



# Together

we're making health  
and social care better



**healthwatch**  
Kirklees & Calderdale

Healthwatch Kirklees and Healthwatch Calderdale  
Annual report 2022-23

# Welcome

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Over the past year, we have focused on listening to people who often go unheard, who have not spoken to us before, and those who face barriers with current ways of feeding back to the health and social care system.

We have developed new creative ways of gathering feedback and showed people their voices are being heard by decision makers.

We wanted our work to be more than just another survey, strategy, or report. So we put time into understanding what matters most in our local community.

We've used data to our advantage, started innovative plans for change, and worked in partnership to kickstart broader impact in the future.

In this annual report, you'll learn about how passionate our team is about helping each person that contacts us. How we've made changes based on public feedback and how we've used our seat at NHS and West Yorkshire Integrated Care Board (WYICB) level to amplify the voices, needs, and inspiring ideas for change from local people.

With exciting plans for what's coming next, we hope you'll follow the journey of our projects into 2023-24 by [signing up for our quarterly insight bulletin here](#).



**“It’s a mark of the people at Healthwatch that they will tackle the difficult questions, deal with the complicated issues and support those who find it hard to access the system.”**

**Melvyn Ingleson**  
Healthwatch Kirklees and  
Healthwatch Calderdale, Chair

**“In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn’t. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better.”**

**Louise Ansari, Healthwatch National Director**

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What matters  
in our community

› **Equality and Inclusion**

› **Shaped by people**

› **Accessibility**







What we're doing about

› **Equality and  
Inclusion**



# Hearing from all communities

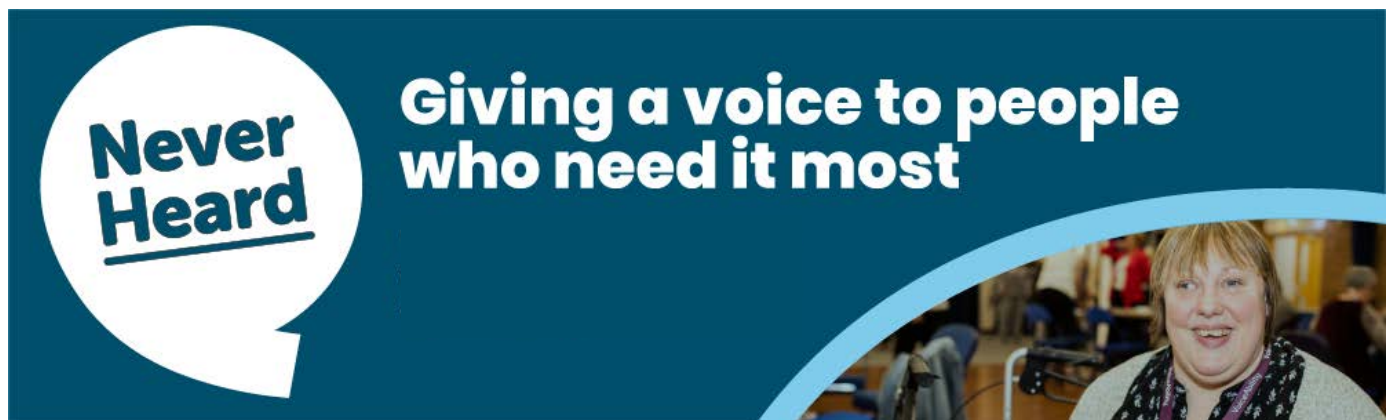
Over the past year, creative thinking has helped us hear from people in the way they've wanted to be heard. We've listened to what people have to say about health and care services and provided information to give services the insight and information they need to make changes that meet real needs.

## We've reached different communities by:

- Asking people what works for them before we decide how we will gather feedback. For example, including **disabled people's views** on their language and wording preferences in our project planning.
- Providing opportunities for people to share their stories in ways that work for them. Including **options for people to talk directly** to NHS and social care managers.
- Making it easy for people to find us and talk to us by **working in partnership** with active local community organisations.
- Focusing on one key audience at a time. For example getting to know **children affected by long-term conditions** and their parents has helped services to understand simple changes that can make a difference in young people's lives.

# Equality and Inclusion | How we work

## Never Heard



### Giving a voice to people who need it most

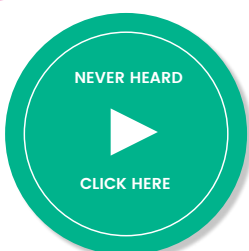
Every three months, we **work with a different unheard group in new creative ways to help people express their opinions**. We want people that find it hard to share their views to be heard by Healthwatch, the social care system and the NHS.

We've heard a diverse range of experiences about NHS health and social care services and have shared this valuable insight with local partners, Integrated care boards plus NHS and social care managers. **Our 'Never Heard' work means people's views influence health and social care system changes.**

#### Listening in the community:

- Collaborating with businesses and third-sector organisations, our engagement team listened to **disabled people and their carers, to children, young people and their parents, the Asian community, people with mobility conditions and people with learning difficulties**. They provided a listening ear at local events and community groups, making it easy for people to share their views in familiar surroundings.
- Through social media, our website and the press we used **targeted digital marketing** to gather feedback and increase awareness of our work.
- We've employed a new impact and engagement officer, meaning we can **visit people in their homes** and gather feedback from people who don't access groups or digital media.

In all our listening, we value and support the people who talk to us by giving back credible information signposting and saying thank you.



[Follow the Never Heard journey on our website](#)



# Equality and Inclusion | How we work Never Heard

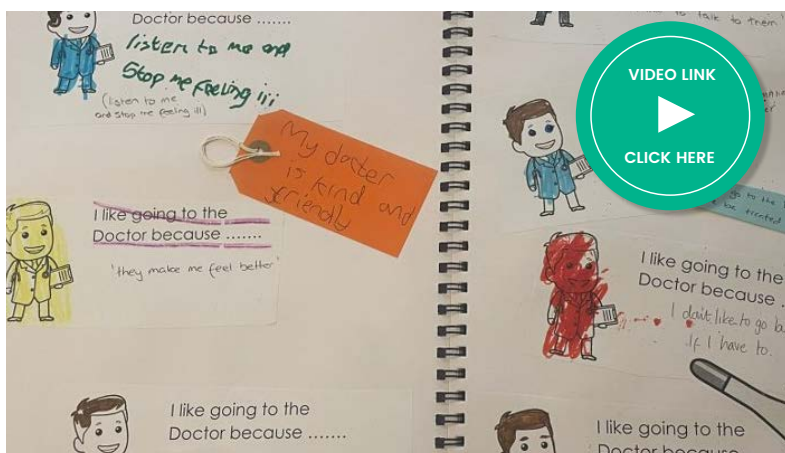
## Finding out what matters most to people with sensory, cognitive, learning or physical disabilities and long-term conditions in Kirklees and Calderdale

A detailed review of our data in 2022 highlighted certain groups of people we rarely hear from as well as the health concerns that matter to our community.

Led by this feedback, in the first stage of Never Heard, we reached out to people with sensory, cognitive, learning or physical disabilities.

We spoke to people face-to-face and online; we used a simple survey and focused upon creative techniques to support **our engagement with adults with learning disabilities and those with autism spectrum conditions and neurodiversity.**

### Creative engagement – helping adults with learning difficulties share their views



“

“I would like longer appointment times. I want to manage my needs myself, but I need longer to think it all through and ask questions.”

