



## Healthwatch Doncaster Annual Report 2016/17



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# Message from our Chair Steve Shore



Welcome to the Healthwatch Doncaster Annual Report for 2017. Although this report covers the period to 31 March 2017, I hope that

you don't mind me writing about some things that have happened since then, as they will be old news by next year.

From my perspective, Healthwatch Doncaster has grown in effectiveness, size and reputation in the last 12 months. Having become an entirely independent Community Interest Company (CIC) in 2016, I am delighted that we have just been told by our primary commissioners, Doncaster Council, that we are the preferred bidder for the Healthwatch contract for the next three years, with options for two more years after that. I would like to put on record my thanks to everyone who has contributed to the successful bid, which was led by Andrew Goodall, Debbie Hilditch and Vic Holbrey.

Since the award of the contract, we have been working hard to put our plans for the future of Healthwatch Doncaster in place in order to deliver the best service we can for the citizens of Doncaster.

The last year has seen us deliver significant pieces of work for NHS Doncaster CCG and the Commissioners Working Together programme but we realise that our primary aim has to be connecting with the people who use health and social care services and

ensure that their voices are heard in the delivery and commissioning of those services. We must be able to show that we've made a difference.

I am proud of the work we have done in so many areas, but we can and we will do more.

We can achieve nothing without you though and I would like to thank my fellow board members, the staff, our volunteers and you, our members and stakeholders for everything that you do to help us be the organisation we want to be.

Finally, I would like to offer my thanks to two board members who have left the organisation this year; Michelle Shore, who provided excellent support with the HR issues around the formation of the CIC, and the legend that is Sheila Barnes. Sheila was my predecessor as Chair and the first thing anyone from other organisations said to me when I met them was usually to tell me how great Sheila was. She set the bar very high and I only hope that I get near to her standards. She has been a stalwart member of the Healthwatch board and could always be relied upon to bring us back to what we are there for, if ever the discussions wandered off. She is an absolute credit to Doncaster and someone that I am proud to have worked with.

So, onward into the next year. It has stared well and we will try to make sure that we continue in an upward trajectory.

# Message from our Chief Operating Officer Andrew Goodall



The last 12 months have seen a period of change and transformation for Healthwatch Doncaster. The

creation of a new Community Interest Company (CIC), relocation to new premises and the appointment of a new Chief Operating Officer all took place within three months.

I was very lucky to take up the role of Chief Operating Officer at the same time that Healthwatch Doncaster became a stand-alone, independent organisation, given a clear remit by the Board to provide leadership and stability, as a new chapter in the story of Healthwatch Doncaster unfolded.

The freedom and flexibility of being an independent CIC has proved invaluable throughout 2016-17 and has enabled the Board and I to reaffirm our relationships with local people, community and key strategic partners.

So, what have Healthwatch Doncaster been concentrating on over the last 12 months? We have been focussing on engagement, enhancing and developing our digital footprint through social media, newsletters

and our website. There are now over six Facebook, Twitter and Instagram accounts all centrally managed by the Healthwatch Doncaster team. The staff team are actively encouraged to share as much information as possible through social media.

Local partnerships have been created with Voiceability so that we are better able to work together to join up some of our services around Advocacy, signposting and information.

Engagement with local people, communities and groups has continued to be the heart and soul of the work that Healthwatch Doncaster has been doing. A research-led thematic analysis of stories (of which you can read more about on page 16) has enabled us to develop the SHARE tool - SHARE focusses on having better conversations to gather extended narratives.

As Healthwatch Doncaster moves forward into 2017-18, we will maintain our focus on engagement with local people to support them to share their stories and experiences with a commitment to using the common themes to influence commissioners and providers of local health and care services to make improvements and developments.



# Highlights from our year

*80 new members have joined Healthwatch to receive information or expressed an interest in volunteering*



*A new Healthwatch Doncaster Instagram account to snap pictures via outreach sessions across the Borough*



*28 Care Home visits across the Borough*



*21 Care Quality Commission communications to request feedback for services*



*90.9% increase in calls made to request Independent Complaints Advocacy Support*



*59 engagement outreach sessions across the Borough*



# Who we are

**Healthwatch was created by the Government, through the Health and Social Care Act (2012).**

The Act resulted in the creation of a national body, Healthwatch England, and required each local authority with social care responsibilities, to establish a local Healthwatch from April 2013 with initial funding from central government.

