

Annual report 2019-20

Guided by you



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Message from our Chair

It is, once again, my pleasure to introduce Healthwatch Barnsley's Annual Report.

Together, with the rest of the members of the Strategic Advisory Board, we recognise the exceptional dedication of all the staff during the year; this commitment has meant that the service continues to be delivered by the organisation at the highest level. Our thanks therefore to Sue Womack, Lorna Lewis, Gill Doy, James Goodwin and Jade Bligh.



Up to March 2020, the economic situation continued to restrict public spending and as a result, expenditure has been even more dedicated and focussed around people's needs. It is important to note that health and social care provisions locally have developed significantly, with the advent of the Area Integrated Wellbeing Teams and Primary Care Networks. It continues to be critical to ensure that there is balance between value for money, whilst safeguarding and improving our exceptionally high quality services. It is important that the spending of the "Barnsley pound" continues to be utilised within the borough and that the opportunity for the future development of funding from South Yorkshire and Bassetlaw Integrated Care System, and particularly Sheffield City Region Funding, is progressed.

I reiterate the requirement to meet the challenge, both nationally and locally to transform health and social care provisions for the benefit of local people. With the passion and commitment that we see demonstrated by all the people working within the sector, the changes will continue at pace. It has been good to see that commissioners and providers continue to work even more closely with the Third Sector; with their continued commitment I am sure that local people will experience the benefits of these transformational changes.

We will continue to support and challenge these changes through our membership of various groups and committees.

The resolution of the inequalities experienced by the people of Barnsley remain at the heart of Health and Social Care system reform.

Message from our Chair continued..

The continued operation of the Integrated Care Delivery Group, along with the Integrated Care Providers Group and the Health and Wellbeing Board, have determined the strategic schedule of work on the local place based plan, i.e. the "Barnsley Plan". This is successfully progressing the development of a Transformation and Priority programme.

The Area Integrated Wellbeing Teams have demonstrated the commitment of all the local providers, education sector, and the Third Sector in coming together, with no barriers to impede the development of systems to help the improvement in the wellbeing of people of each area.

The success of health and social care working together on the "Barnsley Plan" has proved its worth during the recent operations regarding the COVID-19 issues.

Healthwatch Barnsley has maintained its position on these boards and other forums, as well as representation at regional level; this is via membership of the South Yorkshire and Bassetlaw Integrated Care System Partnership Board and Health Oversight Board.

We need to recognise the three intervals of Purdah, which interrupted the timely publication of our reports, plus the recent and ongoing issue of the COVID-19 pandemic. As from late March, and in line with HM Government's recommendation's, staff have worked from home. Some staff have become Community Responders and we have also continued to engage with the public, offering appropriate advice and signposting as required.

Throughout the year we have sustained our practice of collecting people's experiences of health and social care services available locally, passing this data on to commissioners and providers. This information 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 people 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 this report and recommend readers to note the organisation's successes, including the national recognition of the survey and engagement in relation to the NHS Long Term Plan. More information on the organisation and our work plans and reports can be found on our web page www.healthwatchbarnsley.co.uk

Adrian England, Healthwatch Barnsley Chair

Our priorities

In 2018/19, 1846 people told us about the improvements they would like to see health and social care services make in 2019/20. These were our priorities based on what you told us.



Further engagement on the NHS Long Term Plan



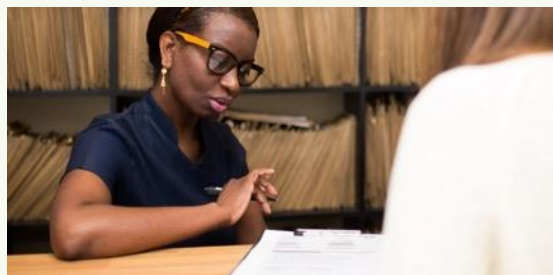
Young Carers – looking at support, services and needs as identified by the young carers themselves



Increasing our membership



Recruiting volunteers



Carrying out engagement activity and information sharing with people from seldom heard communities.

