

Annex A:

# The value of listening

Healthwatch York  
Annual Report 2023–2024



**healthwatch**  
York

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"Thank you to everyone who shared their experiences with us this year. We know sometimes the most important thing we do is just listen. But we also want to do more. So in this report we share how in the past 12 months we have used your words to try and make York better for us all."

The Healthwatch York team



Cover images by Priscilla du Preez and Jamie Wheeler via unsplash

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# Message from our Chair

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Health and social care have continued to make headline news both nationally and locally. For Healthwatch York this has inevitably meant our team has been busier than ever. This increase in contact, alongside our reports and surveys, has enabled us to highlight areas of local concern and best practice in health and social care.

York is a beautiful city with its green spaces and historic buildings. At times though, I am reminded of Dickens' 'A Tale of Two Cities'. Inequality is stark within some areas of the city, reported on the national index as areas of significant deprivation. The difference between areas in York with the lowest and highest life expectancy is startling. York has been named among the most expensive areas for people to buy their own home. This excludes many of our lowest paid citizens from owning their own home in their own city. Our cost of living surveys in December and March confirmed that the impact on many York residents is similar to the national picture with people skipping meals, not putting the heating on and feeling increasingly isolated due to reduced social opportunities.

We do have commitments from health and social care partners to make York a city where everyone can share the benefits of living here. Our work is based on the principle that the best people to help shape health and social care services are those people with experience of using them. Our dedicated team and brilliant volunteers look forward to a year of partnership working. This doesn't mean that we always agree, but it does mean that we listen to each other, understand each other's position and work together to be the best that we can be.

I hope you enjoy this Annual Report, in which you will read about the team and the range of work that has been undertaken. I remain proud of being the Chair of Healthwatch York and to continue to support our committed and professional team to represent the views of the people of York



"York is a beautiful city with its green spaces and historic buildings. At times though, I am reminded of 'A Tale of Two Cities' by Charles Dickens. Inequality is stark within some areas of the city, reported on the national index as areas of significant deprivation."

Janet Wright, Chair of Healthwatch York



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# About Us

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## Healthwatch York is your local health and social care champion.

We make sure the people who buy and provide local health and care services and support hear your voice. We work with them to use your feedback to improve care. We also help you and your family find up-to-date information and advice that you can rely on.

### Our vision

Together, we can make York better.



### Our 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.



### Our values are:

Accessible • Empowering • Informative • Participative • Valuing Diversity • Responsive • Inclusive • Supporting Choice • Accountable • Flexible



“I really want to pay tribute to the work that Healthwatch does for residents across the city... It does an amazing job for residents.”

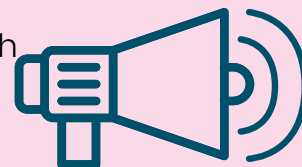
Councillor Jo Coles, Executive Member for Health, Wellbeing and Adult Social Care 2023-24, City of York Council

# Our Year in Review

## Reaching out:

**1,236 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.



**606 people**

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

## Making a difference to care:

We published

**8 reports**

about the improvements people would like to see in health and social care services.

Our most popular report was

**Breaking Point: A recent history of mental health crisis care**

which highlighted the struggles people face accessing mental health crisis care.



## Health and social care that works for you:

We're lucky to have

**33** outstanding volunteers who gifted us around 30 days of help to make care better for our community.

We're funded by our local authority.  
In 2023 - 24 our core contract was for

**£115,610**

which is slightly less than the previous year.



We currently employ

**4 staff** who help us carry out our work.



# How we've made a difference this year

Spring

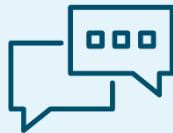


We updated the York Mental Health & Wellbeing Guide, helping people to navigate local services.



We continued our work monitoring the impact of the rising cost of living on the health of York residents with a new survey and report.

Summer



Our York volCeS Network continued to meet, enabling the public to speak directly with service providers. Our June meeting looked at LGBTQ+ healthcare.



We published a major report 'Breaking Point: A recent history of mental health crisis care' which looked at experiences of mental health crisis care in York.

