



Annual Report 2024–2025

**Your voice for change
in health and care**

Healthwatch York

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"Thank you to every single person who shared their experiences with us this year. Sometimes the most important thing we do is just listen. But we always want to do more. In this report we share how in the past 12 months we have used your words to try and make York better for us all. We couldn't do this without you!"

The Healthwatch York team

A message from our chair

Once again it has been an extremely busy year for Healthwatch York. The number of calls and contacts continues to grow. This enables us to raise issues of local concern and highlight best practice in health and social care. Without these contacts and contributions to surveys and reports, we would not be able to represent your voice.

Health and social care remain headline news nationally and many of these issues are mirrored locally. Healthwatch York continues to work to make sure, whatever the national picture, we first and foremost champion the issues that matter to you in our city.

The stories that people share with the Healthwatch Team are often difficult to hear. Many tell us they are struggling to access the support and services they feel they need. But alongside this, we continue to hear stories about people and organisations that go above and beyond what is expected.

The team continue to impress me with their professionalism, energy, and commitment. I want to take this opportunity to congratulate them on their well-deserved commendation from Healthwatch England for their work on the adult ADHD and Autism assessment pilot pathway work.

For such a small team, capacity continues to be a major challenge. But they remain absolutely committed to finding ways to hear from more people in our city.

This year, they have expanded the number of community venues you can meet them in. They have reinstated the care home visiting programme that had been suspended during the Covid pandemic and then remained paused.

A message from our chair, continued

They have begun a young volunteers programme, Core Connectors, and supported them to publish their first report. Alongside this they have published major reports on Access to GP services, and Listening to Neurodivergent Families. All supported by you!

It is always inspiring to see how many people in York take time to support us in our work. Together we can make sure York voices influence the planning and delivery of our city's services and support.

Whether you were one of the over 1,300 people who completed our Access to GP services survey, someone who got in touch about your experiences, or one of our Healthwatch York volunteers including our Core Connectors listening to young people's experiences of accessing health and care services, and our Care Home Assessors supporting our care home visits, we would not be able to continue without you.

I hope you enjoy reading about all the work Healthwatch York have undertaken in the last year.



"It is always inspiring to see how many people in York take time to support us in our work. Together we can make sure York voices influence the planning and delivery of our city's services and support."

Janet Wright, Chair of Healthwatch York

About us

Healthwatch York is your local health and social care champion.

We make sure that the NHS hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

Together we can make York better.



Our mission

Healthwatch York puts people at the heart of health and care services, enabling you to be heard. We believe that together we can help make York better for everyone.



Our values are:

Accessible : Empowering : Informative : Flexible

Participative : Valuing Diversity : Responsive

Inclusive : Supporting Choice : Accountable

“Healthwatch York demonstrate professionalism with a personable side. They are a joy to work with. They have a can-do attitude in a very challenging resource environment”

Dr Jed Meers
York Law School, University of York



Our year in numbers

We supported more than 2,700 people to have their say and get information about their care. We currently employ 4 staff and, our work is supported by 30 volunteers.

Reaching out to hear more



1,792 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

4,745 people received clear information and the latest advice on topics such as finding an NHS dentist and getting help after a dementia diagnosis.

Making a difference through your experiences



We published 13 reports about local experiences of health and care services.

Our most popular report was **Exploring access to GP services** which celebrated what people value about local services, as well as highlighting areas where people want to see change.

Our team



We're lucky to have **30** outstanding volunteers who gifted us **620** hours of support to improve health and care services in York.

We're funded by our local authority. In 2024/25 our core contract was for £115,610 which is the same as the previous year.

We currently employ **4** staff who help us carry out our work.

A year of making a difference

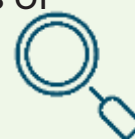
Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in York. Here are a few highlights.

Spring

We closed our GP survey and began working through the data, having received over 1,300 responses!



We began recruiting Core Connector volunteers – young people aged 16-25 who gather the views of other young people.



Summer

We celebrated our Making a Difference Award winners – 36 people and 15 organisations that people in York say provide excellent care.



Following a visit to the Land in Haxby, we began plans for a report about the experiences of neurodivergent families.



Autumn

We published our report on Access to GP services, highlighting what people value about their GP and what needs to improve.



We worked with Healthwatch North Yorkshire on relaunching our volunteer-led care home visiting programme.

