



# Healthwatch Rotherham Annual Report 2013/14

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# Easy Read



## About Healthwatch Rotherham

Healthwatch Rotherham helps local people say what they think about health and social care services in Rotherham.



This information helps health and social care services change the way they work for the better.



## Healthwatch Rotherham:

- Is part of the local Health and Wellbeing Board. They tell the board what people in Rotherham think of health and social care services.



- Supports people to make a complaint about NHS services.



- Reports any worries about health and social care services to Healthwatch England and the Care Quality Commission (CQC).

## Changes that have happened this year



This year Healthwatch Rotherham has seen lots of changes in health and social care in Rotherham.

## Some of the things we have helped change:



- Rotherham hospital has changed the information patients get before they have an operation. This is because some people said it was hard to read.



- Staff at a local doctor's surgery have been given training about helping patients with cancer.



- People who have problems seeing now find it easier to get the ball at the end of their white stick replaced.

## Enabling local people to monitor the standard of local care services.



Healthwatch Rotherham has shared people's views about health and social care services with Rotherham Doncaster and South Humber NHS Foundation Trust, Rotherham Foundation Trust, Rotherham Council and Yorkshire Ambulance service.



Each year these services have to write a report called "Quality Accounts". "Quality Accounts" say what each service will work on over next year.



Healthwatch Rotherham will check that all of these services are doing what they said in their "Quality Accounts".

## Making reports and recommendations



Healthwatch Rotherham has told health and social care commissioners (people who buy services) of any issues they have found with services.



### **Providing advice and information about access to care services.**

Healthwatch Rotherham wants to make sure that people have the right information so they can make decisions about their care. We have helped 86 people access services.



Healthwatch Rotherham has lots of leaflets, posters and information on our website, Facebook and Twitter pages.



### **Working with the Care Quality Commission**

When Healthwatch Rotherham is worried about a health or social care service we tell the Care Quality Commission (CQC). The CQC check that health and social care services are doing their job correctly.



### **Sharing views with Healthwatch England**

Healthwatch Rotherham tells Healthwatch England what people in Rotherham think about health and social care services.



### Healthwatch Rotherham has told Healthwatch England that:

- Lots of people are confused about where they can make a complaint about NHS services.



- Transgender people have had problems with their old hospital notes being linked to their new notes.



- Decisions about funding meant that some people were having to stay in mental health hospitals for longer.

### Engagement Methods and Activities (finding out what people think)



To make sure Healthwatch Rotherham is a success our service needs to be accessible so that lots of people can have their say about health and social care services.



Healthwatch Rotherham uses its website, Facebook, Twitter, local events, telephone, email, drop in sessions and our high street shop to find out what people think.



But we know that some groups find it hard to get their voice heard so we have set up groups to help people do this. (See page 28 of this booklet to find out more).



Our shop is open to the public 6 days a week Monday to Friday 9.30-4.30 and Saturday 10.00 -2.00. Our shop is on Rotherham High Street and is accessible.

### Who are our members?



- 393 people are members of Healthwatch Rotherham.
- 575 Organisations are members of Healthwatch Rotherham.

All our members are sent a newsletter, which tells people what we have been doing and it is free to join.



### The Board and Governance

Our board is made up of 8 volunteers. The board makes decisions about the work Healthwatch Rotherham should do (see page 32 for more information).



### The Health and Wellbeing Board

Healthwatch Rotherham is a member of the Health and Wellbeing Board. This board looks at health and wellbeing in Rotherham.



Healthwatch Rotherham makes sure that the voices of people in Rotherham are heard at these meetings.



Naveen - meets with the manager of Healthwatch Rotherham before meetings to make sure he knows what the people of Rotherham's views are on topics.

### Recognition of good work



Lots of people who have used our services have said that Healthwatch Rotherham is doing a good job.



**“Our success is going to be judged by how well the community know us”**

Naveen Judah Chair Healthwatch Rotherham

## Foreword

Healthwatch Rotherham came into being during a time of wholesale changes to the way health and social care services are planned, purchased and delivered. These changes have their origins in both local and national challenges.

*“If we are going to crack these really big challenges, the only way to do it is to think about the issue from the patient’s point of view and not the needs of the institution, the hospital or the system”.*  
Jeremy Hunt (Secretary of State for Health)

To some extent the need for local Healthwatch has arisen out of seminal national reports that contain key phrases such as “no culture of listening to patients”, “complaints made but nothing done about it”, “limited understanding of how important and simple it can be to genuinely listen to the views of the public and engage them in how to improve services”, “the patient voice should be heard and heeded to all times”, “ensure providers using services are routinely involved and ‘own’ their care planning and activities”.

