

Annex D:



An independent evaluation
of the service provided by
Healthwatch York
During the period
April 2023 to March 2024
from the
Stakeholders' Perspective

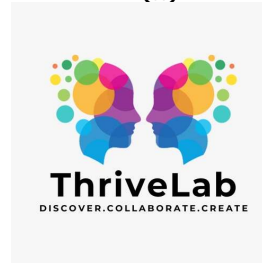
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1. Executive Summary

Healthwatch York continues to advocate for York residents, ensuring their voices inform local health and social care services. This year has seen developments in Healthwatch York's role within the evolving health and care landscape.

Key successes include:

Increased integration into the Humber and North Yorkshire Integrated Care System, with Healthwatch York recognised as a strategic partner in new initiatives.

Reports on pressing issues, including the "Breaking Point" mental health crisis care report, providing insights into service gaps and user experiences.

Greater focus on co-production, shown by work on the cost-of-living crisis with public health partners.

Enhanced partnerships across health and social care, including collaboration with York & Scarborough Teaching Hospitals NHS Foundation Trust on patient engagement.

Continued emphasis on addressing inequalities, highlighted in reports on accessible information and the cost-of-living crisis impacts.

Despite budgetary constraints, Healthwatch York has maintained its influence. Stakeholders value their ability to engage diverse communities, challenge decision-makers, and offer insights into service user experiences.

Looking ahead, Healthwatch York is encouraged to develop system-wide engagement strategies, explore collaborative opportunities across the Integrated Care System, and focus on health inequalities and emerging issues like digital healthcare access.

Healthwatch York remains an important partner to the local health and care system, contributing to improvements through its independent perspective and community connections.

2. Context

Healthwatch York provides the means for local people to influence health and social care services, hospitals, care homes, GP surgeries, home care services and many others. Healthwatch York helps people to become involved in shaping these services. It provides information about local services, improving and increasing access; signposts to independent complaints advocacy; listens to views about local services and makes sure these are considered when services are planned and delivered.

Healthwatch York has been in place since 2013. It is a project that sits within the independent charity York CVS, with a 'Steering Group' that acts as an advisory board. Ultimate accountability sits with the Trustees of York CVS.

Healthwatch York operates under a contract from City of York Council, with the equivalent of 2.5 full time equivalent paid staff and 33 volunteers, who carry out roles as Engagement Volunteers, Research Volunteers, Readability Volunteers, Representatives, Enter and

View Volunteers, Communications Volunteers, and members of the Steering Group. Healthwatch York also has volunteers who are Care Home Assessors, though this programme has been on hold since the pandemic.

Healthwatch York's Mission Statement:

“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”.

Healthwatch York's aims are;

- Healthwatch York is responsive to the needs of York residents.
- Healthwatch York understands what is happening in relation to health and social services in York.
- Healthwatch York speaks up about the provision of health and social care services in York.
- Healthwatch York uses the reviews, words, and stories of service users to show the impact of health and social care services in York.
- Healthwatch York involves the public in the work they do.
- Healthwatch York advocates for people's active involvement in their health and social care.
- Healthwatch York provides an effective service for the people of York using health and social care services.
- Healthwatch York understands what is happening in relation to health and social services in York.
- Healthwatch York reaches new people and partners.

The purpose of this evaluation is to explore:

- the value that stakeholders have placed on Healthwatch York's contribution to the local health and care system
- how Healthwatch York has been able to meet its aims and outcomes.
- suggestions from stakeholders for Healthwatch York's focus in the coming year.

Healthwatch York provided a list of key stakeholders with whom they have worked during the past year. The sample came from statutory, and voluntary and community sector organisations within health and social care. Interviewees are listed in Appendix A.

Information has also been taken from this year's publications which are listed in Appendix B.

3. Reflections on progress: recommendations from last year's evaluation.

a) Continuing to remind statutory services of the importance of putting the public first.

Healthwatch York consistently advocates for public involvement in health and social care services. Respondents agreed that the team has worked to ensure public sector partners engage York's residents in developing integrated service delivery models. This commitment is demonstrated by their mental health reportⁱ, which holds statutory bodies accountable and keeps the public voice central to service planning and delivery.