Healthwatch Doncaster will:

- **Gather views and understanding the experiences of people** who use services, carers and the wider community by taking a focused approach to engagement via a variety of ways to ensure that a wide cross-section of views from the local community are represented.
- **Make people's views known** by informing and influencing health, social care and public health providers and commissioners by communicating the local community's views in a constructive manner.
- **Promote and support people in the commissioning and provision of local care services** and how they are scrutinised by positively contributing to new or proposed services based on robust engagement and involvement of local people, specifically potential and current service users.
- **Recommend investigation or special review of services** via Healthwatch England or directly to the Care Quality Commission by continuously evaluating existing health and social care services and making recommendations for special reviews or investigations as appropriate
- **Provide advice and information signposting about access to services and support for making informed choices** by providing an advice and information signposting service to ensure that all sections of the local community have access to up to date, relevant, impartial and accurate information, advice relating to health and social care services available to them.
- **Make the views and experiences of people known to Healthwatch England** and providing a steer to help it carry out its role as national champion by ensuring that local intelligence gathering systems complement those established by Healthwatch England.



# *Your Healthwatch Team*



**Andrew Goodall**

**Chief Operating Officer**

“As the Chief Operating Officer of Healthwatch

Doncaster I am passionate about ensuring that people who use services and carers of people who use services can have their voices heard and that their experiences can be used to improve local health and social care services.

My skills and experience as a Commissioner of social care services in Doncaster for 6 years and over 12 years working in the local NHS managing strategic organisational reviews, Sure Start Children’s Centres, Teenage Pregnancy and Public Health drive my enthusiasm for improving outcomes for patients, carers and service users.

Healthwatch Doncaster is a strong, independent voice for the people of Doncaster to improve the quality of local health and social care services.

I will lead the newly formed Healthwatch Doncaster Community Interest Company (CIC) to seek out and promote best practice in community engagement and patient participation, support the promotion of best practice in quality of service design and delivery, work in partnership to avoid duplication and provide a single point of contact for Commissioners and Providers.”



**Sandie Hodson**

**Community Engagement Officer**

“I have experience in community engagement,

management and training gained in both the voluntary and public sector (Public Health). My role currently involves all aspects of engagement and participation, including supporting volunteers and being responsible for some of the exciting project work that we are currently involved in.”



**Akhlaq Hanif**

**Administrator/  
Signposting and  
Information Officer**

“Having studied to University level and undertaken some voluntary work, I support my colleagues and assist members of the public with any advice, guidance or concerns they may have and providing them with the information; maintaining the website, social media and communication areas. Alongside these duties, I undertake day-to-day administrative duties for Healthwatch Doncaster.”





**Marion Boyd**  
**Advocacy Worker**

“I have considerable knowledge and experience around community

regeneration, social inclusion, empowerment and Health and Wellbeing. Having worked and been based in communities within, both Sheffield and Rotherham, for the past 15 years, I am excited to now be working in Doncaster. My role is to support and empower individuals in order for them to have their voice heard.”

### **Angela Barnes**

#### **Keeping Safe Forum Project Manager**



“I have a strong background in community engagement having worked in Doncaster and Sheffield, where I worked for a national

organisation supporting local community and voluntary services throughout England. I am pleased to be working with members of the Doncaster Keeping Safe forum to promote Keeping Safe in Doncaster.”



**Curtis Henry**  
**Community Engagement Officer**

I have a broad range of work experiences, branching from a

background within social work, youth and community development work. I have over ten years' experience of working within the NHS as mental health inequalities worker and the equalities and public engagement lead officer.

The roles I've undertaken, have been predominantly focused on working with people deemed marginalised or disadvantaged in society to help address some of the inequalities faced by them.

I envisage my placement here at Healthwatch Doncaster will support me to continue to provide a platform for marginalised voices to be heard.”



**Emily Green**  
**Business Administration Apprentice**

“After leaving school with eight

GCSE's, I joined Healthwatch as a Business Administration Apprentice in September 2016. I like the values of Healthwatch, such as helping the public with signposting; allowing them to have their say on their health and social care experiences and support with an NHS complaint. My role is varied from general administration duties to helping at outreach events gathering local people's feedback. Working with the team and our volunteers has been enjoyable.”



# A conversation with Healthwatch Doncaster's Business Apprentice



**Emily Green joined Healthwatch Doncaster as a Business Apprentice in**

**September 2016 after completing secondary school with 8 GCSE passes. Here is an opportunity to find out more about her...**

**What made you choose Healthwatch Doncaster ahead of other potential apprenticeship opportunities?**

*As one of my favourite subjects at school was Health and Social Care and after researching about Healthwatch, I immediately felt this would be the best place to start an apprenticeship after sensing a helpful environment during my interview.*

**Can you tell us what a normal working day is like?**

*I am in the office most days, carrying out a range of Business Administration duties; signposting members of the public to their required health services such as finding a new Dentist or GP, distributing documents and writing minutes/agendas for the*

*Engagement Group, Digital and Media Group and the Keeping Safe Forum.*

*I assist with Healthwatch Doncaster's outreach engagements by helping on information stands with colleagues, to speak to members of the public and capture their stories.*

**What tasks do you enjoy in your role?**

*I enjoy signposting members of the public to a service that would be helpful for them; providing admin support for the Keeping Safe Forum, Engagement Group and work with different people in the community across Doncaster; participating in engagement work, which progresses my skills, confidence and independence; general business admin duties: filing, helping with finance, arranging venues and catering for events/ meetings such as the*

*MacMillan Cancer morning in October 2016 (inset)*



**You've been supporting the team and volunteers on outreach for Healthwatch**

**Doncaster and Keeping Safe Forum, what did you learn from those sessions?**

*I have learned new skills such as minute taking, and to engage with different*

people whilst understanding their individual needs, building relationships with members of the Forum and volunteers.