Whilst these reflect a national view, all communities to a larger or lesser extent, including Rotherham, have to take on board these comments. During the short time of our existence it is obvious that both health and social services in Rotherham have taken this on board.

This is reflected in the manner they have engaged with the public and us when presented with evidence of potential issues. However as services continually change, the impact on the user changes and this has to be fed back into the learning loop. This also means that Healthwatch Rotherham will have to be continuously creating opportunities for people to seek service improvements.

We will continue working in partnership with the commissioners and providers as their ‘critical friend’ and encourage them to use a variety of ways to engage with patients, carers and service users - particularly for those who suffer most disadvantage.

At Healthwatch Rotherham we judge ourselves not only by levels of activity but on ‘impact’. The positive feedback we have had about Healthwatch Rotherham leads us to believe that our approaches are sound in principle. For this I have to thank the Board, the staff and the volunteers of Healthwatch Rotherham for accomplishing so much in our first year. Having said that, what we have achieved would not be possible were it not for the cooperation of all our stakeholders not least the providers and commissioners.

I hope you agree that the contents of this report are generally positive in nature. However there is still much to be done. A task that my Board, staff, volunteers and I are looking forward to.

*Naveen*



# Our Work

## Introduction

Healthwatch Rotherham gives local people a powerful voice locally and nationally. We work to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Rotherham is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

We have taken on the work of the Local Involvement Networks (LINKs) and we: - represent the views of people who use services, carers and the public on the Rotherham Health and Wellbeing board, set up by local authorities - provide a complaints advocacy service to support people who make a complaint about NHS services - report concerns about the quality of health and social care to Healthwatch England, which can then recommend that the Care Quality Commission take action. We aim to always work with local providers and commissioners, creating a partnership approach to improve local provision using the evidence we gather.

- ✓ 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 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.

## OUR MISSION

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 the local people's following rights



## John Healey, MP for Wentworth and Dearne and former Shadow Health Secretary:

“The NHS seems to be subject to constant change. Local government budgets are being slashed. People might be worried at seeing local services cut back or moved, or concerned about increasing pressures on healthcare staff.

“That’s why Healthwatch Rotherham has such an important job.

They’re the independent voice of the community, helping providers understand the needs of us all as local patients.

“And they’re there to listen to your views and experiences - good or bad - then use this information to challenge people in charge.

“Most of us experience excellent NHS and Social services care. But if there are shortcomings, Healthwatch can hold managers to account and help”



## Changes that have happened this year.

**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...

The Rotherham NHS Foundation Trust *changed* information given to patients before an operation, following feedback that it was hard to read.

Commitment from a GP practice to *change its way of dealing with the return of cancer* for its patients. Training was given to staff.

The Rotherham NHS Foundation Trust reviewed its complaints process using the views of people who have used Healthwatch Rotherham.

GP flu jab letters contained the phrase 'chronic illness' when people receiving the letter felt that they do not have a chronic illness. St Ann's medical practice *has now added* 'chronic illness/long term condition' to its flu jab letters.

The Local Authority was giving mixed messages regarding personalisation, this led to an *increase in training to staff* on this subject following our feedback to them.

RDaSH, Rotherham NHS Foundation Trust and Rotherham Hospice have all requested Healthwatch leaflets to send out with complaints and compliments they receive.

Health and social care commissioners are *reviewing the pathway* for help for the post diagnosis of autism in children; the public voice has pushed this up in priority for commissioners.

Staff from Continuing Health Care now *carry more information about their service* and hand them out to the families and service users.

RDaSH have now *changed their website* to address concerns raised by Healthwatch Rotherham.

A group has been formed after coming to Healthwatch Rotherham after they experienced a problem. Healthwatch Rotherham put on a mediation meeting to bring the two groups together to discuss their issues. Since then the "friends of Davis Court" group and RMBC are working together. *60 residents have regular bingo with high quality donated prizes and they are hoping to plan days out with residents from money raised.*

We raised an issue nationally regarding patient notes after a patient had undergone gender reassignment. When a new NHS number is given, clarity is required regarding the use and transfer of previous notes. *NHS England checked with all health providers in South Yorkshire and Bassetlaw, they found they were all safely handling new NHS numbers following gender reassignment.*

The process of receiving replacement roller balls for walking sticks for the visually impaired *has now changed* following concerns raised.

