

Championing what matters to you: *Our work and impact*

April 2020 – March 2022



Introduction

It has been an exciting past two years for Healthwatch North Yorkshire, and it was a pleasure to join the organisation in September 2020. Much has happened since I started, with new staff, volunteers and trustees joining us, who have all made a significant contribution to the progress we have made and importantly our work and impact.

It has by no means been easy, especially given that we have all lived through the COVID-19 pandemic and the challenges that this has thrown at us all. But we, like the health and care organisations that we work with, have had to quickly adapt to meet the unprecedented demands on our work and services. The pandemic, if anything, has shown us all – health and care providers, commissioners, local authority, Voluntary Community Social Enterprise (VCSE) sector, Healthwatch etc. – that when we work together, we can achieve great things and provide the right support, services and information to people.

This report aims to provide a picture of the many areas of work that we have undertaken between April 2020 – March 2022, including our engagement, volunteering, projects and partnerships. We have chosen to use the five key values of Healthwatch to help describe our work and the impact that we have made.

The values are:

1. 'Listening'
2. 'Including'
3. 'Analysing'
4. 'Acting'
5. 'Partnering'

As well as responding to the challenge of COVID-19, over the last two years we have undertaken work, for example around dentistry, digital inclusion, rural communities, care homes, mental health, and LGBTQ+ communities. We heard from over **4,000** people who shared their experiences with us and received over **188,000** visits to our website. We produced **22** publications, including reports and briefings covering all aspects of our work.

Thank you to all the people and organisations who have worked with us over the last two years. We look forward to hearing and working with you in the future.

Ashley Green
Chief Executive Officer
Healthwatch North Yorkshire

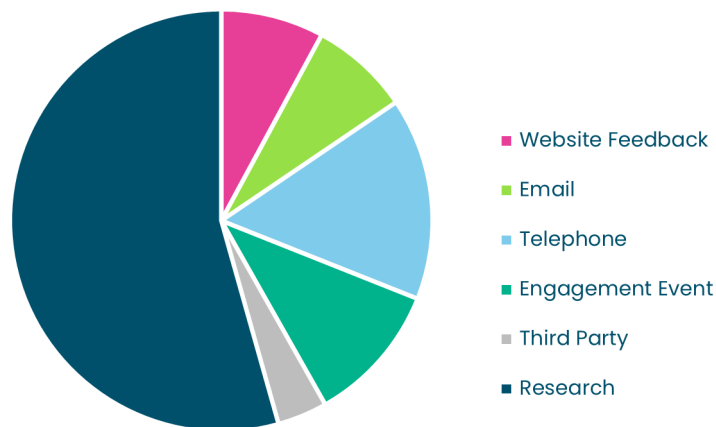


Listening

We recognise the value of listening to people and making sure their voices are heard.

We have heard from **4,322** people from April 2020– March 2022, via our telephone line (**15%**), through email (**8%**), our website (**8%**), research (including survey responses and focus groups) (**54%**) and engagement events (**11%**). Third party in the chart below refers to any feedback we have received via Care Opinion. Care Opinion is the UK's leading independent feedback website, enabling patients to share their experiences of healthcare services. The stories we obtain from Care Opinion are stored alongside the feedback we directly receive and help provide us with a broad view of people's experiences of the health and care services across North Yorkshire.

Type of feedback:



We also signpost people to where they can get the information and advice they need to make the right decisions and to get the support they deserve. Over the past two years we have signposted **582** people to a variety of services. By listening to people, we not only ensure that people are getting the right support. It also allows us to gather information and inform providers of what needs to be addressed.

For example, during the roll-out of the COVID-19 vaccination we frequently signposted people to sites across North Yorkshire to receive the vaccine. We also built connections with those people organising the roll out of the vaccination and we regularly got in touch to share feedback, or ask for further advice and information.

We were successful in seeing improvements made to disabled access at several vaccination centres. For example, at the Chain Lane Vaccination centre in Knaresborough, changes were implemented due to feedback we provided where wheelchair users told us they were finding it hard to access buildings.

We have signposted people regularly to services such as dentistry, mental health services, primary care, and local transport. We have also signposted people to the Patient Advice and Liaison Services (PALS) and Cloverleaf (the local complaints advocacy service).

To further explore the impact of our work we ran a survey with our stakeholders.

This survey gathered feedback about our stakeholders' interactions and work with Healthwatch North Yorkshire over the past two years. When asked how important a role Healthwatch North Yorkshire plays in ensuring the patient voice is heard the average rating came to 4.2 out of 5 stars. Many recognised the important role Healthwatch North Yorkshire plays as the 'listening ear' and source of trusted information for the public.

"Healthwatch do an excellent job of collating and presenting information from people in the area in an impactful and meaningful way". – Tees, Esk and Wear Valley NHS Foundation Trust.

