



# Together

we're making health  
and social care better

Annual Report 2022–23

**healthwatch**  
East Riding of Yorkshire

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"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**

# Message from our CEO

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As we enter another new year, which has seen many challenges in our health and social care systems nationally, we remain as committed as ever to ensuring the public are involved, informed and included in decisions about their health and social care services at a local level.

From coastal communities, to those living in care homes and the younger population, our staff and volunteers have continued to reach out to the diverse communities to provide them with the opportunity to have their voice heard. In an area as large as the East Riding, this can be a challenge!

Our staff and volunteers have been involved in a variety of community engagement initiatives and this approach to everything we do is what sets us apart, making sure we are visible and accessible wherever possible, and we truly listen to the stories and experiences of people who use local services.

Our team have continued to build on the strong relationships with service providers and commissioners, working front and centre in the newly evolving ICS ( Integrated Care System) as a key partner.

I want to personally thank everyone who has been involved in the work of Healthwatch East Riding over the past year. With your feedback, we have worked closely with providers to deliver the best possible outcomes in local health and care services.

What Healthwatch does makes a real difference so keep up the great work!



**Helen Grimwood**

**Chief Executive Officer**

**Meeting New Horizons (our contract holder)**

# About us

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## Healthwatch East Riding of Yorkshire is your local health and social care champion.

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



### Our vision

Equitable Health and Care services that meet the needs of every person within our community.



### Our mission

To give **every person** the opportunity to have their voice heard and empower them to **play an active role** in shaping services in their community.



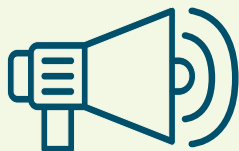
### Our values are:

- We are proud to be independent, and not afraid to speak up and challenge decisions that do not meet the needs of our communities.
- We operate a culture of transparency and openness, ensuring we are accountable to the communities in which we serve.
- Our work is evidence based – led by public voice and need.
- We are collaborative, working with organisations that share our vision of equitable health and care services that meet the needs of every person within our communities.

# Year in review

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## Reaching out



**2,017 people**

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

**9833 people**

came to us for clear advice and information about navigating the health and care system.

## Making a difference to care



We published

**17 reports**

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

Our most popular report was

**GP Access Insights Survey**

which highlighted the struggles people face accessing GP services in Bridlington

## Health and care that works for you



We're lucky to have

**18**

outstanding volunteers who gave up 405 hours to make care better for our community.

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

**£172,626**

which is the same as the previous year.

We currently employ

**5 staff**

who help us carry out our work.

# How we've made a difference this year

Spring



We supported young people to speak up about the health inequalities in services they use; including digital and face to face barriers for those with SEND.



We have actively participated in developing the neurodiversity service and ensuring service users voices are heard.  
**#everyvoicecounts**

Summer



We reviewed our Enter and View process and coordinated a safe means of conducting face to face Enter and View visits in a post lockdown environment.



In partnership with coastal communities, we explored service access issues and health inequalities within caravan communities.

Autumn



We teamed up with Bishop Burton college and called for changes to accessing student services for mental health concerns.



We supported Healthwatch England's parliamentary dentistry inquiry by submitting evidence regarding local dentistry needs.  
**#fixnhsdentistry**

Winter



We carried out a survey looking at the impact of the cost of living crisis on our communities.



We highlighted and reported concerns around GP Access in the Bridlington area and reported these issues to service providers.

# 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?

### 23% Improvement in Dementia Diagnosis Rate



A report published in September 2014 made ten recommendations. When reviewed six months later, we facilitated a 23% improvement in the dementia diagnosis rate through a series of workshops and education sessions with GPs and primary care health professionals to improve their understanding of dementia.



### Help for the Homeless Card

In Spring 2018 we produced a report called "Fair System." This report focused on the rights to access care if you identify as homeless or have no address, identification or documentation. All recommendations were actioned and a new plastic card stating homeless people's rights was introduced.

### Covid 19 Vaccines



Healthwatch East Riding of Yorkshire supported our local communities throughout the Covid-19 pandemic by continually providing up-to-date information about vaccines and answering vaccine-related enquiries.



### Getting to Good

Through our 'Getting to Good' programme, Healthwatch East Riding of Yorkshire supported local care homes to improve to their CQC rating from 'Requires Improvement' to 'Good' in all areas.

### NHS dentistry



We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.



