



Healthwatch Barnsley Annual Report 2016/17



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Message from our Chair



It is my pleasure to introduce Healthwatch Barnsley's fourth Annual Report.

Voluntary Action Barnsley was again commissioned by the local authority to host Healthwatch Barnsley for a further two years, with an option to extend this for a further third year.

This year we saw the recruitment of three new members to our Strategic Advisory Board, who were appointed following interviews by a stakeholder panel. We welcomed onto the Board:

- Ian Guest, who has a strong advice work background, including the Citizen's Advice Bureau;
- Wendy Hardcastle, a former lecturer at the Department of Midwifery and Children's Nursing, University of Sheffield;
- Mark Smith, an expert by experience in Mental Health.

I have no doubt that the skills that they bring will further develop and enhance our Board.

This year we also saw our manager Carriane Stones leave the organisation for a fresh challenge. I would like to extend my sincere thanks to her for all the hard work over the past four years. Carriane was the first manager of the organisation and had the task of establishing Healthwatch Barnsley from scratch. She will not only be missed by the Board, staff and volunteers but also by the commissioners and providers of Health and Social Care in Barnsley, with whom she had developed mutual trust and respect.

I am pleased to say that Voluntary Action Barnsley have recruited Teresa Gibson as our new manager, who brings a wealth of experience in the voluntary sector and we look forward to working with her in the future.

Also in this report period, our Signposting, Intelligence and Communications Officer Carolyn Ellis left the team. Carolyn is currently studying Speech and Language Therapy, whilst working part time as VAB's Communication Officer, so she is never far away, however she is much missed by the Healthwatch staff team. Carolyn was our font of all knowledge and was much respected both by us and our colleagues in partner organisations. I wish Carolyn every success with her studies and would like to

thank her for her support during her time at Healthwatch Barnsley. Following Carolyn's departure, we recruited Gill Doy to this role. Gill previously worked at the Ministry of Food and has considerable public sector and health service experience. We are delighted to have Gill on board and I'm sure that her sunny personality will help to keep us all happy in our work.

The last twelve months have continued to be challenging, but at the same time exciting and hugely rewarding as we continue to develop and improve the Healthwatch service across Barnsley.

The economic situation has continued to constrain public spending and as a result expenditure must be even more dedicated and focussed around people's needs. Within Health and Social Care provisions locally, it is critical to ensure that there is a balance between value for money whilst safeguarding and improving our exceptionally high quality services.

I reiterate the requirement to meet the challenge, both nationally and locally, in the transformation of health and social care services for the benefit of local people. With the continued passion and commitment that we often see demonstrated by the people working within the sector, the pace of change has accelerated. We continue to see

commissioners and providers working even more closely together; with their continued commitment I'm sure that local people will experience the benefits of these transformations. We will continue to support and challenge these changes, to ensure that the outcomes for local people continue to remain at the heart of Health and Social Care.

I continue to be extremely impressed with the commitment that people in the local authority, Clinical Commissioning Group (CCG), NHS service providers, the Health and Wellbeing Board, Community Forums and Provider Forums demonstrate by their desire to improve and develop the current Health and Social Care provisions in Barnsley.

We will continue to collect people's experiences of Health and Social Care services available locally. This material is then used to identify service gaps, as well as exceptional practice; in doing so we can influence and support services so that they are ideally placed to perform well.

The continued commitment of our Strategic Advisory Board, staff team and Healthwatch Champions are exemplary and I offer my sincere thanks to them all for their dedication and hard work over the past year.

Message from our Manager

This is a joint statement from Carrienne Stones, who left the organisation towards the end of the financial year and Teresa Gibson, who has taken over the role.

Message from Carrienne Stones:

Whilst I am enthusiastic for the opportunities that await me in the future, it is with great sadness that I say goodbye to the Healthwatch Barnsley staff team, as well as our volunteers and partner agencies across Health and Social Care and the Voluntary and Community Sector.

My time here over the past four years has been marked by both challenges and triumphs and I will always appreciate the support and the determination I have seen from all of our Healthwatch stakeholders, especially in a difficult and ever evolving Health and Social Care economy.

I could not have done this job if it had not been for a great staff team, our volunteers and without Health and Social Care services collaboration.

I leave this post knowing that we have helped the local Deaf Community to have their say in Health and Social Care provision; we have also raised awareness amongst carers about the importance of registering with their GP and have put

forward the views and experiences of individuals accessing mental health services.

I wish Healthwatch Barnsley and all of those involved in it all of the best in its future and leave here enriched, both personally and professionally.

Message from Teresa Gibson:

I am delighted to have been appointed to the role of Healthwatch Barnsley Manager.

I am very much looking forward to working with staff and volunteers to ensure the people of Barnsley are supported to shape the future of Health and Social Care services in the Borough.

My background is in advice, information and community work. For the past 25 years, I have worked in a variety of roles in the voluntary sector across Sheffield, Barnsley and Rotherham, including a significant time within Healthwatch Barnsley and Voluntary Action Barnsley.

Through my work within the sector and with my personal experiences, I have gained extensive knowledge of the issues which affect vulnerable and isolated people. I feel that this knowledge and experience puts me in a very good position to further develop the work we are doing here at Healthwatch Barnsley, both now and in the future.



Highlights from our year

This year we've had 16,170 page views on our website, reached 354 'likes' on Facebook and had 207 new followers on Twitter.



Our volunteers help us with everything from outreach to attending strategic meetings.



We've visited a range of local services.



Our reports have tackled issues ranging from young people visiting the dentist to carers being identified by their GP.



We've spoken to people on topics such as Speech and Language Therapy, why GP appointments are missed and how they value their community pharmacy.



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





Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using Health and Social Care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

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

Our vision

We aim to listen to the views expressed by people living in Barnsley and to make them known to service providers and commissioners. This ensures that these views influence and shape the provision of services.

Mission

We will work with people, communities and organisations to influence the provision, planning, commissioning and delivery of the services that we all depend on. We will work to ensure that everyone has confidence in us and that we achieve positive changes.

Values

We will work in a way that is :

- **Accountable:** openly reporting activities and impact;

- Honest in what we offer and how we (and the people who lead us) behave;
- Free at the point of contact;
- Well known and well publicised;
- Respectful to everyone;
- Approachable, easy to contact and always ready to listen;
- Safe, maintaining a comfortable environment and managing all risks, such as those around safeguarding;
- Representative of all people, ages and communities. In addition to this, we will provide a service in a way that is equal and available to everybody, including those who are seldom heard.

