



Doncaster Council

Agenda

To all Members of the

HEALTH AND WELLBEING BOARD

Notice is given that a Meeting of the Health and Wellbeing Board is to be held as follows:

Venue Council Chamber, Civic Office, Waterdale, Doncaster, DN1 3BU

Date: Thursday, 2nd September, 2021

Time: 9.00 a.m.

PLEASE NOTE VENUE FOR THIS MEETING

Please Note: Due to current restrictions arising from the Covid-19 pandemic, there will be very limited capacity in the public gallery for observers of the meeting. If you would like to attend to observe in person, please contact Governance Services on 01302 737462 / 736723 / 736716 / 736709 to request a place, no later than **12.00 noon on Wednesday, 1st September, 2021**. Please note that the pre-booked places will be allocated on a 'first come, first served' basis and once pre-booked capacity has been reached there will be no further public admittance to the meeting. For those who are attending the meeting, please bring a face covering, unless you are exempt.

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Damian Allen
Chief Executive

Issued on: Tuesday 24 August 2021

Governance Services Officer for this Meeting

Jonathan Goodrum, Senior Governance Officer
jonathan.goodrum@doncaster.gov.uk

Doncaster Metropolitan Borough Council
www.doncaster.gov.uk

Items for consideration	Time/Lead
1. Welcome, introductions and apologies for absence.	2 mins (Chair)
2. Chair's Announcements.	5 mins (Chair)
3. To consider the extent, if any, to which the public and press are to be excluded from the meeting.	1 min (Chair)
4. Public questions. (A period not exceeding 15 minutes for questions from members of the public.)	15 mins (Chair)
5. Declarations of Interest, if any.	1 min (Chair)
6. Minutes of the Meeting of the Health and Wellbeing Board held on 10th June 2021. <i>(Attached – pages 1 – 8)</i>	3 mins (Chair)
7. Direct Impacts of COVID-19. <i>(Verbal Update/Cover Sheet attached – pages 9 – 10)</i>	15 mins (Dr Rupert Suckling)
8. Joint Strategic Needs Assessment (JSNA) Update. <i>(Presentation/Cover Sheet attached – pages 11 – 12)</i>	30 mins (Jon Gleek)
9. Healthwatch Doncaster - Annual Report and Service Update. <i>(Papers attached – pages 13 – 48)</i>	15 mins (Steve Shore)
10. Born and Bred in Doncaster Research Programme. <i>(Presentation/Cover Sheet attached – pages 49 – 50)</i>	20 mins (Susan Hampshire)
11. Adult Social Care - Updating our Vision and Improving our Access. <i>(Presentation/Cover Sheet attached – pages 51 – 52)</i>	20 mins (Phil Holmes)
12. Ageing Well Update on Dementia. <i>(Presentation/Cover Sheet attached – pages 53 – 54)</i>	20 mins (Michele Clarke/ Jo Forrestall)

Date/time of next meeting: Thursday, 11 November 2021 at 9.00 a.m.

Members of the Health and Wellbeing Board

Name	Job Title
Cllr Rachael Blake (Chair)	Portfolio Holder for Children's Social Care, Communities and Equalities
Dr David Crichton (Vice-Chair)	Chair of Doncaster Clinical Commissioning Group
Cllr Nigel Ball	Portfolio Holder for Public Health, Leisure, Culture and Planning
Cllr Andrea Robinson	Portfolio Holder for Adult Social Care
Dr Rupert Suckling	Director of Public Health, Doncaster Council
Kathryn Singh	Chief Executive RDaSH
Steve Shore	Chair of Healthwatch Doncaster
Karen Curran	Head of Co-Commissioning, NHS England (Yorkshire & Humber)
Richard Parker	Chief Executive of Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust
Jackie Pederson	Chief Officer DCCG
Phil Holmes	Director of Adults, Health & Wellbeing, Doncaster Council
Riana Nelson	Director of Learning, Opportunities & Skills, Doncaster Council
Cllr Cynthia Ransome	Conservative Group Representative
Chief Superintendent Melanie Palin	District Commander for Doncaster, South Yorkshire Police
Ellie Hunneyball	Group Manager, South Yorkshire Fire and Rescue
James Thomas	Chief Executive of Doncaster Children's Services Trust
Dan Swaine	Director of Economy & Environment, Doncaster Council
Dave Richmond	Chief Executive, St Leger Homes
Laura Sherburn	Chief Executive, Primary Care Doncaster
Lucy Robertshaw	Health and Social Care Forum Representative
Cath Witherington	Chief Executive, Voluntary Action Doncaster

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Agenda Item 6

DONCASTER METROPOLITAN BOROUGH COUNCIL

HEALTH AND WELLBEING BOARD

THURSDAY, 10TH JUNE, 2021

A MEETING of the HEALTH AND WELLBEING BOARD was held at the COUNCIL CHAMBER - CIVIC OFFICE on THURSDAY, 10TH JUNE, 2021, at 9.00 am.

PRESENT:

Chair - Councillor Rachael Blake

Dr Rupert Suckling	Director of Public Health, DMBC
Richard Parker	Chief Executive of Doncaster and Bassetlaw Teaching Hospitals
Lucy Robertshaw	Assistant Director, Darts
Cath Witherington	Chief Executive Voluntary Action Doncaster
Rebecca Wilshire	Director, Doncaster Children's Services Trust
Jackie Pedersen	Chief Officer, Doncaster CCG
Melanie Palin	District Commander for Doncaster, SY Police

Also in Attendance:

Councillor Sarah Smith	
Carrie Wardle	Public Health Specialist, DMBC
Vanessa Powell-Hoyland	Well North Manager, DMBC
Allan Wiltshire	Head of Policy, Performance & Intelligence, DMBC

1 WELCOME, INTRODUCTIONS AND APOLOGIES FOR ABSENCE

The Chair, Councillor Rachael Blake welcomed everyone to the first meeting of the New Municipal Year, and invited all Members both old and new to introduce themselves to those present.

It was noted that apologies had been received from Councillor Cynthia Ransome, and from the Vice Chair, Dr David Crichton, Dave Richmond (SLHD), Phil Holmes (DMBC), Riana Nelson (DMBC), Kathryn Singh (RDaSH) and James Thomas (DCST).

2 APPOINTMENT OF VICE-CHAIR

It was moved by Councillor Nigel Ball, and seconded by Councillor Andrea Robinson, that Dr David Crichton be re-appointed as Vice Chair of the Health and Wellbeing Board for the 2021/22 Municipal Year.

RESOLVED that Dr David Crichton be appointed as Vice Chair of the Health and Well Being Board for 2021/22.

3 PUBLIC QUESTIONS

A question was received from Mr Wayne Goddard and Eileen Harrington, representing the Doncaster Charity DonMentia. Mr Goddard pointed out that the diagnostic rate for Dementia in Doncaster has continually fallen over the past four years from 75% to

64%. This put a huge amount of increased pressure on both the demand for services, but was also a huge detriment to the patients with dementia and their carers. Whilst Covid-19 had clearly had some effect on these diagnoses and the provision of care and respite, this was not entirely the case, and the Board was informed that numbers had been falling prior to March 2020.

Mr Goddard asked the Board if they were aware of these statistics and asked that they respond and what actions were being taken across the different thematic boards to address this.

The Board heard that too many patients were being missed and diagnoses given and it was felt that there was a huge gap in services with many people not getting the help and support they needed in both achieving a diagnosis and also receiving the necessary care. The DonMentia Charity had raised substantial funding to support this terrible disease, but Members heard however, that to date, none had been utilised despite countless offers of support from the Charity to other partners. The Board were in agreement that this needed to be addressed and offers of support taken up in order to help both dementia sufferers and their families and carers.

Rupert Suckling outlined along with Anthony Fitzgerald from NHS Doncaster, they were the sponsors of the Ageing Well Scheme in Doncaster and he would lead on this moving forward. A number of Members of the Board made comments with regard to the issues raised, and Jackie Pedersen offered to attend one of the DonMentia Meetings moving forward in order that a greater understanding was developed and all avenues explored for collaborative working in the future.

The Board heard that funding had been raised and offered to support Dementia Services but had not been utilised and looking into the future everyone was in agreement that partnership working needed to be improved and that this needed to be revisited.

Members noted that further information on the work of DonMentia could be found at [DonMentia – Dementia Charity in Doncaster](#) or by contacting Eileen Harrington on eileen@donmentia.org.

RESOLVED that:

- 1) moving forward Dr Suckling would lead on the issues raised and bring an update to the Board at a future meeting;
- 2) Cath Witherington to raise awareness by publicising the work of DonMentia in the Voluntary Action Doncaster Newsletter;
- 3) Jackie Pedersen to instruct a representative to attend a future meeting of DonMentia in order to develop partnership working.

4 DECLARATIONS OF INTEREST, IF ANY

There were no declarations made at the meeting.

5 MINUTES OF THE MEETING OF THE HEALTH AND WELLBEING BOARD HELD ON 11TH MARCH 2021

RESOLVED that the minutes of the meeting of the Health and Well Being Board held on 11 March, 2021, be approved as a correct record and signed by the Chair.

