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## Healthwatch York

Annual Report edition



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1st April 2018 to  
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# You can make a difference Every comment counts!

Share your views with Healthwatch York and help improve health and social care services for everyone in York.

Healthwatch is the independent champion for people who use health and social care services. We have branches in every area of England. Your local branch is Healthwatch York.

Our job at Healthwatch York is simple. We're here to help make health and social care work better for you.

**Our purpose is to**

- + find out what matters to York residents
- + help make sure that residents' views shape the support they need

**It's our job to**

- + listen to people's experiences
- + share their views with those who can do something about it

**We have the power to make sure that those running health and social care services in York**

- + hear what you think
- + take action based on people's needs

Another part of our mission is to point you in the direction of the right services.

If you are facing a difficult health decision, or just don't know how to find out about what services or support are available, we are here to help you.

**Please help make services better in York, by sharing your thoughts and experiences with us.**

**And if you have a question why not get in touch?**

**We're here to make care better for you.**

**You can phone us on:**  
01904 621133

**You can email us at:**  
healthwatch@yorkcvs.org.uk

**You can leave a message via our website:** www.healthwatchyork.co.uk

**Talk to us on Twitter:**  
@healthwatchyork

## Sian says...

**Hello everyone, and welcome to our Annual Report and Summer magazine. As you may have spotted, we're trialling a new format for our report this year. I really hope you like it, but if you have any feedback please do let us know.**

At this time of year, we have two major jobs to do. First, we reflect on how we did last year. We've had our work for last year evaluated, and the feedback we've received will shape our plans for the year ahead. As ever, we need to say a massive thank you to our volunteers, who do such amazing work for us. We simply couldn't do this without you.

Second, we make plans for the work we will do this year. So we will be looking to reach more people, particularly those whose voices are under-represented in health and social care. We're delighted that Catherine Scott is remaining with us, funded by Lankelly Chase, to work with people with experience of homelessness, mental health issues, and substance misuse. You can expect to hear much more about this, and all our other plans as they develop in the coming months!

**Best wishes,  
Sian**



## Thank you!

**Healthwatch York would like to extend a heartfelt thank you to our marvellous army of volunteers. As ever, they made a sterling contribution throughout the year 2018/19**

**For example, our 42 volunteers:**

- + contributed 281 days' worth of their time
- + helped staff 162 information stands and community events
- + spoke to 1550 members of the public at events
- + consulted 89 care home residents in 9 care homes

And that's by no means all. Our volunteers also attended meetings on our behalf; reviewed documents & publications for external organisations; shaped and supervised our research projects and helped us with admin in the office. They attended training sessions and Healthwatch meetings, and provided observations, advice, a listening ear and many valuable suggestions.

It's not just the hours of work our volunteers put in that makes such a difference, it's their service to us as critical friends.

**We couldn't do it without you.**

## Shopmobility York

**Shopmobility is a charity that helps people who have difficulty with their mobility.**

### What do they do?

Shopmobility York:

- + loans specialist equipment, such as powered scooters, manual and electric wheelchairs to anyone with a permanent or temporary mobility problem
- + promotes equality of access
- + encourages the independence of people with disabilities (permanent or temporary)

### Who's it for?

Shopmobility York is for:

- + anyone with a mobility problem, whether permanent or temporary
- + York residents
- + visitors to York

### Where can I find them?

Shopmobility York is located inside Piccadilly Car Park, adjacent to the Coppergate Shopping Centre: Level 2, Piccadilly Car Park, York, YO1 9NX

Opening times: Monday to Saturday, 10am to 4pm

### How do I contact them?

**Telephone:** 01904 679222

**Email:** [info@shopmobilityyork.org.uk](mailto:info@shopmobilityyork.org.uk)

**Facebook:** @ShopmobilityYork

**Twitter:** @mobilityyork

# Irritable Bowel Syndrome

**Irritable Bowel Syndrome (IBS) is the name for a collection of otherwise unexplained symptoms relating to a disturbance in the bowels.**

People with IBS experience frequent abdominal discomfort and bowel symptoms that cannot be explained by any other disease.

IBS has no specific cause, and no single effective treatment.

More common in women than men, it tends to start in the teenage or twenties and may persist on and off throughout life.

## Symptoms include:

abdominal cramps (often relieved by going to the toilet)

- bloating
- diarrhoea
- constipation
- frustrated defecation (needing to go to the toilet but not being able to)

## Symptoms:

- + can vary from person to person
- + can vary in the same person at different times
- + often change in response to stress, changes in diet or lifestyle



**We are a 'Not for Profit' company helping reduce isolation, loneliness and the stigma of dementia within the community.**

Supporting people around the home and garden, enhancing their confidence to join us at our activities.

## Community Bees Decluttering Service

- + a decluttering and gardening service across York
- + all gardening jobs from weeding, grass cutting and pruning to power-hosing
- + declutter lofts, houses and garages/sheds
- + DBS Checked

Community Bees don't give a quote over the phone as every situation is different.

“We support everybody as well as people who are isolated & lonely. We like to work with the client and encourage them to help us wherever possible.

Although we do not want money to be a barrier we will discuss whether you are able to make a contribution to fund the service.”

