would have gone alone. I would highly recommend Healthwatch to friends and family”

.....
Laura (Client)

The Advocacy service has helped 116 (last year 114) people to make an NHS Complaint. An additional 74 issues were raised informally and they all achieved their desired outcome.

“Healthwatch get things done, they are like superheros - they listen”

.....
(A parent)

“Dear Anne, Thank you so much for the moral support and for making me laugh.”

.....
Felicity (Client)

Child And Adolescent Mental Health Service (CAMHS) Advocacy

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

The service is funded by the Rotherham NHS CCG and is part of the CAMHS Transformational Plan.

To date the CAMHS advocacy service has dealt with 28 cases. All clients who have used the CAMHS advocacy service are asked to give a satisfaction score. So far all the satisfaction scores have been 5 out of 5 in terms of positive satisfaction with the service offered by Healthwatch Rotherham.

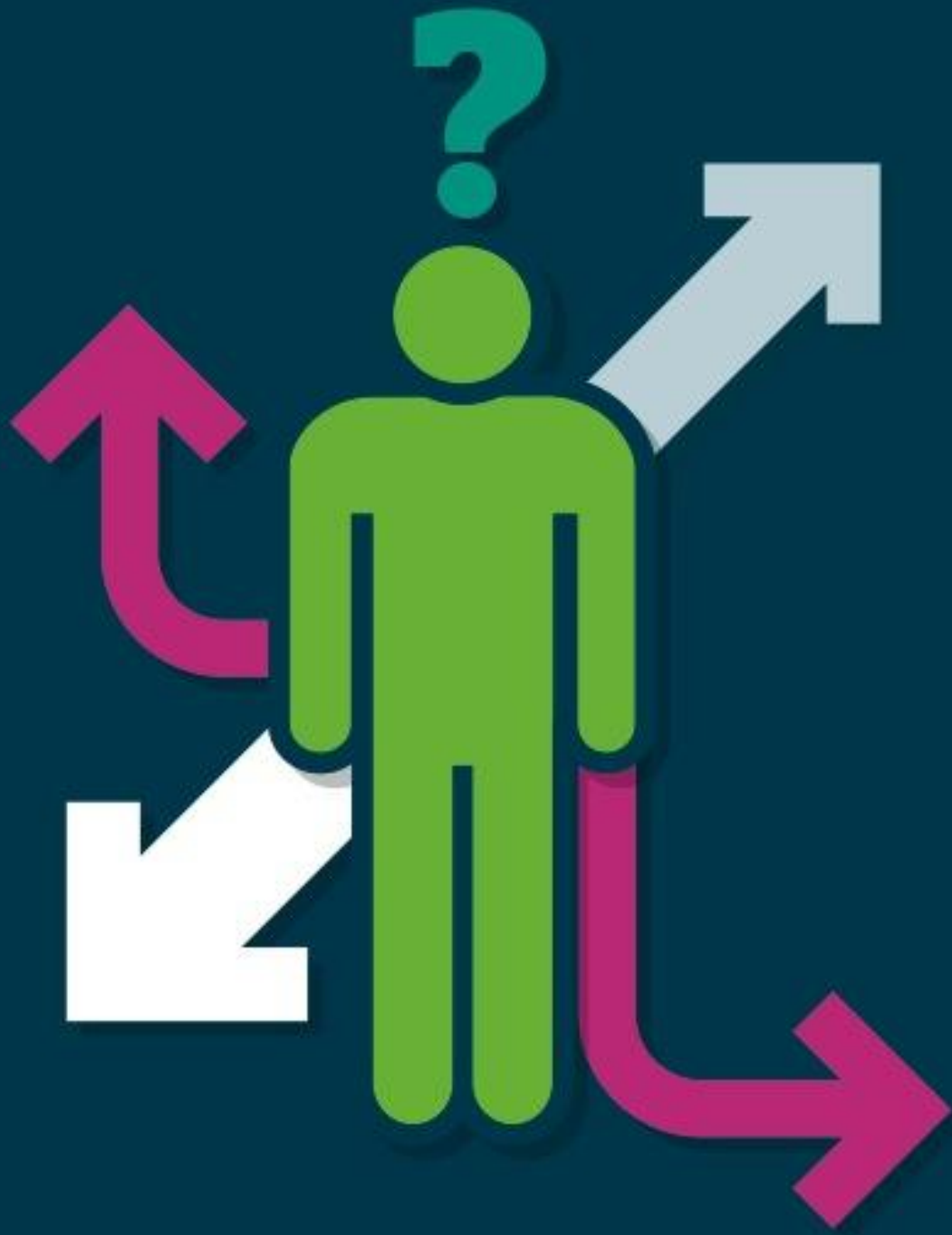
The service works to help with understanding the CAMHS process and decisions.