Healthwatch York's regular presence in strategic discussions and ability to bring public perspectives to decision-making tables has reinforced its role as a critical friend to statutory services, promoting public engagement in York's health and social care landscape.

b) In light of budget reductions, considering collaboration with other Healthwatch organisations across the ICS region.

Healthwatch York has explored collaborative opportunities across the Integrated Care System (ICS) region, referencing regional initiatives and investigating national safeguarding practices.

The team's understanding of local needs is valuable, particularly in challenging perceptions of York as uniformly affluent. The urgent care projectⁱⁱ exemplifies a successful partnership with other Healthwatch organisations across North Yorkshire.

Resource constraints limit Healthwatch York's capacity for full regional engagement. Additional funding would enable more participation in ICS-wide initiatives, encouraging greater pooling of expertise and resources. While the team has begun regional collaboration, there's scope to further develop this approach, balancing local priorities with broader regional objectives.

c) Continuing to be responsive to changing needs, ensuring joined-up services, and amplifying residents' voices.

Healthwatch York serves as an intermediary between residents and services. Respondents highlight the team's ability to bridge the gap, positioning themselves in service change discussions. The organisation's role as a critical friend is valued. The team brings an external perspective to services that might otherwise become overly introspective under pressure.

The stability of Healthwatch York's team has been recognised as a strength this year. In a landscape of frequent commissioner turnover, the team provides a consistent point of contact, enhancing their effectiveness in building relationships and driving change.

Healthwatch York continues to catalyse improvements in York's health and social care sector through collaborative efforts and shared insights. Its commitment to amplifying resident voices and promoting joined-up services reinforces its role in driving positive change in the community.

4. Findings

4.1 The value that stakeholders have placed on Healthwatch York's contribution to the local health and care system

Healthwatch York is a community-focused organisation, well-connected to the local population and voluntary sector. Team members advocate for local people and are respected by stakeholders for their knowledge and approachability. Healthwatch York offers both an overview of the health and care system and detailed insights on various topics, gained through their network of staff, volunteers, and contributors. Their ability to interpret public feedback for strategic purposes is highly valued. This comprehensive understanding is attributed to their "well-established network of people who work for them, report to them and volunteer for them."

Healthwatch York effectively represents the voices of those using local services, particularly in safeguarding and mental health services. Their access to a diverse range of patients allows them to provide a broad spectrum of views. The public's positive interaction with the team indicates established trust. Their independence allows the team to "connect with patients without an 'agenda', in a way that commissioners are unable to." This enables them to "confront statutory partners in a professional way, which individuals do not generally feel confident enough to do."

Stakeholders have praised the team's reports for their detail and wide engagement. While commissioners often view Healthwatch York through these reports, those working with them operationally recognise the team's comprehensive understanding of the system. These reports, especially on mental health services, have highlighted significant service gaps. Despite the challenging findings for commissioners, Healthwatch York maintained its reporting integrity. This is attributed to the team's independence and ability to connect with patients without bias.

A key strength of Healthwatch York is their network within diverse communities, allowing them to gather honest feedback from often underrepresented groups and to amplify diverse voices. As one partner observed, "The reach, and gathering 80% of the public view, is probably the easy part, the more difficult part is the hard-to-reach groups... They have got a network which reaches in and is trusted enough to get an honest response from them."

Healthwatch York's work brings "a level of democratic accountability" to health and social care. They effectively "pick up issues that other health professionals might not be as aware of," such as the impact of the Autism and ADHD pathway on the community. As one stakeholder noted, "I think there is a bit of telling it how it actually is rather than how it needs to be." The organisation's approach has expanded public engagement for some partners: "Prior to working with them, we didn't have public access/perception."

"A grassroots people's champion organisation. It is very connected to the local population and local VCFS. The team are advocates for local people and are very well thought of" Ashley Green (Chief Executive, Healthwatch North Yorkshire)

"Healthwatch York has a knowledge and understanding of the system that matches any senior system leader's oversight. They have a helicopter view of the system and also in-depth views on many topics that they have gained through well-established networks of people" Gary Young (Deputy Director Provider Transformation, York Health and Care Partnership).

