



We gather

what you say about health and social care

We champion

what matters to you

We share

what you tell us with those with power to make things better

Healthwatch York

Annual Report 2018-19

Message from our Chair



One of the privileges of Healthwatch York is our access to a cross-sector, bird's eye view of the city.

We get into the nooks and crannies of health and social care thanks to an independence that allows freedom and access enjoyed by few.

The quality of our work depends on that freedom, and on our ability to maintain good relationships with people working in statutory services and the voluntary sector.

There would be no point gathering the views and experiences of York residents if we had nowhere to take them, if nobody listened.

Very often, what we report back to people running local services is hard stuff for them to hear. And you might presume that they don't want to hear it. But you'd be surprised. In the main, people welcome our contributions because it helps them to improve things.

The reality is that we and our colleagues in health and social care are all trying to do our best. What I see is people working hard across all sectors with scant resource at one of the hardest times I've known, all trying to navigate an austerity landscape.

At Healthwatch York, what we see day in, day out, in meetings and at events, is people working hard to make York a better place for us all.

Thank you!

Healthwatch York is supported by many charities, community groups and representative organisations, as well as staff and services across health and social care and the voluntary sector. On behalf of Healthwatch York, I want to give special thanks to:

- + **NHS England**
- + **Healthwatch England**
- + **Lankelly Chase**
- + **York CVS**
- + **Neil Bond**
- + **The Healthwatch York Leadership Group, especially Volunteer Lead Lesley Pratt**
- + **Our fabulous Healthwatch York Volunteers**

And to **Catherine Scott**, who stepped up and steered our ship through a year of troubled waters with courage, kindness and tremendous skill. You did a great job Catherine, and we thank you.

We were deeply saddened by the deaths of two key York people this spring

Kevin McAleese, former chair of York Safeguarding Adults Board

“I knew Kevin for many years and always found him very supportive of Healthwatch York. He was always very keen to come along to our annual meetings and be involved.

He always made sure the public voice was at the centre of any decisions made - one of the many things I will remember him for.

He was a lovely man and he will be missed. ”

**Lesley Pratt,
Healthwatch York Leadership Group**

Sandra Gilpin, founder, York People First

“In founding York People First, Sandra didn't just set up an important and influential organisation that represents - and is run by - people who have a learning difficulty.

She created a community, a family. Her sudden death was a blow felt by many, and she is dearly missed. ”

Siân Balsom, Healthwatch York

Our people



Staff

Healthwatch York is run by a staff of six people. We're a small team but we get a lot done and are proud of our ability to punch above our weight.

As well as the day-to-day business of answering the phones and dealing with emails, we get out and about talking to York residents; attend meetings, forums and events; conduct research; write reports; deliver training; recruit and support volunteers; compile a quarterly magazine; work with our partners at City of York Council, Vale of York CCG and in the NHS, as well as a multitude of community groups and charities. We distribute information. We gather people's stories and experiences, and use them to make change happen in York. We listen. We represent. We influence.

Volunteers

We are supported by around forty fabulous volunteers. They represent Healthwatch York at meetings; host regular stalls all over York; proof-read and sense-check leaflets and reports; visit care homes; undertake research into local health and social care services; and act as our eyes and ears on the ground.

Leadership Group

The Healthwatch York Leadership Group is a strategic advisory body, supporting the Healthwatch staff team to deliver Healthwatch in York. The Leadership Group safeguards the independence, openness and transparency of Healthwatch York.



Pictured above:
The Healthwatch York core team: **Siân Balsom**, Manager; **Helen Patching**, Project Support Officer; **Emily Abbott**, Deputy Manager; **Liz Belsey**, Research Officer; **Abbie Myers**, Engagement Officer

Inset: **Catherine Scott**, Systems Change Lead

How we've made a difference

Highlights of our year

Published our report on LGBT+ Experiences of Health and Social Care in York:

<https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-report-LGBT-experiences-of-Health-and-Social-Care-Services-in-York-September-2018.pdf>

Published the third edition of our Mental Health and Wellbeing Guide:

https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Mental-Health-Guide-Issue-3v2_web.pdf

Published the second edition of our guide to What's out there for people with dementia in York:

https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Dementia_final-April-18.pdf



Published our quarterly magazine

Published our 2017/18 annual report and stakeholder survey

- + Held our Annual Meeting
- + Made 26 'Making a Difference' Awards to 10 local organisations
- + Attended 162 information stands and community events
- + Attended 9 community drop-ins each month across York, talking to people, hearing their stories, sharing information and signposting them to health and social care services and support
- + Went out and about in the community with Explore mobile library bus
- + Held an engagement event about a potential Priory Medical Group Hub at Burnholme Community Hub
- + Researched changes to anti-coagulation services, and changes to Body Mass Index thresholds for surgery
- + Conducted 4 surveys
- + Conducted 9 care home assessments
- + Reviewed and suggested improvements to 10 publications for health and social care organisations, and the Live Well York website
- + Supported the Universities of Sheffield, Hull and York to hear patient views to help shape training for Advanced Care Practitioners
- + Strengthened our links to organisations working with people with multiple complex needs
- + Secured funding from Lankelly Chase for development of Multiple Complex Needs network
- + Funded by NHS England to conduct engagement work on the NHS Long Term Plan
- + Piloted the Safeguarding Stories project for City of York Council Safeguarding Adults Board, to learn how it feels to be part of the Safeguarding process
- + Kept on going despite several months of low staffing: from 4.2 full time equivalent staff to 2.4 (and happily now back to full strength!)

