



**healthwatch**  
Barnsley

**Annual Report**  
2017/18



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# Message from our Chair, Adrian England

It is once again, my pleasure to introduce Healthwatch Barnsley's fifth Annual Report.

Voluntary Action Barnsley (VAB) was commissioned by the local authority to host Healthwatch Barnsley for a further year, with an option to extend this for a further year. We are grateful to VAB for the support that they have offered the organisation over the past year.

In 2017 we saw our manager Carrienne Stones leave the organisation for a fresh challenge, initially the manager's post was covered by Teresa Gibson, but we then advertised to recruit a permanent replacement. This recruitment took a little longer than expected, but eventually we were very fortunate to appoint Susan Womack to the permanent position as Healthwatch Barnsley's manager. Sue brings a wealth of experience in Health and Social Care at managerial level within the Voluntary Sector.

During the period of recruitment, Lorna Lewis stepped up to act as manager and the other staff Gill Doy, James Goodwin and Jade Bligh also provided additional support; myself and the rest of the members of the Strategic Board recognise the exceptional dedication of all the staff during this difficult period; and this commitment meant that the services offered by the organisation were not diminished in anyway.

As you can see, the last twelve months have continued to be even more challenging, but at the same time they have been stimulating and hugely rewarding for all concerned.

The economic situation has continued to constrain public spending and as a result expenditure has been even more dedicated and focussed around people's needs. Within Health and Social Care provisions locally, it has been critical to ensure that there has been a balance between value for money whilst safeguarding and improving all our exceptionally high-quality services. It is important that the spending of the "Barnsley pound" continues to be centralised within the Borough.

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 been enhanced. It has been good to see that commissioners and providers are working even more closely together; and, with their continued commitment I'm sure that local people will experience the benefits of these transformational changes. We will continue to support and challenge these changes and ensure that the outcomes for the people of Barnsley continue to remain at the heart of Health and Social Care system reform.

I continue to be extremely impressed with the commitment that the officers of the Local Authority, Clinical Commissioning Group (CCG), NHS and other service providers, the members of the Health and Wellbeing Board, Community Forums and Provider Forums, and the "Third Sector" Voluntary Organisations, who all demonstrate, by their desire and hard work together to improve and develop the current Health and Social Care provisions in Barnsley.

Healthwatch has maintained its position on these Boards and other Forums as well as our representation at regional level via membership of the South Yorkshire and Bassetlaw Shadow Integrated Systems Care - Working Together Partnership Board and; at a local "place-based planning", the Barnsley Health and Care Together Partnership Shadow Board levels.

I commend the report and remind readers that more information on the organisation, our work plans and reports can be found on our web page.

[www.healthwatchbarnsley.co.uk](http://www.healthwatchbarnsley.co.uk)



# Highlights from our year. This year we have:

Spoken to **2718**  
Barnsley people



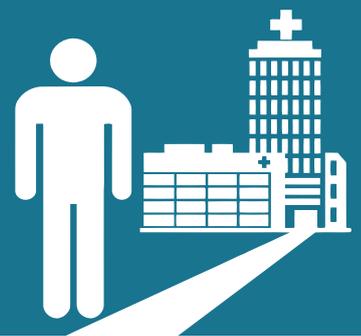
**233** new followers  
on Twitter



Received **308**  
reviews on our  
feedback centre



Visited **84** local  
groups & events



Tackled issues ranging  
from Dental to Sexual  
Health in our reports



Spoken to **280**  
young people about  
sexual health

Given **89** people  
information  
& advice



# Who we are



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

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the Government put people at the heart of care nationally.

## **Health and care that works for you**

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

## **Our purpose**

To find out what matters to you and to help make sure your views shape the support you need. People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

## **Our Strategic Priorities**

Priorities are determined by taking into account the feedback we gather through our research and engagement activity. Our priorities are then checked against the Health & Wellbeing Strategy for Barnsley, as well as other local strategies; as a result of this process we are able to look at areas to focus on.