**You've been involved in Young Healthwatch as part of your role, what has it been like working within this group?**

*I have participated in Young Healthwatch meetings and taken notes. Me and my*



*colleague Sandie (Healthwatch Doncaster Engagement officer) supported an event organised by The LADDER*

*Group, by having an information stand, and gave a presentation about Young Healthwatch.*

**How would you describe your work colleagues?**

*Lovely, helpful and supportive. Every one of my colleagues will go out of their way to help me if required. I feel very comfortable at work to ask them for help or support.*

**What do you know about Healthwatch that you didn't before you started?**

*We engage with many people throughout our community from different backgrounds, making sure we gather their experiences and allow them to have their voices heard. I learnt the lengths our Advocacy service goes to, supporting people not only through the NHS complaints process, but all the way to the Parliamentary Health Service Ombudsman.*

**How do you think your apprenticeship at Healthwatch Doncaster will help you in your professional life?**

*Healthwatch has increased my confidence by encouraging me to approach members of the public, as this is an important skill that will be useful throughout my professional career.*

*During my time at Healthwatch I have learnt how to deal with different situations over the phone, which has helped by me using my own initiative. I've used social media that is a growing opportunity for organisations and will benefit me going forward.*



**Mo Murphy, an Apprenticeship Tutor at YMCA Doncaster, shares her thoughts overseeing Emily's time at Healthwatch so far...**

*Emily has been mentored and guided by Healthwatch to have the knowledge and experience to be a successful administrator and to carry out her apprenticeship programme.*

*Healthwatch has given Emily a chance to start her career at a young age, enabling her to be part of the work based learning programme and carry out tasks within the working environment.*

*Healthwatch have helped Emily grow in confidence, giving her the significant coaching she requires.*

**In my experience Healthwatch have played an important part in Emily's progress and been a valuable employer to work with.**

# Our priorities



In April 2016, the Board of Healthwatch Doncaster approved a new engagement strategy which established the key priorities for the

next 12 months and maximised resources in the development of new ways of working. These new areas of work included:

- The establishment of a digital footprint for Healthwatch Doncaster to support our face to face engagement programme.
- The development of a potentially new way of capturing patient stories through extended narrative (patient stories of more than 200 words) as well as designing a new questionnaire based on a thematic analysis approach.
- Continued development of Young Healthwatch with a focus on developing links with local schools and Doncaster College.
- Engagement with seldom heard/protected groups; wheelchair service users, Doncaster Communication College; veterans (via a Health Ambassador representative); lead engagement partner with Doncaster Council for the Health Needs Assessment for Black and Minority Ethnic Communities.
- Strategic partnership working; the Working Together Programme across South Yorkshire, Bassetlaw, North Derbyshire, Wakefield; South Yorkshire and Bassetlaw STP (our Chair is the South Yorkshire and Bassetlaw representative on the partnership board and our vice chair represents

Healthwatch on the Joint CCG Commissioning Board). We have also chaired a public meeting on the consultation to maximise services across hyper acute stroke and children's anaesthesia and surgery.

- Support to local transformation programmes including intermediate care/out of hospital care (one of our Board members and the Chief Operating Officer are part of the transformation programme board); review of Dementia awareness across Doncaster; review of unscheduled care services (including the local hospital and out of hours providers).

The Board of Healthwatch Doncaster identified three core areas to underpin our strategic priorities:

**Engagement** - with individuals, communities and organisations to understand priorities for action and improvements across health and social care and co-produce solutions; to work with communities and empower them to use community assets to their full potential.

**Information** - signposting, gathering intelligence from individuals and communities and analysis of that information.

**Influencing** - working with individuals; communities and providers of health and social care (including third sector organisations) to influence commissioners of health and social care services; working with providers to improve and transform quality of services based on insights from

patients/service users, the public and carers; work with individuals and communities to manage expectations and empower them to take more control of their health and social care needs.