"I think you play a very important role in ensuring patient voice is heard, as people often don't want to speak with the health service in question about a concern, and so you provide that listening ear". – Everyday Enable CIC.



One of the other ways Healthwatch North Yorkshire listened to feedback was to go to where people were. We attended market stalls, events, and shows across the county. We also visited groups and social events to hear from people and ran focus groups on specific topics to get feedback from all sections of our communities - including under represented groups. Unfortunately, this activity was significantly restricted in 2020 due to the pandemic. However, the engagement we undertook enabled us to listen to vital experiences of health and care, which contributed towards our work. It also enabled us to work closer with partner organisations and resulted in the development of strong relationships.

From April 2021 – March 2022 we:

- **Ran 18 focus groups:**
 - 11 focus groups were run in conjunction with specific projects.
 - We held 8 focus groups to hear from local people by attending partner organisation's activities and events.
 - Our focus groups were spread across North Yorkshire but 9 of them had a focus on Scarborough and linked to our SeeCHANGE and dentistry projects.
- **Attended 7 events:**
 - These included an outdoor show, events at libraries, talks at local groups, and stalls at local events including at a Scarborough football match, the Masham health and wellbeing event, and a Selby engagement event.

Due to the pandemic impacting our ability to meet people face-to-face, we changed the way we worked to reach people virtually and via different means. We adapted our digital communications in response to the local need and to make sure we heard from as many people as possible. This resulted in more people coming to us to share their experiences.

Between April 2020 and March 2022, we received a total of **188,520** visits to our website and a total of **221,766** page views. In comparison, between April 2018 and March 2020, we received a total of **45,313** visits to our website and a total of **57,960** page views. This indicates a significant increase in the amount of people who engaged with our website.

As a result, we listened to more people's views as people actively shared their experiences with us via the website.

In April 2020, we published our GP website check up [report](#), due to listening to members of the public and understanding the importance of GP practice's sharing up-to-date, relevant, and important information on their websites to keep the public informed.

A team of volunteers carried out a 'health check' on GP websites across North Yorkshire to check how up-to-date and accessible information was, and specifically looking for COVID-19 information, and in addition, to find examples of best practice to be able to share more widely across the primary care sector.

We shared the report with key stakeholders, including Clinical Commissioning Groups (CCG's) and Primary Care Commissioning Committee (PCCC's). As a result, Vale of York CCG used our feedback to find where there were gaps and created a 'website standard' across the Vale of York area for GP practices to adopt. Also, Bradford District and Craven CCG shared the report with all their GP practices for consideration and implementation.

As a result of listening, we adapted our website to ensure it was more inclusive. In December 2021, we successfully added the Recite Me assistive toolbar to our website, which includes screen reading functionality, multiple reading aids, customisable styling options and an on-demand live translation feature that boasts over 100 languages including 35 texts to speech and styling options.

As part of our drive to hear from and reach all communities, website visitors can access this range of accessibility and language support tools to customise their digital experience through Recite Me assistive technology.

This new toolbar on our website is just one of the ways in which we have adapted our work to ensure we are listening and including more people in our work.

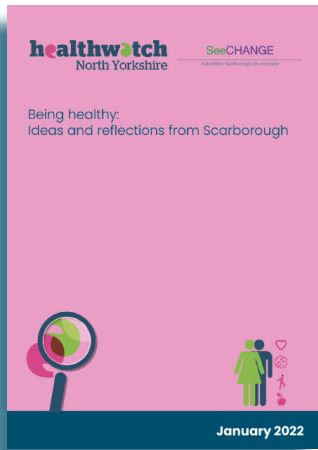
Between December 2021 and March 2022, 54 people have benefitted from using the Recite Me toolbar on our website. Our monthly reports show that it has been used mostly for the screen reader element. However, one person used the language feature to translate the text from English to Moldovian.



Including

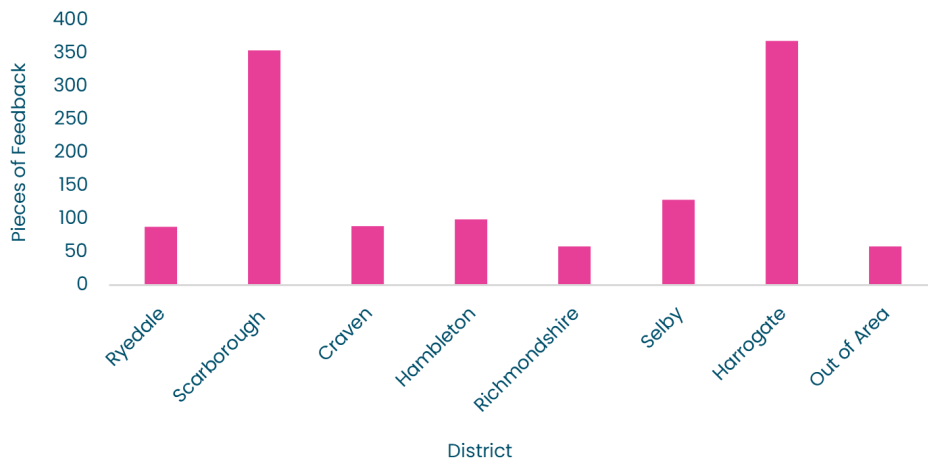
We value inclusivity. Listening to the first-hand experiences of diverse groups improves care for everyone.