We believe everyone has a right to high quality health and care services throughout their lives, whatever their circumstances.

Our strategic priorities

We form our priorities based on the feedback we gather from our research and engagement work. Our priorities are then checked against the Public Health Strategy for Barnsley, as well as all other relevant local strategies; through this activity we are able to look at areas to focus on, identify where work is already taking place and seek opportunities to work in partnership and avoid duplication.



*Your views on
health and care*

Listening to local people's views

We tailor our outreach and engagement to the people we work with. We always ensure that the communities with which we engage have the opportunity to become actively involved, using their experiences and knowledge of services when raising concerns.

This year we have engaged with 2,333 people in a range of different venues. We have also collected 396 comments on health and care services via our online Feedback Centre, which allows members of the public to rate services in a very similar way to TripAdvisor. If you have any feedback about a service, please visit our website via www.healthwatchbarnsley.co.uk and share your views.

In this section of the report you will see how we have:

- + Gathered local people's experiences of Health and Social Care services and how their needs are identified.
- + How and why we have engaged with diverse groups and communities in our local area.

Carers Identification Scheme - working with GPs and carers

In 2015, Healthwatch Barnsley identified that there were concerns that carers were not accessing the support and information they were entitled to through their GP. This was due to a lack of information and communication.

In particular people were not aware that they could register with their GP as carers; in doing so they would be entitled to

specific support to help them in their daily caring role. Following guidance from Central Government, many GPs set up registers of carers to enable this support to be accessed. Carers could let their GP know they were caring for someone and the surgery could 'flag' this on their records. This also enabled the GP to see at a glance that a patient was in a caring role, allowing the GP to consider the impact that their caring role might be having on the patient's overall health.

Healthwatch Barnsley was awarded a grant through the Carers Forum to work within GP surgeries. This was in order to identify people who do not usually see themselves as carers and encourage them to register as carers with the surgery. This would give carers access to annual health checks, flexible appointments/double appointments when necessary and annual flu vaccinations.

Three surgeries in the borough were identified and approached to work with us (Royston Practice, Dodworth Surgery and Walderslade Surgery). Our work with Walderslade Surgery was particularly successful; we went on to use this practice as a pilot to demonstrate the effectiveness of outreach and engagement work within a surgery.

Further to our meetings with Walderslade Surgery, we provided staff with awareness training, gave awareness and information training for the Patient Participation Group and delivered three awareness raising sessions for patients during September, November and December 2016 at the surgery.

We also offered a consultation room to patients if they wished to speak to us in private, as well as a Healthwatch Barnsley

outreach session in case there were issues that we could support with in general.

We worked in the reception area in order to speak to patients about the benefits of registering with the surgery as a carer. We explained that registering as a carer would be beneficial to them and gave the reasons why. We also discussed the benefits of Carers Assessments with patients and how to request this for themselves.

Each person we interacted with was given a carers booklet which we produced, along with further information and a list of contact numbers for organisations they might need in the future.

The sessions were informal and many patients were happy to speak to us. In total we engaged with 40 patients, who then went on to register with their GP as carers.

Following on from this, we were invited to look at how organisations can work together to benefit carers and their families in the Hoyland area. At a group meeting consisting of organisations and individuals, each person spoke a little about the work they were doing. We then looked at how working and networking together can benefit carers and their families.

An article for Walderslade Surgery's newsletter was produced, detailing the benefits of letting the surgery know if you are a carer. This introduced the work further into the Hoyland community.

We also met with the Barnsley Carers Forum to provide an update on our work. As a result of this, we provided a Carers I.D. leaflet electronically which went out to organisations and community groups throughout Barnsley. We hope that through the work that we have carried out, that

more carers will register with their GPs to access additional support.

We are now in the process of potentially training carers and previous carers to provide peer-to-peer support. We are also considering putting together a toolkit for carers and their families to further support the work we have done. If you are interested in looking at this for your area or practice, please contact us using the details listed at the end of this report.

Working with mental health services

During this year mental health was increasingly seen as both a local and national health priority. We have continued working in this area.

Barnsley Mental Health Crisis Care Concordat

In the last two annual reports, we have detailed our involvement of Healthwatch Champions in this work. This year we said goodbye to Moira Tombs, one of our representatives that left to seek out a fresh challenge. We would like to thank her for her contribution to work in this area.

A responsive project group (mentioned in last year's report) was formed to look at this work, consisting of Mark Smith, Margaret Linqvist and Marie Cook OBE. They met to review progress made by members of the Barnsley Mental Health Crisis Care Concordat's (BMHCCC) Action Plan, following the survey we undertook last year. Progress against this action plan was largely dependent upon the actions of the provider South West Yorkshire Partnership Foundation Trust (SWYFT), who produced their own action plan. The implementation of the SWYFT Action Plan is dependent upon the transformation of their

services, which is presently underway. The responsive project group are monitoring progress against the action plan and will continue this in 2016/17, to ensure the recommendations following our survey work are implemented. Patient and care satisfaction will be monitored by consideration of SWYFT internal satisfaction data, information from our feedback centre, local service users and carers forums and other data sources.

Progress is starting to be made on implementation of personal Mental Health Safety or crisis plans by a BMHCCC task and finish group, on which we are represented. It is anticipated patient and carer views on this will be sought in 2017.

Work has been completed on the difficulties encountered by individuals placed out of area, in that they are returned within area as soon as possible and contact is maintained either through that person's care coordinator or treatment team.

Suicide Action Plan

The responsive project group were involved in discussions with the local council's public health function on the content of the borough's Suicide Action Plan. This was produced following on from an audit undertaken by the public health function within the Council's Place Directorate. This audit looked at coroner's reports on people that had taken their own lives. The group had concerns that some of this data had not been utilised in the plan and that it had not taken account of other mental health plans and recommendations. This was fully discussed with public health and the issues have been covered in the Barnsley plan, published in November 2016. It was also noted that the responsibility for suicide

action planning within the council has moved from the Place Directorate to the People Directorate, where existing responsibility for mental health lies.