Autumn



We began an independent evaluation of the new autism and assessment online triage tool and published a report on the experiences of people in York.



Through our Autumn Magazine and engagement events, we kept the public informed of mental health support services available in York.

Winter



With Healthwatch North Yorkshire, we reported people's experiences at Urgent Treatment Centres across York and North Yorkshire. We found people were grateful for the service, even with long waits.



We met local information and signposting needs by publishing a guide to essential services open over the Christmas period.

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# Your voice heard at a wider level

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**We collaborate with other Healthwatch to make sure the experiences of people in York influence decisions made about services at Humber and North Yorkshire Integrated Care System (ICS) level.**

This year we've worked together as follows:



**Achievement one:** Local Healthwatch representatives have been recruiting Core Connector volunteers, between the ages of 16 and 25, to explore the experiences of health and social care services of other young people within local areas. Under the CORE20PLUS5 initiative, we have been focussing on experiences relating to asthma, diabetes, epilepsy, oral health and mental health.

**Achievement two:** Representatives from Healthwatch attended a workshop to contribute to the Equality Delivery System 2 (EDS2) for Humber and North Yorkshire ICS. The main purpose of the EDS2 is to help NHS organisations to review and improve their performance for people with protected characteristics. The role of Healthwatch was to discuss, challenge, assess and score the evidence presented to us. This was an opportunity to formally influence the ICS's approach to commissioning services which are equitable.



**Achievement three:** Local Healthwatch across the ICS now attend meetings representing all Healthwatch in the area and report back and share information. This collaborative efficiently enables Healthwatch to have a much stronger voice across numerous meetings in the region.

"Healthwatch York makes a vital contribution to the strategic and development work in York and across the wider Humber and North Yorkshire Integrated Care Partnership"

Stephen Eames CBE, CEO Humber and North Yorkshire Integrated Care Partnership





## Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and when we feed this back into our services in York we help them improve.



## Improving urgent care services

Last year, we published a report on urgent care across York, Scarborough, Selby and Malton. Commissioned by the Humber and North Yorkshire Health and Care Partnership. Between May and July 2023, Healthwatch York and Healthwatch North Yorkshire ran a survey and staff and 10 volunteers spoke to 305 people in urgent treatment centres to understand their experiences.

We wanted to understand which bits of urgent care (same day GP appointments, pharmacy advice, NHS 111, urgent treatment centres) was working well and where people felt improvements could be made.



**67%**

of people we spoke to in the Urgent Treatment Centres had tried another option before going there.

## What did you tell us about urgent care?

A number of themes emerged from conversations and survey responses. Many went to the urgent treatment centre because of the difficulty of getting a GP appointment. Some people were sent there by their GP or NHS 111. People felt there should be better coordination between services, particularly NHS 111 and urgent treatment centres and the four urgent treatment centres.

There was generally positive feedback about the staff at all levels with most people being delighted with the support when they got it.

It was clear people accepted, even expected, long waiting times but would like clearer information about how long their wait might be and where they are in the queue.

## What difference did this make?

"The Healthwatch Urgent Care Report made sure we heard people's voice in the best way we could, with impartiality. The report told us what we suspected, that patients experienced a disjointed system that was difficult to navigate. When read with the York GP snapshot report, this helped identify that a fully integrated urgent care service was of real value to patients.

We are now working towards a single blended model, with our local hospital and local GPs working together to develop a seamless service for people across York, Scarborough, Malton, Whitby, Selby and Bridlington."

Gary Young, Deputy Director of Provider Transformation, York Health and Care Partnership

## Improving access to mental health crisis care

Last year, we published a report titled ‘Breaking Point: A recent history of mental health crisis care in York’. We shared people’s experiences of accessing mental health crisis support in the city, alongside the views of staff working to support people experiencing mental ill-health and family members and carers whose loved ones have struggled to access the help they need. We focused on qualitative information hearing from more than 65 people most of whom experienced crisis mental health care in the past five years. The report included feedback from in-depth interviews, workshops and from frontline mental health workers.