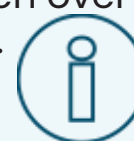


Winter

We published the report of our Core Connectors, sharing the health and care experiences of over 150 young people in York.



We met local information and signposting needs by publishing a guide to essential services open over the Christmas period.



Working together for change

We work with neighbouring Healthwatch to make sure people's experiences of care across Humber and North Yorkshire are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Humber and North Yorkshire Integrated Care Board (ICB).

This year, we've worked together to achieve the following:

Amplifying young people's voices in healthcare



Young people often feel overlooked when it comes to health and care services. That's why we supported a team of young volunteers (aged 14–25) to speak with their peers about what's working, and what isn't, in local healthcare. The project was supported by NHS England funding.

Over the course of the project, we heard from 887 young people across Humber and North Yorkshire. Their honest feedback is already helping to shape services. Findings have been shared both locally and with the wider NHS through the Children and Young People's Transformation Programme.

This work means decision makers are hearing directly from young people.

Listening to communities to improve cancer care



Early diagnosis saves lives. But not everyone has the same awareness or access to cancer information. That's why we worked with Humber and North Yorkshire Cancer Alliance to find out what people know, and what they don't.

We listened to people often left out, including those living in poverty, refugees, carers, people who are neurodivergent, people experiencing mental ill-health, gypsy and traveller communities, and those experiencing homelessness. We spoke to communities in urban, rural and coastal areas. We wanted to make sure more people had the chance to be heard than ever before.

Working together for change – continued

Here's more of the work we did with neighbouring Healthwatch.

Building strong relationships to achieve more

Primary care services are really important to people in York. These include dental care, GP services, opticians and pharmacy services. We meet regularly with the people who buy these NHS services across Humber and North Yorkshire.



Through us they hear about the challenges you experience in York in accessing these services. They also keep us up to date on changes to services so we can pass this information on.

These meetings have been especially useful relating to dental access. Through our relationship with the buyers at Humber and North Yorkshire ICB, we have been able to make sure people with the worst health problems are given priority access.

The Healthwatch York team work from a values and a strengths base. Their values really shine through...

They bring professional and personal experience as well as sharp, intelligent analysis, good intuition and a real ability to collaborate. They are able to deliver nuanced messages in a skilled and supportive way, with the end goal of influencing positive change for, and amplifying the voice of people in local communities.



**Abby Hands, Programme Director
Association of Directors of Adult Social Services
(ADASS) Yorkshire and Humber**

Making a difference in the community

We share all your feedback about your experiences with healthcare professionals and decision-makers. We make sure it is used to shape services and improve care over time.

Here are some examples of our work in York this year:

Finding out what life in local care homes is like



Speaking to residents and their families as well as care staff.

This year we relaunched our care home visiting programme. Our care home assessors meet residents, family members and staff, to get a flavour of life in our city's care homes. Everything they hear goes into our publicly available reports.

Working closely with our voluntary sector partners



Together, we can amplify the voices that most need to be heard.

This year we started our Voice and Representation meetings. We get together with local groups like York Carers Centre, Dementia Forward, Alzheimer's Society, Parent Carer Forum York, and Lived Insights to share what we are hearing, and plan how we might work together to address shared concerns.

Helping researchers hear more from people in York



We're working closely with the University of York and York St John, to make sure what matters to people in York helps shape national research.

This year we've been involved in research projects covering a wide range of health and care issues. This includes looking at people's experiences of waiting for social care, exploring awareness of cancer symptoms, and exploring how to keep GPs in the workforce.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to your experiences

Access to GP services in York

Every year we receive lots of feedback about GP services. Many people tell us about kind, compassionate, excellent care. But we also hear lots of frustrations about online forms, struggling to get through on the phone, and long waits for routine appointments. We decided to explore this further.

What did we do?

We launched a short survey to better understand what is working well for people, and what they would like to see change. We received over 1,300 responses to our survey with our volunteers working hard to ensure we heard from people across the city.

Key things we heard:



People's positive and negative experiences were often opposite aspects of the same thing. So good and bad contact with staff, positive and negative communications and admin.

Access to appointments was a key issue with people particularly frustrated at waiting for up to 12 weeks for a routine appointment.

Many also highlighted problems with physical access and accessing information via websites.

Continuity of care was a real positive, but an issue when people couldn't see the same GP.

What difference did this make?