South Yorkshire Police Strategic Mental Health Partnership Board

We were asked to represent all South Yorkshire Healthwatch on the Board. Mark Smith attends these meetings, which have been looking at ensuring that only in exceptional circumstances (such as extreme violence) individuals detained under Section 136 of the Mental Health Act will not be placed in police cells. The roll out of these new procedures started in June 2017 to ensure compliance with revisions to the Policing and Crime Act 2017. This group will be monitoring the effectiveness of these changes, as well as understanding and monitoring the police emergency response to other mental health issues.

Child and Adolescent Mental Health

Following work reported last year that we undertook in relation to Child and Adolescent Mental Health Services (CAMHS), we have continued to monitor this. Data is being collected on lengths of time for assessment and treatment undertaken by the service. This data will be used towards the collection of information from young people and carers later in 2017, once the transformation of this service has been finalised and the resulting changes have been implemented.

Working with Barnsley's Deaf community

We were approached by the DEAForum, Leeds Involving People and Barnsley Council in 2015 to work in partnership to plan an event. This was to look at the barriers the Deaf community face when accessing Assessment and Care Management Services, delivered by Barnsley Council. This event was planned for Saturday 5 March 2016.

Following on from this event and in this report period, we have worked with the Deaf community and Barnsley Council to begin to address the issues outlined on the day and to help improve services and their accessibility.

The report we produced following the event outlined ten recommendations relating to:

- The need to undertake an Equality Impact Assessment;
- How accessible and clear information is for the Deaf community;
- How to raise awareness within the Deaf community in relation to safeguarding and how people can engage with local safeguarding services;
- The needs for awareness raising amongst social care professionals of the issues the Deaf community face;
- The desire of the Deaf community to be proactive in the local community and volunteer;
- To improve access to new technologies.

We then met with the Equalities Manager and the Commissioning Manager for Barnsley Council and Barnsley's Clinical Commissioning Group to discuss the

recommendations and how services could be improved.

Responses to our recommendations

Following the event Barnsley Council considered the best approach to take to ensure that the Deaf community were aware of social care services. Training was given to ensure that all staff in the department were aware of the Accessible Information Standards and how statutory services must endeavour to provide information in a way that meets individual communication needs.

At the event there was a request from the Deaf community that they would like a dedicated Deaf Social Worker. Barnsley Council said that they were unable to provide this dedicated service, but they continued to recognise the need for Deaf Awareness Training amongst Assessment and Care Management Teams.

Barnsley Council confirmed that they were considering how technology can be used to improve people's experiences as part of the customer services implementation programme and how it would help to make services more accessible for all people living in Barnsley.

Working with the Adult Safeguarding Board

As a result of the feedback we gained at the event, we were able to feed the comments we received from the Deaf community into the Annual Report produced by the local Adult Safeguarding Board. We provided a case study which was used to highlight that more needs to be done to ensure the Deaf community, and other seldom heard groups, are able to safeguard themselves appropriately and know how safeguarding works in Barnsley.

This information also helped to stimulate conversations within the local authority about safeguarding in general and how to make all communities aware of the work of the Safeguarding Board. This also prompted the Safeguarding Board Manager to meet with the DEAForum in November to answer some of the questions raised at the event. Barnsley Council also confirmed that their new safeguarding website will address accessibility to information in relation to safeguarding for both children and adults.

We also used our feedback to, once again, prompt the national charity, SignHealth, to look at how they can help to raise awareness of safeguarding nationally by producing information in British Sign Language.

Next steps

We will continue to work with the Deaf community and our partners to ensure that the needs of this community are considered when health and care services are commissioned. This will ensure that the services provided are able to meet the needs of the people in Barnsley.

“At the doctors, I had difficulty getting to see a counsellor. I saw Healthwatch Barnsley at the DEAForum and spoke to them. They said they would take some information and look into it for me.

“Next thing I know, I have a letter from my doctor to say that I could receive three sessions of counselling. It took over three months for it to happen, but I finally got to see a counsellor in

March, thanks to Healthwatch Barnsley. I am now doing the IAPT course in Barnsley, which is great”

DEAForum member

What we've learnt from visiting services

In this report period we have undertaken seven announced Enter and View visits.

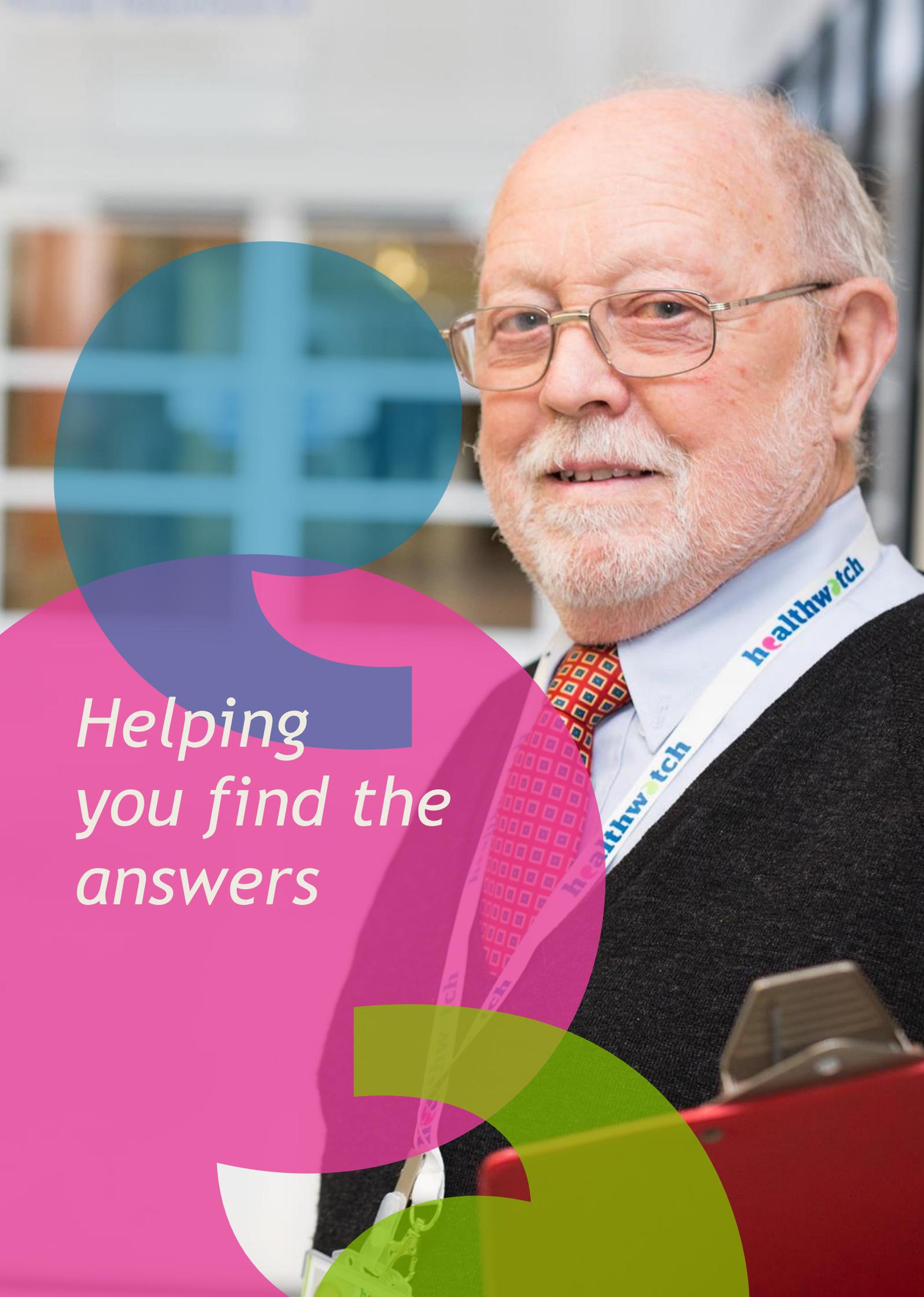
These visits were carried out as part of our work on mental health services, linking in with our Friends and Family Test (FFT) work. Four GP practices in the Dearne helped with this, looking into GP access in this area.