Following an issue discussed at a drop-in session, an issue has been referred to the *children safeguarding team*.

We have been made aware of two service users that were waiting for funding arrangements to be in place whilst they were fit for discharge. *The two individuals concerned have now been discharged from hospital* following Healthwatch raising the issue. It was identified that there are insufficient processes in place locally, meaning that people are staying in hospital when they are fit to leave, NHS England has called for *the council and health commissioners to review their protocols for Section 117 aftercare arrangements*.

## We have also changed our service due to feedback from the public

We have updated our website to highlight our advocacy service

We have now made our newsletter available in large font for those who requested it.



“Healthwatch has provided us with honest, straightforward feedback based on people’s experiences and their ideas for improving the quality of health and social care. We are using this information to change our thinking and improve the way services are designed and provided. Over the next 12 months Healthwatch will provide a vital contribution to our response to the new responsibilities set out in the Care Act and the integration of health and social care services in Rotherham.”

Tom Cray, Rotherham Metropolitan Borough Council Strategic Director Neighbourhoods and Adult Services

## Gathering people's views and making those views known.

Healthwatch Rotherham has been gathering local people's views over the last 12 months. We have gathered 717 comments about care 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.

**'I went to my GP then to hospital. It was good in hospital but the GP was rubbish'** Feedback from the Rotherham Show

This comment raises issues about the GP and the hospital making 2 issues. In the last year we have gathered 28,156 issues in total.

We use a number of engagement methods to gather people's comments. We also use local intelligence from the Rotherham Advertiser, Patient opinion website, I want better care website, NHS choices website and the GP annual survey. We ask that all comments are contextualized with the year of which their experience is gained from.

The comments and issues we gather are held on a secure database, comments are not linked to people's names, only the source they have been collected from.

On a regular basis we check which services are most talked about, positively and negatively. We then contact the service provider to tell them what we are hearing.

## 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 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 70 people which has led to services making changes to their provision and how they do things. This has helped others to have a better experience of care services.





My Wife and I used the Healthwatch Rotherham Advocacy service. Anne has been very helpful and reliable. We have seen changes at our local GP practice; we plan to join their newly set up Patient Participation Group.

Mr and Mrs Oldfield (Rotherham)

## Case Study Mr & Mrs Oldfield

Mr & Mrs Oldfield came to Healthwatch Rotherham in October 2013 because his wife had not been referred for investigation when she detected a swelling in her breast. Mrs Oldfield had had cancer before and felt the GP had delayed her getting help. As a result of their complaint the GP practice has put up posters about how to get help for cancer in the waiting area, the staff have received specialist training and the practice has now set up a patient participation group.

## Case Study Lord Hardy and Davies Court

In November 2013 Healthwatch Rotherham was approached by two concerned relatives of residents from Davies Court Care Home. The Rotherham Advertiser had reported the reduction of budget to the council and claimed it would put residents at risk. The concerned relatives did not feel that Rotherham Metropolitan Borough Council had adequately consulted with them or any of the other residents' families.

Healthwatch Rotherham contacted the Rotherham Metropolitan Borough Council and they agreed to a meeting with all the families in the Healthwatch Rotherham Office.

The evening meeting had over 30 family members attend along with the head of services and the care home managers. All attendees had the opportunity to ask questions some had been sent in from as far away as Hong Kong. The minutes of the meeting were distributed.

Each family was offered a one to one session with the service manager from the home that their relative or friend resided in.

All the families used their collective voice to be heard and they all had the same message from the service manager.

As a result of the meeting a collection of friends and families from Davies court set up a friendly society. They now work with the home to offer weekly bingo to 60 residents, they collect quality prizes, and they are planning day trips for the residents from funds they have raised.

## Enabling local people to monitor the standard of local care services

The views and comments we have received from the people of Rotherham have been used to feed into organisations' Quality Accounts. Each year, RDaSH (the Mental Health Foundation Trust), The Rotherham NHS Foundation Trust (Community Health and Acute Hospital), Rotherham Metropolitan Borough Council and The Yorkshire Ambulance NHS Trust (Ambulance 999 Service, Patient Transport, and 111 in Yorkshire), all produce 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.

The comments which we have received are passed anonymously to the above mentioned services. They are able to inform their quality accounts and focus on areas of improvement for the next year.