“Before engaging with learning disability groups, I wanted to understand the communication needs of people with learning disabilities to make sure they could share their views easily. I spoke with support workers and created a range of easy-read activity sheets that would make it fun for people to give us feedback.

The resulting scrapbook is **a visual and tangible representation of the learning disability community’s voices.** Presenting their feedback in this way is equally accessible to NHS and social care managers as to the learning disabilities community.” [Alexandra, Engagement Officer](#)

“

“I would like health care services to realise that all people are different and have different needs.”

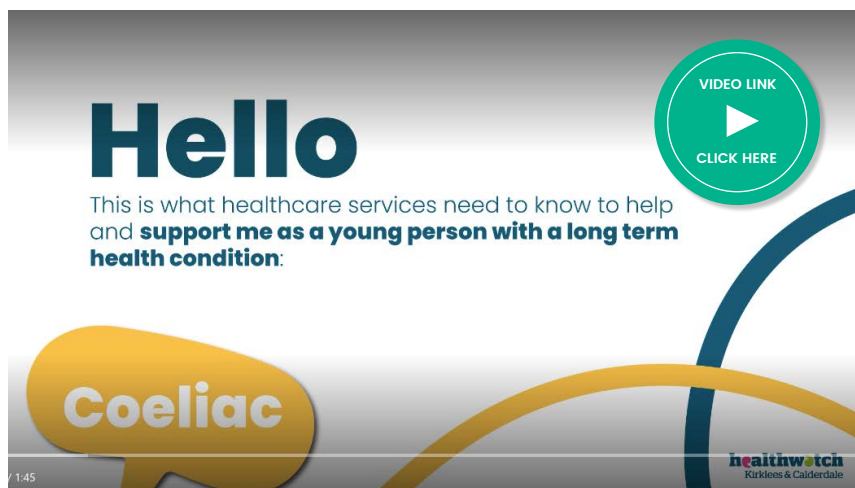
We asked what was working well and what could be improved, and questions like “How confident are you that health and care professionals understand your needs” and “Do you face any barriers when seeking medical treatment or care?”



# Equality and Inclusion | How we work Never Heard

## Youthwatch Zone – helping young people shape their future

Next, we sent a letter to parents of children with long-term conditions about our project. We wanted to know how health and care services can support children with long-term conditions. So we asked them and their children; **what impact do disabilities and long-term conditions have on children's experiences of health and social care services?**



“

“I do not like the word coeliac disease; it sounds like a contagious illness. I'd prefer it to be called Coeliac”

### Listening just for listenings sake isn't enough

It's important people understand why we are asking for feedback and what we'll do with it.

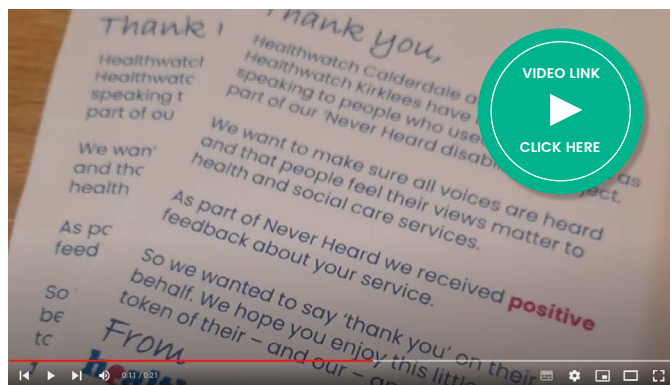
[Click here](#) to read the findings we shared with NHS and social care managers about young people's experiences

We then went back to young people we surveyed and asked them. **How do you feel looking at the video which is now on social media and will be shared with health and social care managers and healthcare services?**

Young people's voices have the power to shape the future of health and social care. In every project we reach out to young people to hear their views and empower them to take ownership of their care.

“

“It feels good, it feels like I can finally get people to know about what Coeliac is.”



### Giving back

Sending a thank you to the organisations that opened their doors to us and gave us the chance to lift up the voices of disabled people.

We are grateful for their support in helping us build better health and social care services: Greenhead Village Surgery; Carers Count Kirklees; Making Space (Calderdale Carers Service); Wood Bank School; and the Women's Centre.

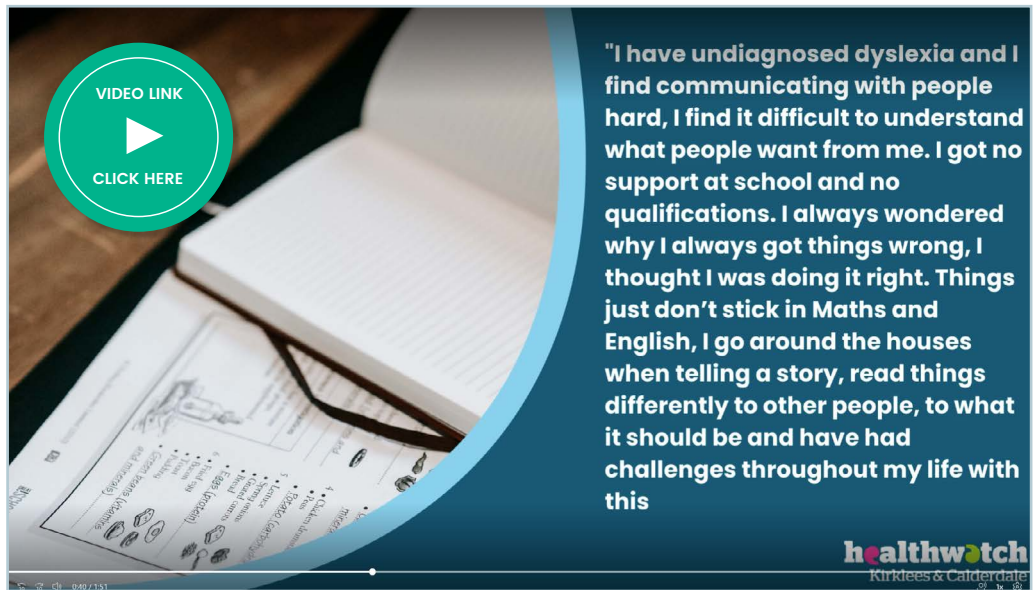
# Equality and Inclusion | How we work Never Heard

## “I don’t feel like a nobody anymore” – helping Dennis share his dyslexia story

Dennis was looking for information about community groups he could join. As well as signposting him to [community plus](#) we provided a listening ear and his feedback is being heard by NHS and social care managers in our local authority.



“I feel like someone has actually listened to me and given me bits of advice on where to go, listening to the video makes me feel happier.”



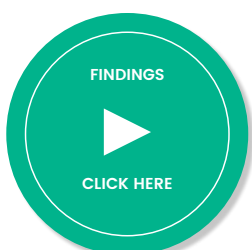
Healthwatch went back to speak to Dennis and show him the video of his experience trying to obtain a diagnosis for dyslexia.

His response to watching the video was **“It felt a bit more real, liberating, it felt great just listening to somebody saying it out loud.”**

**“Being able to share my experience helped me as I don’t feel like a nobody anymore or being in the background. I feel like someone has actually listened to me and given me bits of advice on where to go, listening to the video makes me feel happier.”**

Dennis, what would you say to anyone who doesn’t feel listened to or heard?