You will read of our work on the FFT and in the Dearne in this report and how we are working with service providers and the local community to ensure that all services meet the needs of the population we serve.

Our authorised Enter and View representatives

The following people are authorised to carry our Enter and View activity for Healthwatch Barnsley:

- Jade Bligh
- Pat Durie
- Teresa Gibson
- James Goodwin
- Chris Green
- Lorna Lewis
- Mark Smith



*Helping
you find the
answers*

How we have helped the community access the care they need

We provide a variety of information to ensure that local people are well informed about Health and Social Care services available in Barnsley. We can also advise on people's rights in relation to these services.

Our team has excellent knowledge about services and where further information is required we use provider websites, NHS websites and other resources.

This year the team have dealt with 109 signposting and information requests which is an increase from previous years.

We continue to ensure that we are visible within the local community and are on hand to provide people with information and signposting.

In addition to this, we regularly update our website and social media accounts on Facebook and Twitter to share information with the public about events that are taking place in relation to health and care. We also share local and national news stories, as well as consultations where the public have the opportunity to give their views on service provision in the borough.

DIAL - NHS Complaints Advocacy

Each local Healthwatch has been commissioned slightly differently and in line with local need. In Barnsley the NHS Complaints Advocacy Service is commissioned separately to the Healthwatch service.



The Independent Complaints Advocacy Service (ICAS) continues to work closely with Healthwatch Barnsley, attending community group meetings to promote both services and give information on how complaints are dealt with.

During this report period, ICAS have received a total of 114 new referrals, of which 34 have come directly from Healthwatch Barnsley.

ICAS and Healthwatch Barnsley communicate on a regular basis to share information and advice and to discuss the most effective way to address cases to reach a satisfactory outcome for individual clients. Jo Stanley (ICAS Lead Advocate) and James Goodwin from Healthwatch Barnsley also meet on a quarterly basis to monitor the progress of these cases.



To find out more about DIAL and how they can help, please contact Jo Stanley (Lead Advocate) on 01226 240273, ext. 208.

*Making a
difference
together*

Have you
visited
Care Home
Rel
What was it like?

How your experiences are helping influence change - Pharmacy Cuts Consultation

At the end of 2015/16 we received a letter from Michael Dugher MP asking us to look into the Government's proposal to cut £170 million from the budget for community pharmacy, which would see the current budget reduced from £2.8 billion in 2015/16 to £2.63 billion in 2016/17.

We responded to inform Mr Dugher MP that we were aware of the consultation and had begun to work with the lead individual at Local Professional Network for Pharmacies, who is also a member of our 'Expert Panel', a group of professionals who we approach when an issue requires their expertise and professional knowledge. We also planned to gather feedback through community outreach to feed into the consultation to ensure the views of people living in Barnsley were represented.

Gathering feedback

The lead for the Local Pharmacy Council supported us to identify seven pharmacies located across the borough that would be happy for us to carry out research with customers at their branch. Three of these pharmacies were independent, four were franchises.

A survey was designed to gather people's experiences of using their local pharmacy, what they used them for, how often and how they travelled there. We also wanted to know what impact, if any, the closure of the pharmacy they were visiting would have upon them.

What we found

As a result of this piece of work we discovered that community pharmacies are

a crucial lifeline for many people and are highly valued.

We found many examples where pharmacists and community pharmacy staff went above and beyond their remit to provide a service to their patients, including pharmacies staying open late so patients could collect their much needed medication and how some pharmacists have, in an emergency, delivered medication outside of their usual delivery times.

One customer we spoke to commented, "This service has a family friendly atmosphere. Nothing is too much trouble. The pharmacist gives brilliant advice. I feel like a friend, and it's a pleasure to come in here and talk to everyone." This was just one example of the positive feedback we received about pharmacies across the borough and highlighted how many pharmacies fulfilled a social function, especially for people isolated due to a medical condition.

The feedback we gathered during outreach highlighted how community pharmacies help people to manage their medicines and track medicine usage and wastage, as individuals were able to ask their pharmacist how best to take their medicine and also safely dispose of any unwanted medication.

Feeding back to the consultation

Once the feedback had been collated, a report was produced that emphasised the importance of community pharmacies and how many pharmacists are willing to do much more than they are currently contracted for, in order to relieve pressure on other NHS services.

This information was fed back to the Department of Health as part of the consultation, as well as other intelligence sharing meetings.

Working with other organisations - NHS England

In this report period, we also undertook some work that was funded outside of our core contract. One of these pieces of work was to look at how the NHS Friends and Family Test (FFT) is embedded across mental health services. The FFT was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give views after receiving care or treatment across the NHS.