# Meet the team

**Lorna Lewis**  
Adult Engagement Officer

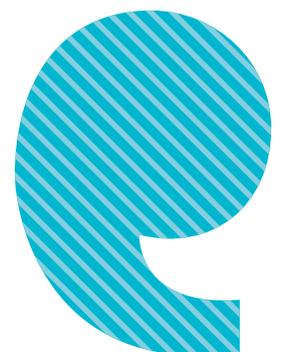
**James Goodwin**  
Outreach and Information Officer



**Jade Bligh**  
Children and Young  
People Engagement  
Officer

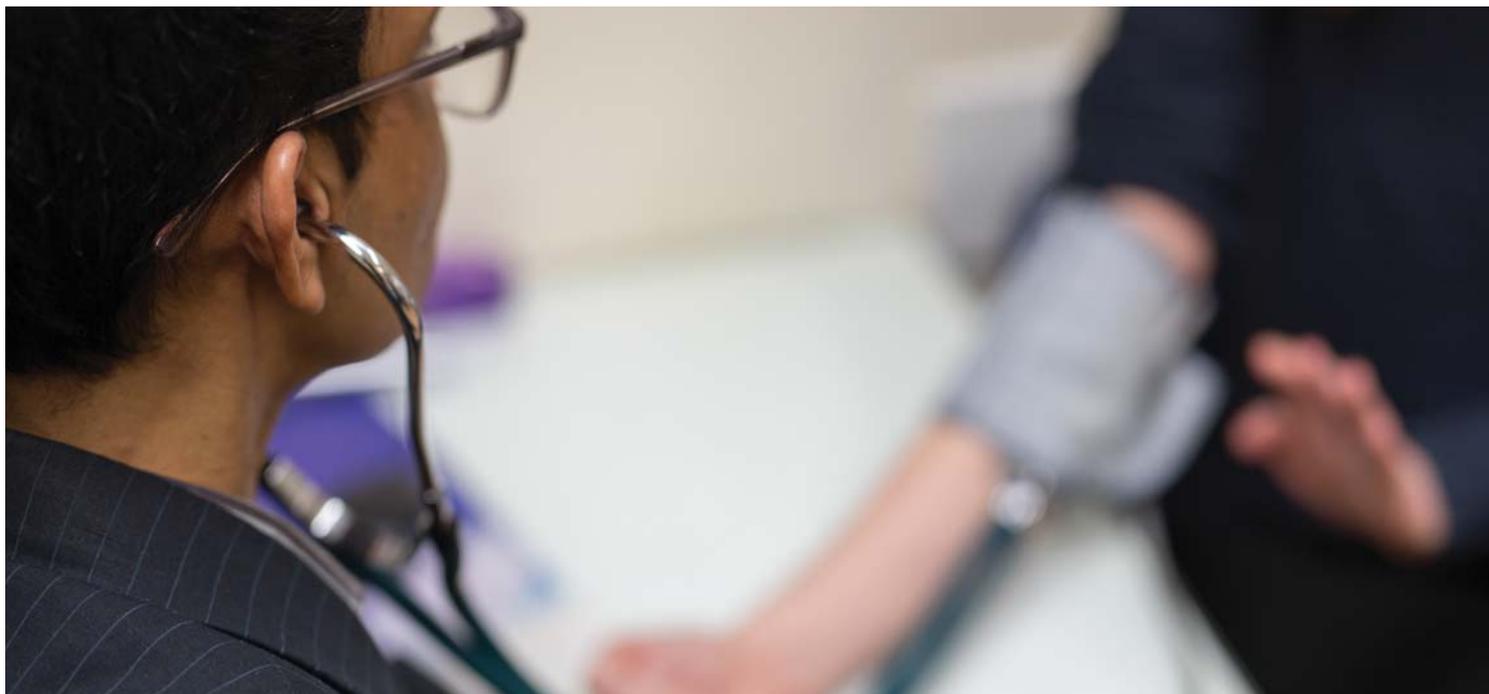
**Gill Doy**  
Signposting, Intelligence  
and Communications  
Officer

**Sue Womack**  
Healthwatch Barnsley Manager



# Your views on health and care





### Listening to people's views

- We tailor our outreach and engagement to the people we work with
- We ensure the communities we engage with have the opportunity to become actively involved, using their experiences and knowledge of services when raising concerns
- This year we have visited 84 groups and events including Blind and Partially sighted groups, Health and Equality Conference, Mind, Carers groups, Age Friendly Conference, Diwali Festival, schools and academies and many more.
- We have carried out targeted engagement activity to produce a number of reports, a sample of which are highlighted in this report

Each year we form priorities based on the information received from members of the public. These comments are cross-referenced with data received through the range of meetings we attend and the local health and wellbeing strategies for Barnsley.

### Dental Survey

Our former dental survey highlighted that in Barnsley the average number of decayed teeth in some wards is five times higher than in other less deprived wards of the borough and that there are a significant number of Barnsley children and young people being admitted to hospital every year for the removal of decayed teeth.