**“Don’t be disheartened, help is out there, it’s just finding the right people and the right service. Don’t give up hope. Contact Healthwatch, if it hadn’t been for them I wouldn’t be in the position of feeling more confident, sharing your story could make a difference. At first, I wasn’t sure, I thought people would think I was just trying to get attention, but if it makes a difference to other people as well, to get the right sort of information then it helps.”**



“I enjoy working with an impartial service like Healthwatch as they help get service user feedback in a non-bias manner.”

Anon, Kirklees Council Survey



[Read the findings from Never Heard that we shared with NHS and social care managers](#)

# Equality and Inclusion | Impact

## Never Heard

### Disabled people's voices reshaping anti-poverty plans

Over 60 people with disabilities shared stories about the impact of increased cost of living. Their messages have shaped Kirklees and Calderdale's plans to reduce poverty.

During our Never Heard engagement, with the cost of living a growing problem, we asked people what effect the cost of living was having on their health. These insights showed that people with disabilities in our region were being disproportionately affected by the cost of living crisis. One person said:

**"I have a mobility car but this is now sitting on the drive as I can't afford fuel. The limited amount of travel I did for my wellbeing now just doesn't seem to happen." "I can't afford healthy food, the cost has increased so much now I don't buy fresh fruit and veg."**



#### Amplifying disabled peoples views

In February 2023, our Engagement Officer Alexandra, represented Healthwatch Calderdale, at the [Calderdale Anti Poverty Steering group](#). Presenting the themes, findings, case studies and comments to counsellors and managers. We received a positive response as well as commitments for change from decision makers.

#### Commitments for change

People from Calderdale Council, local counsellors, Public Health and a lead for the Voluntary Sector at the meeting are now using what we've found to help them when shaping anti-poverty plans in Calderdale.

**"The presentation was really powerful in terms of hearing from those with lived experience of the challenges and the research will be invaluable in informing our support plans over the next 12 months. We'll set this as an action for the steering group. Co-production solutions to the issues raised by those we have engaged with will be added to the anti-poverty action plan."**

**Sarah Richardson – Assistant director customer service from Calderdale Council – lead for reducing inequalities.**

Furthermore, suggestions were made to present the findings to local MPs for them to lobby with parliament as the change needs to make a fundamental impact on a national level as well as locally.

Counsellor June Turner, manages the Todmorden food drop-in service said it made her think about the families of SEN children they support through the drop-in service and will see if there is additional support they can provide for those families known to them.

Kate Horne from Public Health was keen to see how the anti-steering group could pick up the solutions suggested by local people in our scoping work. She also suggested reviewing the current solutions to some of the issues raised and how accessible they are.

[Click here for further commitments after hearing our presentation](#)



# Equality and Inclusion | What's next Never Heard

## Spotlight on health and wellbeing



“

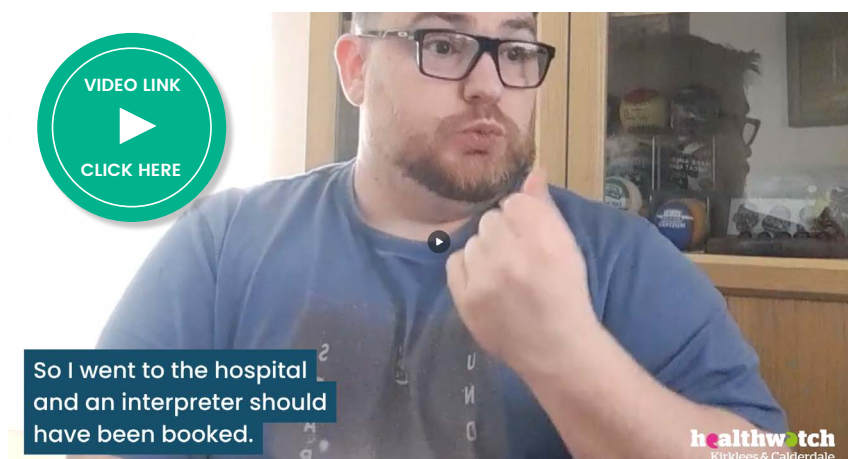
Behind this smile, the hurt goes somewhere that's unknown.

You, yes you, you people out there this pain is happening to me.”

### Led by what we hear — Angela's poem

The feedback we received from Carers like Angela during our Never Heard engagement has meant we've been able to plan our future work around what's needed most in the community. People repeatedly mentioned access to health and wellbeing services as a concern. To combat this, we've employed a dedicated mental health engagement officer in a 12-month role. This role will focus on hearing more people's experiences accessing mental health and wellbeing services and their ideas for change. The officer will send a quarterly report directly to local mental health services that showcase these ideas — working towards actions and impacts that will benefit all.

## The power of one person's story



“

We're excited about the changes this will lead to not just for Paul and his wife but for others in the deaf community across Kirklees” Impact Officer

### Deaf couple gaining independence with the help of Healthwatch

Paul and his wife Sarah face daily barriers in looking after their health. They are Deaf and without interpreters; their only option is for their elderly father to help them communicate. Our impact officer Ailsa is helping to resolve the frustration they have both experienced when trying to see a GP, go for hospital scans or fill in assessment forms.

Working with services, highlighting the barriers they've faced and their ideas for what should happen is helping them access the health care they need and providing services with the information they need to improve approaches for all in the deaf community.



What we're doing about:

➤ **Shaped  
by People**





# Shaped by people

The experiences we collect from people in our local area shape the topics of work we complete. Our data and intelligence are critical to ensure that we are working proactively and ensures that we spot emerging trends to investigate further. We could hear from many people about the same subject or receive one comment which transforms a service. Every voice we listen to counts and is passed onto NHS and social care managers anonymously to ensure that the NHS and social care systems in Kirklees and Calderdale suit the people who use them.

## How we're influencing:

Healthwatch has worked alongside our local Health and Wellbeing Board to create the Kirklees Health and Wellbeing Strategy. People needed to be at the heart of this piece of work. Healthwatch spoke to local people about their future health and wellbeing aspirations. From these aspirations, we created 30+ statements from members of the public which inform the strategy but, most importantly, shape the health and care services of the future.



# Shaped by people | How we work

## Data and Intelligence

The Healthwatch logo features the word 'healthwatch' in a bold, sans-serif font. The 'h' is pink, 'e' is blue, 'a' is blue, 'l' is blue, 't' is blue, 'h' is blue, 'w' is blue, 'a' is blue, 't' is blue, 'c' is blue, 'h' is blue, and 't' is blue. The 'o' is green.

### Using data

to make sure we prioritise what matters to local people

The Healthwatch logo for Kirklees & Calderdale, featuring the word 'healthwatch' in blue and green, with 'Kirklees & Calderdale' in a smaller font below it.

### Led by what matters most to people in our community

When members of the public talk to us, every conversation, comment, social media post, website review or survey response provides valuable information that the health and social care system can use to make improvements.

We store all this information in an anonymised database, regularly retrieving and analysing it for themes, topics and trends that help us understand what matters to the people we support. We can see what people say about health and social care services and what they need and think should happen to improve services. Tracking this information and its trends month by month provides a great tool to ensure all our work is person-centred and based on lived experience.

