



Healthwatch Barnsley

Annual Report 2018-19



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Message from our Chair

It is, once again, my pleasure to introduce Healthwatch Barnsley's sixth Annual Report. Voluntary Action Barnsley (VAB) was again commissioned by the local authority to host Healthwatch Barnsley for a further year (2018-2019). We are appreciative of the support that Voluntary Action Barnsley have offered to the organisation over the past year.

The appointment of Susan Womack to the permanent position as Healthwatch Barnsley's manager has proved to be a very positive enhancement. The rest of the members of the Strategic Advisory Board and I recognise the exceptional dedication of all the staff during the year; and this commitment has meant that the services delivered by the organisation are of the highest level. Our thanks therefore to: Lorna Lewis, Gill Doy, James Goodwin and Jade Bligh.

The last twelve months have continued to be challenging, but at the same time they have been stimulating and hugely rewarding for all concerned.

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

I reiterate the requirement to meet the challenge, both nationally and locally, in the transformation of Health and Social Care services for the benefit of local people. With the continued passion and commitment that we often see demonstrated by the people working within the sector, the changes continue at pace. It has been good to see that commissioners and providers are continuing to work even more closely together; and, with their continued commitment I'm sure that local people will experience the benefits of these transformational changes in the future.

We will continue to support and challenge these changes to achieve the best outcomes for the people of Barnsley, working with: the officers of the Local Authority, Clinical Commissioning Group (CCG), NHS and other service providers, the members of the Health and Wellbeing Board, Community Forums and Provider Forums, the "Third Sector" Voluntary Organisations, who continue to demonstrate, by their desire and hard work together to improve and develop the current Health and Social Care provisions in Barnsley.

A significant recent development in Barnsley, has been the formation of the Integrated Care Delivery Group, which along with the Integrated Care Providers Group, determine the schedule of work on the local place-based planning, i.e. the "Barnsley Plan". A result of which, one of the work streams is the development of a Transformation and Priority programme in Neighbourhoods.

Message from our chair

The Dearne was selected as the trial local area for the roll out of this programme. So far, the main outcomes have been the commitment of all the local providers coming together, with no barriers to impede the development of systems to help the improvement in the wellbeing of the people of the Dearne. The Working Group recognised, that using the Asset Based Community Development process would be the methodology best suited to the progression of a successful outcome. The experiences gained in the Dearne, will be used to roll out similar programmes in the other 5 Local Authority Areas over the coming year.

Healthwatch has maintained its position on these Boards and other Forums as well as our representation at regional level via membership of the South Yorkshire and Bassetlaw Partnership Board.

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

The continued commitment of our Strategic Advisory Board, staff team and Healthwatch Champions are textbook, and I offer my sincere thanks to them all for their dedication and hard work over the past year.

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

www.healthwatchbarnsley.co.uk

Adrian England



About us

Healthwatch is here to make care better

We 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.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Barnsley, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

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



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference for you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





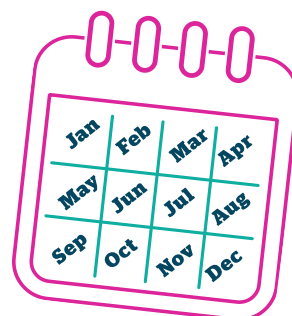
Highlights from our year



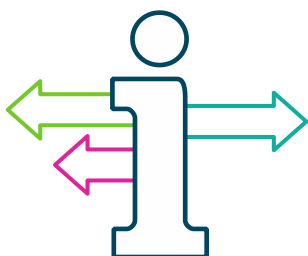
Find out about our resources and the way we have engaged and supported more people in 2018-19. Our resources:



We have engaged with 1715 Barnsley people



We have 15 volunteers helping to carry out our work.



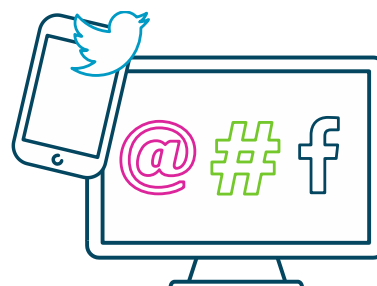
225 people accessed Healthwatch advice and information online or contacted us with questions about local support.



We visited 64 services and community events to understand people's experiences of health and social care.