About us

Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of Healthwatch in giving people that find it the hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch, we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review, sparking a national review of patient transport from NHS England.

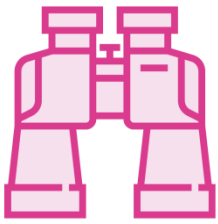
We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.



I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis,
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 who 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 to you.



How we find out what matters to you

People are at the heart of everything we do. 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



Find out more about us and the work we do:

Website: www.healthwatchbarnsley.co.uk

Twitter: @HWatchBarnsley

Facebook: @HealthwatchBarnsley

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



42 volunteers

helping to carry out our work (an increase of 27)

We employed

5 staff

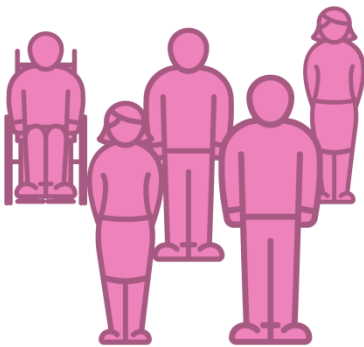
3.5 of whom are full time equivalent

We received

£150,000

from our local authority in 2019-2020

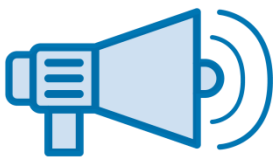
Providing support



2623 people including children and young people

engaged with us to share their views and experiences of health and social care services in Barnsley

Reaching out



257 Barnsley residents

shared their views of the NHS Long Term Plan through the survey and focus groups

Making a difference to care



We published

5 reports

about the improvements people would like to see with their health and social care, and from this we made 11 recommendations for improvement