Our work on this encompassed the following services:

- Children and Adolescent Mental Health Services;
- Acute Inpatient Mental Health Services;
- Community Clozapine Clinic;

We spoke to a number of staff members and service users in these locations. From the information that we gathered, some of the recommendations that we made included:

- All staff should receive training on the FFT;
- Robust procedures need to be put in place to feedback results to all colleagues, including nursing and medical staff;
- Managers need to consider why and how they are collating this information (appoint a lead on FFT

data collected to ensure changes and/or improvements are made as necessary);

- Ensure patients know that you are listening and respond to their views accordingly;
- Reception staff need to give the opportunity to all service users to complete the test and offer advice on how to do this.

Following this, we formulated reports on each service and shared them with providers for comment. We then sent the reports to NHS England to inform their work on embedding the FFT within mental health services.

Working with other organisations - a volunteer's perspective

Margaret Linqvist, a member of our Strategic Advisory Board, tells us how she has worked with Barnsley Hospital and the Electronic Prescribing Forum during 2016/17:

For the second year running I was able to take part in the annual Patient Led Assessment of the Care Environment at Barnsley Hospital. Similar assessments take place in all hospitals in the NHS.

Representing Healthwatch Barnsley, I found it very rewarding to be involved. This year I went into areas of the hospital that I have not previously visited such as the Birthing Centre, Antenatal Unit and Ward 37. I was very impressed with the state of the environment in all these areas and the cleanliness could not be faulted. The staff were open and welcoming and clearly proud of the units in which they worked.

During the year I have also been a patient representative at the Electronic Prescribing Forum. This has given considerable insight into the efforts made by the NHS to produce an effective and efficient system which serves patients well.

Working with other organisations - the Care Quality Commission (CQC)

We regularly share information with the CQC when they are planning to inspect services; we also support them to communicate and share information to people living in Barnsley.

We attended the Healthwatch and Care Quality Commission Working Together event in London in April 2016 to look at how information sharing and promotion could improve between local Healthwatch organisations and the CQC.

We have provided information about services (when requested and when available) to assist the CQC with their inspection schedule. We also supported their inspection of Yorkshire Ambulance Service during 2016/17.

We have promoted the following campaigns via our website and social media channels:

- Encouraging older people to feedback on their care
- Looking at end of life care
- #YourMentalHealthCare campaign to gather public experiences of mental health care
- The ‘Sandwich Generation’ - people caring for children and parents
- #CareForOlderPeople campaign
- The children and young people’s survey

How we’ve worked with our community - South Yorkshire and Bassetlaw Sustainability and Transformation Plans (STP) and ‘The Barnsley Local Plan’

In February 2017 Healthwatch Barnsley and Voluntary Action Barnsley were approached by the Commissioners Working Together Team to look at engaging with the local community. This was to be ‘a conversation’ about the local plans for transforming health services in Barnsley. Healthwatch Barnsley were commissioned to do this work alongside our Healthwatch Partners across South Yorkshire and Bassetlaw.

We were required to engage with seldom heard groups in order to ensure there was a robust debate across the community. We spoke with 13 groups from a variety of backgrounds including Parkinson’s and District Branch Group, a learning disability group, Barnsley Lesbian Gay Bisexual and Transgender (LGBT) Forum and Barnsley Independent Alzheimer’s and Dementia Support (BIADS). We also ran two focus groups to encourage more in-depth conversations.

The general consensus was:

People agreed with the plan in principle. They also agreed that there is a need to change the way the services work. The basis of the plan, such as to do things differently, engage with the public, work together and make priorities everyone agrees with was welcomed. People also agreed that the public need to take control of their own health. General concerns were that the plan did not indicate how this proposal was going to happen and at what cost.

In discussions with the public on what is important to them when it comes to their health and care, points raised and comments included:

- Give GPs the backing and support that they need to meet increasing demands;
- Look at reductions on organisational structures, spend less at the top and more on the front line;
- Children who are looked after may need a joined up collaborative approach to support them;
- Develop well linked up care packages and respect people's privacy. This came from specific groups who experience difficulties within health services;
- Reduce waiting times for A&E and GP appointments.

The key themes were:

- Communication and Engagement;
- Transport;
- Funding;
- Service change.

People in the community would like to know what happens next, as they have taken part in conversations and are keen for more involvement. This is a good opportunity to engage communities in the ongoing development of the Sustainability and Transformation Plan.

In conclusion and going forward:

Many people had not heard about the Sustainability and Transformation Plan before the conversation sessions. We feel that we have opened up dialogue that will impact on local people and that we have played a significant part in supporting discussions and debate, which we are sure will continue in the future.