As Healthwatch Doncaster moves forward it will focus on the following priority areas of work:

- **Working with Communities and their partners** - (Place Plan) through existing relationships e.g. Patient Participation Groups supporting Primary Care; Young Healthwatch; Health Ambassadors; and the development of new relationships to identify the key priorities/health needs that are affecting people's health and wellbeing to influence improvement in quality of services; access and outcomes. Promoting peer support and community engagement will help develop sustainability in the local communities.
- **Develop interactive interest groups/volunteers** - through our membership to engage and inform individuals, groups and communities in their areas of "expertise". For example, this could be based on the three key areas of:
  1. **Health prevention and self-care** - working with public health, pharmacies, general practice, community groups to deliver key health promotion messages and signpost communities and individuals to services out of hospital and other formal providers.
  2. **Promoting independence** - working with people in local community groups and health and social care providers to deliver key messages regarding services which are available to maintain independence (social prescribing for example) and to provide feedback on the quality of services which are used appropriately (e.g. A&E, primary care, pharmacies).
- 3. **Supporting recovery and rehabilitation** - work with health and social care providers and communities/service users and their families to identify how services can be improved and provide two-way communication for those who require hospital and community services to support their health and wellbeing (e.g. those with long term conditions, the elderly and infirm, those with Dementia and associated mental health conditions).
- **Thematic research and analysis** - patient stories are gathered through a range of different media including face to face, group feedback and complaints. To provide evidence of patient experience at a larger scale than the individual we will develop a systemised way within which patient stories can be "grouped" into themes and collected on a larger scale than at present. Extended stories (patient stories of more than 200 words) will also be collected and analysed (in some cases using services of others such as Care Opinion) to provide evidence to our key health and social care providers.
- **Signposting of key information** - through social media, focussed community events, public meetings and press management. Our digital footprint will be developed to ensure that key messages are systematically delivered across a wider footprint reaching varying sectors and individuals who can



promote the key messages we wish to deliver.

- **Working with commissioners and providers** - as a key strategic partner to influence and improve service delivery and quality including



transformation across health and social care in line with the Doncaster Place Plan and SYB STP. This will include all members of the board being a proactive member in the development of key relationships across the Borough.

# Our journey to independence

## *Carers Federation's Contracts Manager, Paul Ritchie, explains the road to independence*

“The beginning of the reporting year saw a surge of activity within Healthwatch Doncaster. Carers Federation were responsible for supporting the Chair, Board and members of staff to manage the transition from being supported by the host provider into being their own self-governing, independent Community Interest Company (CIC) on 1 July 2016. The final few months was dedicated to:

- ✓ Negotiating with external contractors to develop and deliver Healthwatch infrastructure support such as ICT hardware and ongoing service support, Telecommunications, Accounting and Payroll.
- ✓ Agreeing governance arrangements for Healthwatch such as policies and procedures to manage the operations, meet due diligence requirements from Doncaster Metropolitan Borough Council (DMBC) commissioners and manage the Healthwatch Doncaster contract.
- ✓ Developing the business process and quality control documents to manage the NHS Independent Health Complaints Advocacy Service.
- ✓ Supporting the Board HR leads to undertake Transfer of Undertakings Protection of Employment (TUPE) and

finalise contracts of employments, terms and conditions and transfer staff over to the CIC.

- ✓ Negotiating terms of contract transfer with DMBC commissioners and the Healthwatch Board which began July 2016.

- ✓ Moving the whole operations from Duke Street to Cavendish Court (right).

- ✓ Supporting the board to take on a Chief Officer and operational handover.



But this was all achieved due to the dedication, resilience and hard work of all the staff team, volunteers, Board members and Doncaster Council colleagues and I can't thank everyone involved enough for the support and hard work through a very pressured, sometimes stressful and challenging period.

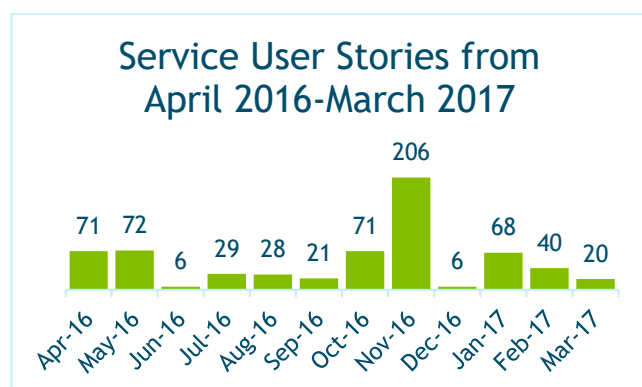
I'm proud of what we have collectively achieved and I wish Healthwatch Doncaster all the best for its future as a truly independent voice in health and social care for Doncaster residents.”

# Your health, your care, your say



The use of Healthwatch Doncaster's Feedback Centre has allowed service users to leave their experiences of health and social care in an easy, accessible way. This, alongside

continued outreach work by the Support Team and volunteers, has resulted in 638 stories captured over the last year.



**Figure 1**

Additionally, focused engagement in partnership with stakeholders has resulted in prodigious numbers as shown in Figure 1. November 2016 saw extensive work with Doncaster Council to receive feedback from service users from Black, Minority and Ethnic (BME) communities relating to the BME Health Needs Assessment. Feedback given by local people has been fed into the Care Quality Commission (CQC) ahead of their inspections of health and social care services in the Borough.