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

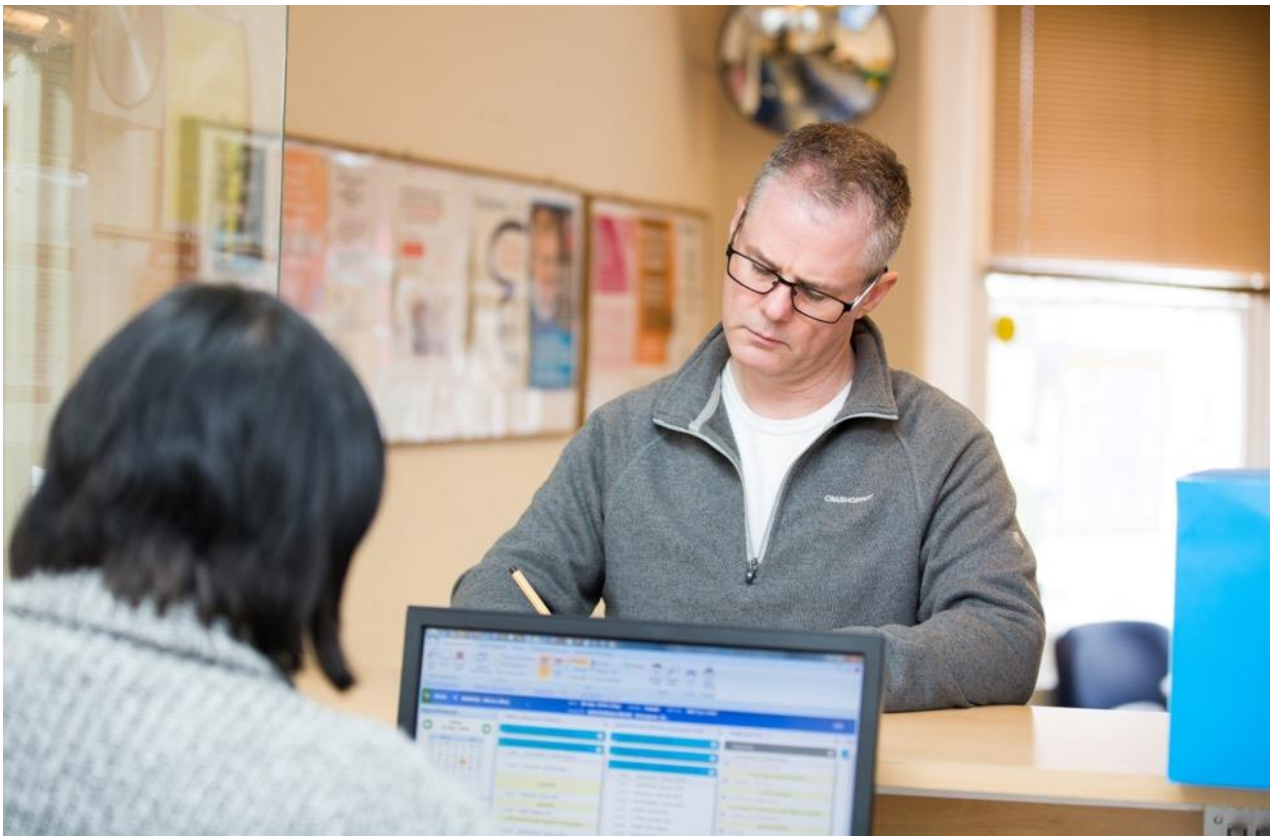


It is part of the role of local Healthwatch to influence the health and social care system in their area and our Vice Chair Mark Smith has continued to be involved in this. Last year Mark was invited on behalf of Healthwatch Barnsley, to sit on one of Barnsley Metropolitan Borough Council's (BMBC) Overview and Scrutiny (O&S) Task and Finish Groups (TFG) focusing on adult mental health and looking at crisis care. The Task and Finish Group's report was presented to the Council's Cabinet by BMBC on 10 July 2019. Mark has continued to press for the creation of a Mental Health Alliance within the borough. He anticipates this will be successful later in 2020.

This year, Mark was invited on behalf of Healthwatch Barnsley to become part of BMBC O&S TFG looking at early intervention and prevention, again for adults within the borough. This included the challenges relating to adult mental health and specific groups such as people in work, armed forces veterans and older people. The TFG's report was presented to the Council's Cabinet on 18th

March 2020. A key message within the report is that it is important that people develop skills with life challenges and one of the key ways of doing this is through "five ways to wellbeing". It was also strongly felt by the group that the term "mental health" could put people off using low-level support services. Instead of this, the terminology "emotional health" was deemed preferable.

We have been involved in Barnsley Mental Health Crisis Care Concordat Suicide Prevention Partnership since its formation, as well as the previous two constituent groups since their inception. This year Mark has been involved in influencing the resolution of issues relating to South Yorkshire Police; they were having some difficulties obtaining advice from South West Yorkshire Partnership NHS Foundation Trust, prior to detaining someone under the Mental Health Act.



In support of CQC #DeclareYourCare campaign we engaged with people with learning disabilities, their parents and carers.

We undertook a short piece of work to support the CQC #DeclareYourCare initiative. The focus of this piece of work was talking to adults with a learning disability and/or their carers to gain an understanding of their experience of receiving health and social care services. We also discussed making a complaint if necessary.

The engagement took place over two sessions and involved 21 adults, 20 of whom stated that they had a learning disability. The remaining adult was a carer.

Summary

The majority of people surveyed stated that the health and social care services they received were good or okay. Most people had never made a complaint, and said that they would not know how to make one.

The majority of people that we spoke to did not know about the patient passport and half of them did not know about the specialist nurse at Barnsley hospital for people with a learning disability. Most people did know about their right to have an annual health check.

As part of our engagement we were able to share our findings and provide participants with appropriate information.



Young Carers—looking at support, services and needs as identified by the young carers themselves

During 2019, we carried out extensive survey work within secondary schools to find the answers to some previously unanswered questions we had asked in relation to young carers. This, combined with other additional information we found in relation to the health and wellbeing of young carers, prompted this piece of work to be undertaken.