### Breaking Down Barriers

We listened to the experiences of our local Deaf community when accessing GP services. We made seven recommendations to for improvements.



## Our local Healthwatch Hero



### Celebrating a hero in our local community.

Staff dread responding to the regular calls received, "Help, I can't get access to an NHS dentist!" With the shortage of NHS dentists accepting new patients, we know too well how difficult it is for people living in the East Riding, and despite the challenges we always do our best to try and help.

Carrie is a Healthwatch Hero for going over and above, to make a change to Jay's life. This lived experience struck a particular chord with Carrie who couldn't believe the impact that a lack of dentistry was having on this vulnerable person's life.

Jay reported that her ill-fitting dentures were impacting on her ability to eat. Members of her regular social group voiced their concerns about her 'noisy eating'. This affected Jays confidence and she no longer felt comfortable attending the group, and in turn her mental health was starting to suffer, and she was a risk of becoming socially isolated.

Carrie helped by tirelessly calling around numerous dental practices, sharing Jay's story and even speaking to her own dentist to request support, as NHS 111 did not see this as an emergency and told her to ring round herself. Carrie's persistence finally paid off and an appointment was made, and a treatment plan agreed.

Without Carrie, Jay would have not received this opportunity, the impact of which is unmeasurable.





# Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

# Healthwatch takes centre stage in Parliament on Dentistry

**NHS dentistry is in desperate need of reform and this year collectively we have successfully helped to move NHS dentistry up the political agenda and presented localised cases of lived experience directly to MPs.**

With living costs on the rise, new findings show widening health inequalities, as people in every part of the country struggle to pay for and access dental care.

We hear regularly of a shortage of NHS appointments, which has affected people on the lowest incomes the most, meaning they are less likely to have dental treatment than those on higher incomes and this can lead to an increase in more complex cases.

## Changes to NHS dental contracts

Healthwatch East Riding shared localised case studies as a collaborative, and collective findings, achieving widespread media attention, as a result, NHS England announced changes, including:



Increasing the payments for dentists when treating patients with complex needs, for example, people needing work done on three or more teeth.

Requiring dental practices to regularly update the national directory as to whether they are taking new NHS patients.

Moving resources from dental practices that are underperforming.

## What difference will this make?

This announcement showed the power of people's feedback – with decision makers listening to your voice and taking action.

**Almost 30% of calls received each quarter relate to dentistry and the lack of access.**

By using the powerful feedback from our East Riding communities, we have been able to contribute to a national change in dental contracts. As a result of this, it should become easier for people to find a dentist that will accept NHS patients.

MPs have money to get care if they need it, most people don't. There's no version of private dentistry that's affordable.

We all deserve access to an NHS dentist"

**Helena, from East Riding**

# Bridlington: GP Access Insights Survey

Healthwatch East Riding received feedback from the public highlighting the difficulties faced by residents of Bridlington when accessing local GP services.

Healthwatch ran a targeted survey in the Bridlington area to understand the extent of challenges faced by patients and identify the barriers to access when trying to make appointments.

## Our recommendations:

From our findings, we made 7 recommendations that focused on 5 emerging themes: methods of contacting, difficulty booking appointments by phone, challenges in phone appointments, use of the NHS app and a patient's next steps when an appointment cannot be made.

Recommendations included;

- Humber Primary Care should ensure that a suitable mechanism for signposting people who are unable to get through is embedded.
- Primary Care Commissioners should prioritise access to a new telephone system for Humber Primary Care.

**Over 90% of patients at HPC reported just trying again the next day was their only option when faced with an unanswered call.**

To read the report in full please visit our website;  
<https://www.healthwatcheastridingofyorkshire.co.uk/healthwatch-reports/>

## What difference will this make?

In response to our survey, regular meetings have been set up and established with local service providers who have been given an opportunity to respond to our recommendations.

### Humber Primary Care response;

An operational plan focusing on the improvement of accessibility, quality and patient experience has been created in partnership and will be launched in the coming weeks.

A new primary care-specific cloud-based telephony solution that helps ease the demands on staff and improves the patient experience is due to be installed.



“It finally feels like someone is starting to listen. We just need to know what to do if we can't get through.”

# Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



## Creating empathy by bringing experiences to life

**It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.**

We shared with the NHS stories highlighting the difficulties now faced by some patients when accessing results from hospital scans and the timescales involved with these.