4.2 How Healthwatch York has been able to achieve its outcomes:

Outcome 1: Health and Social Care Services in York have been improved and/or influenced by the impact of the public, patient and carer voice, as a direct result of Healthwatch York's intervention.

Healthwatch York is a champion for co-production and co-design, and it constantly reminds the system of that by acting as a good critical friend. Its reports are submitted to the Health and Wellbeing board, which then evaluates the recommendations and assesses how they align with, and contribute to, the strategic landscape.

Safeguarding boards face challenges when trying to effectively link patient voices to strategic change. Patient input can be diluted or lost when translated into official language and individuals can find it difficult to understand how their input is influencing changes. Healthwatch York is working towards people being able to trace their concerns or suggestions in official documentation through to the change taking place. This requires a long-term, inclusive approach built on trust.

The ADHD and autism reportⁱⁱⁱ provided valuable feedback to commissioners. The pathway and engagement approach with neurodivergent communities has improved following the report, with the community now more involved in discussions and commissioners more aware of the key 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 (Chair, Safeguarding Adults Board)

"We've had a good experience of working with Healthwatch who add 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". Shaun Macey (Assistant Director of Primary Care Transformation & Pathways)

"Healthwatch acts as a critical friend for all parts of the health system in York- they're also a champion co-production and remind us how important it is to involve people" Tracy Wallis (Health and Wellbeing Partnerships Coordinator, Public Health)

Outcome 2: Healthwatch York ensures easy access to appropriate support, advice and information for customers, carers and the wider community when they are faced with health and social care choices.

Healthwatch York recognises the challenges of accessing information in an increasingly digital world and the team provide advice and information accessibly, catering to a wide spectrum of people. One stakeholder observed, "What officialdom is putting out is very difficult for people to get to grips with... now everything is online. The online world isn't as easy or accessible to everyone if wanting to raise a concern." In response, the team "facilitates that face-to-face element which means that they can then act as an advocate or a scribe."

Their support is particularly valuable for those navigating multiple services. As one interviewee explained, "If they have multiple needs e.g. mental health, safeguarding and addiction... the combined effort of partners is sometimes quite confusing... Healthwatch is there for them."

Healthwatch York's visibility and accessibility has been highlighted: "Healthwatch York is very visible in community centres, libraries, leaflets, 1-2-1 support and advice. They have produced excellent guides especially around mental health that are online and printed, with regular updates."

Many residents view Healthwatch York as a first port of call. One professional shared, "Healthwatch York is the first place I would tell people to go to... I usually carry their newsletter around with me in my bag as a resource."

Their work on accessible information^{iv} was particularly praised for improving access for people with specific needs.

"The public have a poor understanding of Community Pharmacy Services- working with Healthwatch has helped improve this greatly". Ian Dean (CEO, Community Pharmacy North Yorkshire).

Outcome 3: Individuals, groups and communities know about Healthwatch York, and feel that Healthwatch York has accurately reflected their views.

Healthwatch York chairs the Voice of The City group and had a strong role in the Multiple Complex Needs network articulating the importance of those with several challenges who are trying to get a diagnosis in order to access support.

The March 2023 dementia report ^vwas seen as a good example of how Healthwatch York was able to include active lived experience engagement activity with the dementia community, and partners highlighted 'brilliant work around access to pharmacy, GPs and dentistry'.

Hospital patients and mental health service users have had their views reflected in Healthwatch York's reports with York's Disability Rights Forum (YDRF) being a good example. A very tangible achievement of the ADHD and Autism report is that the Integrated Care Board is now actively and meaningfully engaging with YDRF in a way that they haven't been until now. Healthwatch York has worked closely with YDRF, their members and the public about access to assessment and support. They understand the local need and are then able to reflect that to ADHD and Autism services.

"Having Healthwatch conduct an independent survey gave us confidence that what people were telling us about our services was real, not just because they liked us...we're doing the right things and working with Healthwatch York verified this!" Ian Dean (CEO, Community Pharmacy North Yorkshire).

