



Together

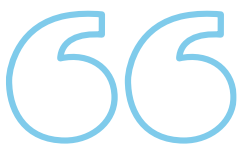
we're making health
and social care better

Annual Report 2022–23

healthwatch
Kingston upon Hull

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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

As we enter a new year it is important to reflect on the challenges that our communities in Hull have faced over the last 12 months. As our population and health services are still recovering from the impact of the Covid -19, the cost of living crisis has now become another serious issue that is affecting the health and wellbeing of people living in Hull. Healthwatch Hull have been there to listen to the experiences of those facing these issues and the impact that this is having on their physical health and mental health and wellbeing, making sure these experiences are heard by and acted upon by those with the power to make change.

Our Independent status means we are a trusted source of advice and support to the people of Hull, and through our dedicated engagement work, particularly with the seldom heard communities, we have continued to ensure that residents are at the heart of all our activities. This has been particularly important over the last 12 months, as the way in which services are planned and delivered have undergone enormous national change, resulting in the new Integrated Care Systems. As the landscape of Health and Care continues to change and develop, we will be there to make sure that no one gets lost along the way.

Over the past year we have worked alongside local stakeholders on projects such as access to menopause support and GP website accessibility, as well as supporting the co-production of a new Neurodiversity 'Front Door' service. Through our role as a critical friend, we have been able to make sure we are an important link between those who are users of health and care services and those who are delivering and commissioning them.

I would like to thank all staff and volunteers for their continued commitment to improving health and care services in Hull. I would also like to extend my gratitude to every person who has contributed to the work of Healthwatch Hull over the past year. By providing feedback, sharing experiences, liking and sharing our social media posts, you are all doing your part in helping to change and improve services-and we cannot do it without you!



As we move into 2023 – 2024 the commitment of Healthwatch Hull to drive improvements in Health and Social Care is stronger than ever, and I am looking forward to seeing the outcomes of all their hard work over the coming year



Helen Grimwood
Chief Executive Officer
Hull CVS

About us

Healthwatch Hull 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 in the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.

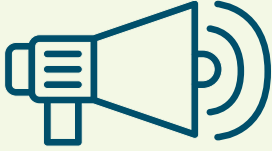


Our values are:

- 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

Reaching out



1870 people

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

10,180 people

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

Making a difference to care

We published

16 reports

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

Our most popular report was

Cost of living crisis

which highlighted the struggles people face in healthcare.



Health and care that works for you



We're lucky to have

6

outstanding volunteers who gave up 10 days to make care better for our community.

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

£135,817

which is the same as the previous year.

We currently employ

4 staff

who help us carry out our work.

How we've made a difference this year

Spring



We re-established a 'Meet and Greet' service in the Orchard Park Health Centre to gather experiences, provide information and signpost local communities.



We have helped people from a wide range of communities to access dental services in Hull. We helped 45 people get urgent dental treatment.

Summer



We engaged with 322 people to understand their experiences of menopause and raised awareness of support available at the Menopaus'ull event at Princes Quay.



Our volunteers carried out a 'mystery shopping' exercise to evaluate the accessibility of GP Practice websites. This led to providers improving their websites to be more user friendly.

Autumn



A total of 86 experiences gathered from people, has been fed back to NHS hospitals about waiting times and the positive impact of their staff in difficult situations.



We established links with local foodbanks to offer volunteer support and understand the lived experiences of people experiencing deprivation in the city.

Winter



We carried out a cost of living survey with Healthwatch England. We were able to offer people money saving advice when paying for prescriptions.



We have carried out targeted engagement at mosques, temples and refugee centres to ensure we are understanding the needs of our diverse communities.

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?

Tackling loneliness during the pandemic

Working with local VCSE organisations we highlighted the impact of loneliness and social isolation was having on some of our most vulnerable groups in Hull, and recommended important steps that services could take to tackle this issue.



