



Welcome to the Healthwatch Rotherham Newsletter

February 2014

Last month's successes



The Rotherham Foundation Trust will be sending out satisfaction surveys when complaints are closed. Healthwatch Rotherham will also be including the Foundation Trust satisfaction surveys in advocacy cases relating to the Trust.



Susan Shepherd (Healthwatch Rotherham Director) attended the expectation and aspirations lead meeting and agreed that Healthwatch Rotherham will give an overview of peoples views of services at each 3 monthly meeting. This will feed into the customer services for health and social care



The Better Care report is now completed and has been passed on to the commissioners. Keep an eye on the website for an executive summary of the report which will appear on the 20th Feb 2014. The Rotherham Health and Wellbeing Board have signed and submitted to NHS England our plans for integrating services which was the reason for the Better Care survey.



A group have been formed after coming to Healthwatch Rotherham after they experienced a problem. Healthwatch Rotherham put on a mediation meeting to bring the two groups together to discuss their issues. Since then the "friends of Davis Court" group and RMBC are working together. Residents have regular bingo with high quality donated prizes and they are hoping to plan a days outing with residents from money raised.



We raised an issue nationally regarding patient notes after a patient had undergone gender reassignment . When a new NHS number is given clarity is required regarding the use and transfer of previous notes.



We have identified a number of services that we have received a lot of positive comments about, and have written to them. Likewise we have written to the services who we have received negative comments for.



01709 71 71 30



info@healthwatchrotherham.org.uk



www.healthwatchrotherham.org.uk



@hwrotherham



www.facebook.com/hwrotherham



If you have any comments about health and social care services in Rotherham, please let us know.

From The Chair



A warm welcome to Martin Havenhand, the new Rotherham NHS Foundation Trust Chairman.

I am glad to see that we have a team of volunteers to do PLACE assessment training in February. I would like to thank all our wonderful volunteers who are doing a sterling job.

I would also like to say a big thank you to all of those that took time to complete the Better Care survey. The findings will be appearing on our website soon.

Naveen

Community Engagement

A big part of our role is to make contact with residents, users of local health and social care services, faith groups, patient groups and community and voluntary organisations.

We need your voices to help get the best out of your local health and social care services.

Contact our Community Engagement Officers Sharon or Steve by email at info@healthwatchrotherham.org.uk or call 01709 717130

Thank You

Our annual report will be out soon and we would like to thank you all for your support and contribution to our work so far.

From April 1st to the end of January we have collected **930 views and opinions**, all of which are on our database. Please keep sending us your comments, good, bad or neutral about a service. This helps us build up a picture of the services in Rotherham.

We had **42 responses to the Better Care survey** and also conducted 5 interviews. We were also able to use 18 comments that we have had on the subject on our database.

Anne our advocate has dealt with **55 NHS complaints** of which 26 are now closed. Some of the impacts of this work have been included in our newsletters to share with you. A key area of our work, is making sure we are having an impact.

5 Volunteers are ready to do PLACE assessment with The Rotherham Foundation Trust and RDaSH. PLACE is the new system for assessing the quality of the patient environment. Talking of volunteers so far we have had **697 hours of volunteering** which is extremely appreciated by all.

Thank you

Drop In Sessions Taking Place in:

Rotherham Hospital, Shiloh, Maltby, Dinnington, Swinton

Contact us for details of venues and times