Managing the experiences, data and intelligence we collect from local people is a developing process, and we work hard to ensure we are listening to and using each comment to the fullest; no voice goes unheard. We are working towards reacting even faster to live intelligence, working in partnership with organisations across West Yorkshire to make change happen when people need it to.

**“The work that healthwatch have done to support our programme has been incredibly valuable. They gave us insights from a large number of patient groups and helped us to develop our services to better meet the needs of patients.”** [Anon, Kirklees Council Survey](#)

# Shaped by people | Impact Carers Lanyard

2,000 carers seen and supported



“

Hi, I work at Grove House Surgery Batley, and one of my roles is carers' Champion. Our carers greatly appreciate the Lanyards. We would love some more. One patient returned to surgery to say how pleased he was as he felt it helped when he was out and about with his partner.”

## Carers feel seen and widespread impact continues

The success of the lanyard continues to develop throughout Kirklees and neighbouring areas:

- Calderdale and Huddersfield NHS Foundation Trust have purchased their supply of lanyards. Giving a lanyard to all carers is now embedded in their carer support offer.
- Kirklees Council are looking at how they can develop the scheme.
- We continue to share and celebrate the work with our community alongside partners on our social media networks.
- We have a waiting list of carers wanting a lanyard and are asking all our partners to support the project's sustainability and look at how they can continue to provide lanyards for those who need them.



# Shaped by people | Impact

## Carers Lanyard



### **Youthwatch Zone – young ambassador for the Carer Lanyard helps identify and support over 350 unpaid carers**

Young carer, Chloe Hudson, aged 21, has been with Calderdale and Huddersfield Foundation NHS Trust (CHFT) for a few months. She has been caring for her mum, who has epilepsy, since the age of 11 and she volunteers on Ward 20 at Huddersfield Royal Infirmary (HRI).

Since volunteering with the Trust, Chloe has been an ambassador for supporting carers and in particular young carers who she meets in her role. This involves promoting the carer lanyard, as well as signposting to other services supporting young carers.

**In the last three months, Chloe has helped identify over 350 unpaid carers and has had over 5,400 minutes of quality-of-care calls.**

“Being a young carer myself means I understand what other young carers are going through and I can use the right language for them. I can put myself in their shoes. The young carer can feel like they are not alone!”

The carer lanyard has played a big part in forming the carer strategy run at HRI. This is a coordinated approach through the departments at the hospital, from identifying carers when they arrive in the hospital either in A&E, as an inpatient or outpatient. Also, follow-up calls with carers to identify their demographics, inform them of other services available to them and also important communication at the time of patient discharge; when the responsibilities of a carer may have changed.

Chloe wishes to stay with CHFT and will soon be starting a Clinical Apprenticeship at HRI.





What we're doing about:

➤ **Accessibility**

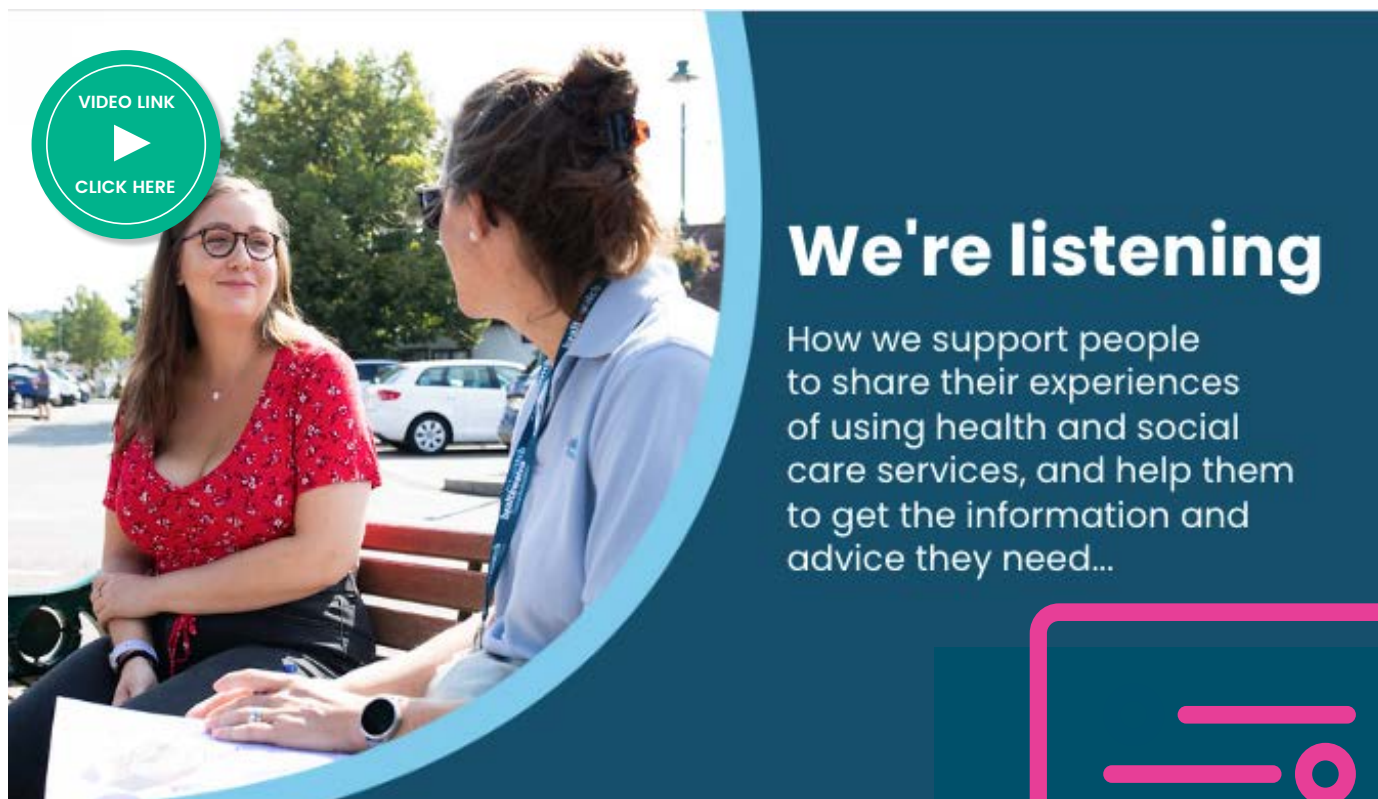


# Listening to your experiences

NHS and social care services want to do a good job and can only improve by listening to what works, what doesn't, and what matters to the people in their care. That's why we have prioritised **how** we listen to feedback over the last year to ensure everyone in our community has a chance to have their say so that we can give NHS and social care service managers information and actionable suggestions that can improve health and social care for everyone.

# Accessibility | How we work

## Engagement and Communication



### Creativity, conversations and communication

We want to make it easy for people to give feedback and know their voice matters by sharing what we do with the people it benefits in accessible formats.