We sent individually tailored reports to all our GP practices. They were all receptive. A number committed to changes including reducing waiting times for routine appointments, improving support for people with long term conditions, using Pharmacy First to improve patient care and for all GP practices to work together to learn from good practice. We are starting to hear that some services are getting better.

Acting on your experiences

Taking action to improve access to GP services

Our report on access to GP services highlighted a theme around challenges with GP websites and physical access at surgeries.

We worked with York Disability Rights Forum to develop an access audit and built on Healthwatch North Yorkshire's GP website audit. Between November 2024 and February 2025 our volunteers visited every York GP surgery to assess accessibility and looked at all the GP practice websites to see how easy they were to use and if they could find key information.

Key things we learned:



Web: Everyone has a different website experience. Something simple for one person isn't always easy for everyone. Avoiding clutter and providing clear up to-date information is very important.

In surgeries: Clear information explaining how to seek help and where to find quiet waiting spaces is as important as automatic doors!

What difference did this make?

York's GP practices are working through their individual reports and working to improve signage and facilities at surgeries and tweaking their websites. One GP practice has invited us to work with them as a pilot accessible practice.

"Thank you so much for all your tremendous work on seeking the views of our patients and other service users, both on the general quality of GP services, and more recently access and websites.

We were pleased with your report of 2024 and discussed this in our partners' meeting. We identified a few areas to improve which are a work in progress and include increasing use of the NHS App, for which there was recent staff training available.

The website is under review, and we will definitely have a closer look at our signage and door access."

Dr Fiona Lloyd
GP Partner Dalton Terrace

Hearing from all communities

We're here for everyone in York. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Everybody should have the chance to share their story and help shape services to meet their needs.

This year, we have reached different communities by:

- Launching our Core Connector volunteer programme, where young people aged 16-25 reach out to their peers to find out about their experiences of health and social care in York.
- Working in partnership with local charities and voluntary groups to hear more from those they work with.
- Co-ordinating a report for Humber and North Yorkshire Integrated Care Board's Quality Committee about the healthcare experiences of migrants across the area.



Hearing from all communities

Core Connectors

The Core Connectors project seeks out the experiences of young people aged 14–25 in York when accessing health and care services.

Our Core Connectors found young people in the city want:

- Better support around the cost of living
- Shorter waiting times for mental health support
- Shorter waits for GP and dental appointments
- Affordable social and community spaces
- Better support for the transition to adult services
- Improvements to public transport to make sure young people can access everything York has to offer

Read the full report at <https://bit.ly/CoreConnect25>

“A lot of the time can’t afford to eat – primary carer of mum and siblings and so there has been a lot of increased stress from trying to buy groceries. Also payments for apartments have massively gone up – really expensive.”

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“I used to have an NHS dentist which was good, but he left and told me to find a new one. I’ve not been able to find one for 2 years now.”

What difference did this make?

In their Annual Report, York Health and Care Partnership note that the report “has provided valuable insights into young people’s experiences of health and social care.” York’s Director for Public Health, Peter Roderick, also dedicated 2 pages of his annual report to the findings of the project. It is influencing children and young people’s plans in the city.

Hearing from all communities

Listening to Neurodivergent Families

We were hearing about serious difficulties in getting the right help for neurodivergent (ND) children. We spoke to partners, and they confirmed they were hearing similar concerns.

We visited the Land in Haxby, a supportive space for neurodivergent families in the city. Alongside other partners and colleagues, we heard much more about people's experiences. Together with the Land, York Disability Rights Forum, York Carers Centre and Parent Carer Forum York, we agreed to share everything we were hearing in a report.

Our key findings were:

- Parent blame is still prevalent in services and wider society
- Experiences are worsened by poor admin and communication
- Services still work in silos, with families coordinating help
- Service capacity is limited with many looking for a reason to say 'no' to providing help
- School support varies significantly, and school behaviour codes can feel punitive to ND children and young people
- Significant overlap between children who are ND and who are gender questioning; services not geared up to support appropriately.

Read the full report at <https://bit.ly/NDfamiliesJan25>

What difference did this make?

We have shared the report with the City of York Council (CYC) Safeguarding Children Partnership. It has fed into CYC's Autism and ADHD needs assessment and strategy work. It is also shaping work across Humber and North Yorkshire on support for neurodivergent families. We also shared our work at Healthwatch England's national committee meeting to help inform their plans for further national work on neurodivergence.