Supporting people to understand the Care Act Easements during the pandemic

During the Easements of the Care Act in 2020 we were concerned that people in need of care and support might not understand how this may affect them. We directly engaged with 715 individuals through a combination of our awareness raising activity, and listening to feedback we were able to ensure Hull City Council tailored their communications campaign to make sure those with care and support needs did not get left behind.



Contributing to service re-design

We engaged with Domiciliary and Extra Care service users to understand how the service could be improved as part of the new service recommissioning.



Giving older people a voice

Healthwatch Hull were instrumental along with Active Gold and Silver Dreams in setting up the Older Peoples Partnership, as a platform for the many separate organisations and groups supporting older people in Hull.



Stroke of genius

The stroke report launch –this was a fantastic event which gave providers, commissioners and patients the opportunity to get together and discuss the thematic review in detail.





Healthwatch Hero



Celebrating a hero in our local community.

Kyra is a Healthwatch Hero for being a committed volunteer for Healthwatch, Kyra puts into words, why volunteering for Healthwatch means so much to her.

"I can't help but feel incredibly proud of the positive impact we're creating in our community. Healthwatch has become the bridge that connects the community and healthcare providers, ensuring that everyone's voice is not just heard but genuinely valued. Volunteering for Healthwatch has been an absolute game-changer for me from working on projects such as improving experiences for people who are deaf and hard of hearing to networking events such as the menopause awareness event at Princes Quay. It's given me the opportunity to contribute to my community's well-being and to help make a difference. I receive so much support, gratitude and appreciation from all the staff, which reaffirms my love for volunteering. All in all, my experience with Healthwatch has been a deeply fulfilling and empowering journey. I'm honoured to be a volunteer, knowing that I'm part of an organisation that genuinely makes a positive difference in the lives of people right here in our community".



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.

Improving support for menopause in Hull

Healthwatch Hull had received feedback suggesting that women going through the menopause were not getting the support that they needed from healthcare professionals.

We teamed up with the Neighbourhood Network to explore this further and find out what good support would look like for those going through the menopause and their family and friends who supported them.

322 people responded to a survey that was shared widely across Hull.

The top three issues identified were;

1. Lack of professional knowledge around the menopause
2. Inability to access appointments to discuss symptoms
3. Lack of general support groups available

Our findings

- 75% of respondents did not know what support was available to help them with menopause symptoms.
- 24% of respondents reported a negative experience or an issue receiving support from a GP practice.
- Of the 322 responses, over two thirds were experiencing issues with mental health (226 people) emotional wellbeing (282 people) and physical health (271 people).
- 87% of respondents said they wanted more holistic options available to help with the symptoms of menopause, such as exercise, wellbeing programmes and peer support.



What difference has this made?

Our partners in the Neighbourhood Network used our insight and intelligence to ensure that a range of support options are now available for women experiencing the menopause in the city, including nutritional and exercise support and peer support. Additionally, recorded webinars and training sessions have been made available to health professionals across the city.

Cost of living impact on health and wellbeing

Throughout December and January, we took part in the Healthwatch England cost of living survey to understand the impact of the cost of living crisis on health and wellbeing.

The results highlighted the following issues in Hull;

- Residents are turning to food banks out of necessity as the cost of living crisis is affecting their ability to buy food
- Those who pay for prescriptions and do not qualify for financial help are struggling to pay for medications and are either going without or extending use by taking less frequently.
- The cost of transport and paying for parking is an issue for a lot of people.
- Those who are unable to access a dentist on the NHS are struggling with dental issues but cannot afford private treatment.

To gain a more in-depth understanding of the impact this could have on physical and mental health, we conducted further engagements with a wide range of people to identify the barriers faced by the public. Our work also focused on speaking to pharmacies and GP's to see if they had noticed any changes in people priorities in terms of healthcare.

What we did with the information

1. We advised Pharmacies and GPs to offer advice to patients on Prescription Prepayment Certificate (PPC), which is provided by the NHS, to help people save money on multiple prescriptions.
2. Our intelligence has been used to highlight issues to the Financial Inclusion Network, Public Health team and local NHS with a view to develop support, for people using healthcare services.
3. We advised providers to advertise NHS Healthcare discount schemes and where possible, highlight the availability of such schemes to the general public.