During 2022-23 our team have worked hard to make our communications more accessible by:

- Completing accessible information training with the NHS.
- Presenting our work in multiple formats: audio, captioned video, easy read, and screen reader friendly.
- Creating eye-catching, meaningful visuals that engage and connect with our audiences.
- Making use of the new Healthwatch England brand guidelines to ensure documents are formatted to accessibility standards.
- Adapting our approach to surveys by asking shorter sets of questions at any one time, and making use of online polls.
- Targeting the way in which we engage with different groups of people to ensure we are bringing our work to them and making it easy for them to find us.
- Offering a variety of ways and places that people can engage with us as shown in the slideshow above.

**“I have contacted Healthwatch many times, they help me make informed choices and feel more independent”** *Anon, Kirklees Council Survey*



# Accessibility | Impact

## Medequip

### Community equipment services improving because of a partnership between Healthwatch Kirklees and Medequip

Working together to create a community equipment partnership with one of the UK's largest providers of community equipment (Medequip), feedback gathered by Healthwatch Kirklees has identified where systems can be enhanced and improved.

#### 1. Our Challenge

Medequip wanted to improve how they gather the views and experiences of local people who use their services. They asked Healthwatch Kirklees, as an independent organisation, to facilitate this.



#### 3. Healthwatch on Tour

Healthwatch Engagement Officers go out on the Medequip delivery runs to visit people in the community. These interactions with service users and carers have proved invaluable; we get feedback and an opportunity to provide information and signposting, such as telling people about carer support options. This works so well that going out with a Medequip driver is now a monthly activity for Healthwatch Kirklees.

#### 5. Impact and Results

In 12 months, Healthwatch staff have provided information about and signposting to Medequip's services for 22 people.

Medequip receives and responds to more feedback. They are listening and looking out for opportunities to improve their service. Healthwatch continue to support Medequip and the system we have developed is being considered in other parts of Medequip's national service delivery plans.

Delivered items needed quickly

October 11, 2022

★★★★☆

I have had several items delivered all within a matter of a couple of days, however, when I have called for them to be collected this has taken longer and they have said they will only take what is down on their list to collect and their list has not always been correct. It would be so much easier if they would take all the items no longer needed at the same time.

Anonymous

Reply from Medequip Assistive Technology

Hi,  
thankyou for taking time to post your review. I am pleased to hear deliveries have gone well for you. For the collections, the time scales are set by the local authority and can be up to 10 days, however if your circumstances mean you need a collection sooner we would always strive to achieve that for you.

Provider responded

#### 2. Online Conversations

Healthwatch Kirklees promoted the opportunity for people to give feedback on Medequip's services by leaving a review on our website directory, where Medequip respond quickly and directly to the reviews. [Click here to see how this works.](#)

#### 4. Focus Week

For the past two years, for one week each year, Healthwatch have focussed all engagement activity on gathering feedback on Medequip's services. Engagement workers visit groups like carers support groups and lunch clubs to hear peoples views and report back to Medequip.



AUDIO LINK



CLICK HERE

[Click here to read the full evaluation report](#)



Working together to  
**make a difference**

# Working together | Kirklees Health and Wellbeing Strategy



## Healthwatch's key role in shaping the future of health and wellbeing in Kirklees

The Kirklees Health and Wellbeing Strategy (KHWS) 2022–2027 sets out the vision, values, ways of working and priorities for the Kirklees Partnership. The Partnerships' role is to improve the health and wellbeing of people of all ages who live, work or study in Kirklees.

Healthwatch is a member of the Kirklees Partnership, and we championed for local people's aspirations to be at the heart of this strategy. We are proud to say that they are. People should be at the centre of local health and care services, and we will continue to ensure that local voices are at the heart of everything we do.

Our future project work will feed into the different outcomes, priorities and factors of the Joint Health and Wellbeing Strategy to ensure our commitment to people-focused services continues.

[Click here to see the Joint Health and Wellbeing strategy in full](#)

**“Healthwatch’s involvement in the development of the KHWS has been crucial to our understanding and use of user voice and experience, predominantly through their work around ‘I’ statements which have been incorporated into the strategy. The approach has also been mirrored in other areas of work across Adults and Health”**

**Alex Chaplin, Strategy and Policy Officer (Adult Social Care) Kirklees Council**



# Working together | Calderdale

## Involving People and Partners

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### Healthwatch's key role in shaping the future of health and wellbeing in Calderdale

Healthwatch Calderdale has been part of the [Involving People Network](#) – a group of representatives from the NHS locally, council, voluntary and community sector organisations (and more) who provide services that help the wider population. We share our work, share insight, listen to others and share the voices of people we've heard. We aim to work collaboratively with all the organisations in Calderdale to make a positive difference for the wider public. When we meet new people, we get them involved and share their fantastic work with the Network.

We are also part of the [Starting Well](#) group – which aims to reshape the Children's Centres in the borough so every child aged 0-5 – and their parents/carers – get the best start in life. We have shared the feedback from new parents and engaged with them about specific themes. We also share the vision of Starting Well at outreach to spread the word.

Working with colleagues from local health organisations, people with lived experience and representatives from Calderdale Council we are actively shaping support for people with Long Covid.

We have a well-established relationship with Calderdale and Huddersfield NHS Foundation Trust and have worked extensively with their Elective Care Transformation Board. In 2022/23 our work focused on collecting the voices of those with disabilities and certain long-term conditions to understand how the hospital Trust can better tailor services to meet the needs of these people.

Access to an NHS dentist remains an issue faced by the residents of Calderdale and Kirklees. Healthwatch Calderdale and Healthwatch Kirklees are involved with the Oral Health Action Group across both boroughs, to capture insight from people with experience of struggling to access dentistry, and we report insight to the West Yorkshire Health and Care Partnership (WYHCP), regional dental commissioners, Healthwatch England and our local Members of Parliament (MPs) and Scrutiny.

In early 2023, Healthwatch Calderdale completed a joint project with Overgate Hospice to capture the views of current service users and their carers families and friends as well as healthcare professionals and members of the general public within the local area. The purpose of the work was to not only to establish the views of service users and referrers but also to explore what people in the local area knew about Overgate Hospice, the services provided and their ideas for service provision in the future. The aim was also to, explore any potential barriers in access to hospice services, and the different ways of working for the future.

**“Healthwatch Calderdale plays a key role within the Calderdale Communication, Involvement, Equality and Experience Collaborative (CIEEC) and the Involving People Network. They ensure that people's needs are at the heart of everything we do. Along with our other partners, Healthwatch has a wealth of local knowledge and relationships which help us reach our diverse communities across Calderdale so that we can listen to what people say about local health and care services and help us to understand what people need and want. Healthwatch will hold a critical role in the year ahead as we refresh Calderdale's Involving People strategy.”**  
**Jill Dufton, Senior Engagement Manager, Improvement Directorate, NHS**

