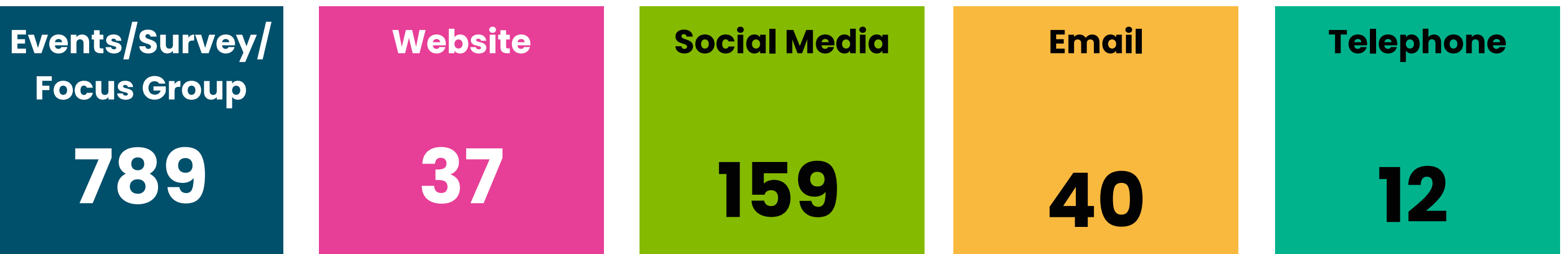


Newsletter

- January to March 2024

How we are working to make care better

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



Making people's views known

- We published our **Hygiene Poverty - Update** report and shared this with service providers and commissioners
- We also published the results of our survey in December "**What do Barnsley People know about Adult Safeguarding**"



Promoting and supporting the involvement of people in local care services

- As part of our work with the **Deaf Community** we discovered that many opticians will not provide a BSL interpreter for NHS Eye Test and they are not aware that the fee can be claimed back. This is part of the NHS Accessible Standards and we contacted the Optometry Team within the ICB who have agreed to provide training sessions with Opticians to inform them how to book a BSL interpreter and how the costs can be claimed back via NHS
- We spoke to a resident who was getting frustrated as she had been told her **GP Surgery** wouldn't do a routine dip test and this was causing unnecessary trips to the hospital and was having a financial impact. We contacted the surgery who informed us they do undertake dip test and there was paperwork for staff to complete, but we discovered that new staff had not received training in this and were unaware. All staff have now been trained and it is included in the induction training for all new staff going forward.

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

- We continue to meet fortnightly with other Healthwatch in South Yorkshire and are regularly joined 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.



Providing advice and information about access to services

- This quarter we have signposted **15** residents to Barnsley services. These services include ICAS, NHS 111, Migration/Refugee Partnership, PALS and more...

Some of the places we have been

Hospital Stand - January



Be.Friend at Thurnscoe - February



Be.Friend at Bolton - March



What people have said to us about Barnsley Doctors surgeries

"They have resumed the sit and wait system for appointment a few times a week; it works really well and the clients prefer it."

Feedback on Victoria Medical Centre

"Pleased with my last appointment for my hormone injection for prostate cancer. The injection was given locally so I didn't have to make a trip to the hospital. I was treated on time and with courtesy."

Feedback on Hoyland Medical Practice

Connect with us

We are asking people to tell us what health issues they think we should focus on for the rest of 2024 and into 2025. Have your voice heard and fill in our short survey [here](#)

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

We are also on the look out for volunteers to join our advisory group 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!

Phone: 01226 320106

Email: hello@healthwatchbarsnley.org.uk

Website: www.healthwatchbarsnley.org.uk

