



Healthwatch Hull

Quarter 3 Report
October– December
2024

healthwatch
Kingston upon Hull

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Quarter 3 October- December 2024

The Highlights

Time 2 Volunteer awards 2024

On 3rd October 2024 Healthwatch Hull attended the Time 2 Volunteer awards along with Healthwatch East Riding and Hull CVS. The event was held at The Doubletree by Hilton Hotel in Hull City Centre during the afternoon with drinks, lunch provided and of course the awards ceremony, along with guest speaker Mark Millar who spoke about the power of volunteering. We had a lovely afternoon hearing some truly inspiring stories of volunteering in our area and the positive impact they are having on our communities. 2 Healthwatch Hull volunteers attended the event as guests and enjoyed their afternoon hearing about other inspiring volunteers in our area.



Quarter 3 October– December 2024

The Highlights

Changing Futures Evaluation System Change Workshop

In October Healthwatch Hull attended the Changing Futures Evaluation System Change Workshop at Jubilee Central in Hull City Centre. The workshop involved revisiting the system mapping which took place in 2022 and assessing how Changing Futures has supported progress in the areas. These maps provided a visual representation of the key barriers and strengths to each local system in relation to achieving positive outcomes for people experiencing multiple disadvantage, and key levers and priority areas for systems change work.

During the earlier system mapping workshops, each area selected and discussed two to four key themes. The team revisited these themes and discuss what has changed, or not, since the beginning of the programme and what factors have influenced this. These workshops are an important part of evaluating systems change and capturing learning. The areas focused on were Culture, Involving people with Lived Experience and Data Sharing and Data Systems.

World Homeless Day-10.10.2024

Following on from the Changing Futures Evaluation System Change workshop, we attended the World Homeless Day event at Jubilee Central. There were a variety of stallholders from services such as ReNew, Humber Care, Humber Fire and Rescue and Changing Futures showcasing their work and what they offer. Videos were played on the screen to support World Homeless Day, including the Healthwatch Hull and Yorkshire Ambulance Service work with people experiencing homelessness listening to their stories and experiences of Yorkshire Ambulance Service. The afternoon was also a great networking opportunity for all involved.

Quarter 3 October– December 2024

The Highlights

Long Term Conditions Forum Healthwatch/Humber and North Yorkshire ICB

31st October saw the launch of the Healthwatch Long Term Conditions Forum with Humber and North Yorkshire ICB. The launch took place at Hull CVS. Healthwatch from across the Humber area (Hull, East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire) are currently involved in the forum and we will be looking to expand this across the whole Humber and North Yorkshire area in the future. The forum is for young people aged between approx. 13 – 25 years old who either have a long-term health condition such as Asthma, Epilepsy and Diabetes or care for/know someone who does such as a sibling or parent. The forum is being co-produced with the young people who attend with the overarching aim of improving services for those who have long term health conditions.

7 young people attend the forum launch. The day started with an introduction to Healthwatch and a short overview of what we do and what Young Healthwatch looks like. We then went onto a team building exercise. Next, the teams from the south bank presented some healthcare barriers and possible solutions which had been discussed with young people at an event the previous week (due to a difference in school half term holidays) to give the young people attending the forum some ideas of what their peers had to say. We then looked at barriers and solutions the young people attending the forum had. Later the ICB spoke about what they do and their role in the forum to be able to make the changes happen for young people. Lastly, we looked at what the young people attending would like the forum to look like as we progress from the frequency of meetings, name of the forum and structure such as who should attend from services. The next Forum events will be taking place during February half term.

Enter and View

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

Holy Name Care Home:

In November we carried out an Enter and View at Holy Name Care Home as part of our programme of work in Adult Social Care. The report has been responded to by the manager and published. [Holy Name Enter and View Report](#)



Rossmore Community Rehabilitation Centre

In November we carried out an Enter and View at Rossmore Community Rehabilitation Centre. The report has been completed and communicated to the manager. The final report will be published in Q4.

We will be continuing this programme of work each quarter.

Volunteer Spotlight

Liz

Liz has been volunteering with Healthwatch Hull since 2022 supporting the work we do. Liz supports the team with engagements, speaking to members of the public about their experiences of using Health and Social care services in Hull. This quarter Liz has been supporting on engagements at GP surgeries, she also attended the Time2Volunteer awards with us in October. During her volunteering with us Liz has also assisted us with admin tasks and research for Healthwatch Hull and is an incredible support to us.

"Volunteering with Healthwatch helps me feel like I'm making a positive impact in our community. The Healthwatch team are very supportive and appreciative of their volunteers, and I'm always made very welcome. Events are organised regularly targeting heavily used services, with total flexibility on which I choose to attend. This offers me a great deal of variety and lots of opportunities to learn more about needs/issues across public health services.