Healthwatch Rotherham monitors care services through the above system but also through our Trend Analysis process. If we hear about an issue more than once in a short space of time, we notify the provider of the service. We have an escalation process to deal with the issues and comments we receive. If we start to see a trend over a period of time, this is also subject to the escalation process.

When we notify providers and they tell us they are changing the way they do things, we go back to them to check and ask for evidence.

People in Rotherham are keen to see that the environment in which people receive care in hospital is of a good standard. We have supported Healthwatch Rotherham volunteers to conduct PLACE assessments.

During the work on PLACE, the volunteers see the environment from the public's eyes and identify the possible need for environmental changes which staff can become blind to. This helps the hospital to spot changes early and aims to improve the environment for all patients.

Volunteers have received training to conduct PLACE assessments with RDaSH and The Rotherham NHS Foundation Trust. They have been to the General Hospital and Breathing Space.





“Healthwatch provide an essential means of triangulating data and intelligence about the experiences local people have of the services provided by the Trust. Staff working in the community and the hospital lose the ability to see services through the eyes of the patient after working in the services for even just a short time and therefore we very much welcome the engagement of Healthwatch volunteers in quality visits such as the PLACE assessment and commentary in the annual Quality Account”.

Ms Tracey McErlain-Burns, The Rotherham NHS Foundation Trust, Chief Nurse

## The involvement of people in the Commissioning and Scrutiny of local care services.

Healthwatch Rotherham has made strong links with the organisations which commission health and social care services in Rotherham.

We have escalated the issue of lack of information for parents with children diagnosed with Autistic spectrum disorders (ASD). Following issues raised by parents, Healthwatch Rotherham has made commissioners aware of families who want to be involved in the development of pathways for children post diagnosis of ASD. The Commissioners welcome this offer. We hope that this work will start in autumn 2014.

We have strong links with quality assurance and scrutiny processes including, Health Select Commission, the Quality Surveillance group chaired and with the Quality and Performance unit.

Our regular meetings and the attendance at meetings with commissioners and quality leads, gives us the opportunity to raise the issues and comments the people of Rotherham give to us. We have done this using our escalation policy ([www.healthwatchrotherham.org.uk](http://www.healthwatchrotherham.org.uk) )

NHS England receives regular reports on trends from primary care services, Dentists, GPs, Opticians and Pharmacies. The Health Select Commission officer receives reports on the areas they scrutinise.

## Healthwatch sends over the views and comments of the public to the Health Select Commission

The comments from local people have added to three scrutiny reviews via Healthwatch Rotherham. In March 2014 Healthwatch Rotherham added to the Adults Continuing Health Care (CHC) service review. We highlighted the concerns raised by the people of Rotherham that CHC Service has a lack of locally relevant information about their service, including processes and time scales. We also raised the point that the links to the Mental Capacity Act were not clearly available.

The CHC service are developing a Mental Capacity Act leaflet for carers and has prompted CHC staff to always carry and provide the national CHC information leaflet for patients and carers.



“It is vital that people have their say on local health and social care and Healthwatch are engaging with the community in various ways to make sure this is happening.

Healthwatch learned from service users and their families that they would welcome more information about Continuing Healthcare services. Through Healthwatch talking to the provider this has now been improved, with information more readily available; one example showing how they have made a positive difference in Rotherham.

Healthwatch supported Members with their scrutiny review of support for carers by providing information, publicising the survey and encouraging carers to respond and contribute to the review.

The Health Select Commission and Healthwatch have developed a good working relationship during the past year, sharing information and work programmes so that our work is complementary. We expect to further develop our links in the coming year.”

Cllr Steele,  
Chair of Health Select Commission



**Rotherham**  
**Metropolitan**  
**Borough Council**  
**Where Everyone Matters**

## Making Reports and recommendations

Healthwatch Rotherham has reported issues and comments to the providers and commissioners of health social care services. We have done this through our escalation policy. Eight providers have been contacted, every provider has responded.

Reports are produced every six months or for some larger providers; every three months. The providers then report back to us what changes they have made or actions they have taken.

Where we have made the decision to find out more about a possible trend or have low level concerns about a service, we inform the service provider and report back to them our findings from any investigations/events. All further investigations are prompted by the people of Rotherham. We use a specially designed decision making framework and tool.