In 2016, after receiving the Public Health Strategy, we felt that there was something practical that we could do in terms of seeking the views and experiences of children and young people accessing dentists in Barnsley, bringing their views and opinions to the forefront of local discussions.

We subsequently engaged with five primary schools in Barnsley and led a 45 minute session in each, highlighting the importance of dental hygiene, as well as gathering the views of young people relating to dentists.

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

This information was presented to the Oral Health Advisory Board in June 2017 and shared with the dental practices and schools in Barnsley. Following on from this the recommendations in our report were included in the Oral Health Action Plan and included in the Barnsley Oral Health Needs Assessment.

## DNA Report (Did Not Attend) relating to GP appointments

Patients not attending appointments at their general practice is a major issue and cost to the National Health Service (NHS).

DNA rates have an enormous impact on the health care system in terms of cost and waiting times, significantly adding to delays along the patient pathway.

Following on from concerns raised with us, we agreed to explore the issues relating to DNAs with service users and General Practices across the Dearne. We agreed to raise awareness about the importance of keeping appointments or cancelling appointments where necessary.

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 initial work, we spoke to a total of 42 people and found that the issue of people not 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 felt that the biggest problem affecting access to appointments was patients not attending appointments they had booked. To gather more information we spoke to 350 patients living in Thurnscoe, Goldthorpe and Bolton upon Dearne. We also spoke to four general practices about DNA's and the impact they have on their surgery.

From this research we could clearly identify a problem in the Dearne with patients not attending booked appointments at their GP Surgery. The research also highlighted a wide range of reasons for patients not attending booked appointments. Consequently the report made a number of recommendations and was widely circulated.

In next years Annual Report we will report on the Actions taken following the Recommendations in the Report.





### Sexual Health Report

During 2015 our Children and Young People's Engagement Officer carried out a survey on sexual health and wrote a report outlining the findings on C-Card access and sexual health services for young people in Barnsley.

A C-Card scheme is one type of condom distribution scheme, which provides registered young people with a C-Card - a paper or credit card-style card - which entitles them to free condoms.

Barnsley's Our Public Health Strategy 2016-2018 highlighted the challenges around under 18s conceptions as they still remained a concern in some electoral wards when compared to national, regional rates. It was acknowledged in the strategy that work was needed to:

- Ensure sexual health services, including contraceptive services, are accessible, personalised and effective
- Ensure under 18s conceptions continue to reduce
- Commission sexual health and contraception services for Barnsley residents.

Following on from our previous findings and in conjunction with the areas highlighted in the Public Health Strategy a similar piece of work was undertaken in 2017. This was to see if there had been any improvements in the young people's knowledge of C-Cards and the sexual health services in Barnsley.

The report outlines the views of children and young people who took part in the sexual health survey that we carried out.

We engaged with 280 young people from Barnsley, aged between 13 years to 17 years.



### Key findings from the 2017 Survey:

- 98% of the young people surveyed did not have a C-Card;
- Only 6% of young people surveyed have accessed a sexual health clinic in the past 12 months;
- 19% know where sexual health services are located;
- 253 young people surveyed have accessed a Relationship and Sex Education (RSE) session within school, of these 234 young people rated the session between very good and ok;
- 210 young people did not know if the school had a sexual health drop in; this could be because the school does not provide one or it is not promoted effectively.
- As a result of our findings we outlined a number of recommendations for providers and commissioners.

As a result of our findings we outlined a number of recommendations for providers and commissioners.

In next years Annual Report we will report on the actions taken following the recommendations in the report.



## Sustainability and Transformation Partnership Project (STP)

Following on from discussions with the Commissioners Working Together team, it was agreed that local conversations with local communities would be a good approach to adopt to gather information about public perception of the South Yorkshire and Bassetlaw Sustainability and Transformation Plan.

The preferred vehicle for managing the local conversations was through Healthwatch Barnsley and Voluntary Action Barnsley.

It was agreed with the Commissioners Working Together team that, due to time constraints and a need to focus conversations, Healthwatch Barnsley and Voluntary Action Barnsley would use their existing networks and links within communities and community groups to deliver a number of community conversations and focus group sessions.

Following on from the initial piece of work a decision was made by Healthwatch Barnsley to gain some feedback from young people.

We worked with 51 young people to gain their views on the STP and the feedback was gained through small group sessions within a secondary school. The feedback was then provided to the Commissioners Working Together team, to incorporate into their full report.

## Hospital / Doctors Consultation

We consulted with 180 young people to gain their views on what they liked and disliked about Barnsley Hospital.