Below is a quarterly breakdown of stories and experiences of health and social care services along with an insight into the stories gathered.

Quarter & no. of stories received	Positive (%)	Negative (%)	Neutral (%)
Quarter 1 - 149	53.7	32.2	14.1
Quarter 2 - 78	43.6	42.3	14.1
Quarter 3 - 283	68.9	15.5	15.5
Quarter 4 - 128	67.2	17.2	15.6

56 - Number of news articles published in 16/17

32 - Contact forms submitted via the website

31% - provider responses to comments left by service users

# Thematic Analysis



My name is Mark Bright, and I began volunteering at Healthwatch Doncaster in August 2015. Equipped with a Ph.D. from Sheffield University, I was keen to

deploy my research skills and knowledge toward the public good (in the area of patient experience).

During the past 12-months, I have analysed two distinct data-sets of patient stories. The aim was to see how taking a methodical approach to analysing such stories could assist service quality improvement, in future.

The first data-set occupied the majority of my time. An analysis of a cross-section of stories on the Care Opinion website was undertaken. Care Opinion is a repository of UK-wide healthcare accounts logged by patients telling of their experiences - essentially Trip Advisor on health-based matters. From approximately a thousand accounts relating to patients accessing services at Doncaster Royal Infirmary, I conducted a thematic analysis on a batch of 300 lengthy stories. A lot of these stories were in the 300 to 400 word range.

What is exciting about this is close analysis of 300 stories uncovered three central dimensions that members of the public of Doncaster consider to be priorities when it comes to hospital care. Quality of administered care, management of the treatment process and professionalism of medical and administrative staff are the three crucial dimensions. Thematic analysis

reveals a variety of concepts subsumed within each dimension too.

This research project achieves three key outcomes:

## 1. Method

It has led to design of a method for analysing patient health and social care stories, covering a 10-year period, and representing experiences in the Doncaster locality. From the beginning of 2017, the method has been tested analysing a second data-set of around 850 stories. The second set of stories was gathered by Healthwatch Doncaster staff and volunteers over an 18-month period, logged on their on-line Feedback Centre;

## 2. Model

Using the 3-dimensioned model to analyse subsequent patient stories casts light on where areas for service improvement are most needed. How stories best serve to influence service change has been one of the challenges for Healthwatch branches across the UK;

## 3. Mechanism

Founded on a total evaluation of over 1,100 stories, Healthwatch Doncaster has been able to design a new story gathering instrument, so as to generate healthcare conversations with members of the public in more detail than has traditionally been the case. The greater number of stories (and greater detail in those stories) the better evidence base for analysis. A strong evidence base for analysis shows how service change and improvement may be better delivered through stories.



# Engaging with the people of Doncaster

Engaging, informing and influencing is the heart of what we do here at Healthwatch. This year has been no exception and here is a flavour of some of the engagement activity that we have undertaken in the period covered in this report.

## April 2016

Doncaster College Be Well Festival - We had a stand at the event for students and staff.

## May 2016



Love Your Local Market Event - We had a stall on Doncaster market during this event to let local people know about

Healthwatch and how they can get involved

## July 2016

Healthwatch Doncaster attended the annual Town Fields Gala. A popular community event that attracts hundreds of people of all ages.



## August 2016

Doncaster Ethnic Minorities Regeneration Partnership (DEMRP) Women's Event - Our Engagement Officer Sandie gave a presentation to 60 women at this event.

Elmfield Park Family Fun Day - Volunteers organised a very successful information stand, gathering lots of stories about

people's experiences of using health and social care.

## October 2016

A joint event in partnership with the



LADDER Group, Young Healthwatch members Daniel and Emily gave a presentation assisted by Sandie. Emily created a

fantastic set of display boards.

## November 2016

Doncaster Keeping Safe Event - The Doncaster Keeping Safe Forum hosted by Healthwatch Doncaster took part in the annual Keeping Safe in Doncaster Event held at Castle Park.

## February 2017

Healthwatch volunteers took part in Patient Led Assessments of the Care Environment (PLACE) assessments with Doncaster and Bassetlaw Hospitals (DBH) and Rotherham Doncaster and South Humber (RDaSH) Trusts.

## March 2017

Sustainability and Transformation Plan (STP) conversations with Doncaster Deaf Community - We kick started the STP conversations with local groups and communities this month with two sessions with members of Doncaster's deaf community.

# Care Home Report

At the end of July 2016, Healthwatch Doncaster Engagement Worker Sandie Hodson and a group of trained volunteers began visiting care homes around the Borough. The purpose of these visits was to talk to residents, visitors, family and staff at the homes to find out more about their experiences of living in, visiting and working in the homes.

## Why we did it...

- Primarily, it was to gain insight from an independent viewpoint about the standard of care being provided locally.
- We wanted to ensure that the views of people accessing the services were being heard. Although the Doncaster Council monitoring team conduct annual audits they do not always have sufficient time to sit and talk to people in the same way that our volunteers do. Also, it was felt that people may be more open when speaking to a representative from an independent organisation.

