

Annex C:

Summary workplan for 2024/2025		healthwatch York
Priority Area	Description and activity	
Exploring access to care	Access to GP services – work to understand what matters to people with regards to GP access.	
Exploring access to care	Recruiting and supporting volunteers aged 16–25 to hold peer conversations about what matters to young people when it comes to health and care services.	
General engagement	Healthwatch York Awareness Survey 2024. Contract requirement to demonstrate that local people feel we accurately represent their views. For launch at our Annual Meeting.	
Connecting with key initiatives	Offering support for engagement around York’s Neurodiversity Strategy.	
Emerging issue	Gender health – beginning work to explore this, with a view to this being a key priority area for 2025/26.	
Explaining the system	Using our magazines to provide insight into different aspects of the health and care system.	
Ongoing work	Signposting service – listening to people in York, understanding their experiences, connecting them with advice and information services as required.	
Ongoing work	Readability work – continuing to encourage local providers and commissioners to ‘sense check’ their information work through our panel of volunteers.	
Ongoing work	Improving our website to provide easy to access information around key signposting questions.	
Work to re-establish	Working with Healthwatch North Yorkshire on developing our Care Home visiting programme.	
Additional areas to consider	Supporting plans for engagement across Humber and North Yorkshire. This includes work with or for the Integrated Care Board and work with ADASS Y&H around mystery shopping.	
Additional areas to consider	Working alongside the city’s Universities to support opportunities for people in York to be involved in national research.	