

The Healthwatch logo is positioned in the top right corner. It features the word "healthwatch" in a white, lowercase, sans-serif font. The letter "h" is pink, and the letter "a" is green. The background of the slide is a dark teal color with large, abstract, overlapping shapes in pink and green. A small white speech bubble icon is located near the center of the green shape.

healthwatch

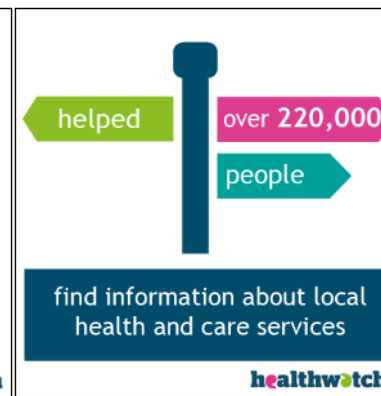
A small green speech bubble icon is located to the left of the main title text.

**Healthwatch Barnsley**  
**Annual Report 2015/16**

Presented to the Health and Wellbeing Board



## Working together as a network





# Healthwatch Barnsley

**We have 2323  
Healthwatch  
Members**



**This year we  
have reached  
237 likes on  
Facebook  
and 1,408  
followers  
on Twitter**



Our volunteers help us with everything from public engagement, conducting Enter and View visits to writing reports and providing direction. Our reports have tackled issues ranging from access to Child and Adolescent Mental Health Services (CAMHS) and experiences of Crisis Care Mental Health Services.



**We have met and engaged  
with over 3,000  
Barnsley people  
through our  
outreach and  
engagement events.**



**27 Active  
Volunteers**

**We've visited 18  
local services**





# SO WHAT???

## GP help for hard of hearing

PERSONAL hearing amplifiers are being introduced in to GP surgeries across Barnsley to help those who are hard of hearing.

The small, simple bit of kit have been put in place by Barnsley Clinical Commissioning Group – which commissions the town’s health services – after working with Healthwatch Barnsley and local people who are deaf to identify some of the challenges they face when going for a GP appointment.

In addition, the Barnsley sensory impairment services team, run by South West Yorkshire Partnership NHS Foundation Trust, has provided training to GP practice staff across the borough on how to safely support people with sight and hearing impairments.

Dr Nick Balac, of the CCG, said: “GP surgeries are busy environments and can be quite noisy, with telephones and conversations from multiple directions.”



Rated by *Anonymous*  
15th April 2016

### BSL interpreting

I go between Sheffield and Barnsley Hospital, Sheffield Hospital ENT

do not use a good interpreter. Sheffield sent me back to Barnsley Hospital, I talked to them and got a clear explanation, now I would prefer all of my appointments to be at Barnsley because of the quality of interpreting. The only thing I would ask for them to consider is letting the interpreter stay if I need to pick up my prescription, so I understand their explanation when they hand it over. They also shout you to collect at the pharmacy which means I’m just sat there waiting as I can’t hear. But apart from that. Good

less ▲

[Leave a provider response ?](#)

## Hospital Guidelines

Probably the most important improvement has been the success of our commissioning of Healthwatch (an organisation which advocates for NHS users) to review the treatment of people with Parkinson’s on being admitted to hospital either in an emergency or for a planned admission.

The result of Healthwatch’s investigation, which included interviews with our own members, has resulted in the publication of a practice note for the treatment of people with Parkinson’s in hospital by Barnsley District Hospital NHS Trust.