Outcome 4: Healthwatch York works effectively at a strategic level, particularly through its place on the York Health and Wellbeing Board.

Healthwatch York is actively involved in key strategic forums, including the Health and Wellbeing Board, Mental Health partnerships, and the Integrated Care Board (ICB). As one stakeholder noted, "They are there where they need to be, not just at subgroup level, and very vocal at all meetings." Their city-wide reach gives them a broad understanding of local issues.

Healthwatch York consistently contributes to strategic planning, often matching or exceeding larger organisations' input. "They were more consistent in terms of their contributions, which, considering the level of funding they get, are outperforming the larger bodies," observed one interviewee.

Their annual planning reflects public needs and aligns with wider strategies. Recent work, such as GP practice staff interviews, has provided valuable insights into service quality.

The team brings useful perspectives to various forums, including the York Health and Care collaborative. One stakeholder commented, "Since the formation of the ICB board, we've had a York Place Board with the CEOs from around the system and Sian is there representing Healthwatch. She is perfectly happy and comfortable to be completely vocal in making sure that the patients' views are represented."

Healthwatch York plays a key role in regional collaboration, chairing the partnership of six Healthwatch organisations in the Quality Surveillance Group.

While Healthwatch York tends to focus on areas needing improvement, some stakeholders suggest they could also highlight positive aspects of services. As one interviewee pointed out, "I think it would help in the partnership sense with the health community, to know that NHS professionals are feeling like Healthwatch York is recognising what they are doing that is good as well as pulling them up for the things that they think are not good enough."

"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 (CEO, Humber and North Yorkshire ICS)

We need to move away from acting as individual organisations and view ourselves as a system of services. Healthwatch York is great at reminding us not to work in silos" Tracy Wallis(Health and Wellbeing Partnerships Coordinator, Public Health)

Outcome 5: Healthwatch York is a well-managed, inclusive organisation with clear lines of governance, structure and communication

Healthwatch York is recognised as a valuable organisation within the health and care system. Stakeholders praise the team's professionalism and commitment to their mission. "Healthwatch York is transparent and collaborative. Sian is open and easy to work with. Her team members are all collaborative. Communication is very good," noted one interviewee. This view is shared by various partners, who see Healthwatch York as an important contributor to the system.

Despite resource limitations, the organisation is commended for its effectiveness at both grassroots and strategic levels. Their persistence in challenging situations is particularly valued alongside the team's ability to maintain independence while collaborating closely with partners. As one partner commented, "The operation and organisation of Healthwatch York is outstanding... there can be a conflict of interest, but they manage that really well."

Many stakeholders believe Healthwatch York is underfunded, with one stating, "For every penny we give them in resource, I think partners regard them as giving excellent value for money."

Overall, it is viewed as an organisation that consistently delivers quality work despite resource constraints.

"Healthwatch York is something for York to be proud of". Gary Young (Deputy Director Provider Transformation, York Health and Care Partnership).

"Healthwatch York is transparent, we share challenges across the geographical patch. Sian is open and easy to work with and the team members are all collaborative" Ashley Green (Chief Executive, Healthwatch North Yorkshire).

4.3 Suggestions for improved working between Healthwatch York and its partners

Stakeholders offered various suggestions for enhancing Healthwatch York's impact and collaboration with partners:

Funding and resource allocation:

Many emphasised the need for increased and more stable funding for Healthwatch York. As one stakeholder noted, "If people stop and look at what would be a healthy city in the widest sense, we will have a buoyant and very well-funded Healthwatch programme... and everyone would benefit from that." There were calls for a collective approach to advocating for Healthwatch York's budget, rather than relying on the team alone to make the case.

Leveraging Healthwatch York's expertise:

Partners suggested utilising Healthwatch York's experience and networks more effectively, potentially as an alternative to external consultants for public engagement. One interviewee pointed out, "If they use the experience of Healthwatch York and give some resource they would get better results than hiring external consultants."

