



Healthwatch Hull

Quarter 2 Report
July–September 2024

healthwatch
Kingston upon Hull

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Quarter 2 July- September 2024

The Highlights

Throughout Quarter 2, Healthwatch Hull have focussed on embedding ourselves in many more groups, forums and committees to ensure that all intelligence, communication and reports reach as many recipients as possible. This has included ICB forums, VCSE forums and Local Authority meetings.

We have continued to focus on our Healthwatch Hub provision within secondary schools, colleges and Hull University as well as local groups for young people during the summer break. Healthwatch Hull attended Freshers week events at both Hull College and Hull University this quarter.

Our Adult Social Care project officer has focused on engagement work to listen to resident's experiences as well as speaking to family members and friends of residents and staff members. Two Enter and View visits have been carried out during quarter 2, with another two visits already booked for quarter 3.

Our Secondary Care and Mental Health project officer has been making regular visits to departments within Hull Royal Infirmary and Castle Hill Hospital to listen to patient's experiences. Work has been undertaken to build relationships with mental health services within the city and we are now making regular visits to mental health inpatient units to listen to the experiences of patients.

In Primary Care we have continued to engage with GP practices to understand patient's experiences.

This quarter Healthwatch Hull have published our Annual Report detailing the work we have carried out over the last 12 months. The report can be accessed here: [Healthwatch Hull annual report](#).

Quarter 2 July- September 2024

The Highlights

We have published 2 project reports this quarter;

- **Voices of the Street;** commissioned by Yorkshire Ambulance Service and funded by Yorkshire Ambulance Service Charity to understand the access to and experience of Yorkshire Ambulance Service for those who are homeless or rough sleeping in Hull to improve services. The full report can be accessed here: [Voices of the street report](#)



- **The relationship between social workers and care homes;** this report looked at what was working well and what could be changed to improve care and outcomes for people. The full report can be accessed here: [The relationship between care homes and social workers](#)



Quarter 2 July- September 2024

The Highlights

Freshers Week 2024

Healthwatch Hull attended the Freshers Fair at Hull University 17th September. The day was incredibly well attended we enjoyed speaking to the students who were new to the university as well as returning students. During the event we spoke to **48** people about their experiences of health and social care as well as providing signposting advice to a further **32** people. The event was a great opportunity to raise awareness of Healthwatch to a diverse group. We will be continuing our working relationship with Hull University hosting Healthwatch Hubs throughout the academic year.



We attended Hull College Freshers event to speak to new and returning Hull College students about Healthwatch and their experiences of health and social care. We also spoke to students about volunteering opportunities that are available at Healthwatch Hull and provided signposting advice. During the course of the day, we spoke to **63** people about Healthwatch and the work we do. We also provided signposting support and advice to an additional **52** people. The day was a great opportunity to continue to build on our working relationship with Hull College, speaking to tutors and learning support assistants about how we could potentially support each other as organisations further such as arranging to speak to the ESOL classes about Healthwatch and how they could become involved in volunteering and about our interpreter volunteer roles.

Enter and View

This quarter Healthwatch Hull have undertaken 2 Enter and View visits as part of our programme of work.

St Mary's Nursing Home Hull:

In August we undertook an Enter and View visit to St Mary's Nursing Home (Chanterlands). This visit was to understand the experience of those that live within the home. We spoke to residents, families and friends, staff at the service and the registered manager of the nursing home. An Enter and View report was completed, with recommendations and shared with St Mary's Chanterlands. This report will be published during Quarter 3 2024.

AJM Healthcare, Hull and East Riding wheelchair services:

In September we undertook an Enter and View at AJM wheelchair services. Healthwatch Hull were asked to carry out this enter and view to compliment and feed into the service improvements they are undertaking and implementing. An Enter and View report was completed, with recommendations and shared with AJM. The report along with the provider response will be published early quarter 3. In the coming weeks we will be attending the service user voice forum at AJM to understand and support the implementation of these recommendations through a customer journey mapping exercise.

We have 2 further Enter and View visits planned for Quarter 3.