We received feedback from all seven districts of North Yorkshire; however, we received a higher volume of feedback from Scarborough and Harrogate from April 2020–March 2022. With more face-to-face engagement now possible due to the relaxation of COVID-19 restrictions we will be able to reach more people in all the different districts across North Yorkshire.



We undertook targeted research in Scarborough, working with SeeCHANGE, an innovative cross sector partnership funded by the National Lottery Community Fund, to hear from local people about the issues effecting them, such as limited access to GP services and NHS dentists, delayed hospital treatment and services moving away from Scarborough. As a result of this work and the [report's](#) findings SeeCHANGE has been funded for an additional three years to help realise a healthier Scarborough, and reduce health inequalities across the town, including piloting new ways of working with small community groups and groups of people in Scarborough to achieve change, and working with employers to improve workforce wellbeing.

Volume of feedback by district:



*Note that this graph only includes feedback where district information was collected.

Between 2020 and 2022, we have worked with health and care providers, including North Yorkshire County Council (NYCC), Tees, Esk and Wear Valley NHS Foundation Trust (TEWV), and Humber Coast and Vale Health and Care Partnership, to engage with under-represented groups.

For example, in 2020 more than 200 people from the LGBTQ+ communities shared their experiences with us. This research was undertaken on behalf of North Yorkshire County Council to develop an understanding of the experiences and needs of LGBTQ+ communities when accessing mental health support.



The key findings that emerged were, isolation, inequalities, language barriers, a need for training and improving services. NYCC responded to the [report](#) stating that they would use the recommendations to help inform the provision and commissioning of new services. They noted that the findings would inform the development of the North Yorkshire Joint Strategic Needs Assessment for mental health, and the refresh of the North Yorkshire Mental Health Strategy 'Hope, Control and Choice'.



We were commissioned by Humber Coast and Vale Health and Care Partnership to undertake focus groups with seldom heard groups to make sure their voices were included as part of the engagement activities at Scarborough hospital, to feed into the development of new services. We held two focus groups with Asylum Seekers and Refugees, and people from Eastern Europe to include them in the discussions about maternity and paediatric services at Scarborough hospital. We published our [report](#) in March 2021.

In autumn 2021 we launched our public engagement networks for individuals and organisations. Our aim was to develop a group of people who responded to short surveys or questions and who would provide us with a timely snapshot of what issues were affecting local people. Through the networks, we are able to include as many voices as possible in our work.

We currently have **55** organisations and **190** individuals from across North Yorkshire involved.

All network members (organisations and individuals) receive a survey once every three to six months. Individuals are asked to respond to a short survey about one issue. Organisations are asked to give an update about the issues they are hearing from their members and service users and then specific feedback on a given issue.

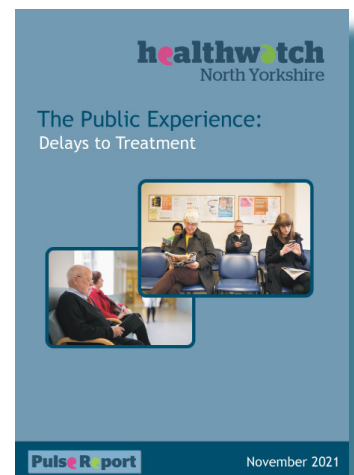
Pulse Report November 2021 – The public experience: delays to treatment

This [report](#) contributed to discussions within the Humber and North Yorkshire Health and Care partnership to improve waiting times and support people manage their health.



“What a brilliant report – I have really enjoyed reading it. I have circulated it to all of my team – what an informative resource.” – Selby District AVS.

“Thanks so much for this, really informative and helpful! Look forward to receiving more.” – TEWV.





Pulse Briefing December 2021 – The public experience: GP appointments

This [briefing](#) led to discussions with North Yorkshire CCG and Vale of York CCG to explore wider engagement with the public around primary care provision and health professional access. Our insight also supported digital media campaigns by both the CCG's.

Also, the briefing was shared and discussed at the Humber Coast and Vale digital inclusion partnership.

“It reads very well and feels like an intuitive and accurate reflection of what we’re hearing too. It’s the sort of insight that is incredibly useful for us as a comms and engagement team.” – NY CCG.