**40%**

of calls to the crisis line were not answered at the time of our report

### What did you tell us about crisis care?

The report found that services were struggling to support people, some of whom felt they have been failed at all levels. Although there were stories of excellent care, and staff going above and beyond to help individuals, many people shared experiences of feeling dismissed and stigmatised when they were in crisis wherever they turned for help. Some told Healthwatch York they felt crisis support and after-care was either inaccessible or of such poor quality it was ineffective.

By forming an understanding of the services in York for adults experiencing mental health crises from different perspectives, we aimed to identify ways to improve local services and support.

“Not getting through to the crisis line is a disaster. It is hard for the person making the call... if you've got to that point in life where you think ‘this is it’ and have had the courage to pick the phone up in absolute desperation and not get through; the knock-on effects of that are disastrous.”

Participant in the Breaking Point interviews

“There’s a lot of people who have just lost faith in the process and the services. They’ve been through them so many times waiting for an assessment and jumping through hoops that they just won’t go near them even though they’re really unwell. I think that is really problematic.”

Participant in the Breaking Point interviews

## Improving access to mental health crisis care

Mental health services are under severe pressure throughout England and have been for a long time. This report contributes to the growing awareness of the extent of the problems, and adds to the calls for urgent action to improve support.

Some of the challenges stem from chronic under-funding, but others appear to be cultural, including poor communication, poor training and poor attitudes.

“ It feels like such systems are full of wonderful human beings. But as soon as you look at it from a system level it becomes problematic.

It's almost like you want to say to people, please don't take this personally, this is the system's problem not you. You are, presumably, awesome. ”

### What difference did this make?

- Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) is working in partnership with two voluntary organisations to improve crisis response services, as well as preventative care in York. These services will work alongside the new NHS 111 option 2 service for people needing mental health support.
- TEWV has started an urgent emergency care pathway review, setting up a programme board that looks at urgent and emergency care services including the crisis line, face to face crisis support and inpatient services.
- There has been significant partnership work to support the further development of a mental health hub for York, with plans to create more hubs over time.



The Trust has now established a co-creation board which includes people who use services and staff. The co-creation board works with service user groups across Trust services to make sure that the Trust continues to develop and sustain how we work in partnership with people who use services, carers and local communities in all our work. The board also works alongside the Care Group Board in ensuring that co-creation is evidenced in the development of new services or service changes.

Brian Cranna, Care Group Director of Operations and Transformation, TEWV

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## Raising the voices of York adults seeking diagnoses of ADHD and autism

In March 2023, York Health and Care Partnership (YHCP) introduced a new pilot pathway for adults seeking a diagnosis of autism and/or ADHD.

We began to hear concerns that the new process stopped people from accessing a diagnosis. We took these concerns to YHCP and agreed to conduct an independent evaluation of people's experiences using this new pathway.

We worked alongside York Disability Rights Forum to get a better understanding of what the pathway meant in practice. We developed a survey and held focus groups to hear from people about the challenges they were experiencing.

We published a report in August 2023. We took this report to the Health and Wellbeing Board's September meeting.

In it, we identified the key concerns. These included:

- Digital exclusion and other access concerns.
- Concerns about the appropriateness of the digital tool.
- Concerns about its effectiveness.
- Concerns about whether the pilot complied with relevant legislation and guidance.
- A lack of clarity about how the pilot and the profiler worked, and what would happen next for those who completed it.
- Significant concerns about increased risks to those seeking diagnosis.
- Negative impact on public trust in the health system.
- Questions about the right to choose.



I have been in tears for the last four hours. My GP sent me the link to the Do It Profiler which I completed today which shows I have many traits of autism. However, I now understand that's it. I can't have a full assessment so can't get a diagnosis under your new system as you only select certain people for further assessment.

Respondent to Healthwatch York survey

## Raising the voices of York adults seeking diagnoses of ADHD and autism

### What difference did this make?

- Substantial changes are now being made to the pathway. Initial triage will return to clinicians. The online profiler will no longer be used for that purpose, although it may be offered as an additional resource for those looking to understand whether they may have autism and/or ADHD.
- YHCP committed to make changes to the pilot in line with public feedback. They ran public engagement events and funded local organisations to run focus groups, making sure people's experiences helped shape the future pathway for assessment and diagnosis..
- GPs will now be able to do medication reviews for ADHD, which will free up significant amounts of time for assessments, increasing capacity from one assessment per day to three.
- Through the Connecting our City neurodiversity workstream YHCP is supporting partnership working to look at how we can grow peer support and help people find useful resources.