Volunteer Spotlight

Zion

Zion joined Healthwatch Hull as a read/write volunteer in July 2024. He has recently completed a read/write task for the Humber North Yorkshire ICB on behalf of Healthwatch Hull looking at the accessibility of the patient information provided to patients with metastatic cancer. Zion was tasked with looking at the information from a 'lay person' perspective, as well as keeping in mind that the average reading age in Hull is low therefore the need for the document to be easy to understand and provide clear information for patients.

"I joined Healthwatch this year and accepted the Alliance's instructions straightaway. I enjoy socially important tasks involving language, I'm passionate about people, reading, and writing, and I (assiduously) repaired sentences for precision and identified other accessibility issues in the questionnaires about patients' needs. I've edited essential communications for many years now, and I'm happy to help people enhance healthcare design."



Events attended

TIC Symposium

In August we attended the second annual TIC charity symposium. The event was held at DoubleTree Hilton. TIC charity supports anyone affected by Tourette's Syndrome and Tic disorders within Hull, Lincolnshire and Yorkshire. The day consisted of talks from those with lived experience, around current and upcoming research into Tourette's Syndrome and TIC disorders. The day was well attended with a tombola, marketplace event with stakeholder organisations.

Lemon Tree Family Fun Day

During August we attended the Lemon Tree Children's Centre family fun day. The event was a great opportunity to connect with the local community and listen to their experiences of health and social care, We provided signposting advice to the community. This event was beneficial in raising awareness of Healthwatch and the work that we do. We also had the opportunity to speak to stakeholders and other services about their work and promote the work of Healthwatch.

Hull Poverty Truth Commission

During July Healthwatch Hull were invited to the Awakening Event- Hull Poverty Truth Commission at Jubilee Central, which was hosted by Forum CIO. The event was very well attended by various partners from across the VCSE, health and social care sector. As well as those with lived experience. The event was a great opportunity to network with other professionals and hear about the fantastic work of the Poverty Truth Commission in Hull and how it links into the work of Healthwatch.

Events attended

Annual Adult Social Care conversation

In July, we attended the ASC Annual Conversation, held at the Guildhall in Hull City Centre. The day focussed on new strategies and implementation to ensure the future of ASC looks brighter. Everyone was seated on tables of around 8 people and were encouraged to discuss current issues we all face.

It was great to hear from the Director of ASC, Tracy Meyerhoff and other guest speakers, who spoke about the priorities of the future for ASC. This was put to the audience to ask if their priorities aligned with ours. With there being such a range of services attending, everyone had various priorities of their own. However, the consensus was that communication between all parties needed to improve to ensure more harmony.

The event was well attended and very informative, it will definitely be in our diaries to attend again next time.

Since the event, there has been an email sent out from Hull CC to engage with services and to hear more about what we can offer.