Within the survey we asked questions about their visit to the hospital, and how the doctor or nurse and other hospital staff made them feel.

From the feedback we received, the comments were entered on our feedback centre and used to provide us with local intelligence in relation to the hospital and to identify trends, which may result in a future piece of work for Healthwatch.

The same process was followed for surgeries in Barnsley and 164 young people completed our survey giving us feedback on what they liked and disliked about their surgery.

## Outreach

Over the past year our Children and Young People's Engagement Officer has been building on our good relationships within secondary schools in order to carry out future engagement work.

She has also carried out general outreach sessions in primary schools, local parks and community events.

## Blind and Partially Sighted Service Provision in Barnsley

In response to questions and concerns raised by a number of individuals, regarding lack of services, Healthwatch Barnsley arranged a meeting with visually impaired people to talk about the services available to them in Barnsley. An invitation went out to all of our networks and via the hospital, social services, Sight and Sound in Rotherham and Sheffield Royal Society for the Blind. Although the initial response was high, only a few people attended the meeting. As a result of the group discussion Healthwatch Barnsley have spoken to current and potential service providers in the area - This piece of work is ongoing.

Our full reports are on our website [www.healthwatchbarnsley.co.uk](http://www.healthwatchbarnsley.co.uk)



# Helping you find the answers



**RECEPTION**

**THIS WAY**

**EXIT**



## We have provided Signposting, Advice and information to 89 people.

This might not seem like many, however quite often one of these cases can result in detailed and time consuming enquiries lasting over many weeks.

As an example; one query we received this year was in relation to the potential requirement for payment for a specific service. This had caused the patient a degree of anxiety and with the assistance of NHS England, we managed to address her concerns and provide reassurance.

Our signposting advice and information service is always on hand to point people in the right direction for their health and social care needs. We have received requests for information and advice via telephone and email but we do have a walk in service, where people can ask for us at reception at Priory Campus.

We will always do our best to help, whether it is linking people to support groups for their health conditions or signposting to organisations that can help with aids and adaptations in the home to assist with a disability.

We have had requests for information and support to make a complaint, and depending on the nature of the complaint will determine where we signpost the complainant to.

Further reasons for contact have been about a lack of responsiveness from services when the patient has a sense of urgency that they do not feel is being reciprocated by the service providers, on these occasions, Healthwatch Barnsley will seek clarification on behalf of the patient as to the nature of the delays and monitor any trends.

This is by no means an exhaustive list of the issues that we have been asked to help with. We also provide signposting and information at the many outreach and engagement activities that we attend, offering a further channel for people to get in contact with us.

Where we receive three or more concerns regarding the same service we will generally speaking take a closer look at what is happening, this would also form part of the intelligence that we would share with our partners.

## Providing Signposting and Advice through Engagement work

While visiting a GP surgery a Barnsley resident who is partially sighted had no information regarding help and support available. Healthwatch Barnsley informed the resident of the Low Vision event, and the Barnsley Blind and Partially Sighted and Macular group.

The resident was also in need of a shopping service and a befriending service. As a result Healthwatch Barnsley referred to the Eye Clinic Liaison Officer (ECLO) and due to our association with Voluntary Action Barnsley, was able to appoint a befriending service.



## Outreach and Engagement

This year our Outreach and Information Officer has carried out more collaborative promotional work for Healthwatch Barnsley. This has been in partnership with Jo Stanley, Lead Advocate for the Independent Complaints Advocacy Service (ICAS). We have carried this work out to ensure clarity for members of the public in relation to our role and the role of ICAS.

During this period, we have spoken to numerous people at scheduled events throughout the borough, to raise awareness.

At these events we usually begin with some general information about our services, such as signposting, information, advice and guidance.

This leads into the complaints process, (where ICAS pick up), taking the attendees through the process, from the initial referral and the routes into the process, through the stages of a complaint and what could conceivably be expected at the end of it.

Healthwatch Barnsley give examples of our work and

describe how we have helped people in the past.

This further consolidates the understanding of the group regarding what both services do and brings our work to life. So far we have received some good feedback and people are generally interested to learn about the breadth of our service.

We leave the group with our promotional materials, as well as our contact details. This ensures that the reach of our promotional work extends beyond our actual talk with the group that day.

This collaborative approach has worked well for us and we endeavour to raise awareness of our work with more groups in the future.

During this year Healthwatch Barnsley has attended 84 different events to promote our work and engage with different communities across Barnsley.