“I would like to say a massive thank you for all your help given to us with our complaint to CAMHS over the lack of help and support received from them. Since you have been involved my daughter has received a lot more support, an apology from CAMHS themselves and better provision for her future treatment, something which I would have been unable to do myself. Also a big thanks for the information you sent signposting other services for us to access, greatly appreciated Thanks very much

A Parent



Giving people advice and information





“Healthwatch is worth its weight in gold and we will forever be grateful. I would recommend anyone to your service as you give 100 percent to your families. Again “Thank you” even if it does not feel like I can show you how grateful. Lastly it’s great to meet people who do and say what they promise.”

Gemma (Parent)

One of our key challenges is recording the referral and signposting activity we perform. 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
- Cloverleaf Absolute Advocacy
- Rotherham Parents Forum
- RMBC Complaints Officers

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 have produced a Mental Health Services Guide listing all the services available and also created a Health and Social Care Signposting Directory. These guides were sent to the GP Practices and other agencies as well as hard copies in the Healthwatch Rotherham office and downloadable on the website.

“The directory of mental health services provides an excellent resource for the public and clinicians alike“

Julie Kitlowski
(Rotherham NHS CCG Chair)



Healthwatch Rotherham supported World's AIDS Day, with a display in the Office window and with the Young Ambassadors doing a reading at the awareness event that took place in Rotherham.

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...

A GP Practice reviewed its procedures following a complaint raised. The person who made the complaint said the practice cannot do enough for her dad now as a result.

Another GP Practice reviewed its procedures following an issue around childhood cancer.

- As a result of complaints made regarding A&E at Rotherham Hospital the following has been put in operation:
- International rounding has been introduced every hour
- Developing a patient champion role
- Lead co-ordinator for communication
- Increased nursing numbers

Following an advocacy case, The Rotherham NHS Foundation Trust have put in place a new pathway to support patients presenting with stroke symptoms. The doctor concerned during a meeting held with the complainant and the doctor, reflected upon his

interventions and actions and acknowledged that in hindsight would have managed the situation differently.

Outcomes following a complaint raised about a miscarriage:

- Reminder regarding patient copy of the consent form to be given to patients
- Only gynaecologically trained staff to give telephone advice regarding miscarriage management
- Feedback to teams regarding sensitive use of terminology following pregnancy loss
- Include “how do parents want baby referred to e.g. name” in miscarriage pathway documentation.
- Keep patients up to date

A person who had transgender treatment agreed had been waiting 3 months for a letter to confirm the treatment. Healthwatch made a phone call and the letter was sent out the following day.

Concerns raised in relation to the care and treatment received from the Gender Identity Service especially around the length of time for a referral letter to be sent out. As a result of the issue raised the administrative team has reviewed its procedures and will aim to ensure correspondence is issued within three working days of any intervention. The deadline to be moved to a maximum of seven working days should staff shortages exist.

Healthwatch Rotherham contributed to the National Healthwatch England report

of dentistry. Issues identified by Healthwatch Rotherham and other members of the Healthwatch network has resulted in the following changes occurring on NHS Choices on the dental practice records:

NHS Choices

- any dental practice that hasn't updated their information for more than 3 months will then display 'data not available - the practice hasn't provided information in the last 90 days';
- introduce a mandatory 3 month review cycle, and reset information for any practice that hasn't reviewed their information within 90 days;
- will overhaul the descriptions on the site to make them more user friendly and meaningful;
- improve the editing interface for dental practices and build an automated email reminder system that will allow practices to validate or update their information in the most convenient way possible.

Rotherham Doncaster and South Humber NHS Foundation Trust have made the following changes when an issue was brought to their attention:

- All staff to record discussions regarding the potential side effects and risk associated with prescribed medication of any dosage within the daily record in patients' electronic records. This should include details of any patient leaflets etc given.

- Information given by patients that they they are taking an above prescribed dose of any any prescribed medication should be brought to the attention of the prescribing doctor or non medical prescriber. Advice should be sought as to how to safely reduce the dosage to the prescribed level.
- All staff to complete information governance training regarding the sharing of confidential information.