Focus on prevention and health inequalities:

Several stakeholders proposed that Healthwatch York could play a larger role in addressing prevention and health inequalities. One suggested, "Helping us better understand health inequalities - 'levelling up' of health outcomes. How do we tackle this across the city? Non-medical interventions..."

Exploring new service models:

There were calls for Healthwatch York to be involved in shaping future services, including new staffing models and community-based services. One stakeholder asked, "How could we help GP's do more to address social health and wellbeing issues (less reliance on the medical model)?"

Maintaining Independence:

Partners value Healthwatch York's impartiality and encouraged them to maintain this while seeking more opportunities to work with providers. As one interviewee put it, "Keep doing what they are doing. Look for more opportunities to work with providers whilst being really rigid in maintaining their impartiality."

Advocacy for marginalised groups:

Some suggested Healthwatch York could focus more on those who don't access care until crisis point. One stakeholder noted, "They could do more raising the voice of those who don't access until crisis point. They are the most marginalised group in our city."

System-wide engagement:

There were calls for Healthwatch York to be more involved in strategic conversations across the health and care system. One interviewee envisioned, "...ideally be part of all strategic conversations and have budget/resource to get in the middle of conversations and look for opportunities to support system with direct insights."

Technology and innovation:

Some suggested Healthwatch York could explore new technologies in healthcare delivery, with one stakeholder proposing they "Conduct more surveys and reviews on opportunities for care outside hospital and/or the use of new technologies i.e. AI in the delivery of healthcare."

4.4 Reports produced

Healthwatch York has produced a range of impactful reports covering various aspects of health and social care in York. These reports are widely regarded as well-structured, informative, and based on good data with appropriate sample sizes.

The mental health report was particularly notable, described as "a significant piece of work" that was "quite painful to read" but "powerful," reflecting traumatic experiences of individuals with mental health needs. It highlighted important issues in mental health provision.

The Autism and ADHD report also made a significant impact, leading to multiple speakers addressing the Health and Wellbeing Board on these issues. It was described as "a rallying cry" that challenged the system.

Other notable reports included those on urgent care, dementia care, and the health impacts of the cost-of-living crisis^{vi}. These reports often identify systemic shortfalls and provide guidance for potential transformation projects.

Healthwatch York's reports are valued for their longevity and ongoing relevance. As one stakeholder noted, "The beauty of the reports is that they never go away. They are a snapshot in a moment in time... You can be confident that not much has changed and I can still read it as though it's today."

The team has been commended for their sensitive approach to anonymising data when necessary and for their efforts to balance negative and positive experiences in their reporting. They also produce practical resources, such as information on holiday opening times^{vii} for pharmacies and health settings.

However, some stakeholders suggested that certain reports, like the dementia report, could benefit from wider dissemination. There's also a call for better partnership in sharing their publicly useful information across other bodies.

"The ADHD and Autism report held up a mirror to us regarding our initial approach. The neurodivergent community is now the main partners in our conversations. The pathways and our approach around engagement have improved as a result" Shaun Macey (Assistant Director of Primary Care Transformation & Pathways)

"It's sometimes hard to achieve a balance with reports, as people often only report on negative experiences. Healthwatch work hard to hear and highlight what does and what doesn't work well for people" Shaun Macey (Assistant Director of Primary Care Transformation & Pathways)

4.5 Commitment to EDI (Equality, Diversity, and Inclusion)

Healthwatch York demonstrates a strong commitment to equality, diversity, and inclusion in their work. This commitment is evident in their approach to various health and social care issues, particularly in mental health, disability, and neurodiversity.

Their work on mental health has been noted for addressing the needs of individuals who may have been excluded from services due to complex needs. Their efforts extend to various forms of disability issues, with stakeholders observing that Healthwatch York consistently articulates their commitment to inclusion.

The organisation's work with diverse communities, including Gypsy and Traveller communities, and people with dementia, has been highlighted. Their ADHD-focused work has been praised for its inclusive approach.

Healthwatch York's previous work on accessible information was described as "really solid", providing a good example of how inclusion recommendations can be implemented. Their efforts have been instrumental in helping other providers understand issues through "soundbites from people", making complex issues more relatable.