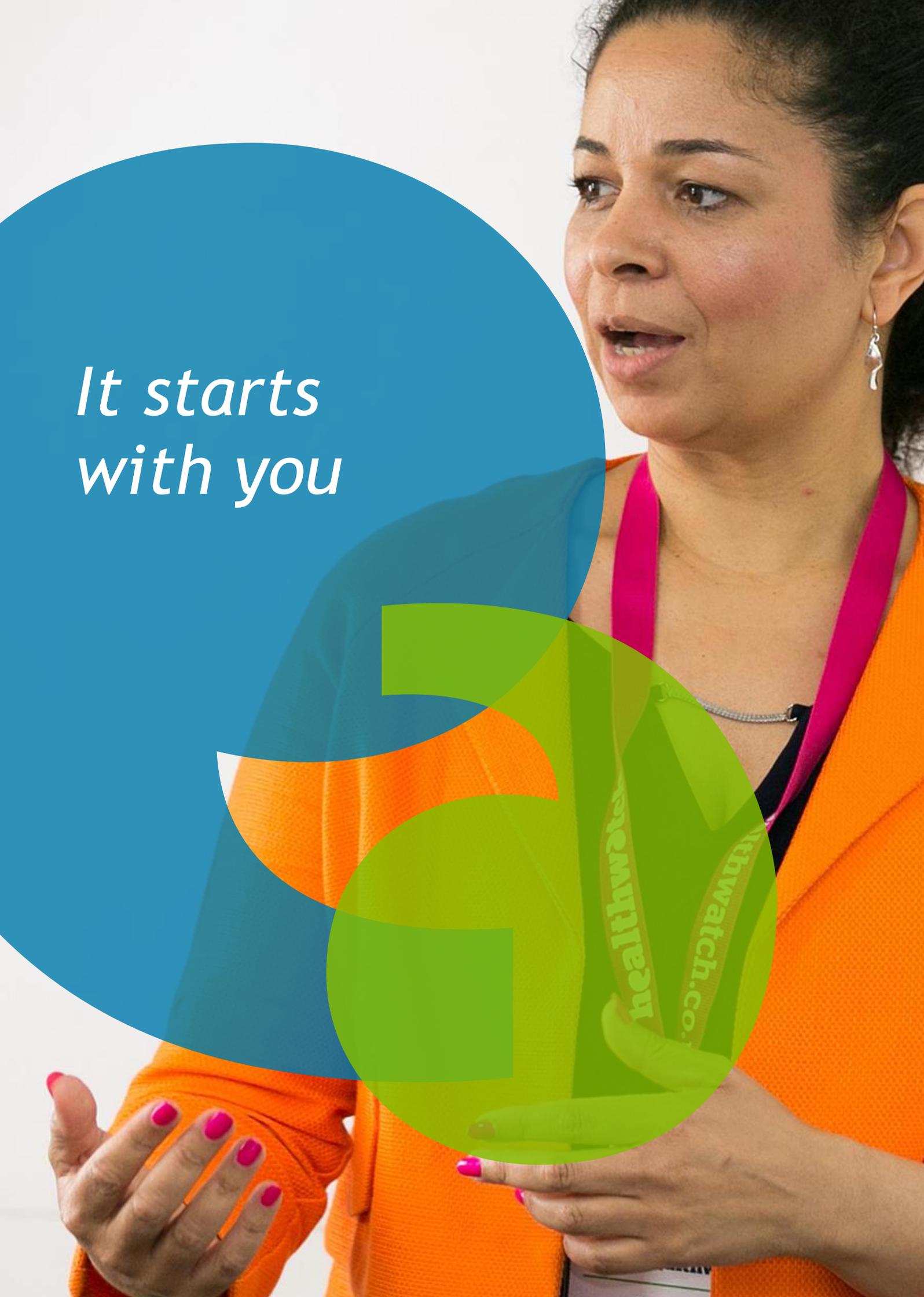
Our representative on the Health and Wellbeing Board

The Chair of our Strategic Advisory Board, Adrian England attends the Health and Wellbeing Board to represent us and to ensure that the views of people living in Barnsley are represented. Adrian meets regularly with our Manager and other staff team members as appropriate so that he is able to feed into strategies and policies that will affect how services are commissioned and delivered in the borough.

Our outreach and engagement team, supported by our Healthwatch Champions, gather views and feedback from the community on issues that are affecting them and having an impact on how they access health and care services. This information is also reported to Adrian ahead of the Health and Wellbeing Board meetings

By working in this way we ensure that the views all local people are represented and that this information can influence service delivery, both now and in the future.

*It starts
with you*



healthwatch
healthwatch.co.uk

Dental work in primary schools

Each year we form priorities based on the information received from members of the public. This information is cross-referenced with data received through meetings we attend and takes into account the health and wellbeing strategies for Barnsley.

During 2014, we undertook a snapshot survey as part of our involvement with the Children and Young People Health and Wellbeing Strategy Task Group. This highlighted that 43% of the 100+ children and young people we had spoken to had not accessed a dentist within the last six to twelve months. This sparked some interest with our volunteer Healthwatch Champions and Strategic Advisory Board members and subsequently led to our becoming involved in the Local Oral Health Advisory Group. Through our outreach and engagement activities we have been able to raise awareness of the benefits of requesting fluoride varnish treatment.

In 2016 after receiving the Public Health Strategy, we felt that we needed to consult children and young people accessing dentists. The aim of this was to bring their views to the attention of related local discussions.

Gathering information

We engaged with five primary schools in Barnsley and carried out a 45 minute session in each, highlighting the importance of dental hygiene. We also gathered views relating to dentists. In total we spoke to 188 children and young people at the following schools:

- Ward Green Primary school
- Joseph Locke Primary School
- Dodworth St Johns Church of England Primary Academy

- Athersley South Primary School
- Elsecar Holy Trinity Church of England Primary School

The key points asked of the young people in attendance were:

- How many times a day should you brush your teeth?
- How long should you brush your teeth for each time?
- How often should you visit the dentist?
- What is fluoride varnish?

We also asked children and young people about their experiences of visiting their dental practice. The main focus was to find out:

- If children and young people have been to the dentist lately and how often they attend;
- The opinions, experiences, and views of children and young people who have attended a dental appointment;
- If children and young people were aware of the superhero campaign launched by Public Health in 2015.

The feedback we received outlined their experiences and opinions of 20 dental practices covering all six ward areas of Barnsley. The feedback was then shared with our Young Champions who supported our Children and Young People's Engagement Worker to analyse the information, key findings and recommendations for change.

This information will be presented to the Oral Health Advisory Board in June 2017 and shared with all schools and dental practices in Barnsley. An action plan will also be created to allow services to measure what differences and recommendations have been implemented.

Looking at Speech and Language Therapy services in Barnsley

As part of our 360 review last year, we received feedback about the discharge process from Speech and Language Therapy services for children with complex needs. We then held meetings with the Service Commissioner and a parent of a child accessing these services to find out more about the service and how it is currently run.

Gathering views

We decided to hold two open days to gather views and experiences from parents of children with complex needs. This would allow these parents to share their thoughts on the discharge process and the service as a whole. We made sure that these sessions ran from 9am until 7.30pm to take into account the access needs of parents who have caring responsibilities. We advertised the open day in a number of different ways to ensure that as many people as possible knew about the sessions and also included our contact details for any parents who could not make the day.

In addition to this, we designed a survey that we took into clinics. We used the survey as a basis for conversations with staff, patients and parents, in order to gather their views. We also joined Speech and Language Therapists on their rounds to gather the experiences of service users.

As well as obtaining feedback in person through our outreach, some individuals chose to leave feedback via our online Feedback Centre and we were able to include this in our findings.

Analysing the information

Once we had collated all the feedback we had received, we analysed it to see if there were any common themes in relation to the service provision, the referral route and how young people were discharged from the service. We noticed that we had received feedback from both parents accessing the service and professionals referring into the service. With this in mind we separated the comments so that we could get a viewpoint from parents and a viewpoint from professionals, such as teaching assistants, who were either working with or referring children into the service.