## How we did it...

- Doncaster Council informed us when they were conducting their annual monitoring visits and we arranged to go in ahead of them.
- We visited the homes and talked to residents, visitors and staff.
- Following the visit a report was produced which included comments (anonymised) from the people we had spoken to and our general observations

around care. This was not an inspection but an opportunity to have a conversation with people.

- The report was then forwarded to the home so that they could add any comments in response to our findings. These comments were added under a separate section of the report and no reports were altered as a result.
- The final documents were then forwarded to Doncaster Council's Monitoring Team so that they could form part of the overall assessment of the service.

## A case study...

Between the end of July 2016 and the end of March 2017 we have conducted 28 care home visits. These included residential, nursing and EMI (Elderly Mentally Infirm) places. During these visits, we have met some lovely people and had some positive outcomes.

One example is when we visited a home and several people told us that since the Activities Co-ordinator had left they didn't feel well informed about activities taking place, this was highlighted in the report that we produced. The home hadn't realised that this was an issue for people and immediately made a change to their procedures to ensure that the issue was resolved.

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# Helping people get the information they need

After a change of premises in June 2016, Healthwatch Doncaster has continued to provide signposting and information to people in the Borough, across a range of communication methods.

With our new offices in Cavendish Court, there has been a slight decrease in total signposting (17.2%) since the previous year, however contact through our email and website has increased by 168.3% that highlights its visual interface and accessibility.

Day-to-day handling of signposting across telephone, email/website and face-to-face can range from requesting details of available dentistry and GP services in the Borough; support on taking forward an NHS complaint via Healthwatch Doncaster's Independent Complaints Advocacy service; or the Support Team obtaining details for local support groups and organisations.

## Breakdown of mode:

Total for 16/17	Percentage increase/decrease from 15/16
Telephone - 328	13% decrease
In Person - 117	55.7% decrease
Email & Website - 110	168.3% increase
Total - 555	17.2% decrease

## Breakdown of top 5 themes

Total for 16/17	Percentage increase/decrease from 15/16
Dentist - 162	32.8% increase
ICAS Advocacy - 210	90.9% increase
GP Surgery/Health Centre - 122	121.8% increase
Information and Advice - 24	29.4% decrease
HWD Volunteering - 12	61.2% decrease

The figures above show continuing awareness of Advocacy support that is available for service users to receive help with an NHS complaint, generated by close working with local stakeholders to provide leaflets and information. There is an increase on signposting about GP practices - this could range from helping to find a new practice or people wanting advice on an issue with their existing surgery.



## Breakdown of top 5 final destinations for signposting queries:

Total for 16/17	Percentage increase/decrease from 15/16
NHS Choices - 162	25.6% increase
Healthwatch Doncaster - 138	11.3% increase
HWD ICAS - 184	64.3% increase
GP - 48	23.1% increase

## E-bulletin updates:

To help raise awareness for local and national consultations; providing news and information on health and social care; events by other organisations and Healthwatch gatherings we've hosted, the e-bulletin has been distributed 28 times over the last year, plus further dissemination via social media.



## Social media

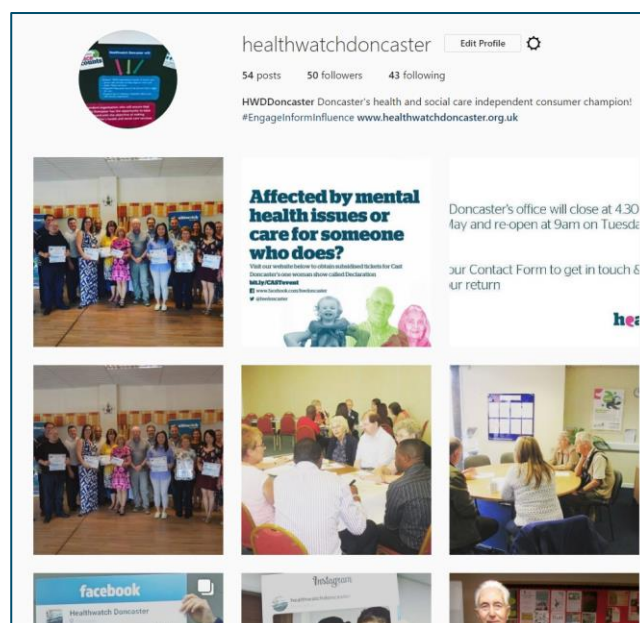
Over the last year, Healthwatch Doncaster's Twitter page has:

- Sent out 1,350 tweets
- Received 17,550 views of its profile page
- 406 new followers with total followers at 1,270
- 4 signposting queries were received through Twitter

Our Facebook page has gained 36 new 'likes' and current total is 177. All users who like the page received updates, information and news relating to health and social care and they can leave feedback on health and social care services.

