

## Healthwatch York Reports – Recommendations

**Who's Who in Health and Social Care**

	Recommendation	Recommended to
1	Make a commitment to developing and maintaining Connected York. Add a link to the Connected York website from the website of statutory organisations	<ul style="list-style-type: none"> <li>• Healthwatch York</li> <li>• City of York Council</li> <li>• NHS Vale of York CCG</li> <li>• York Hospital</li> </ul>
2	Develop Primary Care Services (GPs, pharmacies, dentists, opticians) as resource centres	<ul style="list-style-type: none"> <li>• NHS Vale of York CCG</li> <li>• NHS England</li> </ul>
3	Make all written information (leaflets, meeting papers etc) as understandable and accessible as possible. Use Healthwatch York's readability group to review leaflets and websites before they are finalised)	<ul style="list-style-type: none"> <li>• All statutory and voluntary organisations</li> </ul>
4	Make amendments to the Healthwatch York Health and Social Care Directory Issue 2 to include information about mental health services and information about how to complain	<ul style="list-style-type: none"> <li>• Healthwatch York (completed January 2015)</li> </ul>
5	Produce a directory as a guide to mental health services and support in York	<ul style="list-style-type: none"> <li>• Healthwatch York (completed March 2015)</li> </ul>
6	Review the way(s) in which information is provided about meetings which are open to the public. This should take into account people who do not have internet access. People need to know when the meeting is, what the purpose of the meeting is and how the public can be involved.	<ul style="list-style-type: none"> <li>• City of York Council</li> <li>• NHS Vale of York CCG</li> <li>• York Hospital</li> <li>• Leeds and York Partnership NHS Foundation Trust</li> <li>• Yorkshire Ambulance Service</li> <li>• NHS England</li> </ul>

7	Collectively promote a single 'Choose Well/is A & E for me' leaflet for York. This leaflet should contain both practical examples and contact details for services. The leaflet should be delivered to every household in the city	<ul style="list-style-type: none"> <li>• NHS Vale of York CCG</li> <li>• Yorkshire Ambulance Service</li> </ul>

### **Consistency and Confidence in Patient Led Assessments of the Care Environment (PLACE)**

Recommendation	Recommended to
Consider ways of improving confidence in the process, both with volunteers undertaking PLACE visits and with the wider public. This could include considering the role of commissioners within PLACE teams, giving clear guidance on potential conflicts of interest for Governors when acting as PLACE volunteers and expanding the role of Local Healthwatch organisations to support volunteers undertaking PLACE visits, working with Healthwatch England to provide a standard training package for volunteers. This could be provided within a joint training session across all local providers to improve consistency	NHS England Department of Health Healthwatch England Local Healthwatches
Provide all PLACE assessors with copies of the action plans for places they have visited. Provide copies to local Healthwatch. This helps reassure PLACE assessors that their comments and feedback are taken on board	All providers
Use a team of staff to support PLACE assessments so that no one staff member has too great an influence over the process	All providers

<p>Develop an annual timetable for PLACE to show what happens when. Use Local Healthwatch to book lay assessors into PLACE visit slots. Direct all local volunteers interested in taking part to their local Healthwatch organisation.</p>	<p>NHS England All providers</p>
<p>Consider ways to widen the pool of volunteers used within PLACE assessments, to increase awareness of the programme and to make sure recruitment is open, transparent and involves people from across the whole local community. This may require targeted recruitment and consideration of how to meet an access requirements</p>	<p>NHS England Local Healthwatch</p>