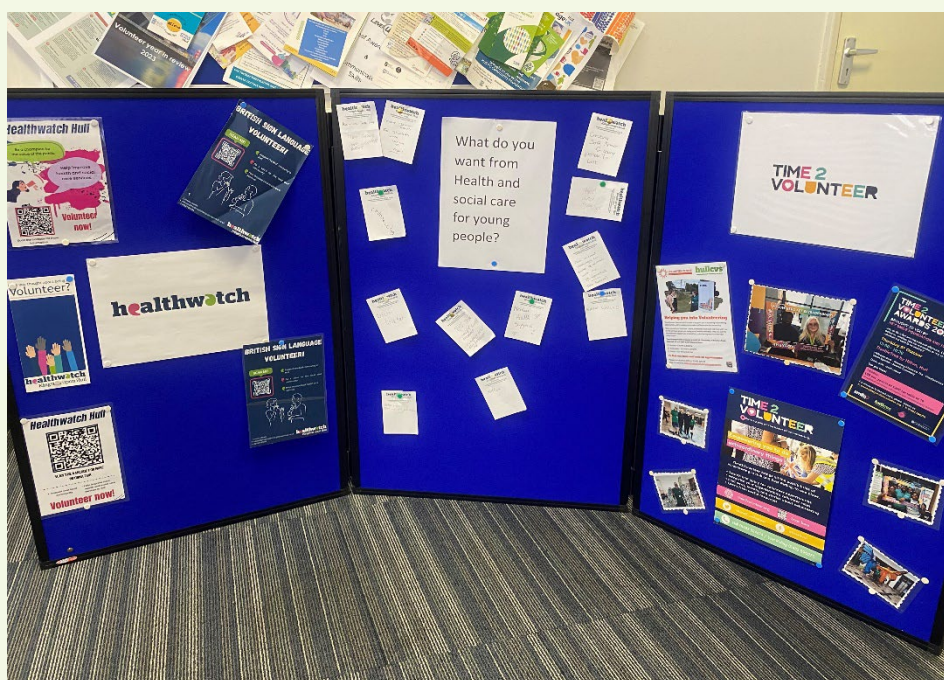
Review of Current Projects

Core 20 community connectors

This quarter we have been continuing our Young Healthwatch offer, which offers the opportunity for young people aged 16–25 to become volunteers with Healthwatch and gain valuable skills. Our Healthwatch Hubs have continued to run across the city in secondary schools, colleges and Hull University. These Hubs have fed into the Core 20 Community Connectors project which is funded by NHS England. The project is taking place across the ICB footprint and Healthwatch in East Riding of Yorkshire, North Lincolnshire, Northeast Lincolnshire, York and North Yorkshire are involved in the project. Healthwatch Hull have currently spoken to young people across the course of the project and have 11 young volunteers who are community connectors. The project will be ongoing into early 2025. The project is focusing on 3 main clinical areas of the 'Plus 5' areas.

- Asthma
- Diabetes
- Epilepsy

This quarter Healthwatch Hull have attended the asthma and epilepsy clinical networks on behalf of all 6 Healthwatch involved, after attending the diabetes clinical network in quarter 1, to speak about the project and encourage the networks to promote this opportunity to their patients.



Review of Current Projects (Cont.)

Autism and Mental Health

Through our attendance at the LGBTQ+ forum for Hull and the East Riding of Yorkshire we were given information around those with Autism having issues and barriers to receiving and accessing mental health support, this led to us working on a new project looking at barriers to access and support from mental health services for the Autistic community. We are meeting and attending social groups, colleges, university and local services to talk those with Autism about their experience of using and/or accessing mental health services in Hull. Throughout this project we are also meeting with stakeholders to understand the processes and pathways in place and listening to their views and experiences. Our methodology for this project includes a survey online and in paper format to be completed as well as face to face informal interviews to gain a deeper understanding. We have met with Hull City Council to discuss their work in creating the new Autism strategy for Hull and have begun to map out ways in which we can work together or that our work can compliment. We are actively engaging with people who use services as well as stakeholders. This work will continue into quarter 3.

GP engagements

Healthwatch Hull have continued our programme of engagement with GP practices across Hull. We are working to visit all practices across the city and are currently doing this one PCN (Primary Care Network) at a time to allow for a deeper understanding of any issues as well as highlighting areas of good practice. This quarter we have visited the 3 practices from the MARMOT PCN to speak to patients about their experiences and provided feedback to the practice managers. We have also attended PPG's (Patient Participation Groups) as well as SUV (Service User Voice) meetings. We have now begun our next stage of engagements with the VENN PCN which will be continuing into quarter 3.

Review of Current Projects (Cont.)

NHS 111 engagement with young people

Healthwatch Hull were approached by Humber North Yorkshire ICS in May 2024, to compliment a national campaign about NHS 111 and to hear the local populations' views and experiences of using NHS 111, the Engagement Team from NHS Humber and North Yorkshire Integrated Care Board have been going out to speak to people across our area. The team have been asking people about where they see or hear key information about NHS111 and if they know when or how it can be used. They have also been listening to where people turn to for help with urgent but non-threatening medical care. The ICB enlisted the assistance of Healthwatch Hull to speak to younger people (aged 16-19 years old) about their experiences of using NHS 111 to gather a more in depth understanding of any barriers young people face and communities may face when accessing NHS111 and what the NHS can do to reduce those barriers in the future.