A young person was successfully re-assessed for autism and another young person as placed back on to the care pathway following discharge.

“I would first like to make you aware of the excellent service provided by Healthwatch Rotherham. Their help in getting accountability and responsibility for my son's death has been invaluable, especially my appointed advocate Mr Michael Horne. I will be forever grateful for Healthwatch's professional handling of my case. The work Healthwatch do in helping people from the community of Rotherham is invaluable.”

Patricia (Client)

Working with other organisations



Rotherham National Citizen Services visit

Rotherham National Citizen Service group visited Healthwatch Rotherham to see how the two services could work together.

Healthwatch Rotherham identified that no (statutory) Autism strategy was in place for Rotherham and are working with RMBC and Rotherham NHS CCG on the Autism All Age Strategy working group.

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.



I would like to say a big thank you for your support and coming to a meeting with me with the Integrated Youth Support Serviceworker regarding transgender. The information was great and very helpful. I really appreciate the meeting with the young man going through his journey and the way he explain things to me was eye opening. If it wasn't for you I wouldn't have known where to find the information as to who to talk to and what direction to take. Your continuing support with introducing me to the transgender parents group. I really appreciate all your work.

Dear Anne,
Thank you so much for the moral support and for making me laugh.

The directory of mental health services provides an excellent resource for the public and clinicians alike

healthwatch

Rotherham

It will be strange not having contact with the healthwatch crew! You really have been amazing. I know you'll say, you're only doing your job, BUT to me you've been a little lifeline. I couldn't have achieved what I have, without your help and I'll be forever grateful for that.

I would like to say a massive thankyou for all your help given to us with our complaint to CAMHS over the lack of help and support received from them. Since you have been involved my daughter has received a lot more support, an apology from CAMHS themselves and better provision for her future treatment, something which I would have been unable to do myself. Also a big thanks for the information you sent signposting other services for us to access.

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.

The service provided by Michael my advocate and other Healthwatch staff was fantastic. The knowledge of my advocate was really impressive, if there was anything he was unsure of, he would find out the answer and come back to me. Without Healthwatch, I would have really struggled to express my feeling and complaints in a calm and professional manner to other services. Having Mike there with me to attend any face to face meetings was a huge bonus, without him I would have gone alone. I would highly recommend.



Healthwatch is worth its weight in gold and we will forever be grateful. I would recommend anyone to your service as you give 100 percent to your families. Again "Thank you" even if it does not feel like I can show you how grateful. Lastly it's great to meet people who do and say what they promise."

Healthwatch get things done, they are like superheros they listen

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CQC Information Analyst

Healthwatch Rotherham attends the Quality Summit’s that are arranged to discuss CQC reports.

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. PLACE assessment are in place for assessing the quality of the patient environment. The assessments apply to hospitals, hospices and day treatment centres providing NHS funded care.

The assessments will see local people go into hospitals as part of teams to assess how the environment supports patient’s privacy and dignity, food, cleanliness and general building maintenance. It focuses entirely on the care environment and does not cover clinical care provision or how well staff are doing their job.

Healthwatch CEO took part in a day long mock inspection of the Hospital.

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 that the people of Rotherham give to us.

Healthwatch Rotherham has supported Rotherham Parents Forum, by providing space for drop-ins to be hosted on a Wednesday evening in our town centre office. Regular meetings between Healthwatch Rotherham and Rotherham Parents Forum take place to share learning and understanding and to prevent duplication of work.

Healthwatch Rotherham has also built up a relationship with Rush House, with the Young Ambassadors hosting weekly voice and influence session.

In conjunction with Rotherham NHS CCG, Healthwatch Rotherham performed a survey around prescriptions and if certain items should be included on prescription. The results of the survey fed into the Rotherham NHS CCG decision making on this topic.

Healthwatch Rotherham were part of the Rotherham Older People's month in October, working together with Age UK Rotherham and Rotherham Older Peoples Forum. The summit is covered within this annual report (page 26)

Healthwatch Rotherham is a member of the:

- Rotherham Health and Wellbeing Board and Sub Groups.
- Rotherham Adult Safeguarding Board and Sub Groups.
- Rotherham NHS CCG Patient, Public Experience & Communications Sub-Committee.
- Urgent Emergency Care Network Board.
- Rotherham Dementia Alliance.