# Making a difference together



**TALK TO US!**

## Working with other organisations

### CQC

We regularly share and receive information with the Care Quality Commission (CQC) when they are planning to inspect services in our area; we also support them to communicate and share information to people living in Barnsley and have helped in promoting campaigns and reports including 'Care aware' campaign, 'are we listening' review and 'your birth plan' campaign.

### Enter and View

As part of our statutory activity, we have the right to Enter and View health and social care services. During 2017/18 we did not need to carry out Enter and View activity.

### Our reports and recommendations

We communicate with health and social care providers and commissioners in a range of different ways. For example, where significant and similar issues have been identified, we share the information gathered through reports. These outline key findings and recommendations for service providers and commissioners.

### Health and Equality Conference

On the 31st January 2018 a Health and Equality Conference was held at Barnsley Town Hall, hosted by the Health and Equality Group. Healthwatch Barnsley were invited to facilitate two of the workshops and to produce a report following on from the event.

The purpose of the conference was to provide an opportunity for health providers and commissioners to inform representatives from some of Barnsley's diverse communities about the work that they are doing to improve health access and outcomes across the borough.

This partnership approach has led to a 'next steps' meeting to determine the new way forward for the future work of the Health and Equality Group. A report summarising this work will be sent to the Senior Strategic Development Group.

## Meetings

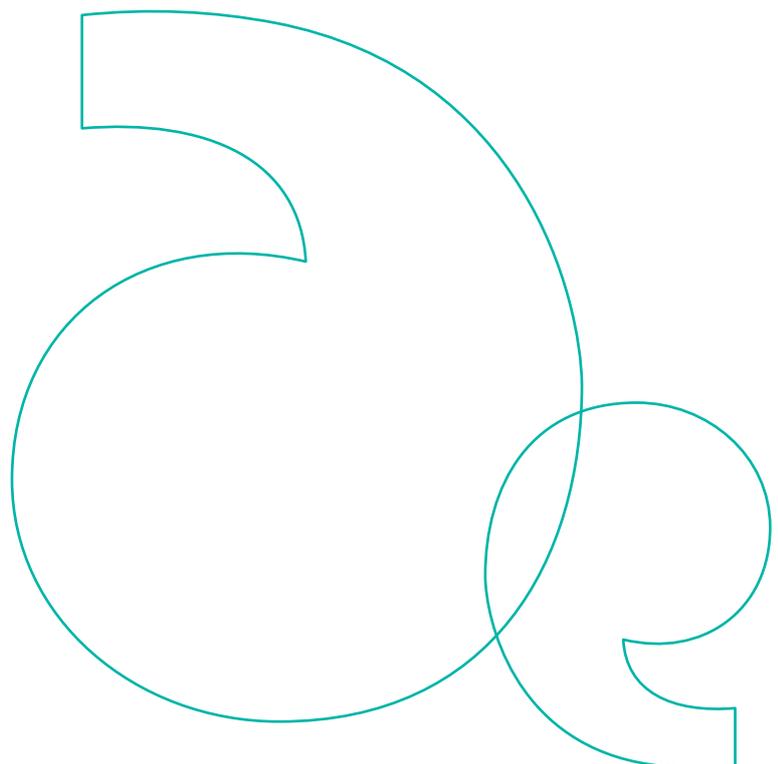
Healthwatch Barnsley is represented by staff and volunteers at a wide range of strategic meetings across Barnsley, and South Yorkshire and Bassetlaw where appropriate.

The reason for attendance at these meetings is to ensure that Healthwatch Barnsley is in a position to share the local intelligence that we have received from members of the public, providing us with a platform to share both good and bad feedback.

It also enables us to keep up to date, and comment on the health and social care environment in Barnsley, allowing us to share information with the public on issues that may affect them, through our social media outlets.

### Health and Wellbeing Board

The Chair of our Strategic Advisory Board, Adrian England attends the Health and Wellbeing Board to represent Healthwatch Barnsley and to ensure that the views of people living in Barnsley are represented. The Chair has regular meetings with the Healthwatch Manager to share local intelligence.