Waiting for results can affect people in many ways impacting upon their mental health and wellbeing. We reported directly, patient's long waiting times and shared this with the relevant department. They confirmed the need for a reviewed approach and Healthwatch provided a platform on which to support this engagement.



## Getting services to involve the public

**Services need to understand the benefits of involving local people to help improve care for everyone.**

Healthwatch East Riding chair the Neurodiversity Stakeholder group helping to ensure that service users voices are heard. By doing this they have improved understanding of the challenges facing the public and helped to shape the future of the service.



## Improving care over time

**Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.**

Over the years, Healthwatch East Riding have been working with care homes to highlight the importance of residents having regular hearing checks and having hearing aids maintained every 6 months. As a result of our enter and view visits, providers have acted on our recommendations to ensure that hearing checks and hearing aid maintenance takes place regularly. We continue to highlight this issue, when necessary to ensure that the hearing needs of residents in care homes are addressed.



# Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area.

We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

## **This year we have reached different communities by:**

- Regularly engaging in areas identified with health inequalities
- Ensuring the groups we attend reflect the diversity of the East Riding Population
- Expanding the types of groups we attend so as to reach a wider audience

## Digital Healthcare Access for the Elderly

In the coastal town of Bridlington, many elderly community members face challenges in accessing healthcare services, particularly in physically attending surgeries to book appointments.

Healthwatch East Riding has been actively reaching out to this community, hearing first-hand about their struggles. The barriers they mentioned included; the inconvenience of travel, mobility issues, and fear of exposure to illness.

To address this, Healthwatch East Riding has introduced and signposted the community to alternative ways to book appointments using the NHS app and online booking. This initiative is ensuring that our respected elderly community can now access their necessary health services with ease and that access is more inclusive.



"I've been having health issues and getting to the surgery for appointments is a challenge. Travel isn't easy, and there's the worry of catching something while waiting. It's much better now I know how to book online"

**Local elderly resident**

## Engaging Young Voices on Healthcare

It's so important to understand young people's unique perspectives on healthcare. To bridge this gap, interactive engagement was held at East Riding College's Bridlington and Beverley campuses.

During these events, students were invited to vote on which area of healthcare they believed required the most improvement for young people. The discussions covered a wide range of topics, including; LGBTQ+ health, sexual healthcare, and substance misuse.

Data and insights gathered from these engagements were compiled into a comprehensive report, providing a valuable resource for future event organisers and healthcare professionals.

The initiative not only offered students a platform to voice their concerns but also helped identify key areas that need attention in youth healthcare. This proactive approach ensures the next generation's health needs are heard and addressed, contributing to a healthier East Riding of Yorkshire.



"The discussion about healthcare at our college was enlightening. It felt good to voice our concerns and know that our opinions matter. It made me feel more involved in shaping our own healthcare."

**Student, East Riding College**



# Advice and information

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
- Signposting people to further support
- Helping people with access to NHS dentistry
- Supporting people to navigate complex systems

## Signposting people to support

Frustrations have been running high this year and Healthwatch East Riding has had a number of people contact them for advice and information regarding, **“Just being heard.”**

Patients reported, losing faith in the system and struggling to understand the changing systems that they feel were being enforced on them, **“I don’t know where to go next”**



“I feel that I have no voice. No one seems to hear what I have to say about my husband’s discharge.”

**Beverley, East Riding Carer**



“I don’t know where to go next, they tell me to go to the pharmacy. The pharmacy tells me to go to the GP. I give up, who is responsible? It used to be so easy.”

**Jan, East Riding Resident**



“I can’t get the help I need. I don’t know how the system works!”

**Frank, East Riding Resident**

Healthwatch advice, information and support has meant people who needed to be listened to know their options and have clear information and pathway.

In the above examples Healthwatch stepped in and acted as a mediator between residents and service providers. Residents felt supported to navigate the complex systems and relationships restored.



“I want to thank Healthwatch for listening and supporting me. I now feel like I am finally being heard and am on the right track. PS: I like your style!”

**Frank, East Riding Resident**

Healthwatch East Riding regularly shares these lived-experiences with service providers and commissioners to ensure that the public’s voice is heard when shaping services.



## Supporting Carer's and those cared for to get support

Healthwatch East Riding have attended a number of regular engagement events that have been set up to provide support to unpaid carers. Here we have had the opportunity to signpost people to advice and information, listening to lived-experiences and ensuring individuals know how to register as a carer and the benefits of doing so.