Additionally, 6 signposting requests were received through Facebook, varying from advice/support to requesting NHS advocacy help with a complaint.

In February 2017, we created an Instagram account to take photos at outreach events that might appeal to users of that platform.



It currently has 54 followers with the Support Team uploading 50 images.

Healthwatch Doncaster's YouTube and LinkedIn accounts are active, available to view via the website and updated as and when required.



# Supporting local people with their NHS complaints

An aspect of Healthwatch Doncaster's role is offering a free, confidential, impartial Independent Health Complaints Advocacy Service that is delivered by qualified and experienced staff.

## ***What is Healthwatch Doncaster's Independent Health Complaints Advocacy service?***

The Independent Complaints Advocacy Service is there to work with service users to ensure they understand their options and help them to achieve the outcome they are seeking in relation to their NHS complaint by providing high-level support and information

Healthwatch Doncaster has produced a Self-Help Information Pack to help clients who feel confident about raising their concerns independently.

The self-help pack explains the variety of options for raising your concerns about the NHS, offering practical tips and things to think about when raising a complaint.

## ***Current Advocacy case information***

During the past financial year, the Independent Complaints Advocacy service has:

- Provided advocacy support to 163 people wanting help in making an NHS complaint
- 121 new cases were opened

- 119 have been closed and marked as resolved
- 44 currently remain open and are receiving Advocacy support

## ***Client Satisfaction survey***

When a case is closed, the Advocacy service asks for client feedback.

### ***How easy was it to access the service?***

From responses received, 93% stated that the service was a great experience; 7% stated it was OK

### ***Did you feel your complaint/concerns were handled quickly by staff that had the right skills to support you?***

100% response that the service was a great experience

### ***What is your overall experience of the Independent NHS complaints Advocacy service and Healthwatch Doncaster?***

93% stated that the service was a great experience; 7% stated that it was OK

### ***Do you feel completing the NHS complaints procedure with Healthwatch Doncaster has made a difference to your life?***

100% of service users said yes

***Of those who responded, all said they would recommend Healthwatch Doncaster's NHS Advocacy to family and friends***

.....

# *Feedback on Healthwatch Doncaster's Independent Complaints Advocacy Service*

Below are a number of comments left by service users who have completed their journey under Healthwatch Doncaster's Independent Health Complaints Advocacy Service:

*'Marion helped me enormously when putting my complaint together. I feel she is an excellent member of your team and even though my complaint wasn't upheld, I feel I have achieved something by complaining about the Doctor concerned'*

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*'I now feel more confident should I have to make a complaint in the future'*

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*'It helped being able to discuss my concerns with an 'outsider' rather than family, someone who took on board what had happened and understood how I was feeling'.*

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*'It has restored my faith in the system'*

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*'Marion has great empathy, she mopped up my tears, made me a coffee and was so kind yet professional. I was kept up to date throughout and was never pushed into making decisions. I feel that the Trust has listened to me and made changes needed to insure what happened to me will not happen again. I hope so.'*

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*'We know that someone out there listens and helps you through a traumatic time.'*

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# Doncaster Keeping Safe Forum



Since 2015, The Doncaster Keeping Safe Forum has continued its approachable, open atmosphere of

inclusivity that any adult in Doncaster can join.

Working in partnership with the Doncaster Safeguarding Adults Board (DSAB), the Forum supports Adults in Doncaster to keep safe from all types of abuse. It shares information on areas affecting communities in relation to Keeping Safe with DSAB.

Over the past year, the Forum has continued to:

## Promote Keeping Safe in Doncaster

Over the course of 2016/17, on average, there were 24 attendees to the Keeping Safe Forum meetings in Doncaster. In discussion with the Forum, it was agreed meetings would be held every two months with a range of speakers on different and informative topics.

The Forum manager Angela Barnes attended a range of engagement activities and information days to promote safeguarding, including local libraries in Scawthorpe, Denaby, Woodlands and a presence at Cusworth Hall and Elmfield Park fun days plus Balby Street School's summer fayre.

## To be inclusive:

The Forum has welcomed 32 new members during 2016/17 and information about Keeping Safe is now distributed to 86 members, whilst promoting membership registration at meetings and events.

Discussions took place and ideas were shared at the Task and Finish group for the Keeping Safe event. Linked to this was involvement in preparing the booking information for the event and associated publicity.

Forum meetings continue to encourage everyone to become involved in sharing their views and information on Keeping Safe in a professional and personal capacity.

## To provide information

At Keeping Safe Forum meetings guest speakers have given talks on Eat Well Live Well Project, Scam Awareness, Mental Health, Keep Warm Keep Well and Advocacy services in Doncaster.



Promoting Keeping Safe: distributing 288 flyers, 245 cards and 26 posters to a range of organisations.