What difference will this make?

Healthwatch will continue to monitor cost of living feedback to identify factors which may impact on people's ability to access and use healthcare services. We will update our stakeholders with any trends so any action taken can be taken at the earliest opportunity.

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 spoke to vulnerable and elderly patients of a local GP practice who were upset and confused about the centralised telephone system that had been introduced. The system had been set up to cover two practices, which meant that patients needed to go through several options before they could get to speak to their own GP practice. Although this increased efficiency for the practice, the patients we spoke to were avoiding calling the number as they found the new system too complicated. We raised this issue with the practice who took the feedback on board and adapted the new system to make it more accessible for elderly and vulnerable patients.

Getting services to involve the public

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



The neurodiversity service had been committed to co-producing services for children and young people. Healthwatch Hull have been involved in the process ensuring that children and young people, their carers, and other stakeholders have played an active role in the design, development and evaluation of the new service. Healthwatch acts as independent chair of the stakeholder engagement sessions, ensuring that the voices of group have been listened to and considered. Additionally, we have supported the development of the website, ensuring it is accessible for those who use it, using service user feedback to guide recommendations.

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 Hull have been raising the issue of patients struggling to access NHS dental treatment. In the past year we have continued to push for change by providing written evidence and feedback from people living in Hull as part of the government's Health and Social Care Committee's inquiry into NHS dentistry.



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:

- Visiting places of worship such as mosques, churches and temples.
- Social/community centres such as Afro-Caribbean and diversity specific community centres.
- Online community groups.
- Local community centres for older people.
- Local schools, colleges and universities.

Giving young people a powerful voice

It is important for our team to ensure that the experiences of young people are reflected in the work that we do. In October 2022 we launched our "Youthwatch" project to engage with young people across the city and provide them with opportunities to volunteer with Healthwatch Hull and develop a pathway to prospective careers through volunteering.

Through events at Hull University, Hull College and Wilberforce College we were able to give young people a platform which allows them to speak up and give feedback to health care providers. Young people at Wilberforce and Hull college spoke to us about their concerns about rising obesity and support to maintain a healthy weight. From this we signposted the young people to a range of healthy lifestyle support options.

Next steps – we will continue to develop our 'Youthwatch' program of work, with a focus on young people from LGBTQ+ communities, to understand their concerns about health issues and barriers they face when accessing healthcare.



Breaking down language barriers

Hull residents told us that they felt there was often poor communication between themselves and healthcare providers. Numerous communities have expressed that they often feel no consideration is given to the fact that they need information in their first language.

Core issues which affect people, where English is not their first language include:

1. Updates and cancellations are often sent out in English
2. Issues accessing translators outside planned appointments
3. Healthcare information is not always available in all languages

Our focus for 2023 is to ensure that providers and commissioners are working towards more accessible services for those with language barriers.



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
- 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

Help to find dental care in Hull

We have had 135 people contact us for advice and information on how to access dental services. The public have told us that most practices were not taking on new patients, and that some had waiting lists of up to two years.

The impact of delayed treatment has resulted in people living with considerable pain, and dental conditions worsening, which has an impact on a person's quality of life and their ability to eat.



“Thank you for the information you have provided, which has enabled me to register with a local dentist”

Sid, Hull resident

Healthwatch Hull's advice and information has meant people who need urgent treatment know their options and have clear information.



“Thank you so much for helping me find a dentist who has helped me get out of pain. I can finally eat and drink without being in agony!”

Toni, Hull resident

Help to find translation services for health appointments

Healthwatch Hull received contact from 82 people for advice and information about translation services. The public reported that most practices were not able to provide a service that met their needs.

The impact of not being able to communicate with services has resulted in people missing appointments and important updates from their GP's.

Healthwatch Hull have been working with practices to improve access to translation services that meet the needs of the local community. This includes people whose first language is not English and improvements with availability for British Sign Language (BSL) users.

