

Healthwatch Doncaster

Annual Report 2018-19 and service update

September 2019

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

- has spoken to over 4000 people about their experiences of health and care locally. We have published 23 reports on a range of topics including Care and Support at Home, our Micro-Grants programme and Enter and View reports from local care home providers.
- has worked in partnership with Doncaster Council and NHS Doncaster CCG to engage local people in conversations about the Joint Health and Care Commissioning Strategy.
- has implemented the Missed Appointments project recommendations with Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust which includes the introduction of a new text messaging system for new appointments and a patient-centred video produced by students from Doncaster College.
- was nominated and appointed as the Co-ordinating Healthwatch to lead on the NHS Long Term Plan engagement work for South Yorkshire and Bassetlaw.
- invested over £10,000 in local community groups and organisations through the Healthwatch Doncaster 2018 Micro-Grant programme and another £10,000 in the 2019 Micro-Grant scheme.

- developed a comprehensive volunteering and student placement programme and we work in partnership with Doncaster College, YMCA Training, the Ridge Employability College and Sheffield Hallam University. Over 840 hours or 120 days given in volunteer time to the projects and programmes delivered by Healthwatch Doncaster.
- championed the patient voice and patient-led improvement of Planned Care services through the 100-day Improvement Challenge for Ophthalmology, Spinal and Fibromyalgia services.
- 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.
- worked with young families to provide feedback and insight on the proposals for improvements to Maternity and Paediatric services made by the Hospital Services Review

Future plans and projects

The Board of Healthwatch Doncaster have identified that Mental Health is a priority area and discussions are taking place with Rotherham, Doncaster and South Humber NHS Foundation Trust (RDaSH) about closer working on some projects linked to experience and improvement.

Healthwatch Doncaster have just finished a large engagement project on the reality of accessing GP services – over 1600 people got involved and have had their say. This report will be published in Autumn 2019.

Supported Living for Adults with Learning Disabilities has been identified by Choice for All Doncaster as an area of interest and project ideas are being developed.

Doncaster Council and Healthwatch Doncaster are having some conversations about how to engage local people in conversations about Adult Social Care and how people contribute to the cost of care.

The Engagement Team have just finished an initial piece of work around Airing Your Views and What's YOUR Story that gathers recorded narratives of people's experiences of emotional health support and services. The outcomes of the projects at Doncaster Pride and The Recovery Games are being reviewed and analysed by the team.

The Healthwatch Doncaster Annual Report 2018-19 can be downloaded here:
<https://www.healthwatchdoncaster.org.uk/news/annualreport1819>

An info video about the Healthwatch Doncaster Annual Report 2018-19 can be viewed here:
<https://youtu.be/cKoUgurFWDI>