We've used the Twitter feed @DoncasterKSF, that has 710 followers, to

tweet about health and social care services' information; opportunities for people to share their views on local strategies/plans alongside information on Adult Safeguarding.





# *Involvement in other committees and groups*

Alongside its day-to-day duties, Healthwatch Doncaster has a presence at local, regional and national meetings with stakeholders, and organisations.



These include:

- **Doncaster Metropolitan Borough Council:** Health and Wellbeing Board, Health and Wellbeing Board Officers Support Group
- **NHS Doncaster Clinical Commissioning Group:** Governing Body, Engagement & Experience Committee, Primary Care Commissioning Committee
- **Sustainability and Transformation Plan:** Collaborative Partnership Board
- **Commissioners Working Together (South & Mid Yorkshire, Bassetlaw and North Derbyshire):** Joint Clinical Commissioning Group Committee
- Regional Healthwatch Lead Officers Group
- Quality Surveillance Group
- Yorkshire Ambulance Service
- Rotherham Doncaster & South Humber NHS Foundation Trust
- **Doncaster and Bassetlaw Hospitals NHS Foundation Trust:** Patient Engagement and Experience Committee

- South Yorkshire & Bassetlaw Patient Experience Forum
- Learning Disability & Autism Partnership Board
- Carers Forum
- NHS Complaints Advocacy Forum
- Inclusion & Fairness Forum
- South Yorkshire and Nottinghamshire Healthwatch working group

We also work with Healthwatch England, the Care Quality Commission, NHS England and the Parliamentary Health Service Ombudsman.

## **Involving local people in our work**

As noted on Page 17, Healthwatch volunteers took part in Patient Led Assessments of the Care Environment (PLACE) assessments with Doncaster and Bassetlaw Hospitals (DBH) and Rotherham Doncaster and South Humber (RDaSH) Trusts.

Healthwatch Doncaster undertook Care Home visits ahead of Local Authority inspections, speaking to service users and their families. You can read more on this on Page 18 of the report.

# Future Priorities

Over the next year, with the support of the Board, Support Team and our volunteers, Healthwatch Doncaster aims to focus on the priorities below

## Working with Voluntary and Third Sector organisations



Healthwatch Doncaster's micro-grant scheme: Local organisations, community not-for-profit groups in the Borough will be empowered to become involved in supporting Healthwatch by gathering experiences of health and social care using innovative ideas. In return, Healthwatch will provide a grant of £500 to help them in this task. Support will be provided by Healthwatch to fully maximise returning reports of data.

Relative Poverty Project: Healthwatch Doncaster is keen to support new ways of looking at health and social care issues afflicting communities, and how they access services. That is why, we will support Les Monaghan's Relative Poverty project as he hosts exhibitions across Doncaster libraries showcasing his photographic documentary looking at the daily lives of three families - defined as destitute - in the Borough.

## Working with Statutory Partners

As part of NHS Doncaster Clinical Commissioning Group's delivery of the Place Plan, a number of Delivery Groups have been established, engaging with statutory partners to consider how transformation of health and social care

across Doncaster can be delivered. Healthwatch Doncaster, together with service users, will represent the voice of the public and patients ensuring engagement and communication is a fundamental part of the transformation programmes.

**Working Together programme** - across South Yorkshire and Bassetlaw Sustainability and Transformation Footprint, a number of meetings have been established, including a meeting in public of the Joint Clinical Commissioning Group Committee, at which Healthwatch Doncaster will be represented. The outcomes from the recent consultations on changes to Hyper Acute Stroke and Children's Surgery and Anaesthesia will be communicated to service users. Healthwatch Doncaster will ensure that changes to services are clearly understood and communicated to the public. During 2017/18 further engagement events will also involve Healthwatch Doncaster talking to local people and service users regarding potential transformation.

## Health Ambassadors - from April 2017

Healthwatch Doncaster will deliver a project engaging with seldom heard groups following the award of a grant from Doncaster Clinical Commissioning Group. This is an exciting development for Healthwatch Doncaster and we look forward to working with the Health Ambassadors and associated volunteers.

# Financial Information

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£242,670
Additional income	£25,928
Total income	£268,598
Expenditure	
Operational costs	£40,000
Staffing costs	£127,000
Office costs	£36,000
Research costs	£9,000
Micro-Grants Scheme	£7,500
Total expenditure	£219,500
Balance brought forward	£49,098

The table on the left outlines the basic financial information for Healthwatch Doncaster. Doncaster Healthwatch CIC starting operating on 1 July 2016 and the first year's full accounts are being prepared by our accountants for submission to Companies House.

Doncaster Healthwatch CIC is a new CIC that has started delivery of local Healthwatch services through the novation of an existing contract. Development of reserves will ensure that opportunities for additional value and resource allocation are maximised.



# Contact us

## Get in touch

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Twitter: @hwdoncaster

Facebook: /hwdoncaster

Instagram: /healthwatchdoncaster

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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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