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.
- The Rotherham NHS Foundation Trust Clinical Governance Committee.
- Rotherham NHS CCG Patient Participation Group.
- Healthwatch England Regional and national update meetings.
- Rotherham NHS CCG PPG Network.
- Rotherham Working Together Partnership.
- CQC and Healthwatch England Joint Working Together.
- RMBC Child Centre Borough Group.
- Living with and Beyond Cancer Steering Group.
- Sexual Health Group.
- Rotherham Early Years and Help Group.



“For Healthwatch Rotherham to be delivered effectively, local relationships with stakeholders are required to build legitimacy and influence impact. Healthwatch Rotherham has built positive cooperative working relationships with RMBC, Rotherham CCG, The Rotherham Foundation Trust, and Public Health. Healthwatch Rotherham is a full member of the Rotherham Health and Wellbeing Board and a briefing is provided on the views of local people relevant to the agenda.”

(RMBC Cabinet and Commissioners Decision Making Meeting - 10 October 2016)

At the Healthwatch England National Conference, Healthwatch Rotherham hosted a session on the CAMHS service seeking debate on the issues across the network. The challenge was made to Healthwatch England to take forward CAMHS as a national issue.

“This session was very good Rotherham has had some issues with CAMHS. There were many people in the room from other Healthwatch and it seemed common that people have issues with CAMHS all over so further work could highlight these issues.”

Healthwatch Blackpool

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.



All the team at healthwatch
Thankyou for all your help and
support through our bad times
We appreciate it so much

This heartfelt message
comes to you today,
To thank you more than
words can say.

Love
Paul & Tracy
Lad
Lad

Our work in focus



Our work in focus: Older People Summit

On Friday 7th October, Healthwatch Rotherham held an Older People's Summit at the New York Stadium. The event formed part of Older People's month in Rotherham.



62 people attended as participants in the listening table discussions. 22 people attended to host and be involved with the listening tables. A guest speaker was also in attendance from Age Friendly Manchester. 5 members of Healthwatch Rotherham staff were present along with 2 volunteers. In total 92 people were present.

The event was opened by Councillor David Roche, Chair of Rotherham Health and Wellbeing Board and Cabinet Member Adult Social Care and Health. A short presentation took place from Rotherham Public Health before Paul McGarry - Strategic lead, Age Friendly Manchester gave a speech on the work taking place to make Manchester an age friendly city.

People then walked around the room visiting the various listening tables. On each table were very senior lead officers from The Rotherham Foundation Trust, Public Health, Safeguarding Adults, RDASH, CCG, RMBC Councillors, South Yorkshire Police and Age UK.

“It gave an insight into what is available for older people in Rotherham.”

The themes and comments from each table were verbally fed back on the day and in a subsequent report. Following the event the providers in attendance were asked what actions they had taken.

“I did not know what to expect. It was brilliant. Lots of information and very nice people.”

Actions from the summit were:

The Rotherham Foundation Trust reviewed the content and updated the outpatient letter.

The Rotherham Adult Safeguarding board is to work with Age UK and Rotherham Older People's Forum to look at scams and what can be done in the Borough to protect and help victims.

Rotherham Public Health are building all the feedback that they have received into their Ageing Better Framework for Rotherham.

October is Rotherham Older People's Month 

Older People's Forum
Rotherham

Saturday 1st October at Rotherham Minster

Older People's Day

10.00am to 12.00pm

A free drop-in event in partnership with South Yorkshire Police.

‘Being Safe’ – providing information and thinking about how to stay safe and avoid being a victim of scams against older people.

healthwatch
Rotherham

Register your attendance for this event by calling 01709 717130 or by email: info@healthwatchrotherham.org.uk or just pop in to our shop at 33 High Street, Rotherham.

Friday 7th October at New York Stadium

Older People Summit

9.30 (Registration) - 10am to 1pm

FREE event—light lunch provided

Health, Social Care, Police Services will be there to listen to you. This is an opportunity for you to tell heads of services your experiences and expectations

Rotherham ageUK

Register your attendance for this event by calling 01709 386831 or by email: lain.cloke@ageukrotherham.org

Friday 28th October at Rotherham Town Hall
10.30am to 2.45pm

Age Friendly Rotherham
A conversation about a strategy for our ageing society

FREE event—light lunch provided

A meeting for older people with leaders from support agencies to think together about how we can respond locally to tackle issues created by an ageing society, so that Rotherham is a great place to grow older in a world where everyone is able to love later life.



Let's Get Rotherham Talking

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.