We have received 59 reviews via our Healthwatch Barnsley Feedback Centre



We have 180 new followers on Twitter and 186 new followers on Facebook



How we've made

a difference

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Barnsley. When people speak up about what's important, and services listen, care is improved for all.

Services for blind and partially sighted people living in Barnsley

Whilst we are engaging with the public we pick up many issues and concerns which lead to the development of reports and recommendations. In response to questions and concerns raised by several individuals regarding lack of services for blind and partially sighted people living in Barnsley, we arranged a meeting with visually impaired people to talk about the services available to them in the area. Prior to the meeting our Engagement Officer contacted service providers for information to feed into it.

We spoke to the majority of current and potential service providers in the area. As a result of these meetings we produced a report with recommendations about these services. The report highlights the issues for some of the blind and partially sighted people living in Barnsley which included:

- Limited services
- Existing services are underfunded and stretched beyond their capacity
- People are experiencing long waiting lists for assessments
- When assessments have taken place people are experiencing long waiting times to receive support
- People are accessing services outside of the local authority area because they do not exist locally
- Concerns that people who are isolated from the community do not have access to local services
- Access to transport

- Access to social activity
- Access to counselling and support

In response to our findings, we recommended that:

- Commissioners consult with people who have visual impairments to find out what their needs and issues are and what can be achieved at a local level to help them; this consultation could be used as a preamble to the Vision Strategy refresh
- A meeting with the Blind and Partially Sighted Society Sheffield, The Blind and Partially Sighted Association Barnsley, Voluntary Action Barnsley (VAB) and Barnsley Metropolitan Borough Council (BMBC) to be convened to look at locating free town centre accommodation to appoint further services for blind and partially sighted people
- Due consideration to be given to the Accessible Information Standard
- The [Accessible Information Standard](#) sets out requirements for all providers of NHS care and / or publicly-funded adult social care to identify, record, flag, share and meet the information and communication needs of people with a disability, impairment or sensory loss. Since 1 August 2016, all providers have a legal duty to meet the Standard in full
- Due consideration to be given to The [Equality Act 2010](#)

Services for blind and partially sighted living in Barnsley

Since the production of our report we have worked closely with all service providers with a view to developing services. A new Barnsley Vision Strategy group has been formed involving all the people who contributed to the report, including service users. We have worked with BMBC and health services to ensure the consultation and continued involvement of blind and partially sighted people via the newly formed group. The group's first consultation event was well attended and this was very positive; many of the people present have agreed to continue to be involved with the development of the Vision Strategy.

In line with our recommendations, we organised a joint visit to Sheffield Royal Society for the Blind. We were also present at this visit, along with Barnsley Blind and Partially Sighted Association, a BMBC Commissioner and service users. The CEO of

Sheffield Royal Society for the Blind stated that if BMBC could offer them a level access building in the town centre they would look at what services they could get started, by working with partners. However at the time of producing this annual report no such facility has been identified by BMBC, but we hope that this will be taken on board by the Vision Strategy Group in the future.

We feel that the production of our report on the blind and partially sighted community and the recommendations therein has prompted action and will impact greatly on the health and wellbeing of visually impaired people in the future.

“My wife was given information by Healthwatch about Royal Society for the Blind, Mappin Street in Sheffield. She took me there for a look around. And the rest is history. I am now an Archery Champion. I have an active social life. This is as a direct result of the support I received from a Sheffield organisation (Sheffield Royal Society for The Blind).”



Mental Health

Mental health is a key priority for health and social care both nationally and locally, as evidenced in the NHS Ten Year Plan and the South Yorkshire and Bassetlaw Integrated Care Partnership Plan. We have been continuing to work on mental health issues around the borough.

We still sit on the Barnsley Mental Health Crisis Care Concordat and Suicide Prevention Partnership (BMHCCCSPP) and South Yorkshire Police Strategic Mental Health Partnership Board (SYPSMHPB), ensuring the issues relating to Barnsley patients and carers is listened to, understood and taken onboard by the agencies present. A major issue being considered by a sub-committee of SYPSMHPB is the use of restraint, which is also becoming a major national issue again. By being a member of this sub-committee, we ensure that patient perspective has been taken into consideration.

The prevention of poor mental health by improving resilience in local communities is a key area of

locality based health plans. Our pilot work in the Dearne area will be key in reducing demand for specialised mental health services.