The ADHD and autism report held up a mirror to us regarding our initial approach – the neurodivergent community is now the main partner in our conversations. The pathways and our approach around engagement have improved as a result.

We've had a good experience of working with Healthwatch, which adds significant value to the health system in York as a critical friend. As a result we're actively thinking about how else we can work together to improve health outcomes.

It's sometimes hard to achieve a balance with reports, as people often only report on negative experiences. Healthwatch works hard to hear and highlight what does and what doesn't work well for people.

Shaun Macey, Assistant Director of Primary Care Transformation & Pathways  
York Health & Care Partnership

For more about Connecting our City contact Kate Helme [kate.helme@york.gov.uk](mailto:kate.helme@york.gov.uk) or Savanna Thompson [savanna.Thompson@York.gov.uk](mailto:savanna.Thompson@York.gov.uk) at City of York Council +



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# Three ways we have made a difference in the community

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Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## Readability

**It's important that information is clear and gets the right messages across in the right way.**

Healthwatch York's readability volunteers provide feedback on health and care related leaflets, posters and more. They check to see if the information makes sense, is clear and accessible for all. In 2023 – 2024 our readability panel reviewed 86 leaflets and posters. To read more about their work, see page 19.



## Cost of Living

**Healthwatch York undertook further work to deepen our understanding of the impact of the cost of living crisis in York.**

We found that people's physical and mental health were both negatively affected by the crisis. People told us they were using food banks more, struggling to afford good food, and could not afford to heat their homes. Existing health conditions were made worse by the realities of surviving without enough money to pay for essentials.



## Getting out and about

**It is important that we hear from as many people as possible, from all backgrounds across York.**

Healthwatch York holds monthly stalls at venues across the city. But we know that doesn't reach everyone. We work with local charities and groups to make sure we reach as many people as possible. We've been to activities with the local traveller community, attended the local Deaf Café (with a British Sign Language interpreter), joined phone ins with MySight York, talked to refugees at the asylum hotel and at social events and linked up with York Ageing Without Children.



There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.



## Here for everyone Hearing from all

Over the past year, we have worked hard to make sure we hear from everyone across York. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Holding regular engagement stalls across at the city at various community centres, libraries and within the hospital.
- Attending community events organised by partners, such as the Our City Festival, the York Health Mela and the York 50+ Festival.
- Hosting regular themed York volCeS meetings, inviting all community voices to be central to the key decision making of the ICS.

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## Seeking many voices from across the community for our research into mental health crisis care

Our report 'Breaking Point: A recent history of mental health crisis care in York' sought to reach out to a wide range of people with different experiences of mental health crisis care in York, from both personal and professional perspectives.



For this report we wanted to hear from a wide range of people with different types of experience of mental health crisis care. We talked to people with lived experience of mental health crisis care, carers and professionals both from within the NHS and from the voluntary and community sector. We sought a full 360° examination of what was happening within mental health crisis care in York.

We talked to:

- People with lived experience of using mental health crisis care services in York.
- Carers of people with experience of mental health crisis care.
- The Mental Health Crisis Team.
- Staff at York Hospital.
- York Mind.

We also held drop-in style workshops and a York volCeS public meeting.

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## Hearing from the refugee community in York



We attended a number of social events and conversation cafes for refugees newly arrived in the UK. We talked to people about their experience accessing healthcare in York and provided information and signposting to local services.

We attended events organised by local refugee support group Refugee Action York (RAY)

As a result of conversations at these events, we:

- Provided information about services available in York.
- Were able to show how information about local services was available in over 90 different languages through our website. One Ukrainian woman was moved to tears to finally find some information in her own language to help her navigate NHS services.
- Were able to identify and reach out to vulnerable people seeking healthcare in an unfamiliar environment.
- Included their feedback in our work looking at access to primary care.