Young ambassadors have attended and now host the Rush House pre-established voice and influence session and in true Voice and Influence spirit this has now been renamed “Hear our Voices” at the request of those who attend. During their involvement they have taken the group in a new direction and are actively engaging the services that the young people want to talk to.

“Our connection with Healthwatch has been established for some time as a service, however, this became a stronger connection when myself and Sharon spoke at an event we were hosting to launch a film we had produced. Sharon (and her young Ambassador Georgia Pell) expressed a real passion and enthusiasm for engaging Rush House young people and so the link was made.”

.....
Lisa (Rush House)

Young ambassadors took part in the Recovery Games coming fourth out of over

30 teams. The Recovery Games celebrates recovery from drug and alcohol dependence, and is a chance for teams of service users, volunteers and staff to work together, competing against other teams from within the Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) and from services across the region.

The Young Ambassadors visited St Basils in Birmingham to learn about a social action project and to see if the concept could be replicated in Rotherham.

During Christmas, a campaign to help a young Rotherham women return home for Christmas was started and the fundraising target was reached.

For World Aids Day, two Ambassadors gave readings during the awareness event held. The Ambassadors also took part in the first Rotherham Carnival, by taking part in the Carnival and also by decorating the window so people walking past on the Carnial procession could see support.

Our work in focus: Sustainability and Transformation Plan (STP)

Healthwatch Rotherham and Voluntary Action Rotherham (VAR) were commissioned to undertake engagement on the South Yorkshire and Bassetlaw Sustainability and Transformation Plan.

As part of this work we worked together to undertake 10 conversations targeting wherever possible harder to reach groups, 2 focus group discussions and encourage participation in completing the survey.

The Rotherham Integrated Health and Social Care Place Plan, details the joined up approach to delivering five key initiatives that will help achieve the Rotherham Health and Wellbeing Strategic Aims and meet the South Yorkshire and Bassetlaw's Sustainability and Transformation Plan (STP) objectives. A copy of the Place plan can be found on the Rotherham CCG website

The following approach was used:

- To describe the STP briefly as context, but to base the majority of the conversation on the Place plan.
- To be very clear about what could be changed and what not - i.e. some elements could only be information

The aims of the engagement exercise were to

- a) Raise awareness with people and communities, especially those less likely to access mainstream information, of the issues facing the NHS and social care in South Yorkshire and Bassetlaw and the thinking so far of the STP partners in addressing these.
- b) Gain feedback on the thinking in the STP to shape the future direction of health and care in the region.
- c) Increase engagement and motivate people to be involved in shaping health and care in their region.
- d) Understand to what extent people and communities are willing and able to get involved in taking more control of their own health.

HWR focussed on seldom heard voices and hosted interactive sessions with the deaf community via Deaf Futures, Rotherham Older Peoples Forum, Rotherham Parents Carers Forum and Rush House residents reaching a total of 106 people and establishing a contact list for NHS England.

Our plans for next year



Future priorities

Our plans for 2017/18 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.

Our CEO Tony Clabby has been invited to be a member of the CQC Children and Young People's Mental Health Review Expert Advisory Group. This is a national review to improve access to high-quality mental health services for children and young people and their families across the Country.

We will seek to continue to play a central partner role in Rotherham's Autism All Age Strategy, which was initiated after Healthwatch Rotherham highlighted gaps in services and provision. We also aim to undertake work around Autism, Healthwatch Rotherham applying for an Autism Friendly Award and also possibly Autism accreditation, both awards are through the National Autistic Society.

We will continue to work with the deaf community to understand and assist with the issues they are facing, particularly, around BSL interpreters. To aid with this work, we are putting in a text messaging service for the deaf community - text 07483 987741 and we will text back.

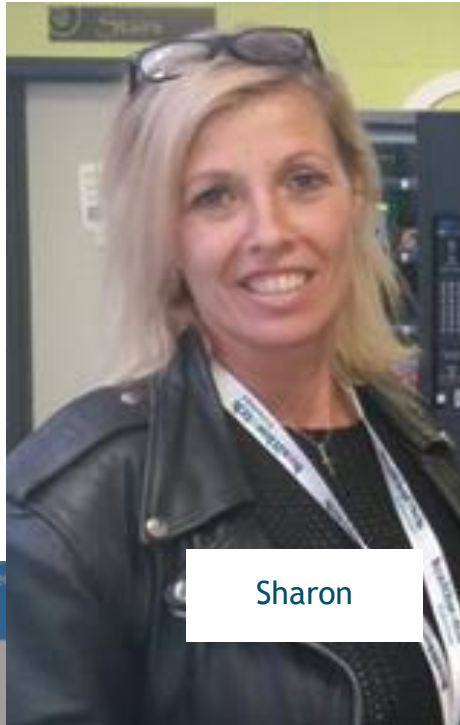
We will continue to provide highly rated advocacy services both for general NHS complaints and targeted CAMHS complaints.