BMBC asked us to nominate someone with mental health expertise to assist an Overview and Scrutiny Task and Finish Group on Adult Mental Health. Mark Smith, the Vice Chair of our Strategic Advisory Board, was nominated for this and undertook the role in assisting them to produce a related report.

A major piece of work undertaken by us this year (in relation to mental health provision within the borough) was around Children and Young People's Mental Health Services (CAMHS).



Review of CAMHS in Barnsley

In 2015 we undertook a review on CAMHS in Barnsley. From this a report was produced which provided feedback on the service based on individual responses. From our findings, recommendations were made and we requested a response to these from CAMHS.

In 2018 a decision was made by our Strategic Advisory Board to revisit this piece of work. During this follow up to the original 2015 report, we obtained feedback from children, young people, parents and carers. The process on this review was the same as in 2015 and included comparisons from both reviews.

Key findings from parents and carers

A high number of parents and carers expressed that they had been waiting a long time for an appointment. When asked what was the outcome from accessing CAMHS, 49% stated the child had been given a diagnosis. 60% of parents and carers expressed they were happy with the service the child received (both assessment and treatment) and happy overall with the process when receiving treatment from CAMHS.

Most parents and carers felt there was no information provided during the waiting period and this is a significant area for improvement; many parents and carers expressed that information could make the waiting time easier for the child.

Key findings from young people

Most children and young people surveyed felt they were waiting too long to be seen from the point of referral and over half stated that if they could change anything about the service it would be to reduce the waiting times.

96% of the young people that spoke to us were happy with the welcome given to them by reception staff and felt that their needs were understood. Indeed only positive comments were received regarding reception staff.

A large number of young people felt that they had not been offered support whilst waiting to be seen by CAMHS. Most of them had also not been involved in the writing of their care plan, with some of these

young people stating they didn't know what a care plan was. Those that were involved say they were happy with the overall process of the care plan.

Response from CAMHS

“Thank you very much for the draft report you sent, and for the time you spent visiting our service. The report has been very useful in helping to decide what we need to do to make Barnsley CAMHS a better, more accessible service which provides support and enables young people and their families to feel safe.

We specifically used the comments in the report to help inform an action plan focusing on improving help, support and advice offered to those young people on our waiting list, as we understand, and this is echoed within your report, that at present young people and their families do not feel well supported whilst awaiting our services and therefore are more likely to worry that things are going to get worse and are unclear on how to access help.

On behalf of Barnsley CAMHS, thank you again for taking the time to visit us and review our service to help improve the offer to the young people of Barnsley and their families”

“*Fantastic service once you're in, staff are great*”. Barnsley resident



NHS Long Term Plan for South Yorkshire and Bassetlaw

The NHS has set out its plans to improve health and social care over the next ten years. To support this, the Government will invest an extra £20 billion per year.

Change the NHS want to make

- Reduce pressure on emergency care
- Give people more control of their care
- More personalised care
- Better care out of hospital
- Digital primary and outpatient care
- Tackling prevention and health inequalities
- Stronger start for children
- Better care for major health conditions
- Support for NHS staff

In March 2019 we were commissioned by Healthwatch England to undertake engagement work around the NHS Long Term Plan for South

Yorkshire and Bassetlaw.

This initially involved three focus groups which took place in March / April 2019:

- Refugee Council women's group
- Refugee Council men's group
- Macular Society Support group

Planning for further engagement for the NHS Long Term Plan also took place in March. There will be detailed information on these activities on our website following the production of a report in July 2019 and in our next annual report.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchbarnsleyco.uk

t: 01226 320106

e: Healthwatch@barnsleycvs.org.uk



Helping you find

the answers

How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There a number of organisations that can provide help, but people don't know where to look. We can help you access advice and information you need.

You can come to us for advice and information in a number of ways including:

- + Our online "contact us" form
- + At community events
- + Via our social media channels
- + Over the phone



Support groups

We often get asked for information about support groups in the area. We have helped to promote the Live Well Barnsley website as an online resource for people to find groups, services and activities in Barnsley. An example of this was a patient who was newly diagnosed type 2 diabetes and wanted to know about support groups in the local area, as well as other groups and activities they may find to be of interest.

Hospital triage service

We received feedback that Barnsley residents were having difficulty with triage at Barnsley Hospital. Through our quarterly intelligence sharing with Barnsley Clinical Commissioning Group (CCG) we were able to share this information, enabling them to liaise with the hospital to improve the service.





Our volunteers

How do our volunteers help us?