The engagement took place this quarter at various youth and community groups. We also spoke to young people at the KIDS youth group to hear their perspective. This project has now been completed and the feedback has been shared with the HNY ICB to support their wider piece of work.

Healthwatch Hubs- MSL (Multistorey Living)

Work has continued on an exciting new engagement project, working with the MSLs and Tenant and Resident Associations (TARAs). Healthwatch and TARAs worked together to set up a Healthwatch Hub at Bayswater Court in Hull which gave residents the opportunity to receive signposting information and clear advice as well as share any insights into Health and Social care that they have experienced. We are hoping to roll this out across more MSL blocks across Hull to allow us to gain further insight. Our volunteering opportunities are also promoted through these hubs. We have made another visit to Bayswater Court this quarter and plan to continue the regular session.

Review of Current Projects (Cont.)

Secondary care and Mental Health engagements

Healthwatch Hull have developed a robust programme of engagement within secondary care. This engagement across Hull Royal Infirmary and Castle Hill hospital allows for a deeper understanding of patient experience from a cross section of secondary care areas. The intelligence gathered from these engagements is analysed and trends and themes are identified to assist with intelligence gathering. Feedback is escalated through appropriate channels where required. These engagements help to build a picture of secondary care in the area. Our project officer visits the following wards/areas on a regular basis:

- Newbridges Acute MH unit
- HRI Main reception (Tower block)
- The Emergency Department
- Women and Children's Cafeteria
- Labour Ward
- Labour Triage
- Paediatrics (Woodland's ward)
- Baby Carousel- a monthly event at Hull Royal Infirmary for expectant parents to gain knowledge and information about maternity care and services.
- Allam Diabetes centre
- Castle Hill – Cardiology
- Outpatients
- Queens Centre

Healthwatch Hull along with Healthwatch East Riding of Yorkshire continue to be involved with the Hull University Teaching Hospitals monthly quality assurance visits in both Maternity and the ED (Emergency Department).

Review of Current Projects (Cont.)

Women's health

Planning work has begun on a new project, exploring experiences and stories of women's health. The overall aim of the project is to understand access to and experience of healthcare for women and therefore improve the overall experience and reduce health inequalities. Healthwatch across the Humber and North Yorkshire area will be working together to gather the experiences of women and girls. This project can be shared with the Humber North Yorkshire ICB to influence shaping of the women's health hubs. The project is focusing on women's health across the life course from early teenage years and experiences of the HPV vaccine, menstrual health through to contraception, reproductive health, menopause and pelvic health. Healthwatch's role in the project is to speak a diverse range of women from across the Humber North Yorkshire ICB area to capture their stories and experiences. Healthwatch Hull will be focusing on women who have experienced or are experiencing Multiple Unmet Needs, women from Black and Minority Ethnic Groups who may also speak English as a second language, women who have lived experience of or are currently sex workers and women with health conditions such as Polycystic Ovary Syndrome and Endometriosis. This work will continue across quarter 3.

How we made a difference in Quarter 2, July- September 2024

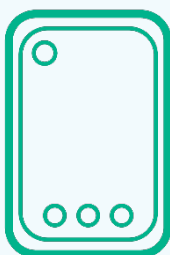
Quarter Two



We provided feedback to MARMOT PCN practices following our patient engagement at their 3 GP practices in Hull. This feedback highlighted good practice as well as areas for improvement.



Healthwatch Hull supported Humber and North Yorkshire Cancer Alliance by sharing their survey to help them gain further feedback and improve services. The service are actively seeking the views of people living in our communities to understand their experience of cancer and their attitudes towards cancer including any barriers they may face to accessing care. There were two surveys one for people who have lived experience of cancer and one for those who do not have lived experience of cancer.