Hearing from all communities

Listening to Neurodivergent Families – cont'd

It has been a pleasure sitting down together and seeing the amazing report being prepared and produced. It has been such a positive experience.

Vanessa
The Land, York



Making space for more voices to be heard

Our partners have supported us to increase the range of our regular monthly outreach events. This means we hear from people whose voices are often missed in health and care conversations. This includes a monthly drop-in at York's Women's Centre

"For the women who use our service, being able to feel listened to is a massive thing and Healthwatch has been brilliant in just giving the women space to talk about their experiences with health and social care because a lot of the time, women we support face a lot of stigma when they are accessing healthcare..."

"The Healthwatch staff member is really good at relating to the women and making them feel comfortable and she also offers that consistency- visiting every month. We couldn't ask for anything better, she is brilliant."

Sofia
Women's Centre Manager, Changing Lives

Information and signposting

Whether it's finding an NHS dentist, getting help after a dementia diagnosis, or choosing a good care home for a loved one – you can count on us. This year **4,745 people received clear information and the latest advice from our team.**

This year, we've helped people by:

- Providing up-to-date information people can trust through our website, magazines and monthly email bulletins
- Supporting people to access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



Dental care for people in desperate need

Hearing your struggles to access dentistry in York, colleagues at Humber and North Yorkshire Integrated Care Board and a local practice arranged care for people in desperate need.

There simply isn't enough NHS dentistry in York. But we have managed to help people in desperate need:

- A woman in her 90s, seriously undernourished due to broken dentures.
- someone whose teeth were damaged by oesophageal cancer treatment.
- someone with a serious mental health issue whose mental health was declining due to lack of dental care.
- someone with sleep apnoea.

Our Manager meets regularly with ICB colleagues and sits on the Local Dental Network to make sure these challenges are heard and addressed. We continue to shout about your experiences, and demand better for our city.

"We are now NHS dental patients and would not have been without your help. Thank you."



Addressing concerns about local care

A person contacted Healthwatch York with concerns about the care their mother had received in a local care home.

We shared these concerns with local colleagues. This led to an investigation into the concerns which were urgently acted upon. As a result, significant action was taken and standards quickly improved. The home continues to be closely monitored.

Individual feedback that we receive and information gathered during our care home visits help us give voice to the experiences and concerns raised. Recommendations that are made contribute to maintaining standards of care across the city.

"I believe that the recommendations will be useful, please thank your volunteers for their visit and assessment."



Showcasing volunteer impact

Our fantastic volunteers have given 620 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

A particular highlight has been visiting the Over the Rainbow café near the Shambles. The café is a community space dedicated to supporting LGBTQ+, neurodivergent and disabled people. Its value cannot be overstated.... People were eager to share their experiences (which) was truly wonderful, and so constructive.... Elevating the voices of those previously ignored is a fundamental aspect of this project, providing a space for them to be heard."

Kiri
Core Connector



"I met someone from Healthwatch York at my local library, picked up a copy of the newsletter and found out about their readability volunteers. I'd been wanting to volunteer for a while. Having previously been a copywriter, I thought this might be ideal. However, I was apprehensive as I have a chronic illness - would they want someone with limited time, energy, and mobility? The answer was yes!

I joined the readability team. We look at patient leaflets to see if they're 'reader-friendly'. The flexibility means I can balance it with my health needs. It allows me to use my professional skills and personal experiences, too.

Earlier this year, I took part in auditing GP websites, which I thoroughly enjoyed. It's so important for patients to be able to access information and support easily (as well as making life easier for the practices), so it was a really interesting project to be a part of.

Another thing I love is how friendly and welcoming everyone is. It's easy to feel isolated when you have a chronic illness, but the team have made me feel valued and appreciated through regular emails, monthly e-newsletters, online meetings, event invites, training opportunities, and more. I would really recommend volunteering to anyone and everyone!"

Rachel
Readability Volunteer



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"I do this voluntary work as a result of years of working in the field of adult social care, meeting people who received and provided health and social care services. This was valuable experience for this volunteer role.

I lead Enter and View visits to care homes, having helped develop Healthwatch York's new approach. There are many benefits to this work:

- Our visits contribute to the continuous enhancement of care standards.
- We voice people's experiences and concerns, fostering a sense of involvement and advocacy.
- The transparency of the process builds trust within the community, demonstrating a commitment to accountability and quality care."