Healthwatch Hull's advice and information has meant more people can communicate with practices which improves the healthcare they receive.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Supported Healthwatch in events across Hull.
- Helped to collect hundreds of views and experiences from the public.
- Assisted in Healthwatch projects and helped undertake public surveys.
- Helped in reaching out to more people through engagement.
- Set up and ran the Meet and Greet service at the Orchard Park Centre.

Donna

"Volunteering at Healthwatch makes you feel like you are helping make a difference. Working with Healthwatch, allows you to give feedback to providers, which really supports them to make changes and improvements. It also gives you the opportunity to highlight when really great work is being done and can be shared to allow others to learn."



June

"I have enjoyed volunteering with Healthwatch. I feel that I am using my time doing something useful for the community. I believe that health and social care services are extremely important and are used by every member of society. Knowing I contribute to collating feedback that highlights what can be done to improve the users' experience make me happy"



Kyra

"I am very happy volunteering with Healthwatch as I feel as though I am helping people and making an impact. Health and social care in Hull is really important and as a Healthwatch volunteer we are supporting as many people as possible. The experiences that Healthwatch collect are invaluable to shaping the needs of the community in our local area."



Do you feel inspired?

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



www.healthwatchkingstonuponhull.co.uk



01482 595505



enquiries@healthwatchkingstonuponhull.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	£135,817	Expenditure on pay	£94,704
Additional income	£1200	Non-pay expenditure	£2511
		Office and management fee	£26,820
Total income	£137,017	Total expenditure	£124,035

Additional income is broken down by:

- **£1200 funding** received from the ICB to support the co-production of the Neurodiversity service.

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 people face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Using the voice of lived experience to tackle health inequalities further in Hull, particularly for asylum seekers, refugees, and those who face language barriers.
2. Work with the rough sleeper population to understand their experiences of accessing ambulance services.
3. Understand the needs of people who are in receipt of housing related support to shape the recommissioning of the new service.



Statutory statements

Healthwatch, Kingston Upon Hull, The Strand, 75 Beverley Road, Hull HU3 1XL.

Healthwatch Kingston upon Hull uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

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 Hull, ensuring we meet our statutory requirements.

In addition to this, our newly developed Independent Advisory Group consists of 2 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 Hull 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 web form on our website and through social media, as well as attending meetings of community groups and forums.

We will ensure that this annual report is made available to as many members of the public and partner organisations as possible, We will publish it on our website.

Responses to recommendations

We had 1 provider 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 the insights and experiences that have been shared with us. In our Local Authority area, we take information to the Health and Wellbeing Board, Health Overview and Scrutiny Panel and the Safeguarding Adults Board.

We also take insight and experiences to decision makers in the Humber and North Yorkshire Health and Care Partnership. For example, we share information on trends and themes, identified from service user feedback, with the ICB Board and Integrated Care Partnership in collaboration with other Healthwatch teams in the region. We also share our data and insights with Healthwatch England to address health and care issues at a national level.

Enter and view

This year, we carried out 0 Enter and View visits. We made no recommendations or actions as a result of this activity.

Healthwatch representatives

Healthwatch Hull is represented on the Hull City Council Health and Wellbeing Board by Nav Singh, Delivery Manager. During 2022/23 our representative has effectively carried out this role by attending strategic meetings organised by the Health and Wellbeing Board.

Healthwatch Hull is represented on Humber & North Yorkshire Integrated Care Partnership by Ashley Green, CEO of Healthwatch North Yorkshire and the Humber & North Yorkshire Integrated Care Board by Helen Grimwood, CEO of Hull CVS/ Meeting New Horizons.

2022–2023 Outcomes

Project/ activity	Changes made to services
Breaking Down the Barriers (Deaf and Hard of Hearing)	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.
Learning Disabilities and Autism Day Services	New services has been commissioned with the lived experience of those with ASD and LD taken into consideration.
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.	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.
Healthwatch Hull worked with three other Healthwatch in the region to gather people's experiences on health and care services during the Covid pandemic	Information from the project has been taken into consideration by the Humber Acute Services Review.

healthwatch

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