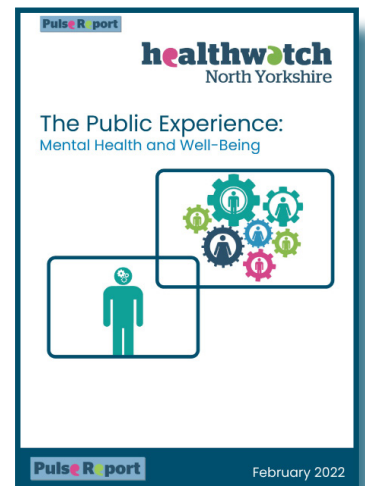


Pulse Report February 2022 – The public experience: mental health

The [report](#) was discussed with and well received by TEWV, who deliver mental health services across the county, who confirmed that the findings would contribute to the development of the community mental health transformation programme.



“Thanks so much for this, some really helpful stuff in there and I think stuff that is vital to the community transformation work. I am going to raise it at the cocreation programme board and ask the question about how we can better use this information to inform our services.” – TEWV.



In November 2021, we received a national Healthwatch award in recognition of the engagement work we had undertaken to ensure local decision makers understood the challenges people were facing to see an NHS dentist.

Analysing

We value the insight that's gained from analysing many different people's experiences to learn how to improve care.

From April 2020 – March 2022 we produced **22** publications. This included **12** reports, and **10** briefings. Our output of reports has more than doubled over the last two years, as between April 2018 and March 2020 we produced **10** publications.

All our [reports](#) are based on information shared with us. This includes the feedback people share through our phone line, emails and web forms as well as surveys and engagement activities on specific issues. Our reports include a mix of information and public insight, alongside recommendations or suggested actions to be taken.

The feedback that we gather and analyse helps us to determine future pieces of work to undertake and helps us to identify any trends or themes that we need to report to health and care providers.

This has led to us:

Producing specific and targeted briefings. For example, in December 2020 we published our Test and Trace [briefing](#) due to feedback we gathered from across North Yorkshire. We shared our briefing with key stakeholders, including the Department of Health and Social Care who recognised the importance of feedback, and they provided assurances that efforts were being made to improve the situation based on our own, and other people's, feedback.



Undertaking work in specific communities to understand health and care concerns. For example, in March 2021, we published a [report](#) which highlighted the health and care issues for a specific rural community in North Yorkshire. Our report was shared with and used by the North Yorkshire Rural Commission to help their ongoing work to improve outcomes for people living in rural areas.

Working in partnership to engage with service users across North Yorkshire. For example, we published a report on NHS dentistry in August 2021 which examined feedback we were hearing from members of the public across North Yorkshire. As a result, we went on to undertake engagement work with NHS England & Improvement to hear from people in [Scarborough](#) and [Robin Hood's Bay](#). This engagement and insight has resulted in NHS dental specification changes to reflect our call for more preventative work, and improved choice and access.



Every piece of feedback is analysed and helps us to build a picture of health and care services across North Yorkshire and influences our future work.



“There have been a series of timely, focused, and short reports that have been shared with commissioners that have highlighted in real time key issues. These are more likely to help shape operational delivery and future commissioning, than long term pieces of ‘academic’ research”. – North Yorkshire County Council.

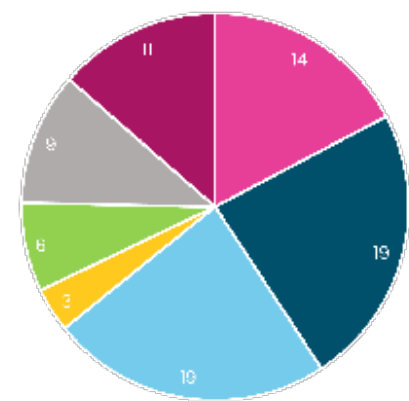
Our team of volunteers have played a crucial part in making sure that we have analysed many different patient experiences. For example, between the period of April 2020 and March 2022, our volunteers attended more than **100** meetings and forums on our behalf. This included, the local safeguarding partnership meetings, Patient and Carer Experience (PACE) forums, regional and Patchwide group meetings, North Yorkshire Equality and Inclusion Partnership meetings, and the disability and wheelchair user forums.

We were able to collect more information from people across North Yorkshire as a result of our volunteer support. Also, we were able to share more relevant information with our partners. We are fortunate to have volunteers who are willing to attend our meetings on our behalf. This allows us to engage with as many people as possible and hear relevant information from across the county that will contribute to improving care.

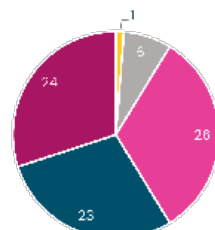
Volunteer demographics:

In the graphs below, you can see that Healthwatch North Yorkshire has volunteers located across all seven districts.

