

## 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>