6 DIRECT IMPACTS OF COVID-19

Dr Rupert Suckling provided an update to the Board as to the current situation regarding Covid-19 both in Doncaster and nationally.

Members heard that since the last meeting in March, the picture across the Country had changed and things had slowly started improving with various stages of the road map achieved. There was however, a concern in terms of a new variant that had emerged that was pushing the rates up across the country. However, as yet this was not impacting on the hospital admissions which was hopeful. It did however mean that there could be some delay to the final stage of the road map if this continued to cause concern.

The Board noted that vaccinations were still being delivered well across the Borough and as many first doses as possible were being given and as many cases as possible were being identified across the Borough so that track and trace was undertaken efficiently and successfully.

One point that was raised that was becoming an increasing problem was the diagnostic backlog. Delays had been caused as a direct result of the Covid Pandemic, due to the reduced capacity in hospitals, and had caused long waiting lists for all services. In relation to this, there was a particular impact on mental health, particularly on child and adolescent mental health, and across Doncaster, they were struggling to match the demand for these services.

All services were busy with everyone working hard to maintain their offer, with Accident and Emergency recently busier than ever recorded. GP Surgeries were working to normal capacity, and the hospital had recently lost part of the Children's Hospital due to a leak within the building. It was essential that services were managed and a surge in the need for critical care was avoided where possible. In the course of this discussion, Members felt there was still the need for available information to be circulated as many of the public were unaware of what services they could and could not use. In relation to this, Members requested that a short paragraph of information be provided to Elected members to advise them what to say to their constituents in terms of access to medical services and what was accessible, as well as reiterating the need to have the vaccine if they had not already done so.

There were some discussions regarding access to care in Doncaster and the problems that arose both pre covid and post covid, and there was agreement that this had highlighted gaps that needed addressing and a dialogue was needed across the different partnerships to make the health services function better. It was important that all sectors were involved in this in order to get a clear understanding of what was needed to take these improvements forward.

RESOLVED that:

- 1) Jackie Pedersen provide a short paragraph to Members as detailed above; and
- 2) The update on the Direct Impacts of Covid-19, be noted.

7 BOROUGH STRATEGY AND JOINT STRATEGIC NEEDS ASSESSMENT UPDATES

Allan Wiltshire updated the Board with regard to the Borough Strategy – which would be known as Well Being Doncaster 2030. This would set out the 10-year vision for Doncaster with thriving placed at the heart of it and it would work towards achieving its pledges by 2030.

The timing of the new Borough Strategy was pivotal as the borough emerged from the pandemic and would look on focussing on inequalities, some of which had worsened as a result of Covid-19, and would focus on the Health and Compassionate Well Being Goal.

The Framework outlined Doncaster's six emerging well-being goals which are detailed as follows and aimed to contribute to one mission, Thriving People, Places and Planet:-

- Greener and Cleaner
- Prosperous and Connected
- Safe and Resilient
- Healthy and Compassionate
- Skilled and Creative
- Fair and Inclusive

The Board discussed the issues presented to them at some length, and it was felt that looking at this alongside the Joint Strategic Needs Assessment (JSNA) and the Integrated Care Systems (ICS) would ensure a real connection and flow between these three strategies and would all link closely together to ensure responsibilities were shared. There were many different streams that could feed into this, and Members agreed that it would be beneficial for all partners to be involved and for meaningful engagement to take place.

An update was also given on the Joint Strategic Needs Assessment, which would be refreshed in 2021. This would include six work strands that would link into local collaborations to meet the needs and inequalities in the Borough.

Members noted that much of the content included within the 2018 JSNA was still relevant, but needed to be looked at in a different context, and therefore the refresh would enable things to be seen from a new angle, particularly in light of the impact of Covid-19 on the residents of Doncaster. The JSNA was a multiagency and partnership endeavour, and would require a lot of stakeholder engagement with a large degree of collaborative working to ensure it was beneficial.

Members discussed the issues, and it was noted that it would be important to understand the impact of localities and what impact demographics, deprivation, housing, school and employment had on health and it was acknowledged that information from the Census carried out in March 2021 would contribute and feed into this.

RESOLVED that:-

- 1) the Health and Well Being Board note the update with regard to the emerging Borough Strategy, with discussions to take place with Rupert Suckling and Anthony Fitzgerald regarding the ICS and its links to the Borough Strategy and the JSNA; and
- 2) the Health and Well Being Board endorse the new approach outlined within the report, which would be incorporated within the refreshed JSNA.

8 ARTS AND HEALTH UPDATE - KEEPING CONNECTIVE AND CREATIVE THROUGH COVID

The Health and Well Being Board received a presentation from Lucy Robertshaw of DARTS that detailed the work undertaken by the organisation during the pandemic in order to keep people connected.

A great deal of work had been undertaken by DARTS throughout the pandemic with a lot of positive feedback and outcomes. It was noted that the Arts were hugely beneficial in keeping healthy, both physically and mentally and even more so over the past year.

As face-to-face contact had ceased during the pandemic, new ways of staying connected had been explored and as around 55% of people did not have internet access at home, these had often needed to be innovative and original. Some of the following initiatives had been used in order to ensure that social isolation was minimised as much as possible:-

- Doodle packs delivered to residents with doorstep conversations held – for many people during the pandemic, this was the highlight of their week;
- Music packs with challenges to be completed;
- Create a Plate – where people designed their own plates and sent them back;
- Letters and Phone calls
- Garden Gigs – once this was allowed, musicians visited residents and played a gig in their garden;
- Physical Activity was also encouraged with ‘Dance On’
- For Children, 1428 activity packs were delivered in order to provide them with activities to do.

The Board noted that there were many positive initiatives undertaken, and a new of working had been projected forward in order to try to reduce anxiety, loneliness and isolation where possible. Members commended the work carried out in order to address these issues and support both vulnerable children and vulnerable adults through a very difficult time.

RESOLVED that the presentation on Arts and Health be noted.

9 A COMPASSIONATE APPROACH TO WEIGHT

A presentation was received by the Board from Carrie Wardle, which proposed a new approach to tackling weight issues and looked at it with a more holistic and compassionate approach, encompassing well-being and health.

Weight had always been an extremely complex issue, and many determinants could often affect this with no diet guaranteeing a long-term positive outcome. This had led to a new approach where the blame was taken away, and restrictive eating and strict diets were encouraged to be a thing of the past. Obesity was often a result of social, economic and environmental factors, but moving forward, it was envisaged that a more compassionate approach would have a far more beneficial approach on someone's health. Additionally, holistically, it would provide greater benefits to all aspects of a person's health.

Self-love and Self-loathing were a huge part of a person's outlook in terms of weight gain and loss and the blame and guilt that came alongside this was not positive. With this in mind, it was felt that a gentler approach, focussing on respect, acceptance and compassion was more positive and could improve a person's health in many ways, and not just on the scales. This focussed on preventing the development of harmful behaviours and improved physical and mental health by instilling a sense of value.

The Board commended this initiative and felt that would be very beneficial as the focus on improving mental well-being was tantamount to success in this area. It was a much more holistic approach that would benefit all of society providing health and well-being benefits for all.

RESOLVED that the Health and Well Being Board endorse the new approach to weight in Doncaster.

10 VOLUNTARY ACTION DONCASTER UPDATE

Cath Witherington, Chief Executive, Voluntary Action Doncaster gave a presentation to the Board which provided an update on the activities undertaken in working to support the health and well-being outcomes of the people in Doncaster.

Over the past year during the course of the Covid-19 Pandemic, a lot of good work had been undertaken, with engagement undertaken in a meaningful and positive way. The volunteers at Voluntary Action Doncaster were a small team of people but worked well to engage with residents across the Borough and reach those who were isolated and vulnerable.

One of the main areas in which they had been involved the Board noted, was the help given to the roll out of the vaccination programme. Volunteers had played a huge part in assisting staff at vaccination centres and Covid Test Centres with marshalling duties, and it was fair to say, the Health and Well Being Board acknowledged that their help had been crucial in ensuring these ran well.

Their role, the Board noted was growing, and demand for their support had increased considerably over time with help given from cradle to grave and there was now the awareness that they needed to develop more, and ensure their staff and volunteers were well-trained, developed and engaged in order to meet the needs across society as a whole. A lot of work was being done, and there was the ambition that the

partnership would grow more and more in order to benefit the vulnerable in society wherever and whenever needed.

RESOLVED that the Health and Well Being Board note the progress made to date.

11 WELL DONCASTER - COMMUNITY CENTRED APPROACHES

Vanessa Powell-Hoyland, Well North Manager, (DMBC), presented a short video to the Board which highlighted the community centred work undertaken in the different localities across the Borough and outlined how this linked to a number of other initiatives including Get Doncaster Moving, Community Wealth Builder, and Be Well Doncaster. It was suggested that this would improve health and well-being as well as reducing health inequalities across Doncaster.