With the help of the Young Carers Council (hosted by Barnardo's Barnsley), a survey was created, asking young carers about their caring responsibilities and how this may affect their own health needs.

Barnardo's agreed to incorporate the survey into their sessions with young carers. This gave the young carers a chance to give valuable feedback on the accessibility of health and social care services in Barnsley and to share some of the challenges that they face.

Following on from the work with the Young Carers Council our focus turned to engagement in secondary schools; we then took the key findings from the survey work back to the Young Carers Council and asked them for their comments/recommendations, which are included into the overall recommendations at the end of the report.

You can view the full report on our website www.healthwatchbarnsley.co.uk



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone, we are here for you.

Website: www.healthwatchbarnsley.co.uk

Telephone: 01226 320106

Email: healthwatch@barnsleycvs.org.uk

Long Term Plan

#WhatWouldYouDo

Highlights



257 people
shared their views
with us



We held 3 focus
groups
reaching different
communities across
Barnsley



We attended 11
community events

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the 'Long Term Plan' was published in January 2019, setting out the NHS's key ambitions over the next 10 years.

Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Local Healthwatch were commissioned to gather views in their own areas, through use of community engagement and a related survey. At a South Yorkshire and Bassetlaw (SY&B) level a report was published which incorporated the collective findings across Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield

At Healthwatch Barnsley, we wanted to ensure that we reached different sections of our community both geographically and by reaching out to communities who are seldom

heard and we did this in a number of different ways.

We held three focus groups, engaging with the Barnsley Macular Support Group and Barnsley Refugee and Asylum Seekers Men's and Women's Groups. We carried out 11 community based engagement sessions at Priory Campus, libraries, a GP surgery and BHNFT (Barnsley Hospital NHS Foundation Trust) Outpatients Department.

In addition to this, the survey created by SY&B Healthwatch was promoted widely through our website and social media to collect the views of Barnsley people.

The survey findings were shared with key stakeholders and presented at SY&B Integrated Care Partnership (ICP) and used to influence the SY&B ICP Five year plan.


To look at the full report(s) of these activities, please visit our website

www.healthwatchbarnsley.co.uk

Our national award

Following the formal launch of the NHS Long Term Plan in January 2019, local Healthwatch were commissioned to gather local views by carrying out community engagement and through a survey. At a South Yorkshire and Bassetlaw level, a report was published which incorporated the collective findings across Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield, making up the Integrated Care System (ICS) footprint. The purpose of the engagement programme was twofold. Firstly, to engage and consult with the local community, including seldom-heard groups, in order to better understand what matters most to them in agreeing the local implementation of the NHS Long Term Plan. Secondly, to communicate the key findings from across the ICS area to influence the local strategy and implementation plan developed at a SYB ICS level.

Every year, the Healthwatch Network Awards celebrate the many positive stories of how the local Healthwatch network is helping to make care better for thousands of people. The awards are an opportunity to demonstrate where local Healthwatch worked within the local community to make sure health and social care services meet people's needs.

 Adrian England, Chair Healthwatch Barnsley commented “*This important national award recognises the efforts of the staff and volunteers who work for and support the local Barnsley Healthwatch organisation, and I would like to congratulate everyone and thank them all for their continued diligence and commitment to the people of Barnsley*”

Healthwatch Network Awards 2019

Outstanding Achievement: NHS Long Term Plan

Winner

Healthwatch
Barnsley

Healthwatch
Doncaster

Healthwatch
Nottinghamshire

Healthwatch
Rotherham

Healthwatch
Sheffield

Helping you find the answers



Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 364 people get the advice and information they need by:

- Providing advice and information articles on our website;
- Answering people's queries about services over the phone, by email or online;
- Talking to people at community events;
- Promoting services and information that can help people via our social media platforms.