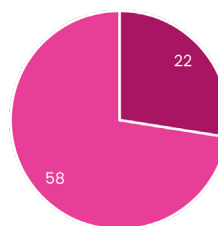
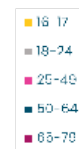
In this way, we can hear from a variety of people from different communities in our county. By analysing the feedback gathered by our volunteers, we can learn about the different needs of groups and communities across North Yorkshire. North Yorkshire’s varying needs cannot be fully understood without hearing from people from different places – and with a large team of volunteers, we are able to reach a greater number of people and analyse their experiences.



Location



Age



Gender



Acting

We act on feedback and drive change. Listening has to positively affect outcomes and influence important decisions about people's care.

When we asked our partners and organisations (in the stakeholder survey) how important a role Healthwatch North Yorkshire played in improving health and care services in North Yorkshire the average rating came to 4.4 out of 5 stars. Similarly, when asked how useful Healthwatch North Yorkshire reports were to people, the average rating came to 4.2 out of 5 stars.

Organisations and partners said they have used our reports during meetings and business planning events and our series of COVID-19 specific [reports](#) which reported on the issues and challenges being faced by people in North Yorkshire during the pandemic, provide a good example of how the insight gathered helped to support services and care for people. Our reports were shared with our stakeholders across health and social care, including the North Yorkshire COVID Outbreak Management Advisory Board. The reports were used by the CCG's to help shape primary care development, helped to inform local NHS Trusts about the issues patients were facing over waiting times, and provided valuable insight to the VCSE sector to help them plan and deliver services.



“I circulated the recent report on Mental Health to partner organisations to help them understand their frustrations, and those of their service users, are part of a bigger picture – which helps to put in context it’s a system wide problem”. – North Yorkshire County Council.

“Reports recently showed a number of neurodiverse people dissatisfied with mental health services available for autism. I was able to use this information at the Trust business planning event to advocate for this and back up involvement members who shared the same concerns”. – Tees, Esk and Wear Valley NHS Foundation Trust.

To ensure that our partner organisations can act on the information we receive as soon as possible, we share our insight and public feedback with them on a regular basis (our monthly issues logs). These include all the feedback we have heard directly via people getting in touch, at engagement events, focus groups, comments on surveys and indirectly via Care Opinion.

All information is anonymous and shared by location and issue.

Our issues logs are shared with health and care organisations across the county and organisations respond to let us know what actions they have or are taking because of the feedback. Often issues, as well as compliments are raised and

shared with teams. Issues raised often appear on meeting agendas alongside our reports, and actions or implications are discussed.

For example, sharing an issue about blind and partially sighted people in Scarborough struggling to get hearing aid batteries changed, meant the Head of Audiology at Scarborough Hospital got in direct contact with Yorkshire Coast Sight Support to discuss the issue and seek a solution.

Similarly, we raised concerns about younger people's autism assessments with Tees, Esk and Wear Valley NHS Foundation Trust, who then acted on this feedback to ensure a solution was found.

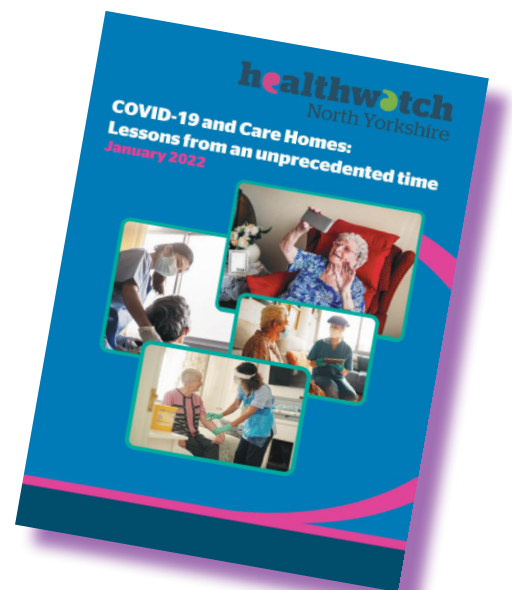


"The Issues Logs have been helpful to understand the issues being raised- I refer to these to help build a picture of 'what we already know'". – North Yorkshire Clinical Commissioning Group.

"If Healthwatch were not carrying out this role who would do this? How would improvements be made without Healthwatch?" – Revival North Yorkshire CIC.

"Very informative and well put together reports. Dentistry issues was one we particularly used. Also, GP satisfaction report". – Tadcaster Volunteer Cars and Services Association.

We released our Care Home and COVID-19 [report](#) in January 2022, which highlighted how the care sector had adapted and innovated their services during the pandemic. The report received praise from North Yorkshire County Council and the Independent Care Group and has been used to contribute positive stories to help attract and retain staff within the sector. Plus, the report was shared widely across the care home sector to communicate best practice on how others could act to change their working practices, services etc. to support those people in care during and after the pandemic.