At Healthwatch Barnsley we couldn't make all of these improvements without the support of our 15 volunteers that work with us to help make care better for their communities.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



Wendy Hardcastle Strategic Advisory Board Member

I have represented Healthwatch at the Barnsley Carers Strategy Group meetings. This is intended to improve the lives of many hardworking family carers in Barnsley.

My concern for people with learning disabilities, especially those who have limited ability to communicate, persists. It was therefore

a privilege for me to represent Healthwatch Barnsley at the Red Quadrant Co-Production Group, which sought to gather the views of people with learning disabilities, their carers and the people who work with them. The purpose of this meeting was to find out what's important to them in Barnsley. Views and experiences have been sought using various methods, all facilitated by co-production with BMBC, which should help to shape future services.

Angie Boyer Student placement at Huddersfield University

I am currently studying BSc Health and Community Development at the University of Huddersfield. I chose to do my placement with Healthwatch Barnsley as part of my studies because I wanted to develop my knowledge of how integrated teams work together in partnership and form reliable and stable services to the public, all with a person centred approach. During my time on placement with Healthwatch Barnsley I have learned many things which will help with my career path, including the value of community engagement, collective action and team work. I was pleased to help the team not just in the office but out of it too, talking to members of the public and listening to how services were working for them. By attending meetings of the Strategic Advisory Board, I could see how work was planned in response to public need and by addressing service gaps or failures; this has given me inspiration to help make a difference in the community in my future roles.

During my time on placement with Healthwatch Barnsley I have learned many things which will help with my career path.



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.
w: www.healthwatchbarnsley.co.uk
t: 01226 320106
e: Healthwatch@barnsleycvs.org.uk



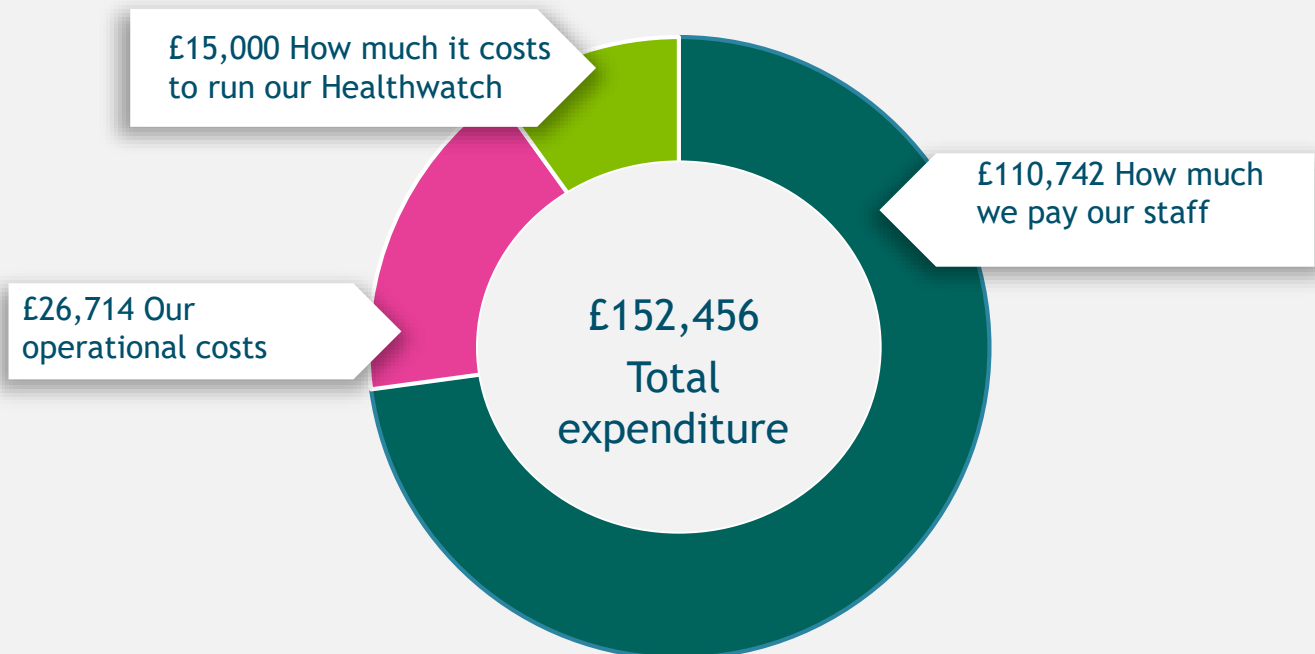
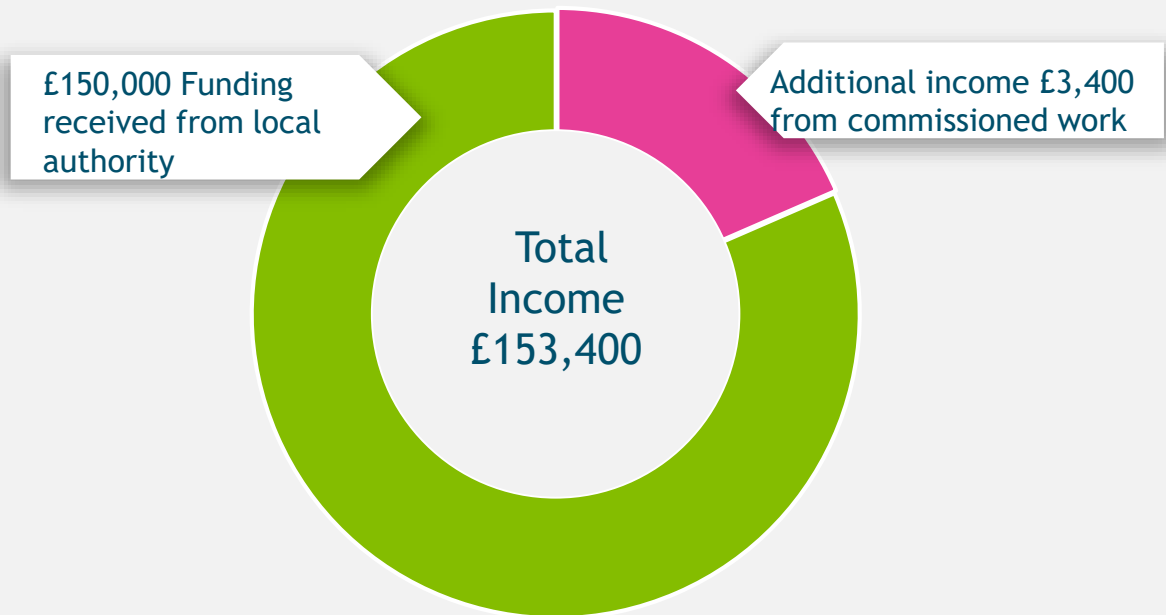
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £152,456