Our Adult Social Care Project Officer regularly shares case studies of people's issues in different forums, putting a name and a face to lived-experiences, ensuring that the voices of the most vulnerable are not lost in the system.

One of her recent case studies was that of a gentleman, diagnosed with Dementia who had been refused a knee operation due to his diagnosis. This lived-experience has been shared and the correct signposting and support is now being offered.

As a result, we have been able to provide further advice and support to this gentleman and he can now continue on his upcoming journey towards a new knee.



## Cost of living affects people's accessing health services. Choices have to be made.

Healthwatch East Riding worked with Healthwatch England to run a survey that investigated the impact that the cost of living crisis has had on resident's health and wellbeing.

Nationally, the number of people who avoided an NHS appointment due to the cost of travel doubled to almost one in 10. This was an increase of 11% in December, up from 6% in October. During this survey period, Healthwatch East Riding heard from residents who were struggling to attend appointments due to transport costs or avoiding dental care in particular because of the need to save money.

One resident was putting off much needed dental care as they were unable to afford the bus fare as they were faced with needing 6 consecutive appointments over a 6 months.

Healthwatch East Riding advised the resident of the Medibus service which they were unaware of which meant that they were able to access their appointments at a reduced rate and with support.

Healthwatch East Riding also used this as an opportunity to direct residents to warm spaces and signpost them to support on the local East Riding Council website.



# Volunteering

Healthwatch East Riding are supported by a fantastic team of volunteers who are at the heart of Healthwatch. Their amazing contribution helps the team engage across our large and diverse area.

## This year our volunteers:

- Carried out engagements with service users and carers in at a number of local community events across the East Riding.
- Listened to the voices of people in coastal communities to find out about their experience of health care.
- Reviewed GP websites to ensure they were accessible for all members of the community.
- Read and provided evaluation and feedback on a wide variety of health and social care documents.

## Josie

“At a stage when my paid work life was winding down, I discovered Healthwatch at a local event and signed up there and then. The variety of activities was appealing, including reading and reviewing health documents, engagement events in the community and Enter and View visits to care homes. We have a great local team of staff and volunteers for support.”



## Eirlys

“I enjoy volunteering with Healthwatch knowing that my skills and experience in the Read Right project are useful for the work of an organization whose aim is to ensure better health and social care for all. This project is perfect for me as I can do it from home. It is very satisfying knowing that my contribution is valued and appreciated.”

## Pam

“As a retired Matron I enjoy being able to listen to patients and service users to ensure that their voices are heard so that this can help to improve health and social care in our community. My main interest has been Enter & Views and the Getting to Good project which helped care homes improve their CQC ratings.”



## Do you feel inspired?

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



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



01482 665 684



[cfrost@healthwatcheastridingofyorkshire.co.uk](mailto:cfrost@healthwatcheastridingofyorkshire.co.uk)

# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Our income and expenditure

Income		Expenditure	
Annual grant from Government	£172,696	Expenditure on pay	£109,649
Additional income	0	Non-pay expenditure	£14,993
		Office and management fee	£38,400
<b>Total income</b>	<b>£172,696</b>	<b>Total expenditure</b>	<b>£163,042</b>

Any underspend will be carried forward to next year to be invested into further delivery capacity.

## Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

## Top three priorities for 2023-24

1. Use the voice of lived experience to reduce health inequalities, particularly amongst children and young people in coastal communities.
2. Obtain service user feedback on Community Equipment Services within the East Riding, to improve access to daily living aids for adults and children.
3. Support more of our seldom heard communities to have their say on health and care issues in the East Riding.



# Statutory statements

## **Our Address:**

Healthwatch East Riding of Yorkshire,  
The Strand,  
75 Beverley Road,  
Hull, HU3 1XL

## **Contract Holder:**

Meeting New Horizons CIC,  
The Strand, 75 Beverley Road,  
Hull, HU3 1XL

## **Trademark:**

Healthwatch East Riding of Yorkshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

# The way we work

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## Involvement of volunteers and lay people in our governance and decision-making

Our Board of Trustees provide governance and oversight to the work of Healthwatch East Riding, ensuring we meet our statutory requirements.

In addition to this our newly developed Independent Advisory Group consists of 3 members who work on a voluntary basis to add an additional layer of expert advice to help shape our work plan and activities. Our group also ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board of Trustees met four times. The Independent Advisory Group have been involved in shaping the work of Healthwatch East Riding through several mechanisms, including meetings and involvement in work planning. We will be developing the model further and expanding the membership in the coming year

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

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will make it available via all of our communications channels and share widely with other organisations and partners.