We have started work on:

- Special Education Needs and Disability (SEND). We are asking 16-25 year olds about their experiences of extra education support and how this has influenced their adult life. This report will be completed August 2014.
- RDaSH Children and Adolescent Mental Health Service (CAMHS) Parents are running an event for parents of children that have or currently use RDaSH CAMHS Service. We are looking at the culture and parents experience of accessing the service. The report will be completed July 2014.
- Barriers to accessing health care for looked after children. With the support of Rotherham Clinical Commissioning Group, we are concentrating on young people (12-25yrs) that have been through social services as a looked after child (fostered and/ or adopted) This report will be completed September 2014.

We have completed a report on:

- The Better Care Fund. The Health and Wellbeing board asked Healthwatch Rotherham to find out from the local people what joined up services should look like. The report was completed and published on the Healthwatch Rotherham website 20th February 2014. The recommendations were sent to the Department of Health on the 14th February 2014.



## Providing advice and information about access to 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 86 people to services. The most popular services are:

- Connect to Support. Connect to Support is a website where the general public, service users, carers and social work staff can view and purchase goods, products and support services from providers; seek information, guidance or advice and be signposted to appropriate services including community groups.  
[www.conecttosupport.org](http://www.conecttosupport.org)
- We have had 9 contacts with the people of Rotherham asking how to access out of hours and emergency dentists. The NHS 111 service reports that a high percentage of their calls from Rotherham people are about dentistry. Find out more at [www.nhs.uk](http://www.nhs.uk)

Due to the number of calls about the above two services, we are contacting the local dentistry committee and NHS England to help people find a local dentist.

We also have computer access in our Healthwatch office on the high street available for people to access the Connect to Support website.

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



## Working with the Care Quality Commission and examples of good practice

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. In one case we reported concerns about staffing levels. When they visited they checked the level of staffing and the use of agency staff in the service. There was no enforcement action taken.

Out of the 28,156 issues we have collected, 74% of these views are positive about the services people have received.

**'Everytime I have been to the Rotherham Hospital the service I have received has been fantastic'** collected from

**Maltby Drop in Session in March 2014**

When we receive positive comments about a service, we let the service know so they keep up the good work and replicate it. They can also tell commissioners that they are being recognised as providing a good service.

We have had 7 comments raised praising the work of the 999 Ambulance service delivered by the Yorkshire Ambulance Service NHS Trust. We have written to them which has resulted in staff being commended by the Chief Executive Officer for their work.

Other services we have written positively to are :

- Door 2 Door
- Action on Hearing Loss
- MA Fosters Dental Practice
- Greasbrough Medical Centre



## Yorkshire Ambulance Service

“We highly value the partnership approach being developed between Healthwatch Rotherham and Yorkshire Ambulance Service.

It was good to meet representatives of Healthwatch Rotherham at our 2013 Partnership Event where delegates took time to build their knowledge of our services and join discussions about future engagement opportunities.

We welcome Healthwatch Rotherham’s balanced approach to sharing all feedback with providers - giving equal weight to positive and negative feedback.

In 2013 Healthwatch Rotherham formally acknowledged the positive comments they had received from patients who had been attended by our accident and emergency clinicians. This feedback was passed to the clinicians concerned with a letter of commendation from our Chief Executive.”

Ms Della Cannings - Chair



Yorkshire Ambulance Service **NHS**  
NHS Trust

## Sharing views with Healthwatch England

Healthwatch England is our national body. We feed in local issues and they send us national issues which we may want to further investigate to raise awareness locally.

We have fed into national issues:

- NHS Complaints and the confusion people have with so many different avenues - over 70 different points of contact.
- Data.com when the Department of Health asked the public to agree to having information about them shared or to opt out by attending their GP practice. This led to the data.com project being delayed by six months.

We have raised the following local issues :

- The concern that people who were transgender having a new NHS number were being given an inconsistent approach to how their old notes were being linked to their new notes. This led to a South Yorkshire and Bassetlaw investigation to check a standard process was being followed.
- The concern that people were being delayed in mental health hospitals waiting for funding decisions. Locally the Commissioners are reviewing their funding arrangements to stop this happening again.
- The 43 comments from the Rotherham people effected by a local charity's decision to close dropin sessions for people who are effected by hearing loss/impairment.

All 152 Healthwatch across England which make up the Healthwatch network are working together to identify national trends. The future development of this process through compatible data collection will mean that Healthwatch England will have easy access to determine national issues.