# Our plans for next year



## Our plans for 2018/19

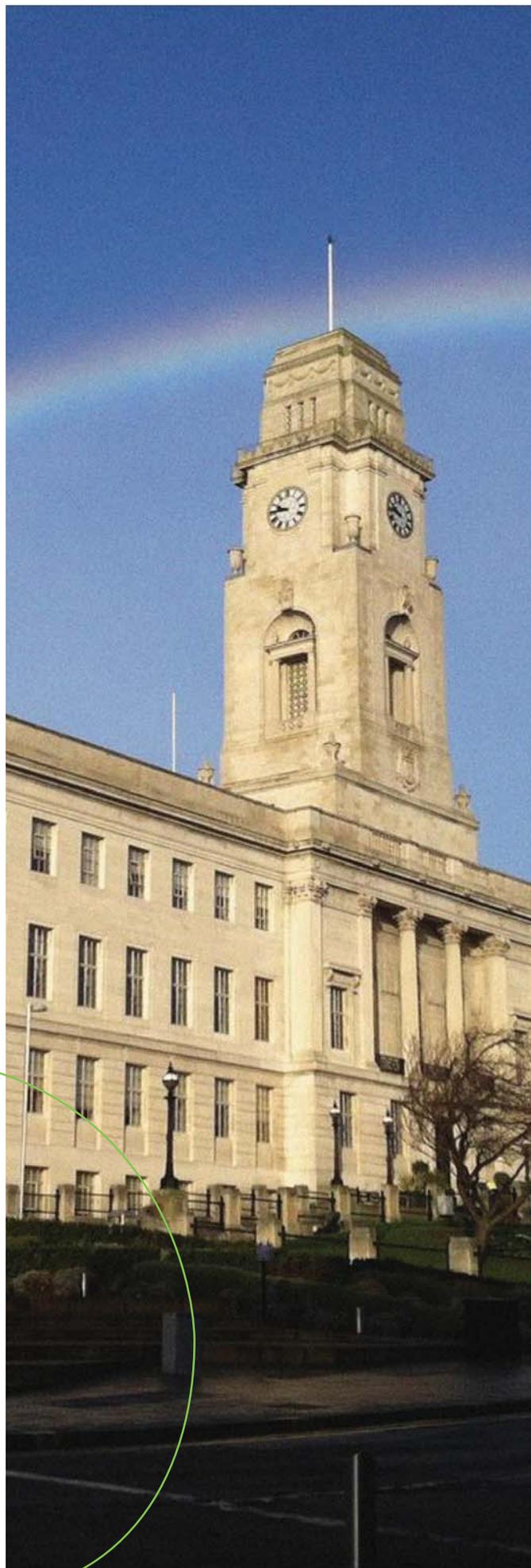
Healthwatch Barnsley has chosen its priorities for 2018/19 based on the information we have received, and the comments collected over the previous 12 months.

We will however continue to collect service user feedback and comments which will help to shape any additional focused work we undertake.

We will continue to be responsive to the information we receive and where it is indicated that change needs to happen, we will use this intelligence to influence service commissioners and providers.

## Our top priorities for next year

- 1. South Yorkshire and Bassetlaw Hospital Services Review**  
Keeping You Informed.
- 2. Child and Mental Health Services (CAMHS)**  
Looking at waiting times for assessment and waiting times for treatment and comparing with our previous findings.
- 3. Young Carers**  
Looking at support / services and need as identified by the young carers themselves.
- 4. Health Equality**  
Working with seldom heard communities in conjunction with the Health and Equality Group.
- 5. Membership**  
Developing our Membership.



# Our people



### Decision making

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

### Strategic Advisory Board

Our Strategic Advisory Board focus on the development and direction of the strategic work plan and decide on the prioritisation of key issues relating to health and care in compliance with the Decision Making Procedure.

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 our members. 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.