Actions as a result of our insight and reports:

We shared our reports with organisations across North Yorkshire, including the NHS and North Yorkshire County Council, and where we included recommendations or actions as a result of our work we asked those organisations, commissioners, or service providers to act on those to improve health and care services across the county.



To see a full list of our reports and the actions that have been taken as a result, please refer to the appendix.

Partnering

We value strong partnerships with care providers and Government – serving as the public's independent advocate.



Working in partnership is vital to the success of Healthwatch North Yorkshire. Our partnerships over the last two years with voluntary sector organisations, service providers, NHS and social care commissioners, local authority, statutory organisations and local people has helped us to gather public insight, as well as sharing this insight with our partners to ensure this information is used to improve services for all.

We have supported, attended, and contributed to many different strategic and local place-based groups and networks across North Yorkshire to ensure that we provide public insight to these groups, and that the voice of local people is heard.

We supported Harrogate District Foundation Trust to hear from the public and communities to help with the development of the Trust's strategy update through a survey and focus groups; we worked with Vale of York CCG and partners to support the transformation of urgent care services in Selby, by helping the Selby Urgent Treatment Centre to gather feedback from users.

We have worked collaboratively with our Healthwatch colleagues across West Yorkshire (including Healthwatch Leeds, Bradford, Calderdale, Kirklees, and Wakefield) and with our colleagues in Humberside (including Healthwatch Hull, East Riding, North Lincolnshire, North East Lincolnshire and York). The focus of this work has been to ensure that we share public insight with each other, and that this insight is then shared with the respective Health & Care Partnerships (in West Yorkshire, including Craven and in Humber and North Yorkshire) to help shape decision making based on feedback and insight from local people and communities.

As an example, our collaborative work in West Yorkshire has resulted in us bringing real time intelligence on subjects such as mental health, dentistry, older people and autism services to the Health and Care Partnership's Strategic Oversight & Governance committee to support and influence their work around the pandemic and tackling health inequalities across the system. Healthwatch engagement and public feedback, particularly during the pandemic, helped to play a key role in conveying issues around accessing services, information provision, digital access, and delays to treatment that commissioners and services providers were able to act on.

When asked in the stakeholder survey how important Healthwatch North Yorkshire is as a partner in joint initiatives, meetings, or projects the average rating came to 4.4 out of 5 stars.

"Valuable partner - sense checking issues for health and care, being accessible to range of views, constructive help and support". - Harrogate District NHS Foundation Trust.

"Always keen, supportive, and professional - a winning partner to have". - Selby District AVS.

"Provides excellent responses to the surveys - fair and comprehensive. Follows up issues and does not put them in too difficult pile! Helps with queries and questions. Always responds promptly". - Tadcaster Volunteer Cars and Services Association.

"Very impressed by how much more visible Healthwatch has become in the last 1-2 years, and how much more intelligently it works with partners to get information in and out, collaborate, and join things up". - North Yorkshire County Council.



During autumn 2021 we supported North Yorkshire CCG to facilitate public events where people could have their questions answered on the provision of stroke services across the county. Alongside this we undertook a joint survey to hear from people who had experienced stroke care both at hospital and in the community to feed into the future delivery of stroke services. Additionally, we asked for public feedback on stroke services that we shared with the CCG, North Yorkshire County Council, and the York and Scarborough Teaching Hospitals NHS Foundation Trust.

We have worked in partnership with NHS dental commissioning colleagues by being part of North Yorkshire procurement evaluation panels for new NHS dental services in for example Helmsley and Thirsk, Sherburn and Tadcaster, and Scarborough and Robin Hood's Bay. Our role has been to support the evaluation process by reviewing applications in the categories of patient engagement and accessibility to services.



Conclusion

We are proud to have worked with such a wide variety of organisations and people over the last two years, and a big thank you goes to the many people and communities who have shared their experiences with us. Work is already underway to build on what we have achieved, for example in our engagement around dentistry, and our work with the care sector (via our enter & view programme and looking into the impact of workforce shortages).

Our priorities now and over the coming year will focus on listening to and gathering the views of all people, including younger people to ensure they help to influence the design, delivery & commissioning of services they receive. We have recently completed a joint piece of work with Healthwatch York reviewing compliance against the Accessible Information Standard across health and social care.

Our [report](#) highlighted grave concerns about the inadequate provision of accessible information which we have shared with those concerned. As a result of this action plans are being developed by NHS Trusts, York Health and Wellbeing Board, and North Yorkshire Safeguarding Board to improve the provision of accessible information. York hospital has recommissioned its translation service in response to the report's findings and the Humber & North Yorkshire ICS has committed to prioritising accessible information and delivering on the report's recommendations.

We will continue to work with key stakeholders & organisations to support & influence improvements in health & care services. Including working with the newly established Integrated Care Systems in Humber & North Yorkshire and West Yorkshire (includes Craven). We are currently undertaking a review of continence support and services across North Yorkshire and are undertaking a comprehensive engagement exercise on behalf of North Yorkshire and York mental health leadership alliance, to hear from adults across North Yorkshire who have experienced mental health and wellbeing issues, including those with a severe mental illness.