**Email:** communitybees2018@gmail.com  
**Phone:** 07772107763 or 07789045939  
**Facebook:** communitybees2018  
**Instagram:** CommunityBees18  
**Twitter:** @Bees\_Community

**Community Bees are looking for volunteers! Please contact them if interested.**

## Local support

The IBS Network runs support groups around the country. For people living in York, the nearest IBS support groups operate in:

### Leeds

7pm, second Monday of the month

Heart Centre, Bennett Rd, Headingley, Leeds, LS6 3HN

**Email:** matt@lets cureibs.com

**Website:** www.lets cureibs.com

### Northallerton

6.30pm - 7.30pm, second Monday of the month

The Hub meeting room (at the rear of the cafe), Friarage Hospital, Bullamoor Road, Northallerton, DL6 1JG

**Email:** nibsgroup@outlook.com

### Ripon

6.30pm - 7.30pm, first Wednesday of the month

Sycamore Hall, Kearsley Road, Ripon, HG4 2SG

**Email:** info@theibsnetwork.org

## National support

The IBS Network is a national charity supporting people living with Irritable Bowel Syndrome. They provide information and advice to help people manage their IBS.

**Phone:** 0114 272 3253

**Website:** www.theibsnetwork.org

**Email:** info@theibsnetwork.org

**IBS Network members can call their Specialist IBS nurse helpline:**  
0114 272 3253



## Vanessa Camp Senior Eye Clinic Liaison Officer (ECLO)

“I manage the Sight Support Service for the York Teaching Hospital NHS Foundation Trust. I’m based in the Eye Clinic in York and my colleague Chris and I help meet the needs of patients across 6 hospital sites.

As an ECLO, my job is to support patients experiencing difficulty with their sight.”

### What’s a typical day at work for you?

My day typically starts with strong black coffee and hopefully time to prepare before the phones start ringing and my first patient arrives.

Every day is busy but different and I never have time to get bored!

I see patients by appointment throughout each day, generally for about an hour. I try to write up notes and do any follow up work the same day, although this is very dependent on how busy things are!

Referrals come from the eye clinic or other hospital departments; from patients or their relatives; GPs, opticians, statutory services and local charities.

Most patients I see are emotionally affected by their eye condition as well as being concerned with the practical implications on their day to day life.

I aim to create a space where people feel they can speak openly and honestly about the things that are causing them difficulty, without feeling they are being judged or labelled in anyway.

We may also discuss different methods and aids to help make the most of low vision.

Hopefully by the end, the patient will feel able to make some choices about what happens next, which could be having another appointment with me.

I will undoubtedly spend part of my day dealing with onward referrals and signposting, and queries via email etc. I may also be involved in training or teaching.

### What do you love about your job?

Meeting people and helping to give them hope for the future and the strength to carry on, despite the devastating impact of sight loss...

I am regularly humbled and inspired by the patients I meet. I love having a job that gives me the satisfaction of knowing I am doing something

to help make a difference to somebody else and empowering them to achieve their goals.

### What’s your experience of Healthwatch?

I have worked with Healthwatch on hospital boards in the past and always found them to be full of knowledge and enthusiasm - very welcome traits!

Healthwatch York are currently carrying out a research project with patients and staff at the Eye Clinic, looking at the benefits of the Service and how it is supporting people.

What do you wish you could tell your younger self?

Everything I have learnt as I’ve got older

### If you had a magic wand...

Make sure that everyone recognises and understands sight loss and how it can impact on somebody. Failing that, find a cure for all sight loss .....

“I love having a job that gives me the satisfaction of knowing I am doing something to help make a difference”

# Your Public Health Team needs you!

## Public Health Experts by Experience

An exciting new project to improve what it is like to live in York with more than one long term health condition.

The public health team have started work on a new project to improve services for people living in York who have more than one long term health condition.

These are conditions which can not be cured but which are managed through medication and changes to lifestyle. This needs assessment will produce a report that will help decision makers plan services in the future.

As we start this assessment, we are looking to recruit a number of Experts by Experience for our reference group.

We are looking for people of any age, and any combination of multiple long term health conditions.

We just ask that you are willing to give your viewpoint on the type of things we should be looking at in our work.

We are flexible about how you work with us.

We would like to bring the Experts by Experience together four or five times over 2019/2020, but this can also be done by phone or by email if preferred.

City of York Council can pay reasonable expenses, such as the cost of bus or taxi travel from a York postcode to West Offices to support you in this role.

**For further information, and to arrange a phone call, please contact:** [jennifer.saunders@york.gov.uk](mailto:jennifer.saunders@york.gov.uk) or [peter.roderick@york.gov.uk](mailto:peter.roderick@york.gov.uk)

**Or telephone:** 01904 551479 or 07896 616 354

## BAME+ Sexual Health Drop-in

Yorkshire MESMAC hold a monthly sexual health drop-in in York exclusively for BAME people, offering a professional service in a confidential and non-judgmental environment

Yorkshire MESMAC is one of the oldest and largest sexual health organisations in the country, with bases in Leeds, York, North Yorkshire, Bradford, Wakefield, Rotherham and Hull.