It was hoped that this approach would bring a lot of sectors together in order to allow a building block that all aspects of health would benefit from and would link all different communities together with one approach. The board felt the approach was extremely intuitive and insightful and would work well alongside the localities model to bring about improvements.

RESOLVED that the report be noted and members of the Board expressed interest in becoming more involved as the project developed.

CHAIR: _____

DATE: _____

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Doncaster Council

Doncaster
Health and Wellbeing Board

Date: 2 September 2021

Subject: Direct Impacts of COVID-19

Presented by: Dr Rupert Suckling

Purpose of bringing this report to the Board	
Decision	
Recommendation to Full Council	
Endorsement	
Information	x

Implications		Applicable Yes/No
DHW Strategy Areas of Focus	Substance Misuse (Drugs and Alcohol)	X
	Mental Health	x
	Dementia	X
	Obesity	x
	Children and Families	x
Joint Strategic Needs Assessment		x
Finance		x
Legal		
Equalities		X
Other Implications (please list)		x

How will this contribute to improving health and wellbeing in Doncaster?
The purpose of this presentation is to provide an update of the direct health impacts of COVID-19 in Doncaster and the steps taken to address them.

Recommendations
The Board is asked to:- NOTE the presentation.

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Subject: Joint Strategic Needs Assessment (JSNA) Update

Presented by: Jon Gleek – Service Manager Policy Insight & Change

Purpose of bringing this report to the Board		
Decision		
Recommendation to Full Council		
Endorsement		
Information		X
Implications		Applicable Yes/No
DHWB Strategy Areas of Focus	Substance Misuse (Drugs and Alcohol)	
	Mental Health	
	Dementia	
	Obesity	
	Children and Families	
Joint Strategic Needs Assessment		X
Finance		
Legal		
Equalities		
Other Implications (please list)		

How will this contribute to improving health and wellbeing in Doncaster?
<p>The JSNA provides an intelligence overview of health and wellbeing in the borough. It should be used for strategic commissioning purposes to understand the needs and assets in communities as well as health and wellbeing outcomes. In June 2021, the HWBB agreed a revised JSNA policy.</p> <p>This presentation provides an interim update by showcasing the work done to date and the forward plan.</p>

Recommendations
<p>The Board is asked to:-</p> <ul style="list-style-type: none"> Note the findings of the JSNA to date Support the forthcoming 'amnesty' of wider products, reports and research to be added to the Team Doncaster repository.

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Subject: Healthwatch Doncaster – Annual Report and service update

Presented by: Steve Shore

Purpose of bringing this report to the Board	
Decision	
Recommendation to Full Council	
Endorsement	
Information	X

Implications	Applicable Yes/No
DHWB Strategy Areas of Focus	Substance Misuse (Drugs and Alcohol)
	Mental Health
	Dementia
	Obesity
	Children and Families
Joint Strategic Needs Assessment	
Finance	
Legal	
Equalities	
Other Implications (please list)	

How will this contribute to improving health and wellbeing in Doncaster?

Healthwatch Doncaster works with local people and communities and listens to their experiences of health and care services. The voices and experiences of local people are used to improve the quality of health and care in Doncaster.

Recommendations

The Board is asked to receive the Healthwatch Doncaster Annual Report 2020-21 and note the contents and achievements.

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Healthwatch Doncaster

Annual Report 2020-21 and service update

September 2021

Healthwatch Doncaster are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

Healthwatch Doncaster produce an Annual Report every year that details the work of the team and the outcomes that have been achieved.

Healthwatch Doncaster delivers its core programme of work around three pillars:

Engage – engaging local people in conversations about health and care services in Doncaster

Inform – local people inform us about changes and improvements they would like to see

Influence – we use the stories and experiences of local people to influence changes and improvements to the quality of local services

Healthwatch Doncaster

- spoke to over 3500 people about their experiences of health and care locally. We have published 8 reports on a range of topics including Cancer, Urgent and Emergency Care and Digital appointments in Primary and Secondary Care
- developed new services in response to the Covid-19 pandemic – this enabled the team and the organisation to maintain its focus on engagement and support for local people and communities – the Daily Dose programme of videos and information enabled Healthwatch Doncaster to reach over 90,000 through social media and keep them informed and engaged
- continued to support its network of groups and for a through digital meetings so that people were given support and opportunity to have their voices heard and their experiences listened to
- supported 31 volunteers to deliver over 550 hours of valued and valuable time on projects and programmes
- supported the Health Ambassadors, the PPG Network, the Keeping Safe Forum and Choice for All Doncaster to get involved and have their say about local services and changes to health and care services.

Future plans and projects

Healthwatch Doncaster has identified its top three priorities for 2021-22

1. Restart community engagement and listen to local people about their experiences of accessing services
2. Mental Health –listen to people’s experience of mental health support in Doncaster
3. Access to Dental Care –review and investigate the provision of local Dental services for local people

Healthwatch Doncaster’s next steps to achieve the identified priorities are:

- Transforming the way that we work –Healthwatch Doncaster will be more agile and community-based
- Maintaining digital engagement alongside face-to-face engagement
- Continue to focus on listening to people from communities whose voices are seldom heard

The Healthwatch Doncaster Annual Report 2020-21 can be downloaded here:

<https://www.healthwatchdoncaster.org.uk/report/2021-07-01/healthwatch-doncaster-then-and-now-annual-report-2020-21>



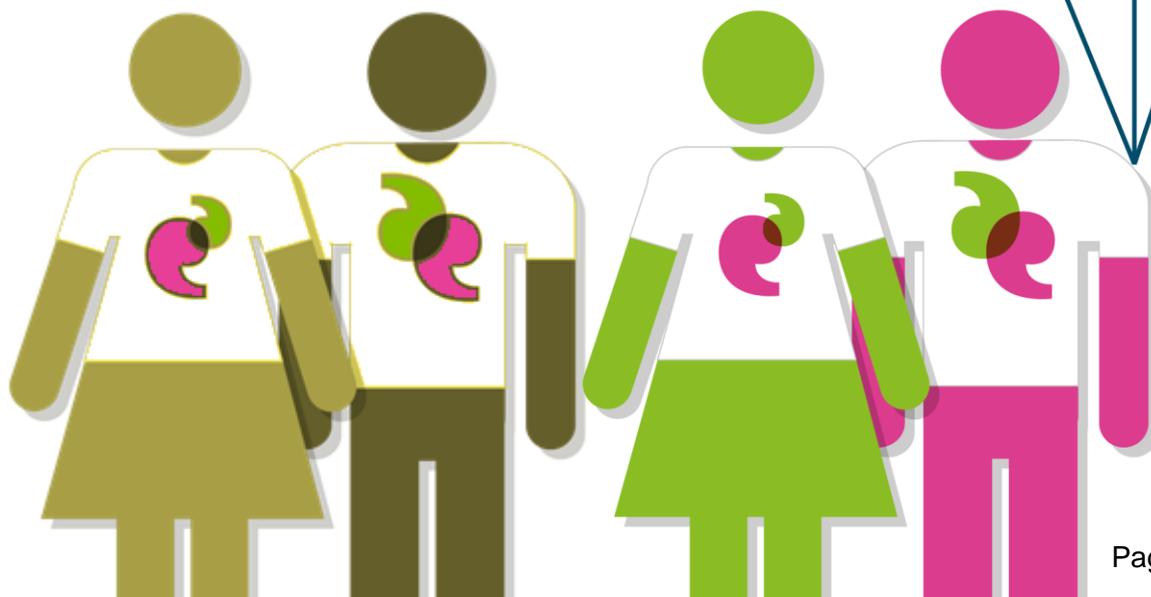
Engage, Inform, Influence

Then and now

Healthwatch Doncaster Annual Report 2020-21

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Message from our Chief Operating Officer

2020-21 – A year to remember for so many different reasons

This year Healthwatch Doncaster experienced, along with the rest of the world, a year like no other. One minute we were chatting in the office about the news from China and Italy about a virus and the next minute we were putting our emergency planning processes in to place and working from home!

The staff team and the Board members all pulled together to ensure that we were able to continue to provide a local, independent voice for people and communities in Doncaster. Without their hard work and dedication then we would have struggled to bail out the boat that we were in with everyone else.

In our time of adversity, the team came together with creativity and innovation to drive us forward to develop new ways of engagement and involvement to ensure that local voices were heard and listened to.



"Talking to people from our room, using a new platform known as Zoom. Passing on information, keeping people up to date, for sharing with others, not forgetting your mate."

Engagement and impact

Healthwatch Doncaster recognised the value of reaching out to local people throughout the pandemic – we wanted to continue to hear their voices and share new information with them. We developed the Daily Dose of Healthwatch Doncaster programme early on in the pandemic which quickly gained momentum. We received funding from the local Covid grants to enable us to buy Zoom licences and soon we were broadcasting on Zoom and Facebook Live enabling us to engage with lots of different people. The team developed more and more content – videos, quizzes, cooking, relaxation, music – that we were able to share. Healthwatch Doncaster have embedded this engagement approach into our core work and it will continue after the pandemic.