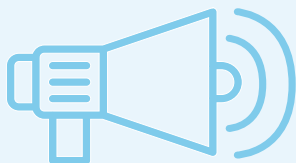
Healthwatch Hull supported Humber North Yorkshire ICB with their NHS 111 engagement piece speaking to young people about their knowledge of NHS 111 and any barriers which they may have faced. This information has been provided to Humber North Yorkshire ICB to inform their work.



We attended the Freshers events at both Hull College and Hull University and spoke to 111 people about their experiences of Health and Social Care and who Healthwatch are and what we do. We also provided signposting information to a further 84 of people.

Information Breakdown

Reaching out



270 people

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

192 people

came to us for clear advice, signposting and information about healthcare and social care services in Hull.

This quarter our social media posts reached

12,683 people

456 people

Liked or commented on our online social media posts.

46 new followers

joined our social media platforms on Facebook, Instagram, X (formally Twitter) and TikTok.

Online interactions



Volunteering at Hull Healthwatch



We're lucky to have

36 active volunteers to help us in our

engagement activities and work who gave up **40**

hours to help us this quarter. During this quarter

we recruited **2 new volunteers** who will be starting to volunteer with us from October 2024.

Patient Experience

We continue to complete our monthly Intelligence Reports and this quarter we produced a further three reports. These reports provide information on what people told Healthwatch Hull about their experience of health and social care services and helps us to identify trends and themes on a month-by-month and quarterly basis:

Intelligence report for July

In July, we were contacted by **42** people and gathered their experiences. We went onto record **39** experiences which were researched online. A total of **81** experiences were recorded for the month of July.

Intelligence report for August

In August, we were contacted by **78** people and gathered their experiences. We went onto record **15** experiences which were researched online. A total of **93** experiences were recorded for the month of August.

Intelligence report for September

In September we were contacted by **64** people and gathered their experiences. We went onto record **32** experiences which were researched online. A total of **96** experiences were recorded for the month of September.





Keeping the public up to date

Between July and September 2024, we have helped raise the awareness of services offered by other organisations and campaigns they are running, this in turn has assisted with our signposting for the public.

We have used our social media platforms to keep the public up to date on a range of healthcare related issues. These range from information about services to important updates on changes to services.