We will undertake research into the issues around the understanding of "power of attorney" as part of our commitment to Rotherham Adult Safeguarding Board.

Our people



Anne



Sharon



Mike



Nathan



Steve



Tony

Staff

At the end of March 2017, 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
Advocacy Officer
- Mike Horne
Children & Young Peoples
Advocacy Officer / Advocacy
Officer

Sadly, due to budget cuts, we will be losing Sharon's post in June.

During the year, staff have completed the following training:

- Working with People with Learning Disabilities
- Autism Awareness
- End of Life Care
- CSE Awareness
- Safeguarding.

Sharon Cope was highly commended in the ATHENA International Awards. This relates to her work with the Young Ambassador scheme and helping drive and support the young people in the project.

"It will be strange not having contact with the healthwatch crew! You really have been amazing. I know you'll say, you're only doing your job, BUT to me you've been a little lifeline.

I couldn't have achieved what I have, without your help and I'll be forever grateful for that."

.....
Laura (Client)

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

“The governance of Healthwatch Rotherham is well established. How the service is managed is essential to ensure the credibility of the organisation especially when they are challenging providers about their services. How the views from members of the public are gathered and used to determine where changes are required is clear, along with the process to be followed in approaching providers about changes required.”

(RMBC Cabinet and Commissioners Decision Making Meeting - 10 October 2016)

Volunteers

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

During the year Naveen Judah and Gary Kent both resigned from the Board.

Karen Biddle and Phil Turner both joined the Board. Karen had used the Healthwatch Rotherham advocacy service and was so impressed and wanted to put something back that she opted to join the Board. Phil Turner, is a retired journalist after spending many years working for the Rotherham Advertiser.

The Healthwatch Rotherham board as of 31st March 2017 were:

- Paul May
- Sue Barratt
- Chris Smith
- Catherine Porter
- Karen Biddle
- Phil Turner

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

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 792 hours to Healthwatch ensuring that local people have their say about Rotherham’s Health and Social care services.

Wendy Colgrave has volunteered and provided much valuable help and support especially around publishing two resource directories.

Georgia Pell is a Young Ambassador and was awarded the Rotherham Young Volunteer Award presented by Voluntary Action Rotherham in October. The judges said “She shows great compassion and empathy for her peers and has been willing to share her own story to help give insight and hope to others. A

natural leader, charming, charismatic, integral and inspiring are all words attributed to Georgia - it's a pleasure and a privilege to see the journey she has made."



Georgia went to Pakistan as part of the British Youth Council.

Young Ambassadors

Active young ambassadors during the year were:

- Georgia
- Toni
- Lisa
- Deren
- Darren
- Anthony
- Rob
- Nat
- Adele
- Shim
- Jovan
- Pip
- Corry

They have attended:

- Health & Wellbeing Working Groups.
- Rush House Drop In
- Do it for Dylan (Water safety)
- Numerous training sessions
- Reclaim the night
- RotherFed
- Mama Africas Young Mind
- Hate Crime Advocacy (2 young ambassadors qualified)
- Voice and influence partnership
- RotherFed groups
- Rotherham Parents Forum
- Building better futures
- RMBC Young Person complaints steering group
- International women day celebration event
- South Yorkshire Police Hate Crime workshops

One of our young volunteers wrote the following about why they volunteer and what it means to them.

"Time and time again my friends and family question me as to why I do the amount I do completely voluntarily. For some unknown reason they don't understand why I dedicate so much of my free time to causes such as report writing, leafleting, and generally making a fuss over things that are part of our established and structured society. They believe I prioritise wrong, and my A Levels should be more important, or they think I am fighting an endless battle with

people who simply give us an audience to either tick boxes or to silence us from speaking out.

There is more to it than that.

