



Newsletter

- Oct to Dec 2023 (Q3 2023 to 2024)

How we're working to improve change

The methods used to gather views and experiences from patients and the public



Making people's views known

- Published our Dental Report and shared it with service providers, commissioners and the wider South Yorkshire Dental Network. Also published on our website.
- Shared our conversations with recently discharged patients from the Acorn Unit with SY ICB and Barnsley Place as part of the work being done on the relocation of the unit.
- Completed surveys regarding Hygiene Poverty and Safeguarding which are currently being analysed and reports will be published in January.



Promoting and supporting the involvement of people in local care services

- Continued working with ICB and Barnsley Place on the relocation of the Acorn Unit. Work is ongoing and we hope to be involved in the next stages.
- Completed our Partnership Support Programme with Healthwatch England and NHS England, on work about accessing health and care within the deaf community. We'll present our project to the Healthwatch Network in January.
- After a Yorkshire and Humber Dental Network meeting, a representative is to attend our SY Healthwatch Leads meetings where we'll feedback what we've heard from residents and what improvements are being made to make dentistry more accessible going forwards.

Recommending investigation or special review of services

- Meet fortnightly with other Healthwatch in South Yorkshire. Joined regularly by representatives from NHS South Yorkshire and from the Yorkshire and Humber Dental Network. We also have "guest speakers" like Community Pharmacy Network, Maternity and Neonatal Advocacy and Patient Safety Representatives.



Sharing peoples views and experiences with Healthwatch England and other local Healthwatch organisations

- Received feedback from a care worker regarding a care home that they were currently working at. Feedback passed to the Safeguarding Board Manager. The care worker was advised to raise their concerns with the CQC via their anonymous reporting routes. The care worker declined an offer of us reporting on their behalf

Providing advice and information about access to services

- This quarter we have signposted 3 direct referrals into the ICAS service

Some of the places we have been

Hygiene Poverty in Barnsley Market - October



Safeguarding awareness in Tesco Stairfoot - November



Winter Warmer at Wombwell - December



What people have said to us about Doctors surgery's in Barnsley

**Fantastic experience.
Kind, helpful professional people.**

Feedback on Victoria Medical Centre

Excellent service, helpful and friendly receptionists every time. GPs who are willing to listen to you and to arrange appointments that suit you.

Feedback on Dove Valley Practice

Connect with us

If you would like to talk to us about our engagement work, volunteering or sharing your own feedback on services, we would love to hear from you.

We're also on the look out for volunteers to join our advisory board to help us drive change in the health and social care systems for the people of Barnsley.

Sound like you could help? Get in touch today!

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