Peter
Care Home Assessor

"I was one of a group of volunteers assessing the accessibility of GP surgeries. This involved visiting practices to visually assess them and ask questions to check facilities were available. We had a list to ensure all visits were assessed.

My experience was very positive. The visits were unannounced and I was easily able to assess things such as ramps, how doors opened, width of corridors for wheelchairs and buggies, lift availability etc. The staff were all lovely and helpful but couldn't always provide the required information.

It was a positive experience for me and a valuable one for Healthwatch as a large number of practices were assessed."



Kitty
Research Volunteer

Be part of the change.

If you've felt inspired by these stories, contact us today. Find out how you can be part of the change.



www.healthwatchyork.co.uk



01904 621133



healthwatch@yorkcvs.org.uk

Finance and future priorities

We receive funding from our local authority under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual contract with City of York Council	£115,610	Expenditure on pay	£91,798
Additional income	£22,209	Non-pay expenditure	£17,357
		Office and management fee	£19,849
Total income	£137,819	Total Expenditure	£129,004

Additional income is broken down into:

- £10,278 from University of York, from the Administrative Fairness Lab work looking at social care waiting and from the Evidence Synthesis Group for Patient and Public Involvement support.
- £7,400 from York St John University for Cancer Awareness survey work.
- £3,278 from Purey Cust Trust for printing costs of our dementia guide.
- £1,253 from the Association of Directors of Adult Social Services Yorkshire & Humber for work relating to mystery shopping local authority care services.

“Healthwatch York provide a vital, valuable resource to the city that we cannot afford to lose. They are great value for money... their work is strategic rather than piecemeal; they produce insightful reports in areas where practice may need to be challenged.

They create a beautiful atmosphere around them in the way they do their work. They are very human and approachable.



Miles Goring and Astrid Hanlon
Lived Insights

Finance and future priorities

Next steps:

Over the next year, we will keep reaching out to every part of society so that those in power hear everyone's views and experiences.

Our top priorities for the next year are:

1. Working on gender health, covering women's health, men's health and trans and non-binary health
2. Refreshing our Dementia Guide, making sure people with dementia and their families can find all the support available in our city.
3. Continue our programme of Care Home visits, to highlight good practice in our city, and make recommendations to improve services further.
4. Revisit our Breaking Point report, and explore people's current experiences of mental health services in the city.
5. Begin developing plans to look at health inequalities across York.

Healthwatch York is an independent voice for patients, carers, communities. They can raise things through Healthwatch that they may not feel comfortable in raising with our organisation directly, and they often represent communities that we may struggle to reach....

They are very professional, and respectful. They listen to people, are realistic, pragmatic and enthusiastic about what they do.

Helen Embleton
Urgent Care Pathway Lead, Tees Esk and Wear Valleys NHS
Foundation Trust



The legal bit – the contract for Healthwatch in York

Healthwatch York is proud to be part of York CVS.

Our registered office is York CVS, 15 Priory Street, York, YO1 6ET. The Chair of Healthwatch York sits on the York CVS Board of Trustees, and a York CVS Trustee sits on the Healthwatch York steering group.

Healthwatch York uses the Healthwatch Trademark when undertaking our statutory activities as covered by our licence agreement with Healthwatch England.

The way we work

How we involve others in our governance and decision making.

Our Healthwatch York Steering Group consists of 9 members. They work on a voluntary basis alongside our staff team to provide direction, oversight, and scrutiny of our activities. Our Steering Group makes sure that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Steering Group met 4 times and provided advice and constructive challenge. This has informed our approach to all the work reported on this year.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible were able to share their insight and experience of using services. During 2024/25, we've been available by phone, email and social media we, provided a web form on our website. We also attended community group meetings and forums and hosted our own York voICeS meetings.

We make our publications available to as many people and partner organisations as possible. We publish them on our website, email them to our mailing list, and print and post copies too on request. We share our Annual Report with York's Health and Wellbeing Board and include highlights in our Summer magazine. We also provide libraries across the city with copies of our publications. Pop in and have a read at your convenience!

Statutory statements

Taking people's experiences to decision-makers

We make sure that people who can make decisions about services hear about your insights and experiences.

In York, we take information to sector representatives like York CVS, Community Pharmacy North Yorkshire, service providers like York Hospital, commissioners, council leaders, councillors, MPs, Humber and North Yorkshire Integrated Care Board and Health and Care Partnership. We also work with other local Healthwatch, Healthwatch England and the Care Quality Commission to address shared health and social care concerns. We share data with Healthwatch England to help address health and care issues at a national level.