# Advice and Information

**If you feel lost and don't know where to turn, Healthwatch York is here for you. In times of worry or stress, we provide confidential support and free information. We'll help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.**

**This year we've helped people by:**

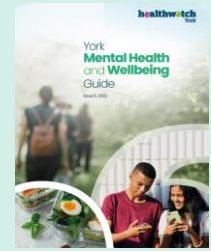
- Providing up-to-date information people can trust about support over the Christmas period.
- Helping people access the services they need.
- Helping people access NHS dentistry.
- Supporting people to look after their health during the cost of living crisis.

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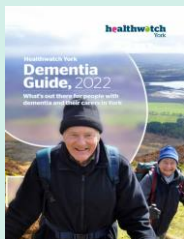
## Advice and information guides

### York Mental Health and Wellbeing Guide Issue 5, 2023

Our Mental Health & Wellbeing Guide was published in April with a print run of 3,000 copies to deal with local demand. It is an essential resource for individuals and advice workers across the city and much in demand.



**"I love these guides. I'm hoping to carry a few with me when I meet up with friends or when people ask me who they should turn to when they need extra support or advice."** – Resident



### The Dementia Guide: What's out there for people with dementia, their families and carers

Our Dementia Guide provides a wealth of information and resources for people living with dementia and their families.



**"No one says it's easy, but you can live well with dementia, take a little more care but you can cope!"** – Contributor to Guide

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### Support services over the festive season

Our guide to services open in York over the festive season was circulated widely across the city. The guide included information about warm spaces, pharmacy opening times, foodbanks and community food hubs. We worked with York CVS wellbeing team to make sure the residents they work with received this list directly.

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### Healthwatch York website

The Healthwatch York website is a great starting point for news, information and resources.



New pages include:

- New to the area – advice for anyone new to the area, including finding a GP and accessing urgent and emergency care. Available in over 92 different languages.
- PDF versions of all reports, guides, magazines and bulletins.



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## Improving urgent treatment centres

It is vital that people's experiences shape new services and that is what happened.



Thanks to our urgent care project, which we led in partnership with Healthwatch North Yorkshire, people's feedback has helped redesign urgent care services in York, Scarborough, Malton and Selby.

We talked to more than 300 people across these four urgent treatment centres. A major theme was the lack of coordination between the centres. People who had already been to one centre found when sent on to a larger centre with more specialist staff they had to start the process all over again. This was because the GP out of hours services were provided by different organisations with no coordination: "I went to Selby UTC where I had an x-ray within an hour. I then had to wait for nearly four hours for them to tell me I had to come to York as I needed more specialist help." This person was starting another long wait at York when they spoke to us.

The feedback from our project reiterated the need for these services to be streamlined. A tender process followed our report and has led to a new contract for York and Scarborough NHS Foundation Trust as the lead provider for urgent care, with Nimbuscare subcontracted to them to deliver GP out of hours services across the four sites from April 2024.

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## Improving the quality of leaflets and health information



**Healthwatch York's readability panel has commented on 86 leaflets and posters sent by the local hospital trust and the new GP out of hours service.**

Healthwatch York's readability panel is so highly regarded that our local hospital trust's patient information guidelines state that leaflets cannot be published unless the panel has seen them.

Our 14 volunteers have been commenting on information since 2016, making sure the information makes sense and is understandable and accessible for everyone.

This year, the volunteers commented on 24 leaflets targeted at parents and children and linked to the start of the new GP out of hours contract at local urgent treatment centres. They had six weeks to do this, including one 40+ page booklet on bladder and bowel health. Other topics included swallowing pills, ear infections and advice from Captain Unicorn and Wee Rex!

Dr Rebecca Brown, Child Health and Urgent Care Clinical Lead for Humber and North Yorkshire Health and Care Partnership requested the feedback. She said: "Thank you so much for all the time that has been spent going through these so comprehensively. It is important that we get this information right for families in a way they can understand."

Colm Gough, the local hospital's Macmillan Personalised Cancer Lead said: "Please pass my thanks on to the reviewers who took the time to give such detailed feedback. We'll make the changes before passing it over to our PILS (patient information leaflets) team for final review and sign-off."



# Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

## This year our volunteers:

- Visited communities to promote their local Healthwatch and what we have to offer.
- Collected experiences and supported their communities to share their views.
- Carried out enter and view visits to local services to help them improve.



"I very much enjoy being part of the group of volunteers who are Healthwatch York's readability team. This is an activity which I can do from home in my own time when convenient.

"It is interesting to gain new information about matters that affect the lives of individuals living in York, and to assist in making such information more clear and simple so that everyone can understand.

"Also, I feel that it is important to recognise that not everybody is computer/internet savvy - so easily understood written information is still very important."



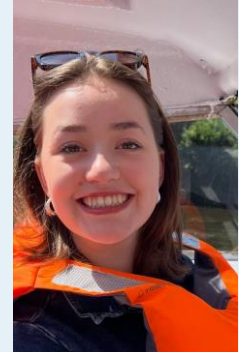
Tom –  
Healthwatch York



"Last year, I volunteered on a project examining urgent care experiences in York. I talked to people about their experiences while they awaited treatment at York Hospital. This environment was challenging, as many people were in physical pain.

"Approaching these conversations required sensitivity and adaptability. I learned to tailor my communication to each person's situation. Maintaining a positive attitude and demonstrating empathy were crucial.

"Overall, it was immensely rewarding. It highlighted the significant role Healthwatch York plays in amplifying people's voices to improve healthcare services. I am grateful for the opportunity to contribute and for the personal growth I achieved through the experience."



Ciara –  
Healthwatch York



### Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

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

 **01904 621133**

 [healthwatch@yorkcvs.org.uk](mailto:healthwatch@yorkcvs.org.uk)



# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Our income and expenditure

Income		Expenditure	
City of York Council (CYC) Contract	£115,610	Salaries and other staff costs	£101,342
Additional CYC income	£5,000	Overheads and sundries	£22,122
York Health & Care Partnership	£15,524	Legal and professional	£5,516
Healthwatch England	£3,600	Computer and website costs	£3,289
Other small pots	£482	Events	£2,874
		Publications	£2,719
<b>Total income</b>	<b>£140,216</b>	<b>Total expenditure</b>	<b>£137,860</b>



## ICS funding

Healthwatch across **Humber and North Yorkshire** also receives funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level. At this time, this funding is limited to our Core Connectors programme only.

Purpose of ICS funding	Amount to Healthwatch York
Core Connectors programme (volunteers aged 16–25)	£13,333

## Next steps

Over the next year, our plans are to keep exploring health and care issues that matter most to people in York.

Our top three priorities for the next year are:

1. A year long programme looking at access to GP services.
2. Working with City of York Council to make sure as many people as possible help shape York's neurodiversity strategy.
3. Working with the University of York to help local people get involved in research about health and care issues.

There is no one else who articulates better the voice of people than Healthwatch York. I have worked with them for over a decade and they have been consistent in that.

Tim Madgwick, former Independent Chair of York Safeguarding Adults Board



Healthwatch York acts as a critical friend to the health and care system in York – they are also a champion for co-production and remind us how important it is to involve people.

Tracy Wallis, Health and Wellbeing Partnerships Co-ordinator, City of York Council





## **The legal bit – the contract for Healthwatch in York**

**Healthwatch York is proud to be part of York CVS. As such, our registered office is York CVS, 15 Priory Street, York, YO1 6ET. The Chair of Healthwatch York sits on the York CVS Board of Trustees, and the Chair of York CVS Board of Trustees sits on the Healthwatch York steering group.**

**Healthwatch York uses the Healthwatch Trademark when undertaking its statutory activities as covered by our licence agreement with Healthwatch England.**

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# The way we work

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## How we involve others in our governance and decision-making

Our Healthwatch Steering Group consists of nine members. They work on a voluntary basis alongside our staff team to provide direction, oversight and scrutiny of our activities. Our Steering Group ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Two members stepped down in April 2024, and we are actively looking to recruit replacements.