Some of the types of services we have been asked about and the most common questions or comments given:

GP services – Getting an appointment

Pharmacies – Tell me about Pharmacy First

Dentists – HC2 Forms

Social Care – How to get care at home

Hospital – Waiting time for discharge

CAMHS – Waiting time too long

General – How to make a complaint

Pharmacy Visits

With the support of some of our local pharmacies, we carried out survey work in four pharmacies and spoke to 22 people. Our intention was to gather local intelligence on people's experience of using their local pharmacies and to provide the individual pharmacy with a brief report of our survey findings in addition to being able to provide the public with general information.

From the surveys we were able to establish that 14 of the 22 surveyed were unaware of Pharmacy First and 11 of the people surveyed were unaware that they were able to have the seasonal flu jab carried out at their local pharmacy.

We were therefore able to provide the survey participants with information relating to these two areas specifically, and provide the pharmacy with the feedback.





Focus on GP appointments

We had a number of comments about the availability of GP appointments, so we took this issue to our intelligence-sharing meeting with the local Clinical Commissioning Group (CCG). Following this, we made sure that in any contact we had with the public, they understood what other support was available, such as Pharmacy First and i-HEART. In addition, the intelligence was discussed with our Strategic Advisory Board who decided on access to GP surgeries as a future priority.



Supporting mental health

A client's mental health was suffering because of anti-social behaviour, and with the client's consent, we liaised with the relevant section of the local authority to help get support in place to prevent this issue occurring again.



Helping clients to access support in other areas

Following an enquiry regarding accessing mental health services out of area, we liaised with the local CCG and provided the client with the information needed to navigate the process.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone, we are here for you.

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Telephone: 01226 320106

Email: healthwatch@barnsleycvs.org.uk

Volunteers



At Healthwatch we are supported by volunteers that help us find out what people think is working well, and what could be improved in relation to health and social care services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

Patient Led Assessment of the Clinical Environment

During 2019, Margaret Lindquist was involved in four Patient Led Assessments of the Clinical Environment (PLACE). This included one for Barnsley Hospital NHS Foundation Trust (BHNFT) and three for South West Yorkshire Partnership Foundation Trust (SWYPFT).

This involves attendance at an initial training session followed by visiting an area of a hospital with members of staff to check on the cleanliness and state of repair on the environment. During these inspections, it is the opinion of the non-staff members that is the deciding factor.

The results are reported nationally and the hospital graded.



Margaret was very impressed with what she saw in both hospitals and by the willingness of the staff to let them see any area they asked to see and by the obvious pride in their respective organisations. Any points raised were immediately referred on for action to be taken, although these were only minor points.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with us.

Website: www.healthwatchbarnsley.co.uk

Telephone: 01226 320106

Email: healthwatch@barnsleycvs.org.uk

Our volunteers

Find out how you can volunteer with us and help support the work we do by visiting our website www.healthwatchbarnsley.co.uk

These are some of the activities our volunteers can get involved in to support our work:



Patient engagement

One of our volunteers attended the Advancing Dental Care Patient Engagement event at Pinderfields Hospital. This was facilitated by two dentists working on the project for Health Education England; the intention of this was to improve dental visits for patients. Nine people attended from South and West Yorkshire, and were asked about their experiences and discussed how they could be improved.



Community engagement

Several of our volunteers supported us to engage with the public on the NHS Long Term Plan by attending community based venues with us, talking to people about the survey and providing assistance to some people to complete the surveys.