Following our analysis of the information, we asked the current service provider to answer specific questions that had been asked so we could get a clear picture of the service and how it works in Barnsley.

Findings and recommendations

On the whole we received positive feedback from people we spoke to and from people who left comments on the Feedback Centre.

We were able to make four key recommendations to the service based on our findings. This was to help ensure that parents felt supported and that the service could meet their needs.

Next steps

This report will be sent to South West Yorkshire NHS Partnership Foundation Trust, who provide Speech and Language Therapy services for young people in Barnsley. We will also share it with service commissioners, Barnsley Council and other partners when the service is reviewed.

The impact of patient ‘Did Not Attend’ (DNA) appointments at GP surgeries in the Dearne

In November 2015 an issue was brought to our attention by Councillor Gollick, on behalf of people living in the Dearne. The issue was that people were struggling to access their general practice. We started looking at the issue in 2015/16 and our outreach and engagement work continued in this reporting period.

Gathering views and feedback

In order to gather more information and to speak to people living in the Dearne area, we arranged two engagement events at Goldthorpe and Thurnscoe Library. These events were publicised in the local press and via social media. As a result of this work, we spoke to a total of 42 people and found that the issue of people being able to get an appointment at their practice was a common theme.

In order to find out what service providers thought about these access issues, we visited two surgeries in the Dearne and spoke to staff and the practice managers. At both surgeries staff raised the issue that the biggest problem affecting access to appointments was patients not attending appointments they had booked.

In addition to our outreach and engagement work, we were called as a witness at the Overview and Scrutiny Commission led by Barnsley Council, as they had called a meeting to look at the local GP Federation and GP Access. At this meeting we were able to report on our findings to date and our plans for the next few months.

Working with the ‘Dearne Approach’

The ‘Dearne Approach’ is a partnership of different organisations, including Barnsley Council, working to improve the area for the people living there. Access to GPs was one of the issues that residents had identified to the ‘Dearne Approach’ and we went to meetings to provide an update on our findings and to ask for support. We wanted help to raise awareness of the importance of people cancelling their appointments when they are unable to attend, to ensure that other people could benefit from seeing a medical professional. We informed the meeting that one practice reported that 350 patients did not attend their appointments in one quarter and the resulting impact this has.

The ‘Dearne Approach’ agreed to support our work and awareness raising with residents and they also agreed to promote community pharmacy services as an alternative to attending GP appointments.

Next steps

In addition to the promotion and awareness raising that the ‘Dearne Approach’ partners agreed to, we decided to look into the specific issues of why people do not attend their appointments and if there is anything that could be done to make the process easier for residents.

Our Adult Engagement Worker is in the process of speaking to people in the Dearne in a number of community venues to gather their views and feedback on the issue of DNA rates. She is also working with the GP practices in this area to make recommendations and share our findings, which will continue into 2016/17.

*Our plans
for next
year*



What next?

In 2017/18 we will continue to ensure that our work focuses on how health and care services impact upon people living in Barnsley. We will remain responsive to any feedback our outreach and engagement team gather and ensure that this information is supplied to service providers and commissioners.

In the next year we will install a new Customer Relationship Management (CRM) system that will allow us to better monitor the feedback and information we receive, as well as deal with requests for information from members of the public more efficiently. This system will also ensure that we continue to be effective and responsive to people's needs.

Priorities for the next year

Our priorities for the next year are as follows:

- Mental Health Strategy (including CAMHS, Barnsley Mental Health Crisis Care Concordat, South Yorkshire Police Strategic Mental Health Partnership Board, Suicide Action Plan for Barnsley and the 'Thrive' programme for primary schools - we need to continue to monitor how accessible mental health services are and the related waiting times for appointments;
- Looking at the Alcohol Strategy for Barnsley and feeding into borough wide public engagement to look at the issues around home consumption of alcohol;
- Engaging with secondary school pupils;
- Continue to engage with children on their experiences of visiting the

dentist and how this impacts on their oral hygiene and general health;

- Extend the Carer's Strategy to all GPs to ensure that GPs are able to identify and support carers registered within their practice;
- To continue our work in the Dearne to look at why people do not attend their GP appointment;
- Work with the Equality Forums to ensure the people associated with them are able to access health and care services;
- To recruit new Adult and Young Healthwatch Champions to enable us to gather more views in the community through outreach.

Sustainability and Transformation Plan (STP)

One of the biggest areas that we need to prioritise over the next year is the STP and how this has the potential to change how services are delivered in the future. You will have read earlier in this report that we have started to inform people in Barnsley about the STP and gather their views on the plan for Barnsley.

We are already working with partners via the Stronger Communities Partnership Board to look at how budget changes will impact on spending and investment in different areas in the borough, whilst ensuring that the health and care services that are provided are fit for purpose for the communities they serve.

We will continue to monitor the proposals of the Accountable Care Organisation Partnership Board and the Accountable Care System Board and champion and challenge all operations and decisions.



Our people

Decision making

Voluntary Action Barnsley is contracted to host Healthwatch Barnsley and is responsible for the recruitment, employment and management of staff, payroll and premises.

Strategic Advisory Board

Our Strategic Advisory Board focus on the development and direction of the strategic work plan and support with the prioritisation of key issues relating to health and care.

Our outreach and engagement work ensures that we work with organisations representing the population of Barnsley, including Black Minority Ethnic communities, carers, older people, young people, people with mental ill health and those with sensory impairment.

Individuals and groups can become members of Healthwatch Barnsley. Individual membership is open to anyone living in Barnsley or using local health and care services. Individual members can indicate to what level they wish to become involved in our work and activities. Group membership is open to any voluntary organisation, community group or business organisation that operates in the Barnsley area, wishing to affiliate itself to us and our work.

To ensure we have a Strategic Advisory Board that is truly representative, members of the public can find out more about our voluntary roles through outreach and engagement work and our other promotional activities. Once a potential volunteer has identified that they would like to be a Strategic Advisory Board

member, they are given an application pack to complete and send back to the team. These candidates are then shortlisted by other Board members and invited for interview. This ensures there is a broad range of skills, competencies, knowledge and experience on the Board and that it is committed to our strategic vision, mission and aims.

The role of the Chair of the Strategic Advisory Board is also advertised and all potential candidates will be interviewed by a panel of independent experts. The person selected as Chair will then be our representative on the Health and Wellbeing Board and the main spokesperson for us.