# Working together | West Yorkshire Healthwatch Together

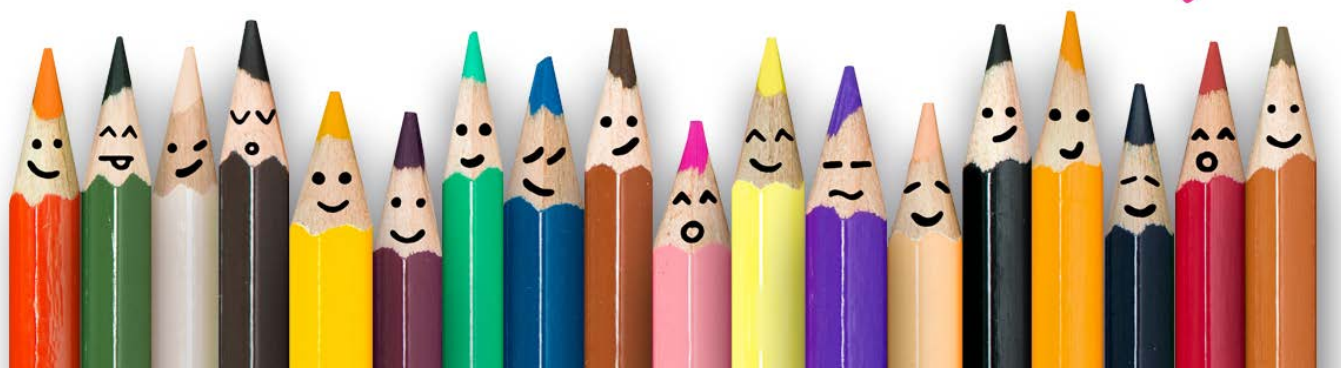
**healthwatch**  
working together in West Yorkshire

West Yorkshire  
Health and Care Partnership



## West Yorkshire **VOICE**

Making a difference in health and care



### Healthwatch working together in West Yorkshire

The six local Healthwatch in West Yorkshire have collaborated for over 7 years, learning from each other, and coordinating activities. With new NHS decision-making at a West Yorkshire level, Healthwatch has ensured the people's voices and experiences are heard. The Integrated Care Board (ICB) recognised the crucial role of Healthwatch and created a role to coordinate West Yorkshire Healthwatch.

Together we have

- Produced and shared reports about what people told us is important to them when accessing health and care services.
- Fed into the refresh of the 5-year strategy.
- Developed a People's Panel for West Yorkshire.
- Held Engagement sessions on key topics such as GP access and dentistry with members of the ICB.
- Represented Healthwatch on West Yorkshire boards and committees.
- Carried out work to find out about people's experience of health and care services across West Yorkshire.

# Working together | West Yorkshire Healthwatch together

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## In partnership with West Yorkshire Health and Care Partnership and other local Healthwatch in West Yorkshire, we have...

### Helped to shape the strategy refresh

Healthwatch played a key role in helping to refresh [the West Yorkshire Health and Care Partnership 5 year strategy](#). This plan will shape how health and care services will work together to ensure people have long and healthy lives.

### Launched the West Yorkshire Voice

We developed and launched a people's panel called West Yorkshire Voice. This is a network that brings together local people and organisations to ensure their voice influences health and care decision-making. The panel will hear from people, groups, local panels, networks, and organisations. It will ensure the voice of people is at the heart of decisions made about health and care by the new West Yorkshire Integrated Care Board (ICB).

We involved local people and organisations in helping shape what the panel should look like, how they would like to get involved and what it should be called.

**“As the independent champion for anyone using health and care services, Healthwatch is a key partner within WY HCP and ideally placed to do this essential work on our behalf. We really want to reach as many people as possible to make sure people’s feedback and experiences of local services are heard at the highest level. This is ultimately all about making the right decisions and ones that make a positive difference to everyone’s lives.”**  
**Cathy Elliott, Chair of the NHS West Yorkshire Integrated Care Board**

### Listened to your experiences of Palliative and End-of-Life Care

We looked at how well End-of-life care services are looking after people and what they can do better. We hope that the final report and people's stories will contribute to better services and support for everyone.

**“Across West Yorkshire, we are committed to learning from people experiencing palliative and end-of-life care. We are especially interested in hearing from people who may find it hard to access services and people experiencing health inequalities. We are so pleased Healthwatch, in partnership with our VCSE colleagues, is leading discussions about how support and services could be improved.”** **Charlotte Goulding, Palliative and End of Life Care Programme Manager, West Yorkshire Health and Care Partnership.**





Helping our  
**community**



# We believe every individual matters

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust.
- Helping people access the services they need.
- Helping people access NHS dentistry.
- Supporting people to look after their health during the cost of living crisis.

# Helping our community | Kirklees

## You said we did

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**Jim said:**

“I need an appointment for the memory service. I’ve had a referral from my GP, but there has been a long delay, and I don’t know why.”

**We did:**

We spoke to the GP surgery and found out the delay was to do with test results; the GP resolved the issue and said they would contact Jim to let him know. Jim got his appointment date, and we were able to provide him with information about additional support services in Kirklees: Carers Count, Age UK, Community Plus and Gateway to Care. We received a thank you email from Jim's friend who said it had made a big difference having support from Healthwatch.

**Primary Care Signposting and Support**

**Mick said:**

“I’m elderly and live on my own. I’ve had a lot of falls recently and don’t know how to get information about podiatry services.”

**We did:**

Due to Mick’s age and disability, he met the criteria for specific services. He hadn’t known he could access these services and thought he would have to pay for private treatment. Healthwatch signposted Mick to Locala and Age UK, meaning he had access to cheaper services and services that could come to Mick’s home.

**Primary Care Signposting and Support**

**Diane said:**

“I need a mobility ramp fitted to access my home. I don’t know where to turn. It’s overwhelming.”

**We did:**

We were happy to help and shared information and the contact details for the Kirklees Accessible Homes team. Not only has the work been done but Diane now knows who to talk to about her needs. She feels empowered to follow up the rest of her concerns herself.

**Social Care/Accessibility Signposting and Support**



# Helping our community | Calderdale

## You said we did

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Shabna said:

“My child is on Calderdale’s neurodevelopment assessment waiting list, but I don’t understand the process and whether I can use Right to Choose.”

**We did:**

We put Shabna in touch with a coordinator at Northpoint who provide mental health and wellbeing advice to parents and children. After we shared the contact, Shabna told us she felt “hopeful” and had been able to use Right to Choose for her child a few days later. She said, “I can’t thank you enough for getting the ball rolling and sorting out a very frustrating situation.”

**Young people and mental health**

Danielle said:

“I can’t afford to travel out of West Yorkshire to get an NHS dentist appointment and have pain from an abscess. I bought a tooth filler from Amazon...”

**We did:**

Danielle had tried several local dentists but could not find anyone to treat the issue or pain of an abscess. She couldn’t afford to travel outside West Yorkshire to a practice with NHS appointments. We signposted Danielle to NHS 111, who were assessing those needing urgent treatment and dental practice in West Yorkshire was able to see her.”

**Dentistry**

A Calderdale Councillor said:

“I have a constituent who wants to know why her relative died suddenly and see their health records. It’s been two months and they still haven’t had the records from CHFT or PALS, and I’m struggling to get a response.”

**We did:**

We contacted the Access to Records department on the person’s behalf and liaised with them to better understand what had happened. We spoke with a family member who could support the person as they had limited English. Services then sent the correct forms, and the relative was finally able to access the health records.

**Support after bereavement**

# Helping our community | Kirklees

## Dignity in Care



### A story so powerful it needed sharing.

Mary had dementia, was bedbound, and lived in a care home. She had first-hand experience observing some genuinely compassionate care and some that left much to be desired.

We shared Mary's story at the [\(KSAB\) Kirklees Safeguarding Adults Board Dignity in Care Civility and Respect Network Event](#)

The video showed the board the significance of a simple smile and kind words. It helped to highlight that they should build treating people as individuals rather than a task to complete into all interactions with patients and residents.