Help spread the word of the work that we do

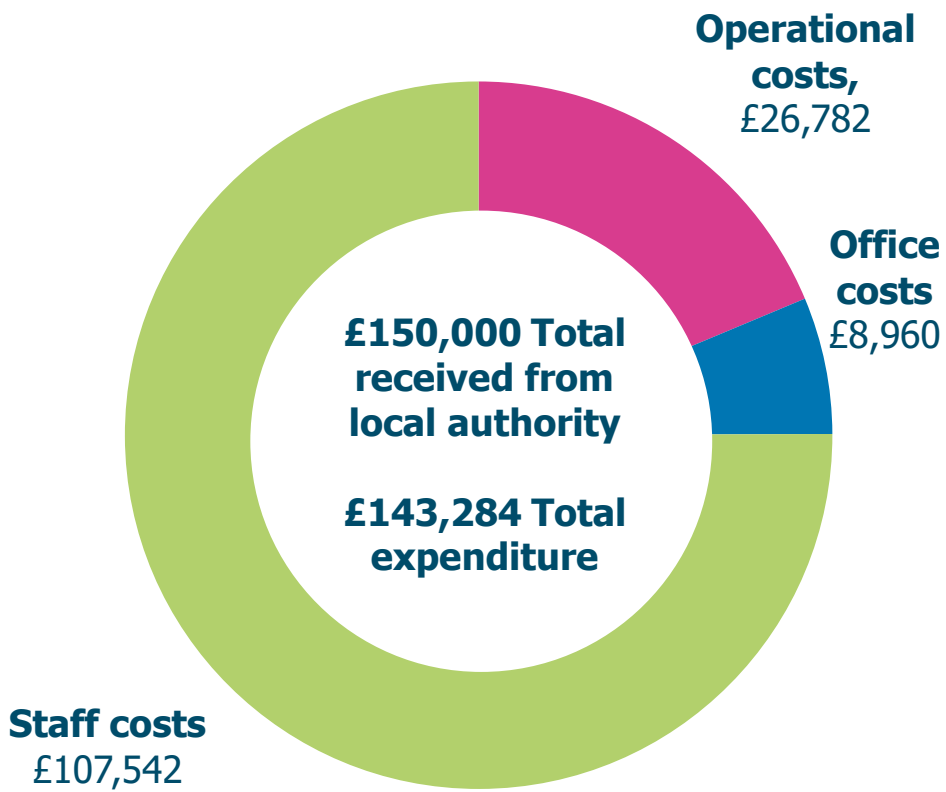
A number of our volunteers helped us to increase our membership and volunteer base by attending community venues, telling people about what we do, and providing them with information and application packs.

Finances



We are funded by our local authority under the Health and Social Care Act (2012).

In 2019-20 we spent £143,284:



Our plans for next year



Looking ahead

Like other organisations, we've needed to adapt to the Covid-19 pandemic and consequently we have modified our working arrangements. All face-to-face public engagement activity has been suspended and following consultation with sector partners, a survey has been launched to provide an opportunity for people to tell us how Covid-19 has affected them. With the intention of informing health and social care services, what they are doing well during the pandemic and where people feel their care and communication could be improved.

All enquiries are being processed by phone or email, and we have received some comments on our feedback centre. We have continued to provide up to date information on our website and through social media.

In addition to this, all our staff volunteered to support the Barnsley Community Responder Team.

Future Priorities

Our priorities include:

Following the pandemic, we will undertake a review of intelligence from our locally based survey to prioritise with the Strategic Advisory Board.

Gain a better understanding of the challenges faced by people affected by cardiovascular or pulmonary disease and who live in an area of deprivation – Work with British Heart Foundation

Access to GP surgeries.

Develop our membership / volunteer scheme.

Carry out engagement activity with seldom heard communities.



Thank You

A huge thank you to the staff team, Strategic Advisory Board and other volunteers who have worked hard to support our work over the past 12 months; this includes all local people that have taken the time to share their experiences with us to help us to make a difference on their behalf. A special note of thanks to all of those people both in the Health and Social Care Sector and beyond who have worked tirelessly to support us all through these unprecedented times.

Moving Forward

We would very much welcome your involvement with us, whether that is as a volunteer, a member, or as a health and social care service user willing to share your experiences with us. We look forward to hearing from you.

Sue Womack
Healthwatch Barnsley Manager

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 organisations that have contributed to our work**



Contact us

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