Stakeholders value Healthwatch York's ability to capture and convey lived experiences, seeing this as a valuable resource for the city. Their work on urgent care was specifically mentioned for successfully reaching more diverse groups.

While Healthwatch York's work on autism and ADHD has been commended for promoting inclusivity across agencies, some stakeholders suggested areas for potential expansion. These include more focus on LGBTQ+ issues, particularly around the mental health needs of young adults, and addressing equity of access for those living non-conventional lifestyles.

Overall, the organisation is seen as playing a crucial role in ensuring all patient voices are heard and reminding health partners to consider these perspectives in their decision-making processes. As one stakeholder put it, "They make sure that patients' voices are heard and making sure that health partners think of the patient voice more than they do."

"The team have strong relationships to highlight where there are major risks to an individual. They are sufficiently well connected to get a response. They don't give up on folk, they keep going back to them. At its most extreme, they save lives" Tim Madgwick (Chair, Safeguarding Adults Board)

"Their previous work on making information more accessible has had a direct impact on the Council - we're about to start releasing updates based on our work with Healthwatch on accessibility" Tracy Wallis (Health and Wellbeing Partnerships Coordinator, Public Health)

4.6 Suggestions from stakeholders for Healthwatch York's focus in the coming year

a) Demonstrating impact of individual voices:

Several stakeholders stressed the need to show how individual testimonies influence policies and strategies. As one put it, "The one thing I would like to see is the evidence of new pieces of work where the actual word and voice of individuals can be traced through to new plans and strategies." This could involve tracking specific cases, such as safeguarding concerns, from initial reports to service improvements.

b) Waiting times and access to services:

There was interest in exploring the 'waiting well agenda', investigating the impact of long wait times for hospital procedures on patients' daily lives. One stakeholder suggested, "Survey on A&E attendances - 'front door of the hospital', so accessible in city centre, all necessary."

c) Digital access and health literacy:

With the increasing digitalisation of health services, stakeholders highlighted the need to ensure inclusivity. One noted, "Digital access makes people think it is quicker and easier but that is not always the case. It excludes a lot of people." They suggested Healthwatch York could play a role in encouraging health services to involve people in the creation of digital systems.

d) Focus on underrepresented groups:

Several stakeholders suggested more attention to specific demographics, including LGBTQ+ communities and students. One mentioned, "Something for LGBTT communities, particularly being a university city. They get hidden."

e) Social Care navigation:

There was interest in examining how people navigate the social care system. One stakeholder suggested, "Probably something about shining the light on the funding of social care and how people navigate that system... understanding what people's experiences are at the moment would be a useful starting point to shape that agenda going forward."

f) Consistent service provision:

Some suggested longitudinal studies to track changes in service provision over time, ensuring that people who raise concerns can see the results of their input.

g) Maintaining independence:

Several stakeholders emphasised the importance of Healthwatch York retaining its independent voice while continuing to work closely with the system.

These suggestions reflect a desire for Healthwatch York to continue its vital role in amplifying community voices, while also adapting to address emerging challenges in the health and social care landscape.

5. Recommendations for 2024-2025.

5.1 Advocate for sustainable funding

Given Healthwatch York's exceptional value for money and vital role in the city, work with partners to make a strong case for increased, sustainable funding to expand capacity and impact.

5.2 Expand collaborative partnerships:

Build on existing relationships to foster more co-creation processes with health and social care providers, ensuring patient voices are integral to service development.

5.3 Deepen engagement with underrepresented groups:

Increase efforts to reach and represent LGBTQ+ communities, students, and other potentially overlooked demographics in York.

5.4 Explore long-term service provision studies:

Conduct longitudinal studies to track changes in service provision over time, particularly in areas like social care navigation and mental health services.

5.5 Expand regional influence:

Leverage Healthwatch York's strong local understanding to contribute more broadly to strategic discussions across the Humber and North Yorkshire Integrated Care Partnership.