Over the coming years, our goal is to help reduce health inequalities by making sure the voice of people across North Yorkshire is heard, and decision makers listen and act on this. A priority for us is to help reduce the barriers faced by many people, and to ensure that all people regardless of where they live, their income, protected characteristics (for example gender or disability) or whether they are socially excluded, such as homeless receive the care and service that meets their needs.

Our team and partners

A particular thank you to the Healthwatch North Yorkshire team, including staff, volunteers and trustees who have all played their part in leading and supporting our work. Additionally, we would like to acknowledge the support and collaboration of our partners across the health and care sector, from NHS Trusts to commissioners, from North Yorkshire County Council to the Health and Care Partnerships in Humber and North Yorkshire and West Yorkshire (including Craven), who have all contributed to the service improvements and impact achieved.



Our team:

Ashley Green, Chief Executive Officer.

Alicia Rose, Research and Intelligence Officer.

Gemma Hutcheson, Marketing, Communications and Business Support Officer.

Lada Rotshtein, Volunteer Officer.

Ruth Stockdale, Network and Engagement Officer.

Our board members:

Lee Adams, Chair.

Agnes Crutchard.

John Cunningham.

Judith Bromfield.

Linda Wolstenholme.

Pat Southgate.

Robert Peacock.

Appendix – publications April 2020 – March 2022

Projects, Reports and Briefings	Impact
Healthwatch North Yorkshire Annual Report 2019 – 2020 (June 2020).	<ol style="list-style-type: none"> 1. We produced our annual report to show the work we undertook between March 2019 and April 2020. This report was shared with Healthwatch England, our key stakeholders and members of the public.
LGBTQ+ people’s experience of using health and social care services in North Yorkshire (June 2020).	<ol style="list-style-type: none"> 1. More than 200 people shared their experiences with us. The key findings that emerged were isolation, inequalities, language barriers, training, and improving services. 2. We received responses from North Yorkshire County Council and Tees, Esk and Wear Valley NHS Foundation Trust who both committed to use the findings from the report to influence their future services.
COVID-19 in North Yorkshire: March – July 2020 (July 2020).	<ol style="list-style-type: none"> 1. We produced our first COVID-19 briefing to explore how COVID-19 was impacting health and care services across North Yorkshire. 2. We captured the key themes to inform health and care providers, including the North Yorkshire COVID Outbreak Management Advisory Board, to help shape the responses to the issues the public were facing.
Dentistry intelligence briefing (October 2020).	<ol style="list-style-type: none"> 1. This briefing helped to shape discussions with NHSE dental commissioners & West Yorkshire & Harrogate Health & Care Partnership, to ensure public insight from North Yorkshire was included in dentistry discussions and remained a priority across the ICS (Integrated Care System).
COVID-19 in North Yorkshire: July–November 2020 (December 2020).	<ol style="list-style-type: none"> 1. The briefing was well received by our stakeholders and the media, and it resulted in a BBC Radio York interview to discuss the report and focus on the impact that COVID-19 was having on local hospitals and the cancellation of non-urgent operations.
Test-and-Trace briefing (December 2020).	<ol style="list-style-type: none"> 1. We produced a briefing to address the issues and experiences, about the test and tracing programme, that we were hearing from members of the public. 2. This briefing was shared with key stakeholders, including the DHSC, who recognised the importance of the feedback they received and provided assurances that efforts were being made to improve the situation. This included the expansion of community champions to provide up-to-date guidance, improving locations of testing sites, looking at who performs the tests, and exploring improved methods of testing to improve people’s accessibility.
COVID-19 vaccination briefing (January 2021).	<ol style="list-style-type: none"> 1. We produced a briefing to highlight people’s mixed experiences of the COVID-19 vaccination programme, which was shared with key stakeholders who were involved with the delivery of the vaccination programme across North Yorkshire.