Listening to local people

The team did not shy away from difficult topics and I am really proud to say that we developed and delivered a qualitative report about people's experience of accessing cancer services throughout the pandemic. The recommendations from this project have been shared at the local Cancer Programme Board and we are working together to put them into action and make some changes.

Moving forward

Healthwatch Doncaster will continue to work closely with people and communities so that their stories and experiences can improve the quality of health and care services. We recently heard from over 4000 local people about their experiences of the Covid-19 vaccination process – this has enabled us to share reports and information to influence the development of vaccine clinics across Doncaster.



Andrew Goodall

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in Doncaster. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



2 Providing a high quality service

We want everyone who shares an experience or seeks advice from us to get a high quality service and to understand the difference their views make.



3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



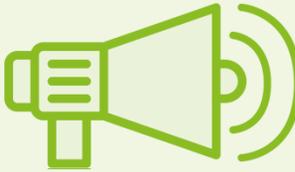
"Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."

Sir Robert Francis QC, Chair of Healthwatch England

Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

Reaching out



We heard from

3567 people

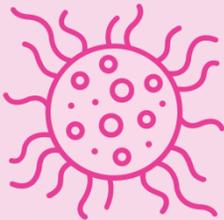
this year about their experiences of health and social care.

We provided advice and information through Zoom and Facebook and reached

91,196 people

this year.

Responding to the pandemic



We developed **2 new services** (in addition to maintaining support for all of our existing groups and networks) this year to support and engage with our local communities in the pandemic.

We engaged with **3567 people** this year in our projects and surveys – their voices helped make changes and improvements throughout the pandemic

Making a difference to care



We published

8 reports

about the improvements people would like to see to health and social care services.

100% of our reports

have been shared locally and we are actively reviewing progress on the recommendations that we made.

Health and care that works for you



31 volunteers

helped us to carry out our work. In total, they contributed 577 hours of valued and valuable time.

We employ 8 staff

62% of whom are full time equivalent, which is the same as the previous year.

We received

£189,693 in funding for the local Healthwatch contract

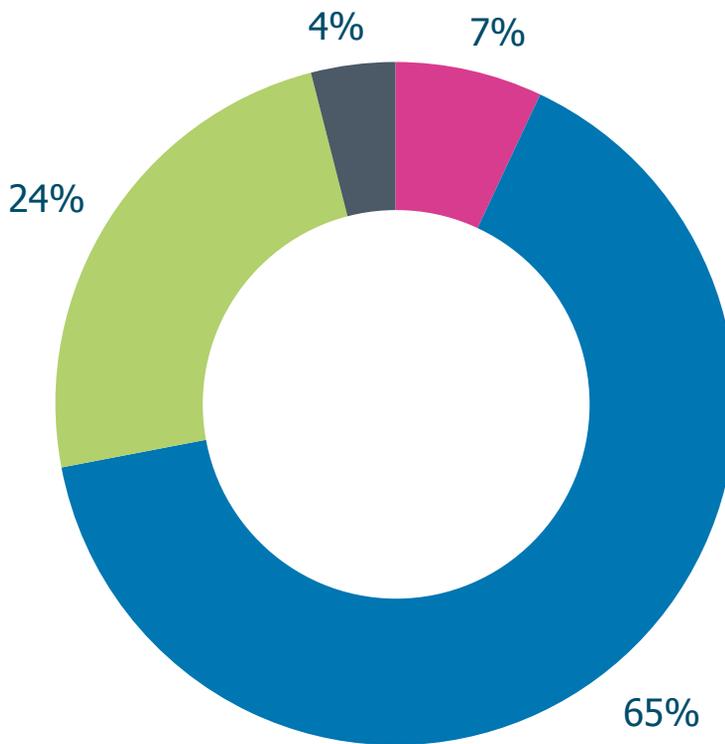
from our local authority in 2020-21 – this is 12% less than the previous year.

Signposting and information

This year we helped 338 people get the advice and information they need by:

- Providing advice and information articles on our website
- Answering people’s queries about services through a variety of different ways
- Directing people to our social media channels to access information about services that can help and support local people

How did people contact Healthwatch Doncaster?



■ Telephone ■ Email ■ Website ■ Social Media



Theme one: Then and now Urgent and Emergency Care



Then: Urgent and Emergency Care

Patients in Doncaster rate experience of emergency & out-of-hours services as mostly positive in Healthwatch Doncaster report



In 2019 Healthwatch Doncaster volunteers undertook a project to explore patient experience of accessing Urgent and Emergency Care Services over a 24-hour period. This piece of work earned the volunteers a Highly Commended Award from Healthwatch England in the 2020 Healthwatch Awards.

The findings from the report identified that patients were satisfied with the services that they received from Urgent and Emergency Care providers.

The volunteers were, however, able to make some recommendations to improve the patient experience. These were around waiting facilities at the Emergency Department and the triage process for the Same Day Health Centre.





Now: How did COVID-19 change things?

In September 2020 in the midst of the COVID-19 pandemic, Healthwatch Doncaster and its volunteers carried out a follow up to our original project. Due to restrictions it was not possible to attend the services that we had visited during the previous study, so the volunteers had to think about things in a different way. We worked with the volunteers and developed a means of gathering people's experiences over the phone. This was done with the co-operation of the Urgent and Emergency Care services who gained signed consent from patients to share their telephone number with Healthwatch Doncaster.

Our volunteers were able to talk to 74 people who had attended Urgent and Emergency Care services in a 24-hour period. People were able to share their experiences of:

- The Urgent Treatment Centres at Mexborough Montagu Hospital and Doncaster Royal Infirmary
- The Same Day Health Centre based at Cavendish Court, Doncaster
- The Emergency Department at Doncaster Royal Infirmary

As in the previous study, people who attended Urgent and Emergency Care services were satisfied with the service they had received. However, as to be expected in the circumstances, we received feedback on the measures in place due to COVID-19 and people reported feeling more comfortable in some departments than others. This was due to the actions of other people waiting to be seen who did not use the hand sanitiser provided or who chose not to wear a face covering.



"I should be more bold and tell people that I don't understand what they are saying but this is hard for me."

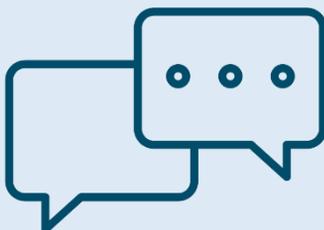
"Make better explanations please."

The report made a recommendation to allow and enable, at the clinicians' discretion, someone to accompany the patient into a specific department or ward if their capacity was impaired, for example someone living with Dementia. This recommendation was well received by the providers.

At a recent visit to the Emergency Department, in order to access the service themselves, a member of the Healthwatch Doncaster Engagement team saw an excellent example of this being put into practice for someone who was living with Dementia. This reinforces the fact that the work of Healthwatch Doncaster has a positive impact service delivery and that outcomes and recommendations from reports are put into action.

You can read the report by clicking this link -> www.healthwatchdoncaster.org.uk/report/2020-08-29/24-hours-urgent-and-emergency-care-follow-2020

Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Doncaster is here for you.

 www.healthwatchdoncaster.org.uk

 **01302 965450**

 info@healthwatchdoncaster.org.uk



Theme two: Then and now Accessing your local surgery



Then: Accessing your local surgery

Healthwatch Doncaster had anecdotal evidence that accessing GP surgeries was an issue for local people. A survey was developed and launched in Autumn 2019 to understand the reality and perceptions of accessing GP surgeries in Doncaster.

We gathered views from nearly 1600 local people through the survey and face-to-face engagement at over 45 community venues across Doncaster. We were able to ensure that a representative cross-section of the community completed the survey, including people of working age whose voices are not often heard when talking about access to GP services.

Key information from this project identified that 45% of local people were happy with the service received and of the other 55%, 73% had difficulty getting through to their practice on the telephone and 42% wanted to see a specific GP or Nurse.

50% used their GP Practice to access repeat prescriptions and many were not aware of alternative provision at the Same Day Health Centre or appointments at alternative GP practices at the weekend as part of the Extended Access to Primary Care service.



Now: How did COVID-19 change things?

Access to GP services have been profoundly impacted on by the Covid-19 pandemic and anecdotally people's shared experiences and/or perceptions have clearly evidenced this.

Without doubt the Covid-19 pandemic gave impetus to the recommendations from Healthwatch Doncaster's original report from 2019. Changes to previous systems had to be implemented with a sense of urgency to meet people's health needs. Digital services became vital in the approach to meet this need. Local people had to adapt quickly to generating prescriptions online and receiving digital appointments as an alternative to face to face.



"I preferred not travelling to the practice, talking to the GP on the phone was just as informative"

"For an elderly patient who is confused at the best of times - technology which they don't understand is difficult"

Healthwatch Doncaster continued to engage with local people throughout the pandemic to establish their views on access to GP Services both formally and informally.

An online survey was completed by 320 people and the findings from this were provided to colleagues in Primary Care Doncaster and NHS Doncaster CCG.