How we've made a difference

Highlights of our year

York Multiple Complex Needs network

What is it?

A cross-sector, multi-agency network.

Made up of providers, practitioners and people with lived experience.

Working together to change the system in York, so that people experiencing multiple and complex needs get better support.

Who is the network trying to help?

People who:

- + Present to multiple services without resolution of their problems, or those who don't access services at all
- + Tend to get worse rather than better
- + Have conditions that can become overwhelming for both the individual and for services
- + Represent a key client group for most service agencies - they are not just the 'responsibility' of mental health/homelessness/police
- + Tend to have problems around homelessness, substance misuse, mental health and/or offending

Why is this work being done?

Conversations with over 25 agencies in the city recognised that York does not support this group of people well enough. And wanted to change this.

How is the network trying to help them?

By:

- + generating knowledge
- + learning
- + building relationships
- + working in a creative and collaborative way
- + including people often excluded from this type of work
- + including people working on the frontline

How is this work being done?

The network was brought together by Healthwatch York, Changing Lives and Lankelly Chase, and is supported by a core team: Catherine Scott (Healthwatch York), Kelly Cunningham (Changing Lives), Paul Connery (Independent Associate) and Habiba Nabatu (Lankelly Chase).

They also have support from others including Newcastle Business School, York Mix.

Healthwatch York by numbers

720...
people and organisations
on our mailing list



162 information stands & community events attended

42
volunteers



40
voluntary and community sector organisations who are signed up as Healthwatch York partners



90
people submitted feedback via 'rate and review' on our website



2,336 Twitter followers
240 tweets tweeted

254
people shared their views

- Excellent
- Good
- Poor



31,537
web page views

9 care homes visited
89 care home residents consulted



78 meeting reports written and shared
5 guides and reports published



Four surveys launched
397 people responded to our surveys

Time contributed by Healthwatch York volunteers **281** days
Members of the public we spoke to at events **1550**

Our finances

1st April 2018 to 31st March 2019

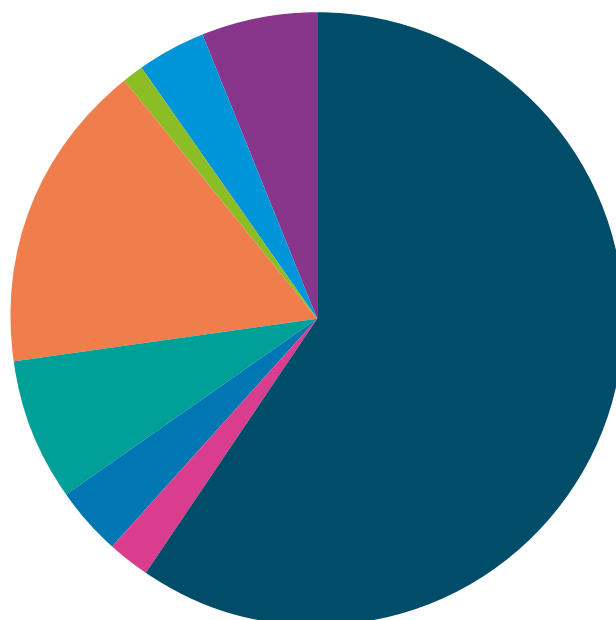
Income

City of York Council	£130,149
Healthwatch England	£2,500
Total	£132,649

Expenditure

Staff salaries and expenses	£82,334.92
Volunteer Expenses and Training	£3,059.15
Meeting and Events	£5,053.75
Marketing, printing, reports	£10,430.40
York CVS Management fee	£22,645
Healthwatch York evaluation	£1,625
Website and office costs	£5,046.06
Office equipment and computers	£895.14
VAT	£1,269.54
Total Expenditure	£132,358.96
Overspend for the year 2018/19 (Generated by other income)	£290.04

Summary of expenditure



- 1 Staff costs
- 2 Volunteer Expenses and Training
- 3 Meeting and Event costs
- 4 Promotion and Marketing
- 5 York CVS Management fee
- 6 Project evaluation
- 7 Website and office costs
- 8 Office equipment and computers
- 9 VAT

Notes explaining expenditure during the year

- 1 Staff salaries, expenses and training
- 2 Re-imbursment of expenses incurred by volunteers, plus training cost
- 3 Costs of venue hire and associated costs for meetings and events
- 4 Costs of producing publications, and promoting Healthwatch York
- 5 Payment to York CVS covering accommodation costs, financial, HR and payroll support, IT, telephones and administration
- 6 Cost of commissioning an evaluation of the work of Healthwatch York
- 7 Website and online feedback centre, freepost and stationery
- 8 VAT on all purchases

Feedback from our evaluation

Healthwatch York conducts an annual stakeholder survey of statutory partners and health and social care organisations in the voluntary and community sector.