**Part of Healthwatch England's mission is leading the Healthwatch network to ensure their local insight has national impact and our national insight has local impact.**





# Working with the people of Rotherham

## Engagement Methods & Activities

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:

Method	Number of contacts
Facebook	85
Website	15,301
Twitter	532
Local events	141
Telephone	186
Email	73
Drop in sessions	16
The High Street shop open weekdays and Saturdays	222

We know some groups of people find it hard to get their voice heard; some groups require extra support to ensure equal access to Healthwatch. Using our current skill sets within the Healthwatch team, we shall initially focus on:

- Homeless people
- Asylum seekers
- EU Migrants
- Drug and alcohol dependants
- Children and Young people
- Older people
- Working population

Other groups not mentioned above will be identified and engaged within the near future. To ensure these groups are given the opportunity to have their voices heard we have set out the below plan, which also includes the general population.

Group	Service	Access
Homeless People	Fortnightly Drop in	The Gate surgery 2pm - 4.30 Shiloh
Asylum Seekers	Fortnightly Drop in 2pm-4.30	The Gate surgery
EU Migrants	Fortnightly Drop in, working with known networks	The Shop and local drop ins
Drug and Alcohol dependants	Fortnightly Drop in	The Gate surgery 2pm - 4.30pm Shiloh
Children and Young people	Shop, Drop ins, Joining networks.	Time after education facilities is closed. Shop is open on Saturdays
Working population	Shop, Website & Local Drop ins	Shop is open on Saturdays, 6 day service
Older people	Shop, website, local networks. Drop ins	The health network has good links with older people forums. Local drop ins
General Public	ALL	Shop, Drop ins, Public events, internet and social media

The shop is open for public access 6 days a week Monday to Friday 9.30 - 4.30 and Saturdays 10-2. We are on the high street with disabled access. The shop is also contactable via phone and email.

We opened our drop in sessions across Rotherham Borough in February - March 2014. We run fortnightly sessions where people can come see us in their community or near where they work.

- Maltby Lesiure Centre
- Dinnington
- Swinton
- Shiloh

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.

A website and social media are used by Healthwatch Rotherham. We recognise this form of media is widely used by the population as a source of information and contacting services.

These are managed 6 days a week by the Information and Research Officer.

## Feedback

Key to any form of engagement is feedback. Informing people what we are doing or what we plan to do as a result of engaging with people is essential to keeping people involved. We do this through:

- Monthly newsletter
- Website and social media updates
- One to one meetings
- Publish our reports on the Healthwatch website in a timely manner

Engagment with the public is a priority but we also need to be in the right places to ensure the views of the public are taken to the organisations, boards and groups to inform decision makers.

This requires us to attend meetings with people at senior positions in the health and social care sector.

Number of meetings	Number of people present
84	1,310

As a new organisation we need to be sure that people know who we are and what we do. This is reflected in the number of meetings attended to raise the awareness of Healthwatch and Healthwatch Rotherham.

In 2014/2015 we are stepping up our advertising to include the Rotherham Advertiser and Rother FM. We are working with service providers such as the local hospital to increase our advertising through posters, banners and leaflets. Although most people currently have heard of our service through word of mouth.

In August 2013 we completed a survey in the Rotherham Town centre to gauge how many people had heard of Healthwatch and we compared this to other local health and social care groups.

Service	Percentage
Rotherham NHS Foundation Trust	75%
NHS Direct	70%
NHS Choices	18%
Care Quality Commission	18%
Rotherham Connect To Support Healthwatch Rotherham	11%
	18%

We shall be carrying out the survey again in August 2014.

## Who are our members?

Healthwatch membership is made up of

- Individuals (393)
- Organisations (575)

It is free to join Healthwatch Rotherham as a member. We send out our monthly newsletter, via email or in the post. Upon request the newsletter is available in large print. Organisations who are members of Healthwatch send out the Healthwatch Rotherham newsletter widely to staff and their networks.

The newsletter is only 2 sides of A4 (using font size 14). We are keen to make sure the newsletter is clear and not too long. We always tell people what changes have happened or are happening in Rotherham's health and social care services as a result of the views of the public being raised by Healthwatch.