75% of people who had a telephone or video appointment told us that there were no problems and that everything was great



"If we have to use a video call it would be helpful to know how to use it"

"This sort of service is perfect for me and I hope that I can use in the future"

Healthwatch Doncaster were able to evidence that there is a place for digital appointments and that they are appropriate for a number of people whilst for many the need to see a clinician face to face is imperative.

The continued engagement Healthwatch Doncaster has achieved throughout the Covid-19 pandemic has been crucial in assisting stakeholders to gather intelligence about the experiences and perceptions of local people who access GP services.

Our recommendations have been shared with Commissioners and Providers and received positively. There is recognition that they will help to influence and shape future service provision in Doncaster.



To find out more click here >>> [Read our report from 2020](#)

Tell us about your experiences here

www.healthwatchdoncaster.org.uk/share-your-views



Theme three: Then and now Missed Appointments



Then: Missed Appointments

In 2018 Healthwatch Doncaster worked closely with Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust to understand why some people did not attend their booked appointments in the hospital.

We talked to a lot of people in the Outpatients department, in local groups and in communities across Doncaster. We spent a lot of time talking to people face to face and talking them through a paper survey to gather their views and opinions.

The data and information from the survey was analysed and presented in a report along with a series of recommendations to:

1. Improve and enhance communication between the hospital and patients
2. Improve the experience of patients, staff and the wider public by better use of digital technology including text message updates
3. Ensure best use of resources by minimising waste
4. Increase knowledge around the services and programmes available to patients



Now: How did COVID-19 change things?

The Covid-19 pandemic precipitated a rapid shift, across all sections of society, to digital and video solutions to enable us all to continue to communicate. This happened in our social lives, in our work lives and in our lives as patients and recipients of care and support.

Whilst many of us recall Zoom quizzes and get-togethers with friends and family, there were many people who needed to see and speak to clinicians and health professionals about their on-going care and support.

Healthcare providers responded rapidly to this new way of working and were able to offer both video and telephone consultations as part of a new offer of digital healthcare support.

Healthwatch Doncaster recognised that this rapid shift to digital appointments was in line with the recommendations that we made in our 2019 Missed Appointments report. We worked closely with colleagues at Doncaster and Bassetlaw Teaching Hospital and developed a survey about patients' experiences of accessing outpatients and therapy appointments via digital technology including both telephone and video channels.

275 people shared their views and experiences of using digital solutions to access their appointments and the reports were shared with Committees and Board as well as Departmental meetings.

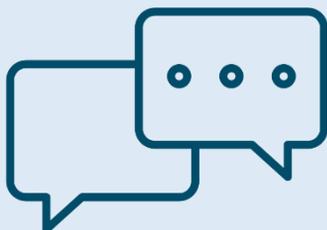


I felt no pressure and was given plenty of time to explain why I had been referred

It would be better to see someone to show the areas concerned – it is very difficult for me to describe something

The tele-consultations are good, but moving towards resuming face to face visits would be better. Moving on from Covid-19 perhaps a mixture of both virtual and face to face contacts would lead to a more efficient service without compromising patient care, the professional's assessment and the range of interventions offered.

Our engagement work identified that **patients who have used this service are satisfied with the quality of the service** and they would, generally, like it to carry on. The **digital video appointments are meeting patient's needs but some people still want face to face appointments**. A mixed approach to digital/non-digital appointments based on clinical need would be the ideal way forward.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Doncaster is here for you.



www.healthwatchdoncaster.org.uk



01302 965450



info@healthwatchdoncaster.org.uk



Theme four: Then and now Engagement and Involvement



Then: Engagement and Involvement

Prior to the pandemic, we were a people-facing organisation engaging with local communities to hear their views and opinions on current issues that matter them the most. We would hear about a variety of experiences from patients, young people and representations from communities who were seldom heard. Our original engagement model worked well, fantastic examples include our work on Urgent and Emergency Care and the Long Term Plan project. We enabled local people the opportunity to speak up about their experiences of a range of services and their thoughts about how they could be improved in the future.

Healthwatch Doncaster were recognised, alongside colleagues from local Healthwatch in South Yorkshire and Bassetlaw, for the work done to listen and hear from seldom heard communities as part of the work we delivered on the NHS Long Term Plan.

We have delivered other engagement sessions around involving the people of Doncaster in the commissioning cycle, facilitating face to face engagement in the development of NHS Digital services and hearing the voice of young people through our 'Young Healthwatch Champions' programme. This meant we were **engaging** with people, **informing** them about local health and social care services and **influencing** stakeholder's decisions when delivering services at a local level.



Now: How did COVID-19 change things?

The Covid-19 pandemic and the guidance around social mixing and virus transmission changed the way in which we engaged with local people in Doncaster. We knew our core ethos of Engage, Inform and Influence would remain at the very heart of our organisation and engagement would continue during the pandemic.

This led us to an exciting opportunity where we were able to develop a new model for engagement in a Covid-19 secure way. We achieved this by using digital tools like Zoom and social media to develop a new model of engagement. We called it the 'Daily Dose of Healthwatch Doncaster'.

Our Daily Dose sessions allow us to share information about local health and social care services with people and professionals. The sessions are delivered across the working week and feature insightful videos of our team chatting to different people about how their services can help and support local people.

We use Facebook Live to deliver short broadcasts each day which enables people to engage with us by commenting on the videos, messaging us directly to share their own experience or interacting with links to contact the service showcased that day.

We use Zoom to record interviews and conversations with lots of different people and then broadcast them through Facebook Live and our social media channels.



"I have really enjoyed being a part of the Daily Dose sessions on Zoom and Facebook Live. It has given us another connection with people in our communities. Zoom is not just for the pandemic – we will continue to use it as we move onwards out of the pandemic."

Healthwatch Doncaster have continued to host monthly meetings with our volunteers, Health Ambassadors, Keeping Safe Forum and Patient Participation Group Network. Everyone has embraced this new approach to engagement and moving forward we will engage with our groups using both digital and face-to-face channels.

The Covid-19 pandemic has strengthened our approach to engagement. The challenges that we faced have created new opportunities for us to **engage, inform** and **influence**. Together, we can make a difference.



Zoom into our Daily Dose!

- Share your stories of health and social care, with a dose of fun and new learning throughout the week with Healthwatch Doncaster
- Read more at: www.healthwatchdoncaster.org.uk/dailydose

Zoom ID: 847-915-9356
Zoom dial-in number: 0330 088 5830*
Facebook.com/hwdoncaster

Engage | Inform | Influence



Healthwatch Doncaster was live — feeling cool in Doncaster. ***
 Published by Andrew Goodall 19 | 26 June

Healthwatch Doncaster - Feel Good Friday - National Cream Tea Day - scones

118 People reached | 21 Engagements

You and 3 others | 57 views

Like | Comment | Share

Comment as Healthwatch Doncaster



Responding to COVID-19

Healthwatch Doncaster plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

This year we helped over 91,000 people by:

- Providing up to date advice on the COVID-19 response locally
- Curating a Daily Covid-19 music playlist that was shared across our groups and networks in Doncaster
- Delivering Daily Dose information sessions on Zoom and Facebook Live each day of the working week
- Linking people to reliable up-to-date information
- Supporting the vaccine roll-out
- Supporting the community volunteer response and working closely with Voluntary Action Doncaster
- Helping people to access the services they need

What's YOUR story?

**The intention of our engagement, Starts with You
We really want to hear YOUR view
Health and Social Care services providing support and care
Affected by Lockdown, tell us about it, Please share**

**Feeling unwell, to the doctor you'd normally go
In lockdown the answer was probably no
What did you do to get advice and support?
Tell us your story and what you thought**

**A prescription to order, medicines for each day
On line, by an app, was that an easier way?
A visit to the pharmacy, did YOU join that queue?
Self- care for the family. How was it for you?**

**Accidents, major illness, who did you see?
Did you go to A and E?
If A and E was where you went
Tel us about the time there you spent**

**Many appointments done on the phone
Because you couldn't leave your home
A must to keep people safe and well
Your view of the service, we want you to tell**

**You needed a dentist for your toothache
Or perhaps a bone you did break
During a pandemic, it had to happen NOW!
Tell us what you did, solving this problem, HOW!**

**We are sure many calls for support were made
Broken glasses or maybe a lost hearing aid?
How did services respond to your plight?
To restore your hearing or help your sight**

**Tell us also about Social Care
Making efforts to ensure they were there
Support in your home or another place
Surrounded by people with a mask on their face**

**Other views must complete the list
Of services received or possibly missed
Healthwatch Doncaster we are there
To hear your stories of Health and Social Care**

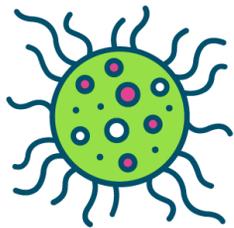
Top four areas that people have contacted us about:



Signposting to Voiceability Doncaster for advocacy support – 7%



Dentistry and GP services – 17%



COVID-19 support and info – 52%



Local groups and networks – 7%

Providing accurate COVID-19 support and information

Early on in the pandemic, we worked closely with all the Communications and Engagement Teams as part of Team Doncaster.