Dentistry briefing (February 2021).	<ol style="list-style-type: none"> 1. This briefing was produced to show the feedback we were hearing from members of the public about access to NHS dentistry. 2. The briefing was shared with the Yorkshire & Humber Dental Executive Commissioning group, to contribute to the public feedback across the region.
North Yorkshire GP website check-up (March 2021).	<ol style="list-style-type: none"> 1. We undertook a review of all GP websites across North Yorkshire to check how up-to-date and accessible their information was, and specifically COVID-19 information, and in addition, we wanted to find examples of best practice to be able to share more widely across the primary care sector. 2. As a result of our report, Vale of York CCG undertook their own audit to look at the clarity of information that was available on GP websites across their region. They used our feedback to find where there were gaps and created a 'website standard' for GP practices to adopt. 3. Bradford & Craven PCCC (Primary Care Commissioning Committee) endorsed our recommendations and appreciated the inclusion of diversity. 4. North Yorkshire PCCC found our report informative and relevant, and added the report onto their agenda to consider initiatives for improving GP websites and online communications. 5. Bradford District and Craven (BDC) CCG shared the findings and recommendations of the report with all their GP practices for consideration, to ensure that their own websites were accessible and up to date.
Scarborough acute services review: early engagement with seldom heard groups (March 2021).	<ol style="list-style-type: none"> 1. We were commissioned to undertake engagement with seldom heard communities to gather feedback on maternity & paediatric services. 2. Our report contributed to the wider clinical & public consultation & insight gathering around maternity & paediatric services.
Rural communities micro-study: information and access to health and social care (March 2021).	<ol style="list-style-type: none"> 1. Our report focused on information and access to health and social care services for people living in a rural community. 2. We shared this report with North Yorkshire County Council and the Stronger Communities team, with Community First Yorkshire and the North Yorkshire Rural Commission. 3. The report has helped to reinforce the health inequalities faced by rural communities, and has enabled us to keep rurality as a key topic for discussion.
COVID-19 in North Yorkshire: December – March (May 2021).	<ol style="list-style-type: none"> 1. We produced our final COVID-19 briefing based on what we heard from the public between December 2020 and March 2021. 2. The report fed into discussions with stakeholders and partners on what the public were experiencing and helped to facilitate discussions with primary care around public access and digital consultations.

Healthwatch North Yorkshire Annual Report 2020-2021 (July 2021).	<ol style="list-style-type: none"> 1. We produced our annual report to show the work we undertook between March 2020 and April 2021. This report was shared with Healthwatch England, our key stakeholders and members of the public.
NHS dentistry in North Yorkshire: A review of public feedback 2020 – 2021 (Aug 2021).	<ol style="list-style-type: none"> 1. We received an increased media interest as a result of this report, including interviews with BBC radio York and Greatest Hits Yorkshire. 2. We were invited to join the procurement process for new NHS services. This involved joining the procurement panel, with a focus on engagement and accessibility. 3. The findings contributed to the establishment of a dental working group for West Yorkshire and Harrogate Health and Care Partnership. 4. The findings contributed to the work of North Yorkshire County Council Health Scrutiny Board. 5. We were invited to join a newly established Humber and North Yorkshire NHSE dental network.
Covid-19 in North Yorkshire April – July 2021 (Sep 2021).	<ol style="list-style-type: none"> 1. This report was shared with key stakeholders across the county, including the North Yorkshire COVID-19 Outbreak Management Advisory group. 2. The Vale of York CCG used the findings on GP services to contribute to their primary care development.
Mandatory vaccinations in Care Homes – Briefing (Sep 2021).	<ol style="list-style-type: none"> 1. This briefing was welcomed by North Yorkshire County Council and supported their ongoing work around care home provision and development. 2. We had significant media coverage and were interviewed on Yorkshire Coast News radio station.
Public engagement in Scarborough and Robin Hood's Bay (Sep 2021).	<ol style="list-style-type: none"> 1. New dental services were commissioned in these areas using the feedback we gathered to ensure the new services met local people's needs, for example by improved access, location, opening times etc.
Pulse report: public delays to treatment (Nov 2021).	<ol style="list-style-type: none"> 1. The report contributed to discussions within the Humber and North Yorkshire Health and Care partnership to improve waiting times and support people manage their health.
Pulse briefing: the public experiences of GP appointments (Dec 2021).	<ol style="list-style-type: none"> 1. This briefing led to discussions with North Yorkshire CCG and Vale of York CCG to explore wider engagement with the public around primary care provision and health professional access. 2. Our insight supported digital media campaigns by both the CCG's. 3. The briefing was shared and discussed at the Humber Coast and Vale digital inclusion partnership.
Care home's and COVID-19: lessons from an unprecedented time (Jan 2022).	<ol style="list-style-type: none"> 1. The report received praise from the North Yorkshire County Council and from the Independent Care group. 2. It was used as a tool to contribute to positive stories to attract and retain social care staff and it was shared across the care sector to promote good practice.

<p>Being healthy: ideas and reflections from Scarborough (Jan 2022).</p>	<ol style="list-style-type: none"> 1. This report acted to support future work by the Healthier Communities programme in Scarborough by identifying public need and service development. 2. The report was presented and discussed at the NHS Scarborough and Ryedale Partnership Board.
<p>Pulse report: the public experience of mental health and well-being (Feb 2022).</p>	<ol style="list-style-type: none"> 1. We were interviewed by BBC Look North and local Greatest Hits Radio Yorkshire. 2. The report was discussed with Tees, Esk and Wear Valley NHS Foundation Trust (who deliver mental health services across the county), and the findings contributed to the community mental health transformation programme.

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