The Strategic Advisory Board will work to ensure:

- All sections of the community are represented and their views considered in our work;
- Proactive communication with the wider community, and in particular with hard to reach groups;
- Appropriate resources are allocated to support activities.

The Strategic Advisory Board will also:

- Agree our strategic priorities;
- Approve reports produced by groups working on behalf of, or in collaboration with us;
- Support, whenever appropriate, collaborative work with other organisations including adult and children's care services, the local Clinical Commissioning Group, neighbouring Healthwatch services, the overview and scrutiny committees and foundation trusts;

- Ensure we contribute to the Joint Strategic Needs Assessment and the Health and Wellbeing Strategy;
- Ensure that the views and experiences of people are communicated to commissioners and providers of services and to Healthwatch England.

Our Strategic Advisory Board is structured and represented as follows:

- It should have no more than eight members with a range of specialisms, skills and interests;
- Strategic Advisory Board members will serve for two years. Members will be eligible for re-selection;
- Candidates representing organisations must be nominated by an authorised representative of the organisation and active in health and/or care in that district. The NHS or local authority will be unable to nominate candidates;
- The interview panel for the Board will comprise of our Chair, additional Board members, our manager, along with a representative from the voluntary sector;
- The Board has the power to invite representatives from special interest groups or organisations to attend Board meetings, in order to reflect the need for particular knowledge, experience or skill sets which are deemed necessary for the effective functioning of the Board.

All Strategic Advisory Board meetings will be minuted and we will regularly produce detailed monitoring reports. These will highlight significant achievements and difficulties.

Currently we have the following people on our Strategic Advisory Board:

Adrian England - Chairman
 Tony Alcock JP
 Margaret Baker
 Ian Guest
 Wendy Hardcastle
 Christine Key
 Margaret Linqvist
 Mark Smith

Healthwatch Champions and Young Champions

Individuals who become our members are given the opportunity to become actively involved as Champions or Young Champions. Anyone who shows an interest is given an application pack to complete before a meeting is arranged with the relevant engagement worker.

Adult Healthwatch Champions

All Healthwatch Champions are supported by our Adult Engagement Worker, Lorna Lewis. Currently we have the following Champions assisting with our work:

Aftab Ali
 Marie Cook OBE
 Carol Dixon
 Patricia Durie
 Chris Green

This year one of our most valued volunteers has retired.

Mike Grundy has worked with us since the inception of Healthwatch Barnsley. He was involved in many aspects of our work including Enter and View visits of residential homes and hospital services,

writing reports, engaging with service users and representing us at several meetings.

Mike was always happy to offer a helping hand with any of our work and was a great support to all his colleagues. His kind nature and helpful attitude encouraged other volunteers to get involved; we will all miss him a lot and wish him well with everything in the future.

We have also lost two of our volunteers to our Strategic Board. Mark Smith and Wendy Hardcastle have decided that they want to be more involved in planning our work and in our strategic direction.

We would like to welcome our newest volunteer Carol Dixon to the team. Carol has a background in banking services and brings many skills that she will be able to share with us.

We would like to take this opportunity to thank all our long standing volunteers for their continued support.

Recruitment of more volunteers will be a priority in the coming year.

Young Healthwatch Champions

All Healthwatch Young Champions are supported by our Children and Young People's Engagement Worker, Jade Bligh. Currently we have the following Young Champions assisting with our work:

Stephany Coetrall
Grace Harthill
Lilly Kershaw
Heather Lindsay
Holly Mayes

Our Young Champions have been involved in a number of projects and we appreciate all their hard work as they volunteer to help

us, as well as manage their school work, exams and extra-curricular activity.

Staff team

During this reporting period we have seen a few changes in staff roles; Carrienne Stones left the organisation and Teresa Gibson took over as Healthwatch Barnsley Manager, as mentioned previously.

We also recruited a new Signposting, Intelligence and Communications Officer, Gill Doy, who took over from Carolyn Ellis in December 2016. Gill has previously worked in social care, public health and the voluntary sector. Gill currently signposts people and responds to enquiries, collecting intelligence regarding services. She also looks after the website and social media accounts.

The staff team for Healthwatch Barnsley are as follows:

- Teresa Gibson - Healthwatch Manager
- Jade Bligh - Children and Young People's Engagement Worker
- Gill Doy - Signposting, Intelligence and Communications Officer
- James Goodwin - Outreach Worker
- Lorna Lewis - Adult Engagement Officer

For more information about the staff and their roles please visit

www.healthwatchbarnsley.co.uk

Tribute to Edith Bird from Lorna Lewis, Adult Engagement Worker



We received sad news recently about the passing of our dear friend and colleague Edith Bird, one Healthwatch Barnsley's founding volunteer Champions.

Even though she was in her 80s, Edith was always spritely and energetic. She was kind and would help anyone she could. For us, she talked to people to gather their views about health and social care services. She worked for us in GP practices, pharmacies, hospitals and at events but her favourite work was visiting residential homes and talking to the people who lived there. She always used to make me smile when she said, "I love visiting old people"; she was just so young at heart!

Edith's smile, humour and compassion made her a friend of many people. The phrase, "If you want something doing, ask a busy person" could almost have been written of Edith. Whilst volunteering for us, she did so for many of the local churches in Barnsley where she played the organ. Some

churches rescheduled their services so she could fit them in. She also played for drama groups and on occasion when helping us with engagement work in the community, if there was an organ or a piano in the vicinity she would give people a tune to brighten their day.

I can also recall the time when a new volunteer came to a meeting and noticed Edith chatting to someone in the corner. He went up to her and said, "Do you know that you're a legend?". He went on to tell us all that Edith's photograph took pride of place on the wall of the local Samaritans office. She was their longest serving volunteer, working there for 30 years. Edith then left the Samaritans and came to volunteer for us, where she remained until a few weeks before she sadly passed away.

Edith was a wonderful woman and will be greatly missed by all of us that knew her. I am proud to say that she was part of our lives and we will think of her with great affection for many years to come.

Edith Bird, 1932 - 2017. Gone but not forgotten.



Our finances

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	150,000
Additional income	4,980
Total income	154,980
Expenditure	
Operational costs	18,914
Staffing costs	135,186
Office costs	19,896
Total expenditure	173,996
Balance brought forward	27,780



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We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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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healthwatch

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