We were able to highlight that people wanted clear and accurate local information. Our role became much more focused on providing people with clear, consistent and concise advice and information through our website and our daily Zoom and Facebook Live sessions.

In just three months, our digital advice and information had been accessed by over 18,000 people.

We received questions about access to GPs and Dentists as well as general questions about the Covid-19 pandemic and local groups and networks.

People also wanted to know where to get support around advocacy so we were able to signpost them to Voiceability Doncaster.

Find your frequently asked questions answered on our website

#coronavirus

Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Doncaster is here for you.

www.healthwatchdoncaster.org.uk

01302 965450

info@healthwatchdoncaster.org.uk

What did people tell us about their experiences of cancer services in Doncaster?

In the summer of 2020, Healthwatch Doncaster completed an engagement project which involved gathering the views of local people in relation to their cancer journeys.

The purpose of this project was to hear about people’s experiences of cancer services in their own words.

Healthwatch Doncaster were keen to gather extensive narrative to understand:

1. How patients’ journeys were affected by the Covid-19 pandemic
2. Patients’ experience with consultations delivered digitally or via phone
3. What went well in patients’ opinions?
4. What did not go well in patients’ opinions?

Healthwatch Doncaster have made a number of recommendations that focus on person centred care and person centred planning.

The following recommendations were made:

Recommendation 1: Enhancing communication, involving patients and use of Care Plans

Recommendation 2 – Continued offer of digital consultations

Recommendation 3 – More effective planning for End of Life Care and robust discharge plans and use of Respect forms

Recommendation 4 – Offer of emotional and financial support throughout the patient’s journey at pivotal points evidenced within the Care Plan

Recommendation 5 – Person centred approach to wig provision

Recommendation 6 – Weekend provision at the Jasmine Suite

"I received my cancer diagnosis alone due to the pandemic and found the lack of family and friends support was very unsettling and upsetting"

"I have not seen anyone at the hospital face to face but I have had 3-4 telephone calls from the ENT team who suggested that I contact them should I have any concerns"

"I was very happy with my GP, he referred me immediately to Doncaster Royal Infirmary following identification of a lump in my breast"

"During the pandemic I was ill and received a phone consultation, I would have preferred a face-to-face appointment and it would have helped my GP understand how ill I was"





Volunteers – *"Alone we can do so little; together we can do so much."* – Helen Keller

At Healthwatch Doncaster we are supported by **31** volunteers to help us find out what people think is working and what improvements people would like to make to services.

This past year has been a challenging one all round and the impact of the Covid-19 Pandemic on our volunteering programme has been no exception. Despite the challenges our volunteers have still contributed an amazing 577 hours of their time to support our mission to engage and involve local people and influence an improvement in the quality of health and care services in Doncaster.

Our volunteers:

- Helped people have their say from home, carrying out surveys over the telephone and online.
- Reviewed documentation and information from the local Hospital to ensure that it was easy to understand and fit for purpose
- Learned new skills around digital meetings and attending regular Zoom meetings
- Developed a presentation for the Healthwatch Doncaster Board sharing and celebrating the work of all the volunteers



Engagement volunteer - Sue

"I really enjoy getting out and about talking to people because it is important to have conversations with people about their experiences of health and social care. An initial response that a service is poor can actually turn out that it's only one thing they have an issue with and the rest of the service is good. I've really missed being able to do this over the last year. I took part in the Urgent and Emergency Care project where we spoke to people on the phone who accessed the services. It was very rewarding."



Board member - Janet

"Covid-19 has significantly altered the way we all have been able to live and function. Being a member of Healthwatch Doncaster's Board, the Volunteer Group and leading on our Enter and View programme has enabled me to contribute to Healthwatch Doncaster's aims around sign-posting and communicating with the local people. This will support them to raise issues safely and hopefully sensitively, using the telephone and social media channels. I want to support Healthwatch Doncaster to create a safer and healthier local community."



Reaching Out - Georgina

"I have been making regular calls to 3 individuals during the Pandemic to help to combat loneliness and isolation. Making the calls has given me a great sense of achievement knowing I have made a difference to someone's day. The people I talk to are always pleased to hear from me and I enjoy it - I love to chat!"

"I have been able to signpost some of the people I speak with to services that are able to help them improve their situation or deal with a particular issue."



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with us:

-  www.healthwatchdoncaster.org.uk/get-involved
-  **01302 965450**
-  info@healthwatchdoncaster.org.uk

Reaching Out – a telephone support service developed with and delivered by volunteers

Our Reaching Out Project was developed in response to the first Covid-19 lockdown. It was put in place to reduce social isolation by matching our volunteers with local people who were shielding.

Healthwatch Doncaster volunteers were matched with people referred into the service and they made supportive, conversational telephone calls and, where appropriate, offered signposting and information about local services.

The project extended beyond the first lockdown and carried on throughout the pandemic. It drew to a close in May 2021 as the country followed the roadmap out of lockdown and out of the pandemic.



What is the best thing about receiving Reaching Out calls?

"J being a lovely person to talk to. It's nice to speak to someone beside your family that you can open up to and J doesn't push the conversation"

"Nice to speak to someone about how you're feeling as I am used to company and due to Covid-19, I have been stuck at home"

"Having another human being to talk to. It feels like hell having no company"

What did our volunteers tell us about Reaching Out?

"A sense of satisfaction at being able to make a difference to someone's day through a phone call. "

"Felt an improvement in own wellbeing during lockdown due to taking part in this project"



Want to volunteer with Healthwatch Doncaster?

If you want to join our enthusiastic volunteer team, then contact us today!

Website: www.healthwatchdoncaster.org.uk/get-involved

Telephone: 01302 965450

Email: info@healthwatchdoncaster.org.uk

People's Voices – supporting people to share their experiences at NHS Doncaster CCG's Governing Body

Healthwatch Doncaster continued to facilitate patient stories for NHS Doncaster CCG's Governing Body throughout the pandemic. Circumstances produced a temporary gap but things recommenced swiftly and people's stories have since been delivered via videos through Zoom in the public Governing Body meetings.

We used creative approaches to facilitate people to share their experiences. People were happy to share their experiences and we were encouraged that many participants were willing to have a recorded conversation with Healthwatch Doncaster on Zoom. The videos were presented at the Governing Body meeting and live streamed through YouTube to the public.

Care Home experience in Covid-19 – feedback from a Care Home Manager, a resident and a relative

Experiences of CAMHS from a 14 year old

A patient journey through Urgent and Emergency Care into inpatient services

Mental Health support in schools known locally as "With me in Mind"- Feedback from a young person and her mother

Experience of a face to face GP appointment

We have enabled people to share their stories so that members of the Governing Body can hear about the lived experiences during the pandemic. The stories have created discussion and achieved learning to influence the development and improvement of services in all of the three Life Stages.

Healthwatch Doncaster are regularly commended by NHS Doncaster CCG in achieving the important feedback from local people and are grateful to all those who contributed over the last year.

PEOPLE'S VOICES
Ben's story - Mental Health Support

Ben's Journey
Experienced work-based stress
Became alcohol dependent
Impact on personal life
Became isolated and neglected self-care
Reached out to GP prior to crisis - no positive outcome
Crisis in November 2019 - intended suicide
Presented at A&E
Acute in-patient with Mental Health support
Presented at Aspirin on discharge
Referred to New Beginnings

Ben
47 years old
Lives in Doncaster
Likes walking, cooking and gardening
Worked in Accountancy and Audit for 20+ years

WHAT DIDN'T GO WELL?
GP not responsive to needs
Built a relationship with Mental Health Practitioner but only saw them twice on the ward - would have been daily support
No follow up calls from New Beginnings after discharge

WHAT WENT WELL?
A&E responsive
Reassuring and understanding
Great support from Mental Health Practitioner
"New Beginnings changed my life"

APRIL 2020 BEN COMPLETED THE STRUCTURED DAY PROGRAMME AT NEW BEGINNINGS

TODAY
Understanding of the condition and the illness
Participation in social and therapeutic activities
Ready for independent living
Ready for employment and further study

We continued to focus on Life Stages: Starting Well, Living Well and Ageing Well and the stories we heard and presented included:

Accessing a digital GP appointment

Maternity services - giving birth prior to Covid-19.

If you would like to share your story about any aspect of health or care services in Doncaster then contact the Healthwatch Doncaster Engagement Team:

info@healthwatchdoncaster.org.uk

01302 965450



Enter and View – This year, due to the COVID-19 pandemic, we did not make use of our statutory Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

Due to the Covid-19 pandemic it has not been possible to carry out any Enter and View visits during the past year. We have, however, been working on a number of other activities related to Enter and View throughout the year. We aim to be able to return to conducting Enter and View visits when it is safe and practical to do so.



The Healthwatch Doncaster Enter and View Planning Group, made up of volunteers with one staff member, have been meeting via Zoom throughout the pandemic. The group have devised a strategy to engage with local care homes to build a picture of what impact the pandemic has had on their residents and staff.