Level	Number of members
Platinum	7
Gold	30
Silver	55
Bronze	301

Ethnicity	Number of members
British	174
Caribbean	2
Asian	2
Unknown/not recorded	215

Age	Number of members
18 to 24	15
25 to 49	86
50 to 64	75
65 to 79	39
80+	2
Unknown/not recorded	176

Gender	Number of members
Female	140
Male	63
Preferred not to say	1
Unknown/not recorded	189





# Our Volunteers

## The Board & Governance

The board is made up of volunteers who were selected due to their skills and experiences. We have 8 roles on the Healthwatch Rotherham board and as of 31st March 2014 they were:

- Chair (Naveen Judah)
- Director in Development (Aaron Wildman)
- Director of Healthy Life Styles (Brian Daniels)
- Director of Early Intervention and Prevention (Sue Barrett)
- Director of Poverty (Chris Smith)
- Director of Long Term Conditions (Gary Kent)
- Director of Expectations and Aspirations (Susan Shepherd)
- Director of Dependence to Independence (vacant)

Each director was assigned their role which reflected their personal and work related experiences. The Board make key decisions in our organisation and set the direction of the work we do.

## 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. [www.healthwatchrotherham.org.uk](http://www.healthwatchrotherham.org.uk) policies. 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.

## Escalation of issues and trends

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

The Healthwatch Rotherham Board sign off all the letters to service providers when issues (positive and negative) are raised through the trend analysis process.



## Enter and View

Healthwatch Rotherham has the statutory power to Enter and View any health or social care service (excluding children's services) to access the people who receive care. We can ask people what their views are on the provision they are receiving. We will only do this if we have evidence that this needs to be undertaken.

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. However we have had 3 invitations from providers to access their service and their service users, using our Enter and View processes.

“Healthwatch as one of our key partners play an important role in identification of not only areas of risk but also positive examples, where excellent quality of care is being delivered. Where poor experiences of care have been identified, the process for escalation is proactive and robust and information is shared to ensure appropriate action is taken promptly.

The QSG (Quality Surveillance Group) systematically brings together the different parts of the system to share information. It is a proactive forum for collaboration, providing:

- A shared view of risks to quality through sharing intelligence;
- An early warning mechanism of risk about poor quality; and
- Opportunities to coordinate actions to drive improvement, respecting statutory responsibilities of and ongoing operational liaison between organisations

By collectively considering, triangulating and escalating information and intelligence, QSGs work to safeguard the quality of care that people receive”



Margaret Kitching, Director of Nursing & Quality NHS England (South Yorkshire & Bassetlaw)

## Our gold members

Healthwatch Rotherham has an active volunteers list. Gold members are volunteers who help out our staff in the running of Healthwatch day to day and at engagement events. In the last year we have had 30 Gold members. Some of those volunteers remain Gold members others have become Silver members.

Silver members, promote Healthwatch in their daily routine, complete questionnaires and surveys and attend adhoc meetings.

Bronze members are people who receive information from Healthwatch such as the newsletter and stay informed 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. This is why we have different types of membership which people can opt for depending on their personal interests and the time they have available.

The volunteers have dedicated 776 hours to Healthwatch ensuring that local people have their say about Rotherham's Health and Social care services.

Jacquie Thomas is one of our Gold Members who has been with Healthwatch Rotherham since it started operations.

*"It's been almost 12 months since joining the Healthwatch Rotherham team as a volunteer. In that time, I have supported, worked along side the team. In many varied capacities.*

*Out and about at events, for example, The Rotherham Annual Show, the Disability Fayre at Magna. This gave us the opportunity to engage with a varied cross section of the public. Informing them about*

*the services, Healthwatch provides.*

*Assisting to set up drop-ins. Again this was in the effort to engage with the, public.*

*There are countless other ways I have been involved as a volunteer.*

*Having come from the management and hands on side of nursing, I do have good knowledge and experience. The expectations of the public, what can go wrong sometimes and how this could be addressed.*

*In the short time I have been working with Healthwatch I feel the reward is that we have made a difference to so many individuals and their quality of life. Even if sometimes, it's only to give closure."*  
(Jacquie Thomas - Gold Member)



## The Health and Wellbeing Board

Healthwatch Rotherham is a full member of the Rotherham Health and Wellbeing Board. Naveen Judah (Healthwatch Rotherham Chair) attends. Healthwatch Rotherham has a 100% attendance rate since our service was established. Naveen and the Healthwatch Manager (Melanie) meet on a weekly basis to look at and focus on local people's views. Before attending meetings, including the Health and Wellbeing Board, Naveen is briefed on the views of local people relevant to the agenda.

Healthwatch asks questions of the other members of the board with the comments and issues the citizens of Rotherham bring to us. Naveen often asks 'what does this mean for the people of Rotherham?'

Each of our Directors on the the Healthwatch Rotherham board have a position within the 6 priority workstreams which feed into the Health and Wellbeing board. We have influenced the expectations and aspirations workstream contributing to the customer charter.