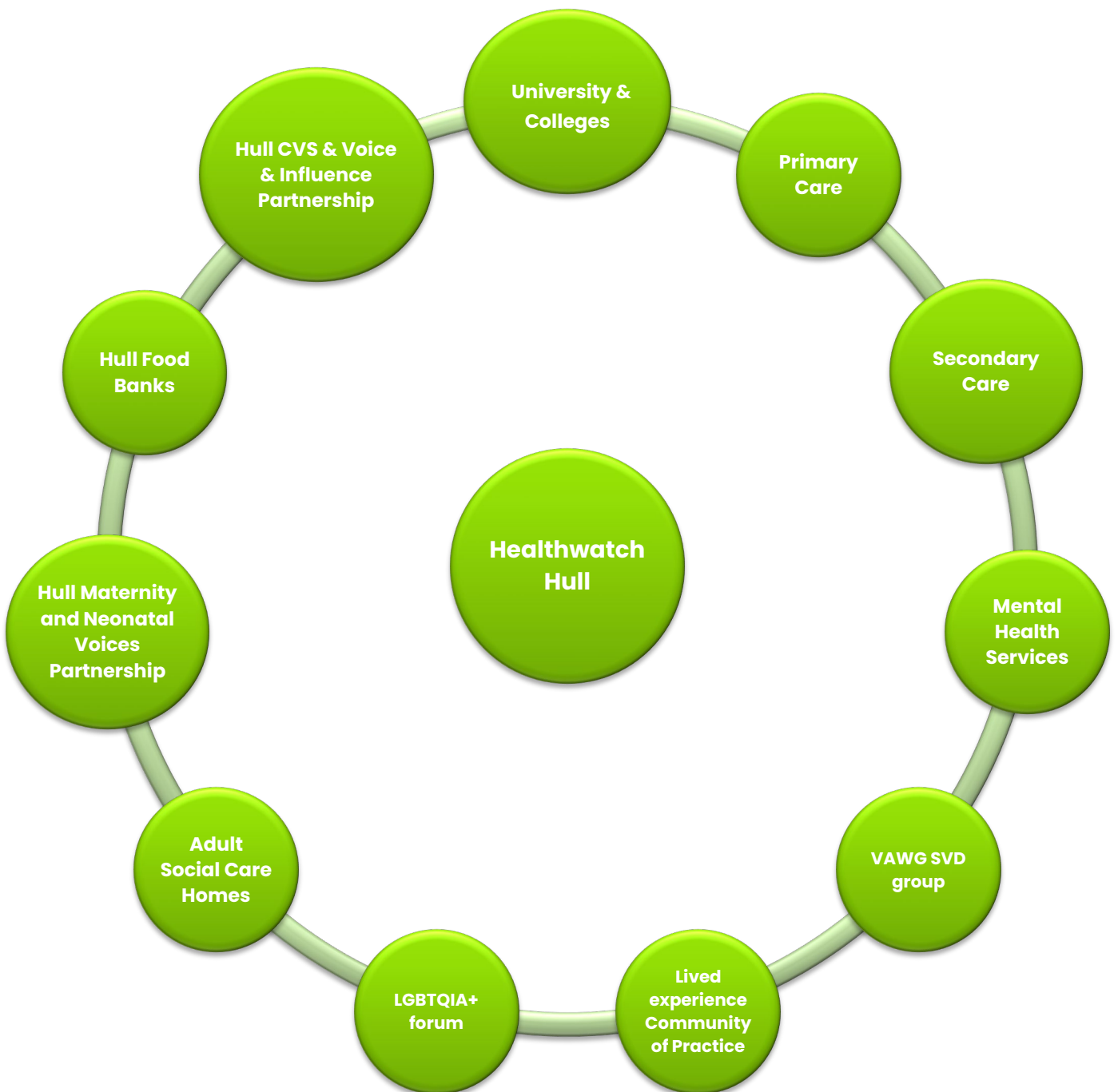
Our engagement programme has also been another work stream which has been used to keep the public up to date on healthcare issues. Our staff have attended events held by Hull City Council, NHS, other healthcare providers and charities to promote our work and we also use events to keep people updated around local issues.

We have worked with our partners such as NHS and local authority to help promote campaigns and important surveys which are designed to improve health and social care in Hull.

Raising Awareness of Healthwatch

Engagement

Healthwatch have engaged with the following networks/groups this quarter:



Partnership working

Meetings attended

During this quarter Healthwatch have attended a range of system and strategic meetings.

Adult Social Care Board

Humber and North Yorkshire Digital Inclusion Shared Learning Group

NHS (PALS)

Patient and Carer Experience (PACE)

Health and Well-Being board

Hull/East Riding PLACE meeting

SEND Development and Improvement Board Meeting

Integrated Neighbourhood Teams

A 'good experience' steering group

Hull and East Riding Care Homes Steering Group

Humber and North Yorkshire Digital Inclusion Shared Learning Group

Learning Disability Board

Financial Inclusion Network

HUTH Quality Assurance Visits

Service user voice meetings

AQUA, Induction of Labour Maternity Collaborative

Hull and East Yorkshire MNVP Quarterly meetings



Plan for next 3 Months

- Work to continue on the Autism and Mental Health project through engagement with people and stakeholders.
- Work to continue on the Core 20+ connectors project and Healthwatch Hubs.
- Begin work on the Women Living Well Longer project listening to experiences of Women's health.
- Work to begin on the Cancer Awareness Measurement survey in collaboration with York St John University.
- To continue to grow our engagement with the Tenant and Resident Associations to listen to their experiences of Health and Social Care.
- Healthwatch Hull to be involved in the Pharmaceutical Needs Assessment with Hull City Council.
- Healthwatch Hull to feed into the Hull City Council JSNA (Joint Strategic Needs Assessment)
- To continue our programme of Enter and View visits.
- Work to begin with ADASS mystery shopping exercise.

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