Appendix A: Participants

Cllr Jo Coles	City of York Council	Councillor, Westfield Ward and Executive Member for Health and Social Care
Ian Dean	Community Pharmacy North Yorkshire	CEO
Stephen Eames	Humber and North Yorkshire ICS	CEO
Ashley Green	Healthwatch North Yorkshire	Chief Executive
Shaun Macey	York Health and Care Partnership	Assistant Director of Primary Care Transformation & Pathways
Tim Madgwick	City of York Council	Chair, Safeguarding Adults Board
Tracy Wallis	Public Health Team, City of York Council	Health and Wellbeing Partnerships Coordinator
Susan Wood	City of York Council	Welfare Benefits and Strategic Partnership Manager
Gary Young	York Health and Care Partnership	Deputy Director Provider Transformation

Appendix B: Reports

Listening to people with dementia: <https://www.healthwatchyork.co.uk/wp-content/uploads/2023/03/Listening-to-people-with-dementia.pdf>

York Mental Health and Wellbeing Guide: https://www.healthwatchyork.co.uk/wp-content/uploads/2023/04/MHWguide_Final-draft_pr01-1.pdf

Health and Cost of Living in York: <https://www.healthwatchyork.co.uk/wp-content/uploads/2023/06/Health-and-the-Cost-of-Living-in-York-May-2023.pdf>

Spring 2023 magazine: https://www.healthwatchyork.co.uk/wp-content/uploads/2023/07/HWY_SPRING2023-low.pdf

Breaking Point. A recent history of mental health crisis care: <https://www.healthwatchyork.co.uk/wp-content/uploads/2023/06/Breaking-Point-Mental-Health-Crisis-Care-June-2023-updated.pdf>

Independent of the Pilot Pathway for Autism and ADHD: <https://www.healthwatchyork.co.uk/wp-content/uploads/2023/08/Independent-evaluation-pilot-pathway.pdf>

Executive summary, Pilot Pathway for Autism and ADHD: <https://www.healthwatchyork.co.uk/wp-content/uploads/2023/08/Independent-evaluation-pilot-pathway.pdf>

Autumn 2023 magazine: https://www.healthwatchyork.co.uk/wp-content/uploads/2023/10/low_res_HWY-Autumn-2023.pdf

Urgent Care report: <https://www.healthwatchyork.co.uk/wp-content/uploads/2023/10/Urgent-Care-Report-.pdf>

Support Services over the Festive Season: <https://www.healthwatchyork.co.uk/wp-content/uploads/2023/12/Christmas-services2-2023.pdf>

Winter 2023 Magazine: https://www.healthwatchyork.co.uk/wp-content/uploads/2023/12/HWYmagazine_Winter-2023_4.7Mb.pdf

Community Pharmacy Report: <https://www.healthwatchyork.co.uk/wp-content/uploads/2024/02/Final-Community-pharmacy-survey-report.pdf>

Spring 2024 Magazine: https://www.healthwatchyork.co.uk/wp-content/uploads/2024/05/Web01_HWY_Spring2024-1.pdf

What we are hearing- Jan to March 2024: <https://www.healthwatchyork.co.uk/wp-content/uploads/2024/05/Healthwatch-York-Quarterly-Report-Jan-Mar-24-1.pdf>

ⁱ [Breaking-Point-Mental-Health-Crisis-Care-June-2023-updated.pdf \(healthwatchyork.co.uk\)](#)

ⁱⁱ [Urgent-Care-Report-.pdf \(healthwatchyork.co.uk\)](#)

ⁱⁱⁱ [Executive-Summary-Pilot-pathway-1.pdf \(healthwatchyork.co.uk\)](#)

^{iv} [Access to Health and Social Care Services for Deaf People - Healthwatch York Report - YouTube](#)

^v <https://www.healthwatchyork.co.uk/wp-content/uploads/2023/03/Listening-to-people-with-dementia.pdf>

^{vi} [Health-and-the-Cost-of-Living-in-York-May-2023.pdf \(healthwatchyork.co.uk\)](#)

^{vii} [Christmas-services2-2023.pdf \(healthwatchyork.co.uk\)](#)