We ask about our performance, and for examples of how Healthwatch York:

- + contributes to improving health and social care services in York
- + influences health and social care services in York
- + meets its stated aims

This year we took a different approach, commissioning an independent evaluation conducted via one-to-one interviews with key stakeholders.

The evaluation report provides a huge pat on the back and a wealth of positive feedback. More importantly, it is a tool to guide improvement.

The report says:

66 There is good evidence from stakeholders that Healthwatch York is well-established and respected in the City of York as an organisation that contributes to improving and influencing local health and social care services.

Stakeholders can give specific examples of where Healthwatch York meets its stated aims.

They note the impact that Healthwatch York achieves within a finite set of resources and in the context of growing demand for health and social care services.

Stakeholders demonstrate how they value their relationships with Healthwatch York.

They have constructive suggestions to further develop partnership working and are supportive of ensuring that Healthwatch York has a sustainable and viable future in the city. 99

It recommends examining:

How to increase influence; marketing and promotion; not spreading ourselves too thin; use of volunteers; our role as critical friend; amplifying the voices of the seldom heard, and sharing our co-production expertise

Suggestions include:

- + reviewing services for those who commit offences
- + ensuring the voices of children and young people are heard, particularly around mental health and prevention
- + improving reach into Black and Minority Ethnic communities
- + developing a menu of chargeable services, to make us more sustainable



Our Mission and Aims

Mission

Healthwatch York puts people at the heart of health and social care services, enabling you to be heard. We believe that together we can help make York better for everyone.

Aims

- + Healthwatch York is responsive to the needs of York residents
- + Healthwatch York understands what is happening in relation to health and social services in York
- + Healthwatch York speaks up about the provision of health and social care services in York
- + Healthwatch York uses the reviews, words and stories of service users to show the impact of health and social care services in York
- + Healthwatch York involves the public in the work they do
- + Healthwatch York advocates for people's active involvement in their health and social care
- + Healthwatch York provides an effective service for the people of York using health and social care services
- + Healthwatch York reaches new people and partners

Our plans for next year

The independent evaluation of Healthwatch York 2018/19 describes tremendous support for us and a clear appetite amongst local stakeholders to collaborate with us.

One of the recurring feedback themes is the need for Healthwatch to increase people's awareness of us amongst frontline staff and practitioners, as well as the general public.

Another important observation was our skill and good track record in amplifying the voices of those who are seldom heard.

However, this is something we know we need to extend. There are still communities in York – geographically, and communities of experience – that we do not reach.

Much of our focus over the year 2019/20 will address these two things – increasing our visibility, and doing more to hear from York's seldom heard people and communities, and share what they tell us with the people and organisations who run York's health, care and community services.

This focus will align us with the aims of the NHS Long Term Plan. Launched in early 2019, it puts tackling health inequalities front and centre of our future NHS. At Healthwatch York, we're well placed to be at the heart of examining health and care inequalities in our City.

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The Red Tower - home to a monthly 'Pay as you feel' food shop and hot lunch

Other plans for the year

- + **Conducting our annual Healthwatch York Awareness survey, and using that data to inform how we communicate with the people of York, and increase our visibility**
- + **Develop and deliver a piece of work capturing the voices of young people aged 16 to 25, in partnership with local youth organisations**
- + **Publishing a report examining the impact of the Eye Care Liaison Officer service on people with visual impairment**
- + **Reviewing how we structure, organise and deliver our engagement work, to align it more closely with our research projects**
- + **Reviewing how we select and carry out our research projects, to be even more responsive to what the public tells us**
- + **Presenting to the Safeguarding Adults Board the themes of the Safeguarding Stories we gather, to help the Board understand what's working and what needs to be improved**
- + **Reviewing how we train our care home assessor volunteers, liaising with other agencies to inform how we develop this work**
- + **Refreshing the training we give to our volunteers**
- + **Working collaboratively with organisations supporting people who have experience of homelessness, drug and alcohol misuse and mental ill health to consider how better to meet their needs collectively across York**

Contact us

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Twitter: [@healthwatchyork](https://twitter.com/healthwatchyork)

Like us on **Facebook**

Website: www.healthwatchyork.co.uk

York CVS

Healthwatch York is a project at York CVS. York CVS works with voluntary, community and social enterprise organisations in York.

York CVS aims to help these groups do their best for their communities, and people who take part in their activities or use their services.

This Annual Report is available to download from the Healthwatch York website:

www.healthwatchyork.co.uk

Paper copies are available from the Healthwatch York office and local libraries.

If you would like this Annual Report in any other format, please contact the Healthwatch York Office

We use the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

This annual report is published on our website and has been circulated to Healthwatch England, CQC, NHS England, NHS Vale of York Clinical Commissioning Group, Health, Housing and Adult Social Care Policy and Scrutiny Committee and City of York Council

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healthwatch
York

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