### Healthwatch Barnsley

Published by Carriane Stones [?] - April 15 · ↻

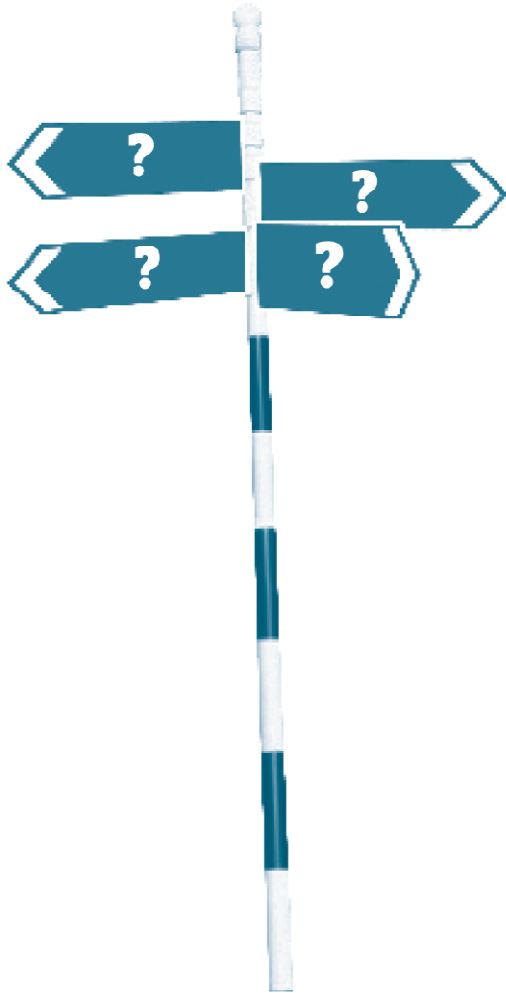
Healthwatch in partnership with Leeds Involving People have just been to the Deaf Social club to report on actions so far after the Deaf Access to Assessment and Care Management Services event on the 5th of March 2016. We have received a thumbs up on work done to date, and have booked to attend again to report back in September 2016 once we have spoken to service providers.

As an added bonus we also received some excellent feedback at this meeting from members of the Deaf Club on their experience of interpreters at Barnsley Hospital and one-to-one counselling services with a Deaf counsellor, a service which was commissioned earlier this year, after Healthwatch raised issues around access.





## Signposting and information



Many of us don't know where to go if we have a problem or concern to raise





# Collecting and Sharing Your Views

## Feedback Centre

[Leave feedback](#)

**Mental Health Access Team**  
Abysmal!  
Don't do a nearly sufficiently detailed assessment, then go OTT and kick you into the wilderness  
[Anonymous]  
☆☆☆☆☆

**Barnsley Hospital**  
Went above and beyond  
"I was brought into AMU level 4 two weeks ago, with phenomena. The staff could not do enough for..."  
[Geoff Stones]  
★★★★★

**i-Heart Barnsley (Woodland Drive Medical Centre, Barnsley)**  
10  
good  
[Anonymous]  
★★★★☆

**Woodland Drive Medical Centre**  
10  
good  
[Anonymous]  
★★★★★

**Mental Health Access Team**  
They didn't provide any practical services  
"Care coordinator only met me once per every two months. There was no proper sequence to the sessions, only the..."  
[Anonymous]  
★★★★☆

**Bolton Dental Practice**  
They get it over and done with quickly  
"They don't explain what they are doing or when it is about to hurt - To improve they could talk..."  
[Young Person]  
★★★★☆

## your experience

Giving feedback takes minutes, but the impact could last a lifetime.

Twitter | News | Events

- Support for @CGCInYourArea recommendations to improve care for newborn babies & infants w/ complex health problems  
<https://t.co/YA95N5wgQg>  
8 days ago
- Hope Agency and Opportunity – Outcome Measure Tool - Pilot event, 20 July, 12-2pm at Fieldhead Hospital  
<https://t.co/9tF6u5Frae>  
3 days ago
- Survey to complete if you are physically disabled people and may be experiencing issues accessing dental services  
<https://t.co/zEBH4sOdu7>  
8 days ago
- Read our annual report for 2015/16, thanks to our volunteers & you for sharing your views  
<https://t.co/yHFnnz4sCw>





## Next Steps

### Activity

Continue to promote Healthwatch Barnsley to members of the general public and raise our profile locally.

Expand our programme of outreach and promotion with front line staff within health and social care services.

Continue to train and develop our Healthwatch Champions, and ensure they have plenty of opportunities to meet with and talk to members of the public.

Embed the feedback centre monitoring reports into our work improving our communications with the general public.

Continue to look at opportunities in line with our remit and bid for local/regional contracts.

Recruit to the Healthwatch Strategic Advisory Board and Champions.





## Next Steps

### Priorities

Healthwatch has chosen its priorities for 2016/17 based on the information we received as part of the reflective audit and the comments collected over the last 12 months. Next year we will focus on:

- Complete our work looking at access to general practice.

- Complete our work on C.A.M.H.S by undertaking an Enter and View in 2017

- Continue to work with the Deaf Forum looking at access to Assessment and Care Management Services.

- Continue to work with the Mental Health Crisis Care Concordat

We will also continue to remain responsive to the trends data that we receive.







Any Questions?