Throughout 2023/24, the Steering Group met four times and provided advice and constructive challenge. This has informed our approach to our mental health crisis care work, our engagement on ADHD and autism support, and our initial scoping for the GP access work which is a key priority for 2024/25.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to make sure that as many people as possible were able to share their insight and experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums and hosting York volCeS.

We make sure that all our publications are available to as many members of the public and partner organisations as possible. We publish them on our website, email them to those on our mailing list, and print and post copies to anyone who asks for them. We share our Annual Report with York's Health and Wellbeing Board, and include the highlights in our Summer magazine. We also provide libraries across the city with copies of our publications – pop in and have a read at your convenience!

## Taking people's experiences to decision-makers

We make sure that people who can make decisions about services hear about your insights and experiences.

In York we take information to sector representatives, like York CVS, Community Pharmacy North Yorkshire, service providers, commissioners, council leaders, councillors, MPs, Humber and North Yorkshire Integrated Care Board and Integrated Care System. We also work with other local Healthwatch, Healthwatch England and the Care Quality Commission to address shared health concerns.

We take insight and experiences to strategic meetings in the city including York Health and Wellbeing Board, York Health and Care Partnership Executive Committee, York Health and Care Collaborative, York Mental Health Partnership, York Safeguarding Adults Board, and Raise York Partnership meetings. We share our data with Healthwatch England to help address health and care issues at a national level.

## Enter and view

We did not conduct any Enter and View visits this year and so no recommendations or actions were put forward through this route. However, we are working to re-establish our work with care homes in 2024.

## Healthwatch representatives

Healthwatch York is represented on the York Health and Wellbeing Board by Siân Balsom, Healthwatch York Manager. During 2023/24 Siân has effectively carried out this role by attending the meetings, sharing Healthwatch York reports, compiling updates at the Board's request, and taking an active role in all Board discussions.

Healthwatch York is represented on Humber and North Yorkshire Health and Care Partnership by Ashley Green, Chief Executive at Healthwatch North Yorkshire and Humber and North Yorkshire Integrated Care Board by Helen Grimwood, Chief Executive at Hull CVS. Siân sits on the System Quality Group which aims to address quality concerns across Humber and North Yorkshire.

## 2023 – 2024 Outcomes summary

Project/activity	Outcomes achieved
Independent evaluation of the pilot pathway for adult ADHD and Autism assessment.	Significant changes to the pathway. Commitment to ongoing co-production and developing support services.
Breaking Point report on mental health crisis care.	Improved crisis offer with VCSE partner answering and triaging calls. Commitment to co-production of services.
Cost of living work.	Public Health and Housing targeting housing insulation to people living with health conditions impacted by the cold.
Urgent care work in partnership with Healthwatch North Yorkshire.	Changes to the provider model, providing handovers instead of hand-offs as people move between urgent care services.
Pharmacy survey.	Set a baseline for satisfaction levels. Showed people relatively happy with pharmacy services locally.
Mental Health and Wellbeing Guide.	Continued to provide people with up to date information about services able to support mental wellbeing in York
Winter services list.	Made sure people in York had vital information over the holiday period.

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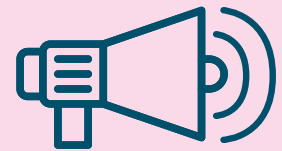
# Our call to action

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We hope you have enjoyed reading this report. But more than that, we hope it inspires you to share your experiences of health and care with us.

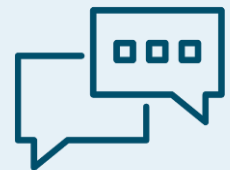
**You are Healthwatch York. Your voice matters.**

We are simply your mouthpiece.



There are lots of ways to share your views:

- Call **01904 621133** and choose option 3
- Email **[healthwatch@yorkcvs.org.uk](mailto:healthwatch@yorkcvs.org.uk)**
- Leave a WhatsApp message on **07512 342379**
- Visit our website and use our trip-advisor style feedback centre: **[www.healthwatchyork.co.uk](http://www.healthwatchyork.co.uk)**



To hear more from us, sign up to our monthly bulletins and quarterly magazines.

For information about the health and care system, contact us as above and let us know what you need. We are here to help.



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