The volunteering I do is in a variety of areas but with a main influence. Voice and empowerment. Simply just listening to a group of young girls talk about and have interest in topics like disability, bullying, and self esteem gives me the sense of achievement as it means their voices can be heard. Alternatively, writing reports on issues that effect young people such as mental health services and transport, gives them a voice to service providers which previously they may not have had. Small things like that make it worth while.

Despite no monetary gain, and sometimes no recognition or immediate action, the fact I'd helped another individual have their voice heard is worth it. The fact that I could have been the only person who had had a conversation with that person that day is worth all the hours and work put in.

At times it is frustrating. Especially when no progress can be seen, or a strategy is put in place with multiple strategies that follow it. It does get to you, and it does mean that sometimes you want to cry, or give up- but it only means you care. It only means that you believe in what you are doing.

Volunteering isn't for everyone and I know that. But for me it's been something that has created second families, and shown me what my real passions are in life. It's given me character, and it's given me invaluable skills. It's helped shape me in to who I am and the courses I've applied for at university and the apprenticeships I've looked at as well. It's something which plays a massive part in my life and is invaluable to me. That's why I dedicate my time to others, no other reason. (Toni)"

Another volunteer, who wants to remain anonymous wrote: "I was a resident of Rush House when I was introduced to the Young Ambassadors as they ran a session there. My friend became a Young Ambassador and I saw in such a small amount of time how much she's changed for the better. She became more happy and achieved amazing goals. This inspired me to start coming to more sessions and eventually I became a Young Ambassador myself. Through becoming a Young Ambassador I was introduced to the project "Who Do I Turn To?". The potential for the project was immense and I am so grateful to be asked to take part. I've always wanted to make a change and help young people and now we have a platform to do it. Sharon, the team and the project has given me so

much motivation, confidence, pride and purpose and I truly believe we can make a change. These people gave me someone to turn to and now it's my turn.”

Workplace Students

In December, two third year medical students from Sheffield University were on placement with Healthwatch Rotherham for 4 weeks.

Chloe Hobbis and Peter Clarke helped with the creation of a signposting directory for health and social care services.

“Thank you for making us both welcome during our time with you. Everyone we had contact with was so caring and helpful. It was really interesting in seeing how all the services work with each other.”

Dee and Nat who are Young Ambassadors did work placement, through Lifeskills, offering administration support to the Young Ambassador programme.



Our finances



INCOME Year End 31/03/2017		£
Funding received from local authority to deliver local Healthwatch statutory activities		193,500
Additional income		20,000
Total income		213,500
EXPENDITURE Year End 31/03/2017		£
Operational costs		32,954
Staffing costs		157,793
Office costs		14,114
Provision for contingent liabilities		7,056
Total expenditure		211,917
Surplus for the year		1,583



Get in touch

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We will be making this annual report publicly available by 30th June 2017 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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It's toon time in town

CARTOONIST Tony Husband unveiled an animated depiction of his dad on Rotherham's High Street to help spread dementia awareness.

He revealed a large version of the cover of *Take Care, Son*, his poignant book charting late father Ron's experience of living with the condition.

The new addition to the streetscene is above the offices of Healthwatch Rotherham.

Chief executive Tony Clabby said: "I got involved with Gallery Town and started thinking about what we could do creatively to link that with health.

"I'd met Tony before and knew he'd done this book about dementia, so I thought it would be good if we could do something with the front cover.

"We're a member of Rotherham Dementia Action Alliance and trying our best to be a dementia-friendly organisation."

He added: "It's a cause close to my heart. My mum suffered from it and Tony's book struck a chord with me.

"So it was great that Tony agreed to it and was able to come to Rotherham to do the unveiling."

Tony, whose strip *Yobs* has been in *Private Eye* for 32 years, said cartoons suited discussing dementia because they go straight to the point.

He added: "It's the simplicity of the cartoon that suits this subject. The book is just me talking to my

dad. There are funny moments followed by sad moments, just as there were for us.

"There's him going outside in his pyjama bottoms, leaving the tap on but then also him moving from his cottage into a home, where he couldn't take his dog, Lossie."

The success of the book has seen Tony invited to speak on dementia across the country, including to 200 doctors in London.

He added: "I was really honoured and proud to be invited

to Rotherham to unveil this sign."

An animated version of *Take Care, Son* is in the works by Lupus Films — the people behind *The Snowman*.



Rotherham Advertiser



TAKE CARE, SON: Tony is pictured at the unveiling with guests outside the offices of Healthwatch Rotherham 161082-1

This initiative is part of our commitment to raise dementia awareness

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Rotherham

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