We also received £3,400 of additional income from commissioned work.





Our plans for

next year

Message from our CEO

It has been a year of structural changes and this has presented both opportunities as well as challenges for Healthwatch Barnsley. We have moved our operation from the Core to Priory Campus, and the service continues to develop from strength to strength.

Healthwatch Barnsley remains a key aspect of gathering local views on both Health and Social Care within Barnsley.

However, I must take this opportunity to thank not only the brilliant staff who work for Healthwatch Barnsley, but the truly amazing volunteers who give up their time to ensure we are both well governed and held firmly to account by the wonderful residents of the borough.

I look forward to the continuing work with our communities and ensuring they are central to future partnership decision making, and shaping future services.

John Marshall

Our plans for next year

- Further engagement on the NHS Long Term Plan
- Young Carers - looking at support, services and needs as identified by the young carers themselves
- Increasing our membership
- Recruiting volunteers
- Carrying out engagement activity and information sharing with people from seldom heard communities

“Putting people first and at the centre of their care is a key priority for us. We are working closely with our partners in Barnsley to make sure that health and care services are joined up and deliver the best outcomes for local people. We are committed to making sure that service users, carers and their families are at the heart of our services and are directly involved in the proposed new ways of working. Healthwatch in Barnsley is an important part of this, supporting us to ensure local people have a voice in informing and shaping improvements. We look forward to their continued involvement in making health and care better across the Barnsley borough.” Salma Yasmeen, Director of Strategy. South West Yorkshire Partnership NHS Foundation Trust

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + All the partners and organisations we work with
- + Strategic Advisory Board Members

“It is so important that across the Health and Social Care sector we value the independence, knowledge and insight that Healthwatch provide. They make sure that the voice of Barnsley citizens remains at the centre of all we do” Wendy Lowder, Executive Director Communities, BMBC



Contact us

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We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Charity number 515286



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