We take insight and experiences to strategic meetings in the city including York's Health and Wellbeing Board, York Health and Care Partnership Executive Committee, York Health and Care Collaborative, York Mental Health Partnership, York Drug and Alcohol Partnership, York Safeguarding Adults Board and Raise York Partnership meetings.

Healthwatch York is a critical friend and is being seen as an equal partner within the statutory bodies. Healthwatch colleagues bring that direct connection into the community and they bring that into our conversations, giving us some real insight into population based need... Healthwatch York always brings additional value and a sense of realism into those conversations because their work is evidence based. They are advocating for the residents of York.



Shaun Macey
Assistant Director of Neighbourhoods
York Health and Care Partnership

Statutory statements

Healthwatch representatives

Healthwatch York is represented on the York Health and Wellbeing Board by Siân Balsom, Healthwatch York Manager. During 2024/25, Siân has effectively carried out this role by attending the meetings, sharing Healthwatch York reports, compiling updates at the Board's request, and taking an active role in all Board discussions.

Healthwatch York is represented on Humber and North Yorkshire Integrated Care Partnerships by Ashley Green, Chief Executive at Healthwatch North Yorkshire and on Humber and North Yorkshire Integrated Care Board by Helen Grimwood, Chief Executive at Hull CVS. Siân sits on the System Quality Group meeting which addresses concerns about the quality of care across Humber and North Yorkshire.

Healthwatch York are members of our Patient Experience Subcommittee as public representatives and they act as a critical friend...

We particularly value that they are connected across the system, they listen and seek to understand and represent the voice of patients and carers on all topics related to health and care.

Their research is high quality and they are skilled collaborators.

Krishna De
Head of Patient Experience and Involvement
York and Scarborough Teaching Hospital NHS Trust



Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Care home – Ebor Court	Routine care home assessor visit	Wrote a report with recommendations
Care home – Birchlands	Routine care home assessor visit	Wrote a report with recommendations
Care home – Riverside Care Complex	Routine care home assessor visit	Wrote a report with recommendations
Care home – Rawcliffe Manor	Routine care home assessor visit	Wrote a report with recommendations

2024 – 2025 Outcomes

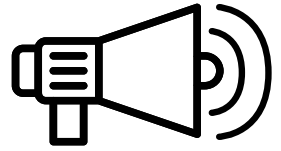
Project/activity	Outcomes achieved
Reviewed mystery shopping materials for the Association of Directors of Adult Social Services Yorkshire and Humber.	Improved the quality of feedback for local authority colleagues about their information, advice and signposting support.
Joined University of York's Evidence Synthesis team to contribute to their patient and public involvement work.	Gave more local people and voluntary organisations opportunity to hear about, shape and inform research.
Co-ordinated a Migrant healthcare experiences report in partnership with Humber and North Yorkshire Healthwatch.	Provided insight about the healthcare experiences of migrants for Humber and North Yorkshire Quality Committee.
Gathered information about support services and shared this widely as our Winter services list.	Made sure people in York had vital information over the holiday period. Shared by many local partners.

Our call to action

We hope you have enjoyed reading this report. But more than that, we hope it inspires you to share your experiences of health and care with us.

You are Healthwatch York. Your voice matters.

We are your amplifier. We make sure those who need to hear you **really** hear you.



There are lots of ways to share your views or ask for information:

- Call **01904 621133** and choose option 3
- Email healthwatch@yorkcvs.org.uk
- Leave a WhatsApp message on **07512 342379**
- Visit our website and use our trip-advisor style feedback centre: **www.healthwatchyork.co.uk**
- To hear more from us, sign up to our monthly bulletins at <https://bit.ly/HWYbulletin>



Read our 2024/25 care home reports online;

Rawcliffe Manor: <https://bit.ly/RawcliffeM25>

Riverside Care Complex: <https://bit.ly/RiversideCC25>

Ebor Court: <https://bit.ly/EborCourt25>

Birchlands: <https://bit.ly/Birchlands25>

Read our GP reports online:

Exploring Access: <https://bit.ly/YorkGP24>

Website audits: <https://bit.ly/GPweb25>

Accessibility audits: <https://bit.ly/GPaccess25>

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