## Responses to recommendations

We had 1 commissioner who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

## Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to the Health and Wellbeing Board and local providers.

We also take insight and experiences to decision makers in the Humber and North Yorkshire ICB and our Chief Executive sits on the ICB board. These include members of: The East Riding Strategic Development Group, Place Quality Group and the Primary Care Advisory Group, sharing experiences at Place level. Data is also shared with Healthwatch England to help address health and care issues at a national level.

## Enter and view

This year, we carried out 6 of Enter and View visits. We made 27 recommendations as a result of this activity.

Location	Reason for visit	What you did as a result
Magnolia House	To provide feedback to Local Authority on people's experiences living in a care home post covid restrictions.	Made six recommendations including training carers to carry out hearing aid maintenance for residents
Cassandra House	To provide feedback to Local Authority on people's experiences living in a care home post covid restrictions.	Made two recommendations to improve the comfort and safety of residents with dementia, and /or sight loss.
Bessingby Hall	To provide feedback to Local Authority on people's experiences living in a care home post covid restrictions.	Made three recommendations to improve the accessibility of the garden to ensure those with poor mobility were able to spend time outdoors.
Wold Haven	To provide feedback to Local Authority on people's experiences living in a care home post covid restrictions.	Made five recommendations, including; ensuring yearly hearing tests take place for residents.
Eastfield Farm	To provide feedback to Local Authority on people's experiences living in a care home post covid restrictions.	Made five recommendations to improve the environment for residents who are affected by dementia, and to improve the range of activities available for residents.
Bleak House	To provide feedback to Local Authority on people's experiences living in a care home post covid restrictions.	Made six recommendations including the recruitment of an activity coordinator to support staff with the delivery of activities for residents.

## Healthwatch representatives

Healthwatch East Riding of Yorkshire is represented on the East Riding Health and Wellbeing Board by Cheryl Howley Healthwatch Delivery Manager. During 2022/23 our representative has effectively carried out this role by attending regular meetings.

Healthwatch East Riding of Yorkshire is represented on Humber and North Yorkshire Integrated Care Board by Helen Grimwood.

## 2022–2023 Outcomes

Project/ activity	Changes made to services
<p>Breaking Down the Barriers A report investigating the barriers faced by the deaf and hard of hearing community when accessing health appointments</p>	<p>The ICB have developed an action plan to address the recommendations within the report and are working through this. Hull Royal Infirmary and Castle Hill Hospital have developed an action plan to improve the support that is made available for those who are deaf and hard of hearing to improve accessibility within the hospital setting.</p>
<p>Finding a Voice (May 2022)- Giving a voice to students at the local colleges who struggled with access to mental health support.</p>	<p>Local colleges have committed to improve and make changes to the way that they support students with their mental health issues within the college environment.</p>
<p>Neurodiversity, 'Front Door Service' Co – chairing the stakeholder engagement group for the redesign of the neuro diversity pathway and support.</p>	<p>Through facilitating service user voice, we were able to ensure that the development of the new 'front door service' reflected the needs of those who use it.</p>
<p>Healthwatch east Riding worked with three other Healthwatch in the region to gather people's experiences on health and care services during the Covid pandemic.</p>	<p>Information from the project has been taken into consideration by the Humber Acute Services Review.</p>
<p>A+E Enter and View report (2022) Four Healthwatch teams in the Humber region worked with the Humber Acute Services to understand the local populations needs and preferences in accessing urgent care.</p>	<p>Findings and recommendations were shared across all system partners who have committed to working together to reduce the number of unnecessary visits to A+E. Service infrastructure development across the Humber is continuing and the insights from our work are contributing to ensuring the public can access the most appropriate treatment options more effectively.</p>





# healthwatch

## East Riding of Yorkshire

Healthwatch East Riding of Yorkshire  
Freepost RTEX-JUJY-LTUR  
The Strand, Hull CVS  
75 Beverley Road  
Hull, HU3 1XL

**Website:** [www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)

**Telephone:** 01482 324474

**Email:** [enquiries@healthwatcheastridingofyorkshire.co.uk](mailto:enquiries@healthwatcheastridingofyorkshire.co.uk)

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 Facebook: HWEastYorks