The approach that has been developed involves engaging with the local care homes to co-produce a method of capturing experiences that has least impact on the home and residents. The Enter and View Planning Group have ensured that the approach is sensitive to the needs of the people who live in the care homes.

In a separate piece of work, a care home resident's story was captured via a series of conversations recorded on Zoom. The conversations with the care home resident, their family and the care home manager were shared at NHS Doncaster CCG's Governing Body. This enabled Governing Body member's to gain an insight into the impact of the Covid-19 restrictions on care home residents and their families. The video and update was well received.

As part of Healthwatch Doncaster's commitment to Enter and View and conversations in care homes, our Volunteer Co-ordinator and Engagement Officer has been working with a team from Healthwatch England and the Healthwatch Newham. This has culminated in the development and delivery of a series of workshops on Virtual Visits. The workshops were delivered nationally to staff and members from across the Healthwatch network. Virtual visits cannot be classed as Enter and View but can provide an alternative to carrying out a formal visit.

In addition to this our Volunteer Co-ordinator and Engagement Officer delivered Enter and View training via MS Teams to staff from local Healthwatch teams from across the country.



Choice for All Doncaster – ChAD – a committee of adults with learning disabilities

Over the past year the Peer Support Worker for ChAD has continued to keep in touch with the committee members by both phone and Zoom.

ChAD members have been supported with ongoing concerns and anxieties about Covid-19. They have continued to raise issues and concerns around keeping safe and safeguarding on behalf of the people they represent.

Throughout the pandemic ChAD have held two 1-hour meetings on Zoom every week. One of the weekly meeting is used to discuss projects and matters important to ChAD and the LD community. The other meeting is a more relaxed fun session to help with member's emotional health and well-being.

ChAD members have been involved in producing short videos and information to raise awareness in the Learning Disability community of the importance of getting Covid-19 and flu vaccinations.

Other work that ChAD members have been involved includes:

Easy Read Terms of Reference for Doncaster's Learning Disability Partnership Board

Input in RDaSH's Easy Read Charter poster

Attending Inclusion North's Yorkshire and Humber LEDER project steering group meeting

Developing the Foreword for the All Age Learning Disability and Autism Strategy

NHS Independent Voices Pilot Scheme

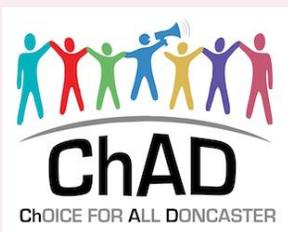
Two members of ChAD are involved in this project that involves developing measures against abusive situations that occurred at Winterbourne View and Whorlton Hall.

It involved speaking with patients, who have a Learning Disability and Mental Health issues, in a Medium Secure hospital to ensure that they are safe and involved in their future discharge plans. The project was very intense and proved to be very successful. It will make such a difference to people's lives and their recovery.

Easy Read information

ChAD members have produced two 20-page Easy Read local information booklets that have been distributed to over 850 adults who have a Learning Disability in Doncaster.

There has been lots of positive feedback about the booklets from the people whom ChAD represent.



Want to find out more about Choice for All Doncaster?

Contact them today!

Website: www.chadindoncaster.com

Telephone: 07834 686858

Email: chad@healthwatchdoncaster.org.uk

Health Ambassadors

The Health Ambassadors group supports people and communities whose voices are seldom heard to speak up and out on issues that are important to them. We work closely with NHS Doncaster CCG, Doncaster Council and Doncaster and Bassetlaw Teaching Hospitals to ensure that people's voices are heard and that areas for improvement are identified.

The Health Ambassadors have maintained their input and involvement throughout the Covid-19 pandemic. It has been interesting to hear how our diverse communities dealt with the changes and developments. The local Asylum Seeker and Refugee community made us aware that safer accommodation had been offered to individuals who have no fixed abode, while the more skilled members of the community were making face masks for people who attend the Doncaster Conversation Club. In addition to this, school aged children were offered digital resources such as laptops to access education during lockdown. There have been some struggles in terms of accessing dental care and understanding Government guidance but there is support available from the Doncaster Conversation Club.

The Patient Participation Group Network

The Patient Participation Group Network is a monthly forum that brings together representatives from a number of local Practice Patient Participation Groups (PPGs). The aim of the Network is to share good practice, provide feedback on developments and changes to Primary Care and to identify themes or areas for improvement.

As with many groups and networks, the focus of the PPG Network was on the response to the Covid-19 pandemic. The Network members were keen to maintain their monthly meetings and we were able to support them all to access the meetings via Zoom.

Discussions at meetings centred heavily on the provision of and access to information for patients about local Practice changes as a result of Covid-19.

Members of the Network identified that there was help and support that they could offer in relation to the provision of information by reviewing each local Practice website. A project report identified a series of recommendations that have been shared with the GP Federation and the Local Medical Committee. There are on-going discussions to monitor and review the impact of the recommendations.



Want to find out more about Healthwatch Ambassadors and the Patient Participation Group?

Website: <https://www.healthwatchdoncaster.org.uk/get-involved>

Telephone: 01302 965450

Email: info@healthwatchdoncaster.org.uk

Keeping Safe Forum

In the early part of the Covid-19 pandemic, the Keeping Safe Forum meetings were postponed until we were able to engage people in a digital forum. Members of the Keeping Safe Forum were kept informed and engaged through phonecalls, emails and newsletter updates.

The Annual Community Keeping Safe Event was delivered digitally this year in line with Government guidance and lockdown restrictions. The week consisted of a series of safeguarding workshops and awareness sessions delivered in collaboration with local partners including St Leger Homes, The Avalon Group, Family Hubs and Hive South Yorkshire.

The week long event culminated in a panel that came together via Zoom that was delivered via Facebook Live. The panel discuss the importance of ensuring that 'Safeguarding is everybody's business'. The panel featured the newly appointed Chair of the Safeguarding Board – John Goldup, Chair of the Keeping Safe Sub group – Andrew Goodall, Learning and Development Manager – Shabnum Amin, Keeping Safe Forum Facilitator – Natalie Bowler-Smith and Samuel Finn British Youth Councillor.

The Keeping Safe Forum was formally relaunched in January 2021 and takes place monthly on Zoom. The key themes that which been explored within the Forum are:

- Safeguarding is everybody's business delivered by NSPCC
- Suicide prevention and bereavement support delivered by Open Minds & Changing Lives
- Brain Disease Awareness – Huntington's Disease: A carer's perspective.



Want to get involved in the Keeping Safe Forum?

Website: www.healthwatchdoncaster.org.uk/get-involved

Telephone: 01302 965450

Email: info@healthwatchdoncaster.org.uk

Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012. We also receive additional funding from our local Clinical Commissioning Group (CCG) to deliver work around PPGs and Health Ambassadors.

We have also received additional funding to deliver support and leadership to the development of a model of representation for the local Voluntary, Community and Faith Sector in Doncaster and, as part of the national response to the Covid-19 pandemic, Healthwatch Doncaster received a grant from the UK Government.

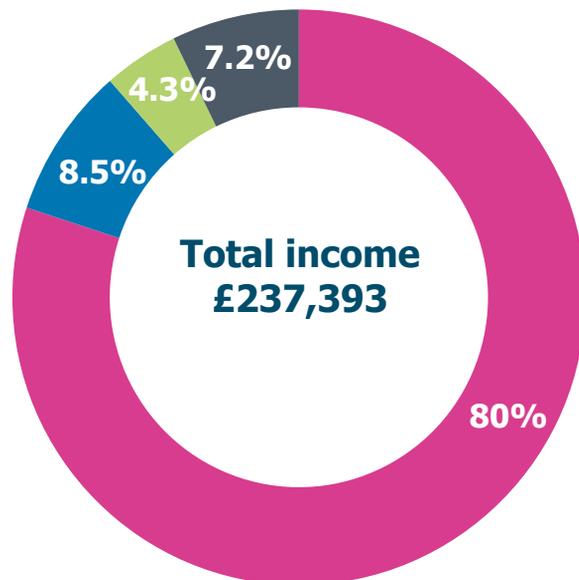
Income

■ Funding from Local Authority

■ Funding from CCG

■ Additional funding COVID-19 grant

■ Additional funding VCF project and admin

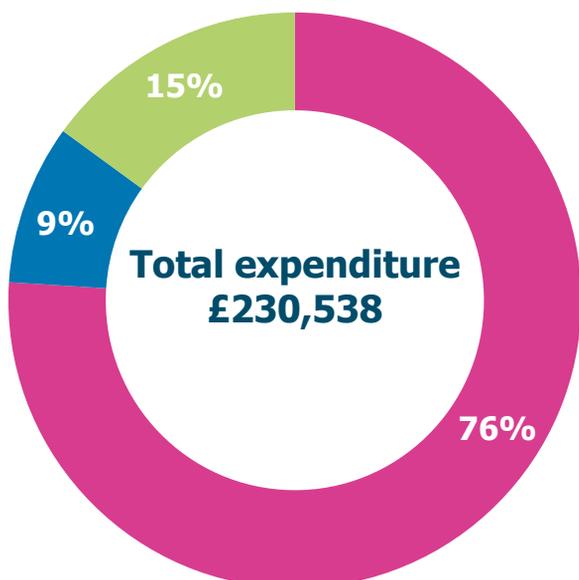


Expenditure

■ Staff costs

■ Premises costs

■ Running costs



Next steps

Top three priorities for 2021-22

1. Restart community engagement and listen to local people about their experiences of accessing services
2. Mental Health – listen to people’s experience of mental health support in Doncaster
3. Access to Dental Care – review and investigate the provision of local Dental services for local people

Next steps

- Transforming the way that we work – Healthwatch Doncaster will be more agile and community-based
- Maintaining digital engagement alongside face-to-face engagement
- Continue to focus on listening to people from communities whose voices are seldom heard



"We are committed to hearing from and listening to people whose voices are seldom heard so that we can highlight and tackle unfair health differences.