“We will use this video and Mary's view in our health care partnership meetings to help ensure staff and board members prioritise person-centred care.” Penny, Director of Nursing and Quality, Kirklees Health Care Partnership




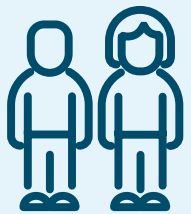




Sadly Mary passed away earlier this year; Healthwatch feel privileged to have had a part in giving her a voice that has a lasting influence.



Highlights  
**from our year**

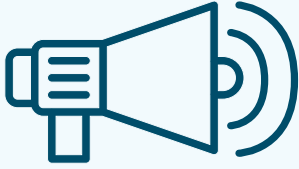


# A year at Healthwatch Kirklees and Healthwatch Calderdale

Spring	 <p>Championing for local peoples aspirations to be at the heart of the Kirklees Partnership Health and Wellbeing strategy.</p>	 <p>Building trusted relationships with local support groups following the Covid-19 pandemic. Including our patient safety walkabout projects with the clinical commissioning group.</p>
Summer	 <p>Updating data systems and processes to understand trends in people's experiences of health and social care and reporting this routine data and intelligence to local health and care services.</p>	 <p>Recruiting more members to our passionate team to ensure that we can reach out to as many people as possible in Kirklees and Calderdale.</p>
Autumn	 <p>Working jointly with the royal voluntary service (RVS) to gather the views of people who were housebound.</p>	 <p>We urged the Government to act after reporting an increase in people struggling to see an NHS dentist.</p>
Winter	 <p>Reaching out to people to understand the impact of the cost of living rises and access to health and care appointments.</p>	 <p>Working closely with partners to develop our project and approach to gathering feedback on end-of-life care and bereavement services.</p>

# Year in review

## Reaching out



**2,147 people**

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

**1,096 people**

came to us for information and signposting about topics such as mental health and the cost of living crisis.

We talked to people at **213** partner organisation events to hear from a wide and diverse range of people.

**93,000+**

visits to our website for useful health and social care information

## Making a difference to care

We published

**6 reports**

about the improvements people would like to see to health and social care services.

Our most popular report was

**Carers lanyard**

which led to a widely adopted scheme that helps unpaid carers feel more supported



## Health and care that works for you



We're lucky to have

**27** outstanding volunteers who dedicated **514** hours to make care better for our community.

We're funded by our local authority. In 2022-23 we received

**£185,000 Healthwatch Kirklees**

**£132,500 Healthwatch Calderdale**

We currently employ

**11 staff**

who help us carry out our work.

[Click here to find out more about what we did in 2022/23 in the news pages of our website](#)

# 10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

## How have we made care better, together?

### Equipment Amnesty

Helping people return walking aids, crutches and wheelchairs they no longer needed but didn't know what to do with. In just one month we collected over 200 items of medical equipment. [Click here to find out more](#)



### Wifi Lifeline

The installation of WiFi at Ravensknowle Care Home during Covid-19, allowed residents to remain connected with their loved ones. It's a real beacon of hope and support for families, and we're so glad our Enter and View report led to the introduction of this vital lifeline for residents. [Click here to find out more](#)

### Patient transport

Healthwatch Kirklees nominated for an Health Service Journal (HSJ) award for our work to make healthcare more accessible and affordable! Our redesign of outpatient clinic appointment services means fewer expenses for patients who would rather phone or video call for their appointments. [Click here to find out more](#)



### Wheelchair services

Making the process of getting a wheelchair easier. After our engagement with over 90 parents/carers of children and adults with disabilities NHS services reviewed the feedback people gave us, and the supply system was changed.

### NHS dentistry

Thanks to feedback Healthwatch gathered from the public NHS England announced improvements for patients with complex needs [Click here to find out more](#)







## Healthwatch Hero



### Celebrating a hero in our local community.

#### **Nicola Greaves — Quality Improvement Manager at Calderdale & Huddersfield NHS Foundation Trust (CHFT)**

Nicola was one of the key partners involved in developing and launching the carer lanyard in Kirklees. She has been instrumental to the success of the lanyard at CHFT and has embedded it within the carer support offered at the Trust. Not only do her colleagues give out the lanyards to carers but they ensure all carers receive a follow-up call too:

“As of April 2023, we have identified 270 carers in 3 months. With over 120 signposted for Carers’ support. We have spent 90hrs in quality calls finding out about shared decision making, hospital experience etc.” — Nicola Greaves

Nicola’s passion for supporting carers is wonderful to see, and we know that carers who go there have a better experience than they might have done before.

#### **Noticing the difference**

“When Mum was in ward nine at HRI she saw a carer get a lanyard, which made him feel more recognised and acknowledged. He hadn’t asked for one, so it was a pleasant surprise for him to receive it.” — Patient relative at Huddersfield Royal Infirmary (HRI)

“The ward team immediately recognised the carer lanyard and the young daughter wearing it was advised, as her Mum’s carer, she could visit her anytime.” — Patient at HRI

**“In my role with CHFT, I am determined to drive improvements for Carers. Working with Healthwatch Kirklees on the Carers Lanyard project led to implementing the lanyard throughout the Trust and super-sized our offer to carers through the [#KeepCarersCaring](#) initiative. The lanyard is part of a menu of support and practical resources that makes a significant difference in the lives of carers.”**  
Nicola Greaves, Quality Improvement Manager at Calderdale & Huddersfield NHS Foundation Trust



About us

**We are hear to listen,  
advocate and influence**

# About us

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## Healthwatch Kirklees and Healthwatch Calderdale are local health and social care champions.

We make sure NHS leaders and decision makers hear the voice of our community and use their views to improve care. We can also help people to find reliable and trustworthy information and advice.



### Our vision

**A world where we can all get the health and care we need.**



### Our mission

**To make sure people's experiences help make health and care better.**



### Our values are:

- **Caring** about others and showing this in the way we interact with members of the public, colleagues, volunteers and staff from other organisations.
- **Hearing** everyone's voice is heard, including those who experience barriers or are disempowered (e.g. individuals who are unwell, bereaved or disabled) or at difficult points in their lives and who may find it more difficult to share their experience.
- **Listening** carefully to the feedback people give us and treat this information with respect and understanding.
- **Creating** and innovating ways to work and respond to different situations and circumstances.
- **Being** approachable and responsive to others. We are honest, transparent, independent and answerable.
- **Championing** equitable ways of working.
- **Challenging** those in authority to improve and design better health and social care services.
- **Contributing** to making change happen, empowering local people and communities to get the best from health and social care services.
- **Learning**; we are a learning organisation; we learn from the work we do and support our team to develop their skills and knowledge.



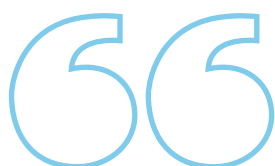
# The way we work

## Message from our chair

The logo for Healthwatch, featuring the word 'healthwatch' in a bold, sans-serif font. The 'h' is dark blue, 'e' is pink, 'a' is dark blue, 'l' is dark blue, 't' is dark blue, 'h' is dark blue, 'w' is dark blue, 'a' is green, 't' is dark blue, 'c' is dark blue, and 'h' is dark blue.