Our reports and workplans are presented to the Health and Wellbeing board on a regular basis. We add local peoples views to topics of discussion.

The work we have started regarding The Doncaster Rotherham and South Humber Partnership Foundation Trust (RdaSH) and Children and Adolescent Mental Health Team (CAMHS) will feed in to the mental health priority in the Emotional Wellbeing & Mental Health Strategy for Children & Young People 2014-19.

This is an example of how we are making the local voices heard at a high and influential level.

In December 2013, the Health and Wellbeing board asked us to collect the views and

comments from the citizens of Rotherham about how well joined up health and social care services are. We asked the citizens of Rotherham what is good and what could be improved.

Over 40 people filled in our online survey, 18 people had seen us out in the community and passed on comments and we interviewed 5 local people.

The report summary is available on the Healthwatch Rotherham website ([www.healthwatchrotherham.org.uk](http://www.healthwatchrotherham.org.uk)). The report was passed to the Health and Wellbeing board who then included it in an action plan sent to the Department of Health. This action plan sets out how Rotherham will use £20million (not new money) to better join up health and social care services over the next 5 years. The fund is called 'the Better Care Fund'. As a result of the views people gave, the fund is looking at improving how services communicate, how mental health services and physical health services join up and how carers can be better supported. The fund and plans to better join up care services is continuing, as will our involvement.



“I have really enjoyed working with Healthwatch Rotherham and seeing the organisation develop from the initial commissioning.

Having Healthwatch Rotherham representation on the Health and Wellbeing Board has added value to our discussions; this view is also shared by our health partners.

In respect of work carried out, the organisation has been recognised both regionally and nationally as representing good practice. It is essential that mechanisms exist so that strong, independent, patient and service user voices can be heard in Rotherham. Healthwatch can continue to play an important part in ensuring that process is safeguarded; I wish the organisation well for the future. “

Councillor Ken Wyatt JP, Chair  
Rotherham Health & Wellbeing Board  
2011-2014.



**Rotherham**  
Metropolitan  
Borough Council  
**Where Everyone Matters**

## Financial information

### Income

Funding	£215,348
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### Expenditure

Staffing	£106,383
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Overheads	£84,927
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Provision	£24,038
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## Recognition of good work.

In March 2014, Healthwatch Rotherham with The Local Government Association and Healthwatch England presented how Healthwatch Rotherham has met key outcomes and impacts in the Rotherham Area.

At this regional event, Healthwatch Rotherham explained its processes, impacts and outcomes. Attendees to this event included NHS England, the National Health Scrutiny Group, other Healthwatch organisations and Clinical Commissioning Groups.

Our processes, impacts and aims were recognised as good practice.

We have also been recognised by the Rotherham Advertiser as an organisation which highlights local issues. The Rotherham Advertiser wrote an article about the work we have done delaying the Data.com project after the public and GP Practices raised concerns.

The people who have used our services have also expressed thanks and gratitude for the work we have done with them and on their behalf.

"I take this opportunity to express my gratitude to you at Healthwatch for helping me deal with the complications associate with navigating a health service I am unfamiliar with.

The advice you were prepared to give as well as the time has enabled me to feel more empowered to deal with a system to achieve the best caring outcome for my dear mother, who just wants to be cared for in a safe, supporting environment. I have already recommended the service to my friends. All members of the community need to have access to people like yourself. Thank you"

"I just wanted to separately thank you, though, for your help with all of this. Without it I'm sure I would have continued to be strung along. I'm pleased you also raised it as a general issue of good procedure, to benefit residents and family."



Gerard @gerardcm1 · Mar 18

Fantastic presentation from @HWRotherham at @HealthwatchE and LGA event looking at importance of outcomes over output and inputs.

Expand

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## About this report

This report will be made available to people on the Healthwatch Rotherham website. Hard copies will be made available and posted out on request.

Should you require the report in a different format please contact:

[info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk)

Hard copies are available at all local libraries in the Rotherham Brough and from our shop on Rotherham High Street.

## The Healthwatch Brand

Rotherham Healthwatch Limited are licenced to use the Healthwatch trademark (which covers the logo and the healthwatch brand) as per our licence agreement with Healthwatch England and the Care Quality Commission.

# References



All our policies and other documents can be found at

[www.healthwatchrotherham.org.uk](http://www.healthwatchrotherham.org.uk)



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