They offer services to various communities including men who have sex with men, BME people, people misusing drugs, sex workers and LGB&T young people and adults.

**Yorkshire MESMAC York office:** The Workshop, Marygate Lane (off Marygate), York YO30 7BJ

**Telephone:** 01904 620400

**Email:** [york@mesmac.co.uk](mailto:york@mesmac.co.uk)

**Website:** [www.mesmac.co.uk](http://www.mesmac.co.uk)

- + first Monday of the month, 12pm - 2pm
- + no appointments necessary
- + snacks provided
- + held at The Workshop, Marygate Lane (off Marygate), York, YO30 7BJ

**For more details or immediate support, contact the office on:** 01904 620400 or Lilly on 07710 099 033

- + rapid HIV test (results within 20 mins)
- + STI screening (chlamydia, gonorrhoea and syphilis)
- + free condoms and lube
- + contraception
- + hepatitis B vaccinations
- + 1-2-1 support
- + community peer-support group during the session, with food provided



# Dementia: the LGBT+ perspective

In May, Healthwatch York and York Dementia Action Alliance (YDAA) held a joint event to raise awareness of the additional challenges of LGBT people living in care and with a diagnosis of dementia.

York LGBT Forum delivered their powerful and moving 'Free to be Me in Care' training session, and the feedback from participants was incredibly positive.

Patrick Ettienes, a young gay man who has dementia, sent us some words to help explain why it is such an important issue:

“It’s important for people to recognise the different support needed for LGBT people because people from our community don’t live heteronormal lives.

A lot of those now facing dementia from our community would have come from an era where it was illegal to be gay, and don’t have the family support most would have”.

**Watch Patrick on Youtube in the Alzheimer’s Society ‘Bring Dementia Out’ video:**

<https://www.youtube.com/watch?v=Tskv2GFG5L8>

As the ‘Bring Dementia Out’ campaign explains, while everyone’s experience of dementia is unique, there can be many additional challenges specific to a person’s sexual orientation or gender identity:

- + LGBT+ people with dementia who have faced discrimination or stigma may feel forced back into the closet, or their dementia could mean they feel they are still living in those times
- + Trans people with dementia may go back to a time before they transitioned, which can be distressing and confusing
- + Some LGBT+ people may feel isolated as they may have no family or long-term partner to support them

York Dementia Action Alliance and Healthwatch York will be running further events to

explore dementia from an LGBT+ perspective. Sign up to the YDAA mailing list to find out more.

**Contact:** York Dementia Action Coordinator Anna Harrison

**Email:** [dementia-action@yorkcvs.org.uk](mailto:dementia-action@yorkcvs.org.uk)

**Telephone:** 01904 621133

**Website:** [www.yorkcvs.org.uk/yorkdaa](http://www.yorkcvs.org.uk/yorkdaa)

**Twitter:** @York\_DAA

York LGBT Forum

**Website:** [www.yorklgbtforum.org.uk](http://www.yorklgbtforum.org.uk)

**Email:** [yorklgbtforum@gmail.com](mailto:yorklgbtforum@gmail.com)

**Telephone:** 07731 852533

**Alzheimer’s Society Bring Dementia Out campaign and resources:** [www.alzheimers.org.uk/get-involved/bring-dementia-out](http://www.alzheimers.org.uk/get-involved/bring-dementia-out)





**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](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](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



**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

**254**  
people shared their 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

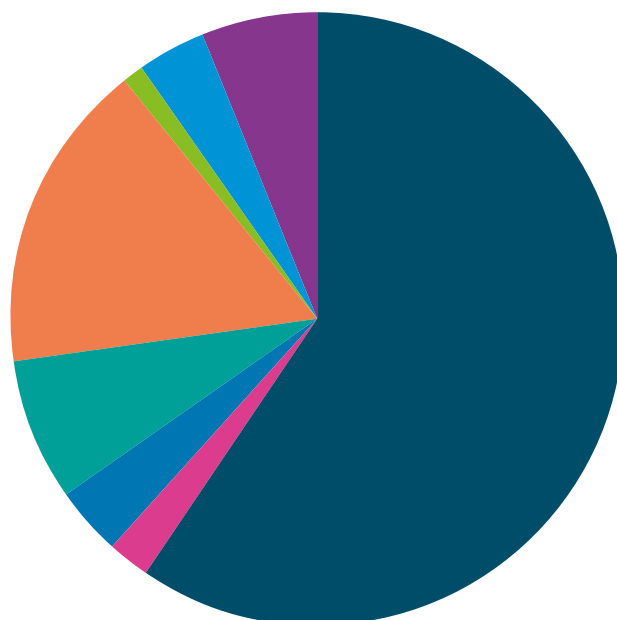
## Income

<b>City of York Council</b>	<b>£130,149</b>
<b>Healthwatch England</b>	<b>£2,500</b>
<b>Total</b>	<b>£132,649</b>

## Expenditure

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

## 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.

At Healthwatch York, we're well placed to be at the heart of examining health and care inequalities in our City.



**The Red Tower - home to a weekly '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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## 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.

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

**[www.healthwatchyork.co.uk](http://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**

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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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