

# Our NHS – the next chapter. We need to talk (York)

Interim report (as of 5 November and three weeks into the programme - data subject to change)

More than 1,800  
survey responses  
so far (163 from  
York residents)...

23.5% of  
respondents  
are NHS  
staff

75% of  
respondents  
are  
members of  
the public

More than 500 face-to-  
face conversations, 181  
of which have been in  
York

## In-Person Engagement

### Targeted Events:

- West Offices – 17th October (working age) = 50 people
- West Offices – Welcome to York, Our City Hub - 1st November (BAME) = 10 people

### Outreach Events:

- York Hospital ED – 29th October = 35 people
- Roko Health Club – 29th October = 51 people
- Gallows Community Centre, York – 5th November = 35
- York Livestock Centre – 7th Nov (Farmers) - TBC
- Designer Outlet – 7th November - TBC

## What are people telling us in York?

(Data subject to change)

### Headline stat:

- **100%** of respondents say the NHS needs to change

### The top three problems people face that they would like us to prioritise solving are:

1. There are long waiting times to receive the advice, care or treatment I need (88.6%)
2. Health services are understaffed (69.5%)
3. Health services don't talk to each other and I have to tell my story over and over again (62.3%)

## What are people telling us in York?

(Data subject to change)

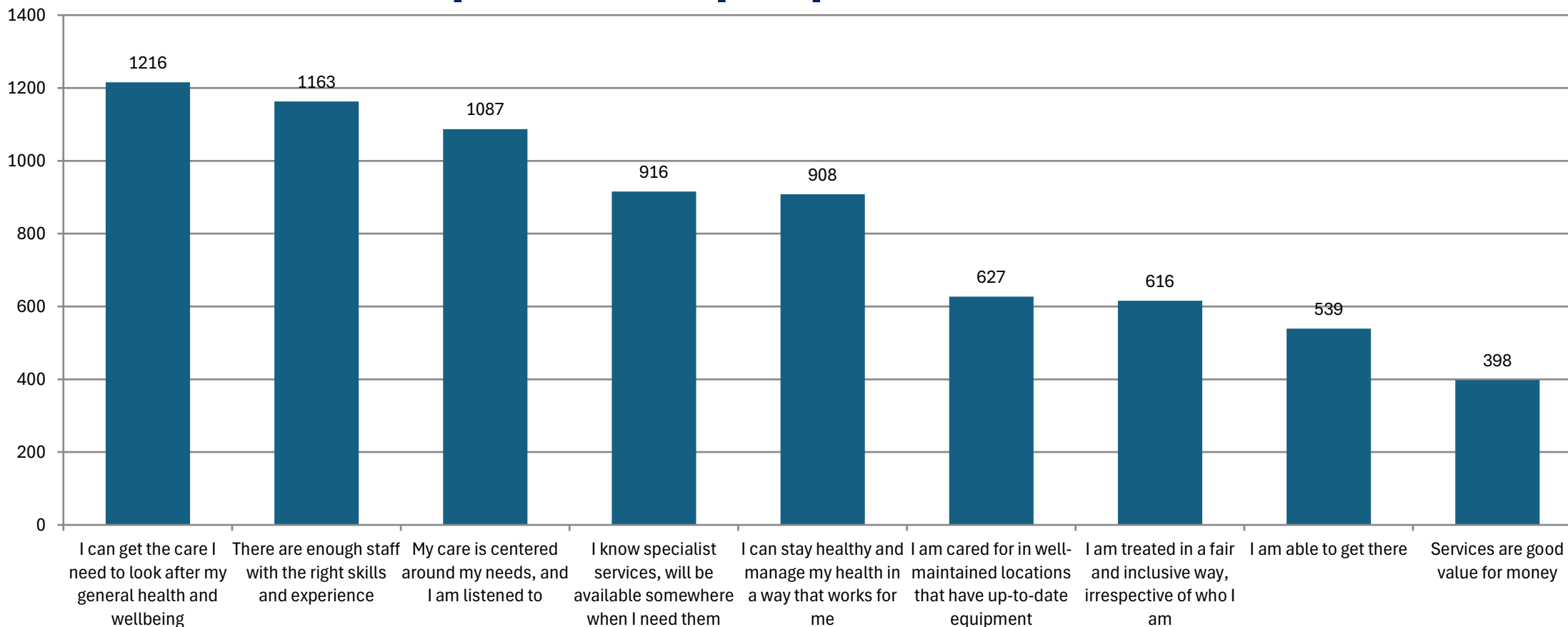
**The top 5 services people think should be prioritised are:**

- 1 Primary Care (139 responses)
- 2 Emergency Care (104)
- 3 Mental Health Care (81)
- 4 Social Care (68)
- 5 Care for Long Term Health Conditions (62)

**The top 3 answers given to asking people what they think they could do to improve their health and wellbeing are:**

- = 1 Increasing exercise and Reducing anxiety/stress (92)
- 2 Improving mental health (70)
- 3 Improving diet (69)

## What is most important to people in York? (Data subject to change)



## Some emerging themes from face-to-face engagement

- NHS services are fantastic at the point of crisis/genuine emergency but everything else needs to improve
- Hard to get in the system, but once in, staff/service is great (in the main)
- Concerns about variation in service and better use of VCSE/Community support
- Services/people/systems don't connect/integrate
- Communication (service 'labels' and understanding, patient level)
- Stress, anxiety and wider impact of long waits for diagnosis/treatment (not parity between mental and physical health, children vs elderly)
- Inefficiency and waste (medication, administration, multiple appointments etc)