



Newsletter

- July to September 2023 (Q2 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 Community Conversation Reports based on our Joint Forward Plan work. We also informed groups how their conversations have been used to formulate the plan
- Undertook a short dental survey and produced a report, which currently sits with the Local Dental Committee for their response before we publish
- Worked with residents who have recently stayed in the Acorn Unit for intermediate care or reablement. This ensures their voices are heard when it comes to redesigning and relocating the service.

Promoting and supporting the involvement of people in local care services

- Attended a session with South West Yorkshire Foundation Trust (SWYFT) looking at the Podiatry and foot care pathway.
- Involved in the testing of some virtual ward equipment which is being commissioned for Barnsley Rotherham and Sheffield
- Attended Think Local, Act Personal (TLAP) Sessions and had conversations with Adult Social Care (ASC) about engagement with local communities to ensure it is not the same voices being heard all the time



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

- Barnsley represented South Yorkshire by reporting to a new support group on the inequalities faced by the deaf community when accessing health and social care
- Meeting Healthwatch Lead Officers in South Yorkshire and representatives from NHS South Yorkshire to provide updates on current work and best practise.

Recommending investigation or special review of services

- We have not received any insight during this quarter that has caused us concern or required us to recommend an investigation by Healthwatch England or the Care Quality Commission



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

**ASDA at Worsbrough Bridge
(With Cllr Roy Bowser –July**



**Healthwatch 10 year Anniversary
(with MP Stephanie Peacock)
–August**



**Penistone Awareness Day
– September**



What people have said to us about
Barnsley District General Hospital

**“It was a positive experience, the
doctor was very nice and polite,
they explained everything in detail.
Thank you for a positive experience
as I was worried”**

Endocrinology

**“Absolutely fabulous care, the staff
are really helpful and the process
was straight forward and very easy.
Really friendly and caring staff at
the children’s department”.**

Children’s Department

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!
Phone: 01226 320106
Email: hello@healthwatchbarsnley.org.uk
Website: www.healthwatchbarsnley.org.uk