Continuing to support and develop our strong relationships with partners across health and social care in Doncaster will enable us to achieve this"



Thank you

This year has been a year like no other. Without the support of our Board members, staff, volunteers, local people and partners then we would not have been able to continue to listen to and share the experiences of people throughout the Covid-19 pandemic.

More than ever there is a need to be kind to one another, to work in partnership and to be creative and innovative in the work that we do. We can build on what we have all learned over the last 12 months and we will continue to listen to the voices and experiences of people and communities as we restart and re-engage in all the exciting activities that make us an active, thriving and committed partnership of people, places and positivity.



Rotherham Doncaster and South Humber

NHS Foundation Trust



Doncaster and Bassetlaw Teaching Hospitals

NHS Foundation Trust



VOLUNTARY ACTION DONCASTER



PRIMARY CARE DONCASTER



Doncaster

Metropolitan Borough Council



Doncaster

Clinical Commissioning Group



Statutory statements

About us

Doncaster Healthwatch CIC, 3 Cavendish Court, Doncaster DN1 2DJ

Healthwatch Doncaster uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

The Healthwatch Doncaster Board consists of 7 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 10 times and made decisions on matters such as the renegotiation of the local contract for Healthwatch services including a budget efficiency saving and agreeing the new strategic business plan incorporating a commitment to digital engagement.

We ensure wider public involvement in deciding our work priorities. We listen to the views and experiences of local people that have been shared with the Engagement Team and through the Feedback Centre. The key aspects and themes of these experiences are used to shape future priorities. For example Healthwatch Doncaster has heard a number of experiences linked to local cancer services which enabled us to develop a focussed, qualitative piece of work on Cancer pathways in Doncaster.

Healthwatch Doncaster supports and facilitates a number of public forums and meetings. Our plans and project ideas are discussed in these meetings and engagement from local groups and organisations sought so that we can engage as many people as possible in the project work.

Methods and systems used across the year's work to obtain people's views and experience.

Healthwatch Doncaster use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020-21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, listening to the views and experiences of Asylum Seekers and Refugees. Reports of people's experiences are shared at Engagement and Experience Committees in both the local Clinical Commissioning Group and the local Teaching Hospital Foundation Trust.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. It is published on our website, on social media and through newsletters.

2020-21 priorities

Project / activity area	Changes made to services
Covid-19 pandemic – information, advice, signposting and support for local people	Experiences of local people have influenced both the local testing programme and the vaccination programme. We continue to share reports and experiences.
Experience of Cancer pathways during Covid-19	Recommendations made to Cancer Programme Board and shared with Commissioners and Providers.
Missed Appointments/Digital Appointments	Reports and recommendations used by both Primary and Secondary Care to support restart of services and improving access.
Care homes – impact of Covid-19	Video interview and story shared at CCG Governing Body. Synopsis report of experience of resident and family written and shared.
Re-imagining engagement and involvement	Local engagement has taken place digitally online and on the phone. Engagement and involvement has been really successful with learning embedded for future work.

Responses to recommendations and requests

We have not had any providers who did not respond to requests for information or recommendations.

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by Healthwatch Doncaster to Healthwatch England's Committee and so there were no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Doncaster is represented on the Doncaster Health and Wellbeing Board by Steve Shore, Chair of Healthwatch Doncaster. During 2020/21 our representative has effectively carried out this role by attending digital Health and Wellbeing Board meetings and contributing to the on-going discussions around health inequalities, the impact of the COVID-19 pandemic and recovery after the pandemic.

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Doncaster Council

Doncaster
Health and Wellbeing Board

Date: 2nd September 2021

Subject: Born and Bred in Doncaster (BaBI-D) Research Programme

Presented by: Susan Hampshaw

Purpose of bringing this report to the Board	
Decision	
Recommendation to Full Council	
Endorsement	x
Information	x

Implications	Applicable Yes/No	
DHWB Strategy Areas of Focus	Substance Misuse (Drugs and Alcohol)	
	Mental Health	
	Dementia	
	Obesity	
	Children and Families	x
Joint Strategic Needs Assessment	x	
Finance		
Legal		
Equalities	x	
Other Implications (please list)		

How will this contribute to improving health and wellbeing in Doncaster?
<p>The Born and Bred in Doncaster research programme (BaBi-D) aims to help to improve the health and wellbeing of children and families across Doncaster. The programme will have a strong focus on health inequalities and inclusion. Recruiting to a Doncaster birth cohort will help us track the health and well being of children born in Doncaster. The health of these children can be tracked from pregnancy through childhood and into adult life. Studying children from before birth is a powerful way of understanding the many influences that shape our lives.</p> <p>The data provided from this cohort study will help the partnership in gaining a better understanding of what local families want and need from healthcare services across the borough, ensuring locally commissioned services are inclusive, and for consideration of additional research for further understanding and improvement for our local population.</p>

Doncaster and Bassetlaw Teaching Hospitals (DBTH) are the lead organisation hosting the principal investigator, and will work in partnership with RDASH, DMBC, Children's Services, and Primary Care to deliver this large research programme. BaBi-D is part of a larger cohort study which includes Bradford, Leeds, and Wakefield supported by the National Institute for Health Research Applied Research Collaboration and builds on the world leading Born in Bradford cohort study (<https://borninbradford.nhs.uk/>)

Recommendation

The Board is asked to receive this information and endorse the outlined approach.



Doncaster Council

Doncaster
Health and Wellbeing Board

Date: 2nd September 2021

Subject: Adult Social Care: Updating our Vision and Improving our Access

Presented by: Phil Holmes

Purpose of bringing this report to the Board	
Decision	
Recommendation to Full Council	
Endorsement	Yes
Information	Yes

Implications		Applicable Yes/No
DHWB Strategy Areas of Focus	Substance Misuse (Drugs and Alcohol)	Yes
	Mental Health	Yes
	Dementia	Yes
	Obesity	Yes
	Children and Families	Yes
Joint Strategic Needs Assessment		No
Finance		No
Legal		No
Equalities		Yes
Other Implications (please list)		

How will this contribute to improving health and wellbeing in Doncaster?
Improving access to, experience of, outcomes from and value for money of Adult Social Care will both directly improve health and wellbeing for people who come into contact with it and also enable better use of wider resources to support the health and wellbeing of others.

Recommendations
The Board is asked to:- <ul style="list-style-type: none"> - Endorse the vision and statement of purpose for Adult Social Care in Doncaster - Endorse the Making It Real framework and work already underway alongside / accountable to

people with lived experience to turn the vision into reality

- Note the opportunities provided within the Adult Social Care vision for joint working across the health and care partnership on shared goals eg Locality Working / Primary Care Networks, Preparation for Adulthood, Home First / Discharge to Assess, Transforming Care / Mental Health Transformation
- Determine any further reporting required, perhaps incorporating time for direct feedback from people with lived experience



Doncaster Council

Doncaster
Health and Wellbeing Board

Date: 2 September 2021

Subject: Ageing Well Update on Dementia

Presented by: Jo Forrestall/Michele Clarke, Doncaster Clinical Commissioning Group

Purpose of bringing this report to the Board	
Decision	
Recommendation to Full Council	
Endorsement	
Information	√

Implications		Applicable Yes/No
DHWB Strategy Areas of Focus	Substance Misuse (Drugs and Alcohol)	
	Mental Health	
	Dementia	√
	Obesity	
	Children and Families	
Joint Strategic Needs Assessment		
Finance		
Legal		
Equalities		
Other Implications (please list)		

How will this contribute to improving health and wellbeing in Doncaster?
<p>The Dementia Programme will ensure that there is increased awareness of dementia and people receive a timely diagnosis to ensure they receive the right care and support including an holistic focus on the whole needs of the person with dementia including the needs of the family/carer and independence is promoted within our communities. Resilience within family and support networks will be developed and connectivity between statutory and third sector agencies will be improved to ensure information, support and care is provided when appropriate and the patients journey is improved throughout the pathway.</p>

Recommendations

The Board is asked to:-

- Acknowledge the Dementia Programme and its approach to increasing dementia diagnosis rates to ensure people receive the right care and support.
- Acknowledge the proposed approach to improving the dementia pathways for Doncaster residents.