### The way we work

Melvyn Ingleson, Chair at Healthwatch Kirklees and Healthwatch Calderdale shares his thoughts on what Healthwatch is doing to ensure Public and Patient voice is being heard.

The logo for Healthwatch Kirklees & Calderdale, featuring the word 'healthwatch' in a bold, sans-serif font. The 'h' is dark blue, 'e' is pink, 'a' is dark blue, 'l' is dark blue, 't' is dark blue, 'h' is dark blue, 'w' is dark blue, 'a' is green, 't' is dark blue, 'c' is dark blue, and 'h' is dark blue. Below it, 'Kirklees & Calderdale' is written in a smaller, dark blue font.

On behalf of over 600,000 people who live in the Calderdale and Kirklees local authority areas we are the organisation who tries to make sure that the voice of individual patients and individual families who are in receipt of health or social care are heard and beyond being heard, we're very keen to make sure that we can influence the direction of how services are provided.

Melvyn Ingleson, Chair  
Healthwatch Kirklees and Healthwatch  
Calderdale 2023–Current

[Click here to find out more about our team, board members and volunteers](#)



# Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. In October 2022, we were awarded the Volunteering Quality Award in recognition of our commitment to making sure volunteer voices and opinions on Healthwatch work are heard and included.

## This year our volunteers:

- Visited communities to promote their local Healthwatch offer.
- Collected and shared feedback, and supported communities to share their views on and offline.
- Actively supported the design and sharing of surveys, engagement activities as well as researching and proofreading for us.
- Recorded audio voice-overs for our project work to present our findings and information in a more powerful way.
- Constructed hundreds of information packs for our engagement staff to distribute during outreach sessions.
- Designed word searches and creative ways to engage with communities during our outreach sessions.
- Interviewed our staff for local radio station [Radio Sangam](#).
- Carried out data entry, administration, and website accessibility for Calderdale NHS complaints advocacy service.
- Collected the most up-to-date information on changes to services, for example NHS dental appointments were available at a practices.
- Supported with interviews for new roles.

# Volunteer led work

## Mid Yorkshire Teaching NHS Trust

Our volunteers have been working closely with Mid Yorkshire Teaching NHS Trust to:

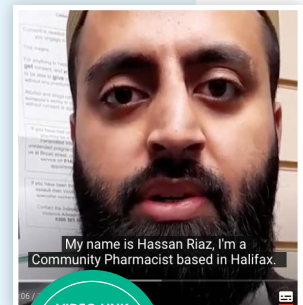
- Make information more accessible, simpler and understandable by providing feedback on letters, virtual visits, posters and patient documents.
- Represent the voices of Healthwatch at access and transport meetings.
- Support the trust on their patient safety walkabout visits by gathering patient feedback about their experiences of wards and departments.



## Community Pharmacy Services

Thanks to our volunteers, we now have detailed information on all the current services provided by local pharmacies across Kirklees. We use the information to provide up-to-date and relevant local information and signposting to people who contact us for support.

Talking directly to pharmacies and fact-checking online gave us a wider picture of how they support the public, which inspired a playlist on our YouTube channel of helpful information we share on social media. We also used this opportunity to build relationships with pharmacists and make them aware of what we do.



## 98% positive feedback for a local hospice and online services embedded to make it easier for people to access support

Four hundred seventy-four people spoke to us about Overgate Hospice to find out how people felt about it and what barriers they might face to accessing hospice services. The overwhelmingly positive feedback highlighted some new online communication methods Overgate had implemented during covid-19 that were working well. Overgate were able to make an informed decision to keep these services going. There was also a strong request for service users to get more support by phone or at home, which Overgate is looking into. Our team of volunteers led this project with support from staff members. [Click here to read the full report.](#)



## A brighter future

Volunteering with Healthwatch has given three people job opportunities. One got a board position and two others have positions as part of the Patient Led Assessments of the Care Environment (PLACE) programme at Huddersfield Hospital and Calderdale.



# Volunteer motivation

## Rayne

“I wanted an opportunity to be heard and suggest improvements the health and social care sector could make. I am making a difference in improving services by getting feedback on how they can improve their services, learning new things and understanding how health and social care works. I love being part of something which can make a difference to many and feel like I am doing something worthwhile.”



## Rakesh

“You get to be the voice for those that can't or feel uncomfortable in raising a concern or giving a compliment. We are here to help make a difference and I am proud to be part of the team.”

There are lots of opportunities to get involved in different types of work. There is also a lot of support and encouragement to go out of your comfort zone.”



## Lisa

“The support offered to volunteers is absolutely fantastic. Katherine, our volunteer coordinator is lovely and a real ‘people person’. She goes the extra mile to support volunteers to learn, develop, get involved and get the most out of the role, but equally continually reassures people how flexible the role is so they don't feel pressured.”



## What's your motivation?

We are always on the lookout for new volunteers, so please get in touch today.

 [www.healthwatchkirklees.co.uk/volunteerwithus](http://www.healthwatchkirklees.co.uk/volunteerwithus)

 [Katherine.Sharp@healthwatchkirklees.co.uk](mailto:Katherine.Sharp@healthwatchkirklees.co.uk)



# Future Priorities

Working with partners in the health and social care system to understand what they need from us and what we can do to help them best use our data. This is about creating a mutually beneficial relationship: we'll better understand how our data can help them improve services. At the same time, they can access the information they need quickly.

- Developing ways to reduce duplication across the work our partners and we do; as a result, services have more time to focus on what matters and make the best use of resources and skill sets.
- Making it easier for Councils to find out how the cost of living impacts people's health will help them make better decisions about where to invest money in prevention schemes.
- Working with third-sector mental health teams across Kirklees and Calderdale—to help identify which areas might be doing particularly well or what could be improved when it comes to getting timely support for people who need it.
- Presenting the most up-to-date information and intelligence reports about what is most important to people now.
- Creating innovative ways for people to share their stories and experiences with us.



# Statutory statements

## Enter and view

Although we haven't started our Enter and View visits yet after Covid-19, we have been working behind the scenes to recruit more authorised representatives to help us with our planned programme moving into this next year.

## Health and Wellbeing Board

Healthwatch Kirklees and Healthwatch Calderdale are represented on the Kirklees and Calderdale Health and Wellbeing Board by our Directors Stacey Appleyard and Karen Huntley.

Healthwatch Kirklees and Healthwatch Calderdale are represented in the West Yorkshire Integrated Care System by our Directors Stacey Appleyard and Karen Huntley.

**Healthwatch Kirklees and Healthwatch Calderdale,  
The Elsie Whiteley Innovation Centre, Hopwood Lane Halifax HX1 5ER**

**Healthwatch Kirklees and Healthwatch Calderdale uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**



# healthwatch

The Elsie Whiteley Innovation Centre  
Hopwood lane  
Halifax  
HX1 5ER

[www.healthwatchkirklees.co.uk](http://www.healthwatchkirklees.co.uk)

t: 01924 450 379

e: [info@healthwatchkirklees.co.uk](mailto:info@healthwatchkirklees.co.uk)

[www.healthwatchcalderdale.co.uk](http://www.healthwatchcalderdale.co.uk)

01422 412 141

[info@healthwatchcalderdale.co.uk](mailto:info@healthwatchcalderdale.co.uk)

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