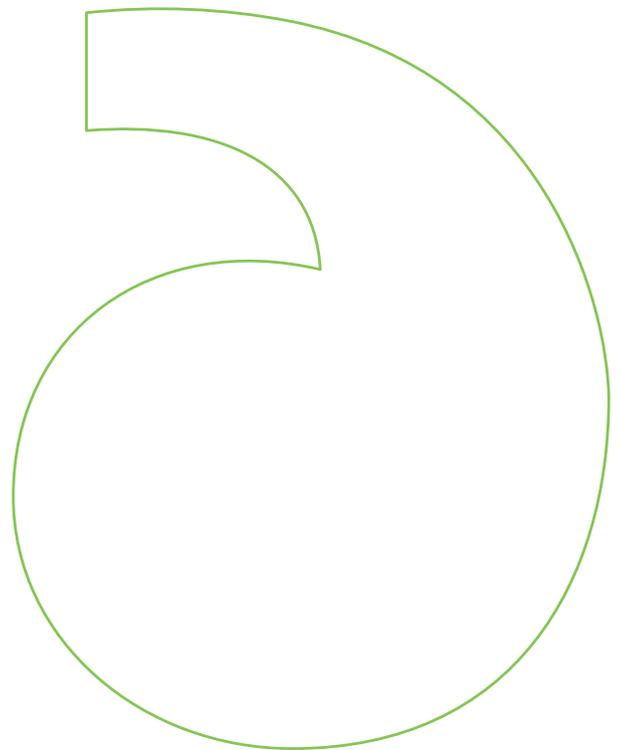
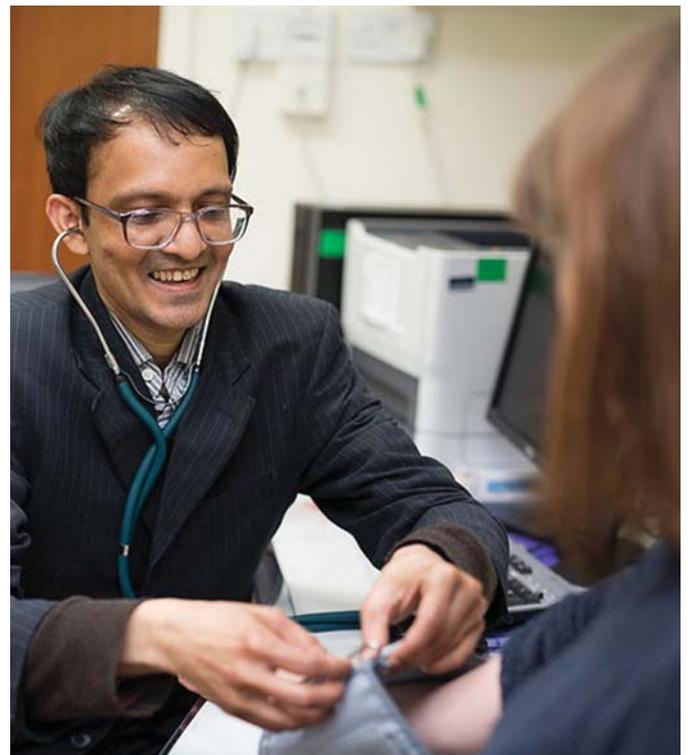
To ensure we have a Strategic Advisory Board that is truly representative, members of the public can find out more about our voluntary roles through outreach and engagement work and our other promotional activities. Once a potential volunteer has identified that they would like to be a Strategic Advisory Board member, if there is a vacancy they are provided with an application pack to complete and return.

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 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 and other providers.
- 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:

- 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 displayed on our website, 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  
 Mark Smith - Vice Chairman  
 Tony Alcock JP  
 Margaret Baker  
 Ian Guest  
 Wendy Hardcastle  
 Christine Key  
 Margaret Lindquist

### Healthwatch 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 Manager or relevant team member.

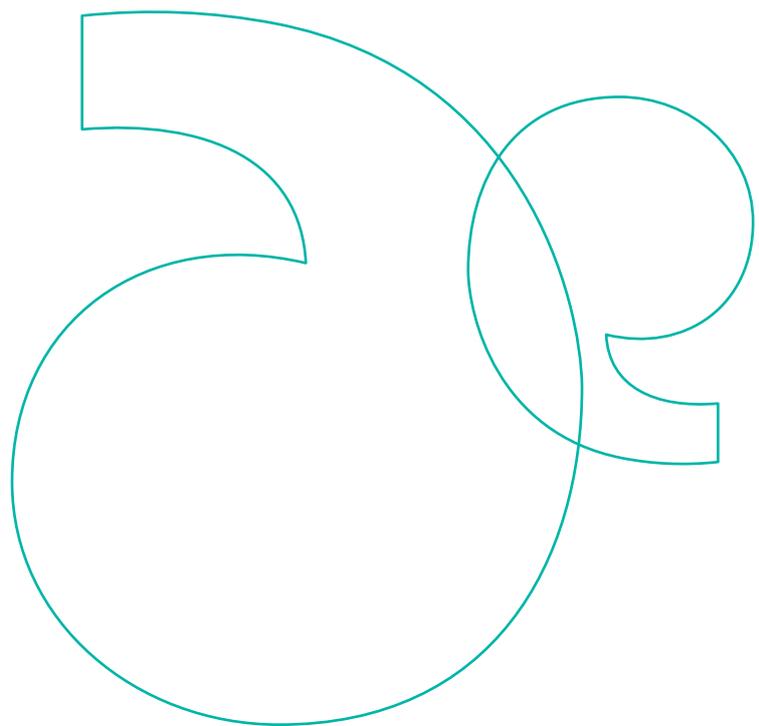
Currently we have the following Champions assisting with our work:

Marie Cook OBE  
 Carol Dixon  
 Patricia Durie  
 Chris Green

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

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

For more information about the staff and their roles please visit [www.healthwatchbarnsley.co.uk](http://www.healthwatchbarnsley.co.uk)

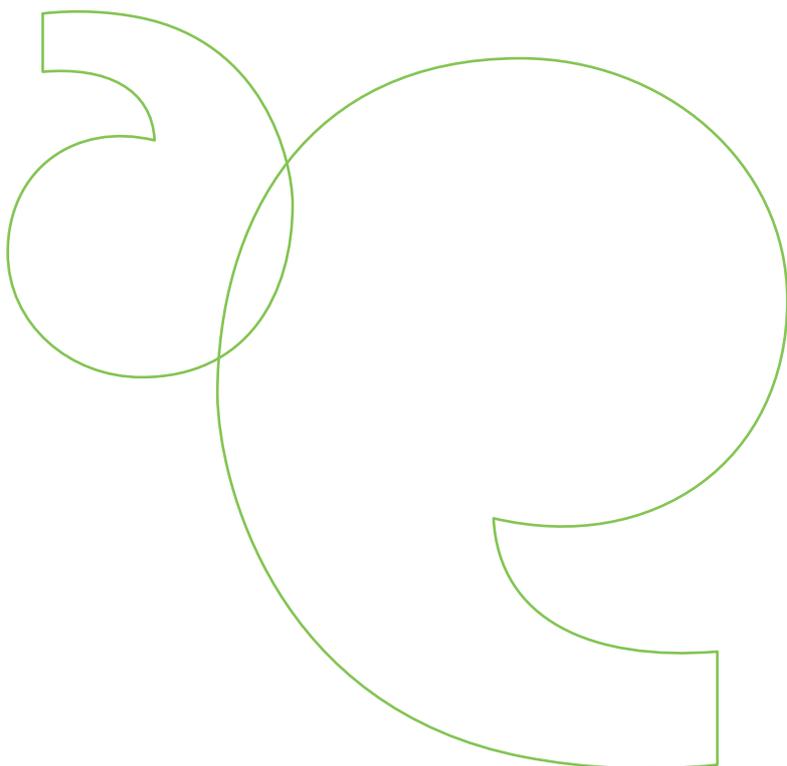


# Our finance



## Financial Reporting Period 1 April 2017 - 31 March 2018

<b>Income</b>	<b>£</b>
Funding received from local authority to deliver local Healthwatch statutory activities	£150,000.00
Additional income	£14,806.42
<b>Total income</b>	<b>£164,806.42</b>
<b>Expenditure</b>	<b>£</b>
Operational costs	£42,915.87
Staffing costs	£100,880.50
Office costs	£15,850.00
<b>Total expenditure</b>	<b>£159,646.37</b>
<b>Balance brought forward</b>	<b>£5,160.05</b>





We have sustained our practice of collecting people's experiences of Health and Social Care services available locally. This material has been used to identify service gaps, as well as exceptional practice; in doing so, we continue to influence and support services so that they are ideally placed to perform well on behalf of the population of Barnsley.

**Adrian England**  
Healthwatch Barnsley Chair



# Contact Us

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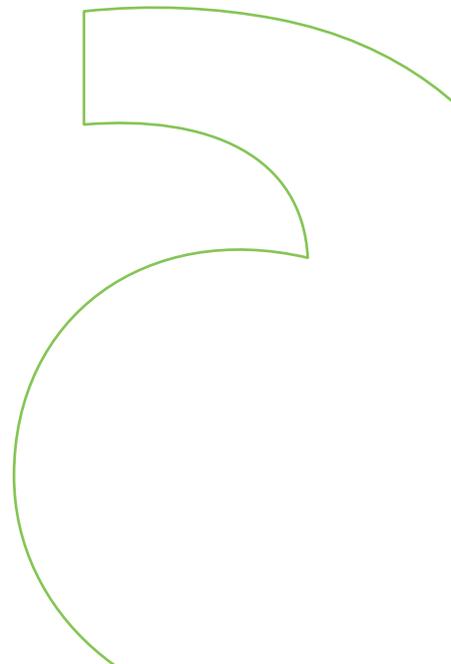
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Twitter: @Hwatchbarnsley

Our annual report will be publicly available on our website by 30 June 2018. We will also be 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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