

## We asked, you said, we did July - September 2017 (Q2)

Below are some of the areas where we have engaged with local patient groups and members of our local community during the last Quarter and the outcomes as a result.

<b>We asked...</b>	<b>You said...</b>	<b>We did...</b>
<p>We asked members of the public, staff and patients groups about changes to Children’s Surgery and Anaesthesia. The feedback from the public consultation and staff events supported the redesigned pathway for children’s surgery and anaesthesia, which was agreed at the end of June 2017 by the joint committee of clinical commissioning groups in South Yorkshire.</p>	<p>We held a series of public meetings, events and promoted a survey. At our July 2017 Governing Body Meeting (21/7/17), Healthwatch submitted a question about this consultation:</p> <p><i>‘On the 28 June 2017, the South Yorkshire and Bassetlaw Joint Committee of Clinical Commissioning Groups signed off the redesign pathway for children’s surgery and anaesthesia which will potentially see more children cared for out of hours at Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust (DBTH). What steps will NHS Doncaster CCG and DBTHFT put into place to monitor the potential impact of service quality as a result of these changes and how will patient experience of the new pathway be monitored and reported?’</i></p> <p>A copy of the full report from this consultation is available <a href="#">here</a></p>	<p>Dr Crichton explained that it is anticipated that the potential impact on service quality will be slight as the expected numbers of children affected by these changes to children’s surgery and anaesthesia will be relatively small.</p> <p>At this stage it is unclear how patient experience will be monitored, but we envisage improvements will be made. Chief Nurses across the South Yorkshire &amp; Bassetlaw area meet regularly to monitor quality and this will be included in this forum going forward.</p> <p><b>Outcome</b></p> <p>Children and their families experiencing this system will be invited to feedback and regular updates will be presented to our governing body.</p>

## **We asked...**

We visited service users at Doncaster's Recovery House to ask them to share with us their experience of using the on-going mental health support, provide through a weekly drop-in support session. Several service users had stayed at Recovery House in the past and used the support offered through the weekly sessions as well as the telephone support line.

## **We asked...**

Members of the public, staff, stakeholders and partners were invited to attend our Annual General Meeting (AGM) held on 28/9/17

## **You said...**

Feedback from the service users we met included the following comments:

*'It is a very peaceful and safe environment and the staff are caring and friendly. It provides 24 hour care and has helped immensely. I'm not sure if all GPs are aware of it but they need to know about it'.*

*'It is really important to get the support needed. The staff are kind and guide and support you. A package of support is given when you leave and I would use the helpline'.*

*'I was admitted last year and have been here 4 times. The staff make you feel safe'.*

*'I would not be here if it was not for Recovery House. It has saved my life. I feel safe and supported'*

*'I use the helpline a lot to talk when things get too much'.*

## **You said...**

We wanted to encourage as many members of the public, partners and stakeholders to attend our Annual General Meeting in September. This year, for the first time, we held the meeting outside our offices in the Keepmoat Stadium and publicised the event widely to our stakeholders. We invited providers to take part in a market place with stalls and information for the public.

You enjoyed the opportunity to visit the market place stalls before the AGM started and to ask questions of a panel of local health and care leaders. You said you would like to do this again in future.

## **We did...**

We made a short film for the Governing Body Meeting in August 2017 and the spotlight on mental health.

We circulated details of the 24 hour helpline and gave out cards and posters with further details to members of the Governing Body and GPs in Doncaster:

<https://helplines.org/helplines/rethink-mental-illness-doncaster/>

## **Outcome**

We increased awareness of the Rethink mental health support service and highlighted some of the benefits received by service users.

## **We did...**

We held the AGM at the Keepmoat Stadium and invited local providers to take part in an exhibition with stalls and displays outlining their work.

## **Outcome**

Approximately 100 people attended the event and were able to ask questions and find out more about our local providers and our CCG.

<p><b>We asked...</b></p> <p>Members of the public how we could help them stay healthy and live independently as part of our falls awareness week road shows.</p>	<p><b>You said...</b></p> <p>You appreciated the opportunity to visit a 'one-stop' information service in the heart of your community.</p>	<p><b>We did...</b></p> <p>We hired the RDaSH Health Bus and went out across Doncaster during the last week in September to promote the range of support available to help older people stay fit and well and independent. Although the event was designed to coincide with falls awareness week, we included a broad and holistic range of services and information from local partners including South Yorkshire Fire and Rescue Service and South Yorkshire Police.</p> <p><b>Outcome</b></p> <p>Working with our partners in the council and across health and social care and the wider community in Doncaster, we were able to provide a joined-up and effective health and wellbeing event with information to support vulnerable and older people.</p>
<p><b>We asked...</b></p> <p>We supported the council's 'Get Doncaster Moving' public consultation</p>	<p><b>You said...</b></p> <p>Further information including links to local help and support to increase physical exercise can be found on the council's website <a href="#">here</a></p>	<p><b>We did...</b></p> <p>We promoted this consultation through our networks, including Healthwatch and our social media channels, using the #GetDoncasterMoving</p> <p><b>Outcome</b></p> <p>The consultation continued until 23/10/17</p>

<p><b>We asked...</b></p> <p>Colleagues at Rotherham CCG about the Workforce Well-being Award and how best to promote health and well-being at work</p>	<p><b>You said...</b></p> <p>Making activities fun and inclusive and thinking about health and well-being in the widest sense would have the biggest impact.</p>	<p><b>We did...</b></p> <p>We began to plan for a special week of workplace activities to support the award and raise awareness of health and well-being</p> <p><b>Outcome...</b></p> <p>We will find out whether our application for the Workplace Well-being Award has been successful in January 2018.</p>
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## What we are likely to be asking you next . . .

Watch out for the following topics over the next 3 months on which we would love to hear your views:

NHS England launched the [Gender Identity for Adults Consultation](#) on 7/7/17 and this runs until 16/10/17