

Summary workplan for 2021/2022	
Priority Area	Description and activity
Exploring people's access to care	Dementia surveys and request for stories. Part of the Multi-Agency dementia strategy group, linking in with key partners to try and reach as many people as possible living with dementia and their carers. Supporting the York Dementia Collaborative.
Exploring people's access to care	Dentistry work – report looking at availability of NHS dentistry in York, and what people have told us. Will lead to repeat of 2017 survey asking people to share their experiences locally.
General engagement activity	Healthwatch York Awareness Survey 2021 Links with contract requirement to demonstrate that local people feel we accurately represent their views. To be developed through the summer for launch early Autumn.
Connecting with key initiatives	Taking part in CMHT work. Helping to develop a Mental Health Coproduction Network to underpin this.
Connecting with key initiatives	Active member of the Multiple Complex Needs network.
Emerging issue	Access to GP services – digital exclusion, barriers for people with other communication needs, travel.
Explaining the system	Feature about ICS in Spring Mag. Continuing to share information about York Health and Care Alliance and wider work across Humber, Coast and Vale.
Ongoing work	Readability work – continuing to encourage local providers and commissioners to 'sense check' their information work through our panel of volunteers.
Work to review and re-establish as restrictions lift	Care Home Assessor programme – in partnership with CYC. PLACE programme – Patient Led Assessment of the Care Environment – good links with YSTH for when this work restarts. Face to face engagement work – including Market Stall initiative and other information stands. Safeguarding Stories work – initial plans and process drawn up 2018. No referrals through the pandemic. Work with York Safeguarding Adults Board and other partners to consider next steps.
Additional areas to consider	Supporting engagement around ICS. Developing ongoing engagement with organisations working around equalities and diversity.
Following up – Reaching new people	Potential plans to work with young people to explore their experiences of health and care – previously paused due to pandemic, dependent on partner organisation status.