It's been fantastic to see the positive outcomes and recommendations put forward at both local and national levels, that link back directly to the feedback gathered by Healthwatch team during the past year. All told it's been a very rewarding experience!"

Events attended

Age UK, No Age Limit Conference

During October we attended the Age UK, No Age Limit Conference. The conference was held at The Freedom Centre and was attended by professionals, volunteers and people with an interest. The conference focused on domestic abuse in older people and how this may present, risk factors and support available. During the day there were various focused activities for each table looking at these areas and idea sharing. The day highlighted some important issues and raised awareness as well as educating about signs and risk factors.

Kings Fund Training- listening

In December Healthwatch from across the Humber region attended a 2 day virtual conference hosted by the Kings Fund. The training consisted of 6 sessions across the 2 days. The sessions were:

- Hearing vs listening- is change happening?
- How leaders are overcoming barriers to listen to people and communities.
- The realities of getting your voice heard
- Engaging with communities to reduce health inequalities.
- Using data to understand who to work with to create effective change for people and communities.
- How can the NHS become a better listening organisation.

The days provided great networking opportunities and valuable information to inform our work as a Healthwatch.

Healthwatch National Conference 2024

On 12th November Healthwatch from across the country attended the Healthwatch national conference in London. Healthwatch across the country travelled to London to attend the annual conference. The day began with opening thoughts from the Chair of Healthwatch England, Professor David Croisdale-Appleby and an overview of the day ahead.

Next there was a talk and panel discussion around A ten-year plan for health and care: What would good look like for patients? This session was chaired by the Chief Exec of Healthwatch England, Louise Ansari. There were speakers on the panel, Baroness Merron, Sarah Woolnough, Chief Executive, The Kings Fund and Cheryl Tackie, Patient and Public Voice (PPV) Partner for the National Cancer Programme, Cancer Alliance. Found and Principal Consultant at Chapter 46.

Breakout sessions took place focused on 3 areas, Healthwatch Hull attended the social care breakout session “The future of social care- How can we help deliver a national care service?” Which was a multi-table discussion among Healthwatch from across the country looking at current challenges and potential solutions and how this would need to be designed to understand and meet people’s needs.

Other Healthwatch in the Humber attended the other 2 breakout sessions which were about Young People living with ADHD and autism, discussions around the challenges people can face getting ADHD diagnoses and support. The other was about The future of Healthwatch-increasing our digital engagement and how we can best use digital technologies to improve how we work and our impact across the Healthwatch network.

Lastly, we discussed the work needed to support the changing health and care landscape and the future of Healthwatch.

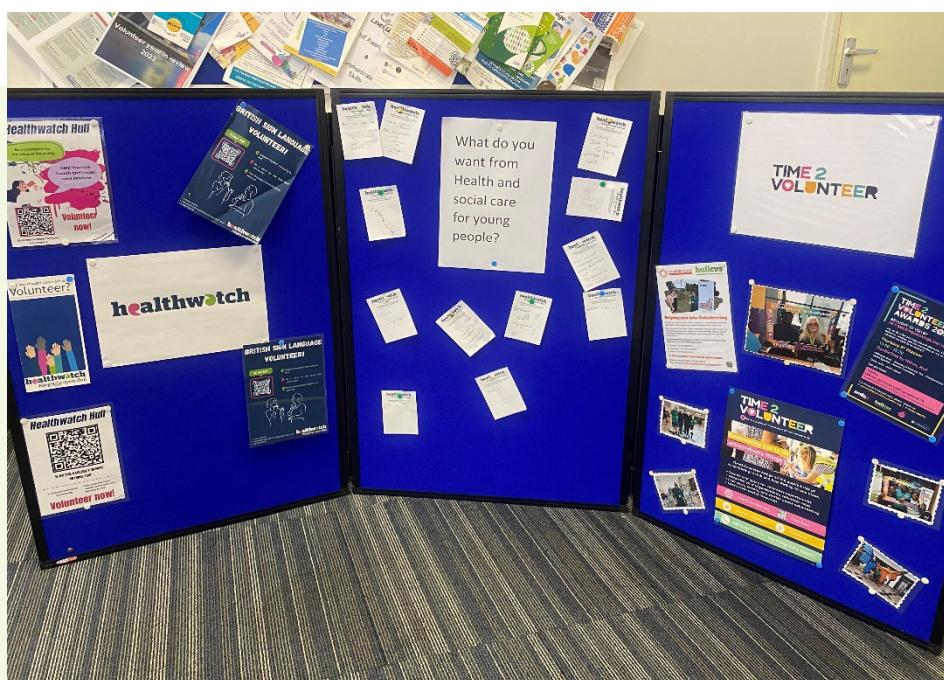
The day was a great opportunity to meet with the wider Healthwatch network and hear about future Healthwatch England’s priorities.

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



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 project looking at barriers to access and support from mental health services for people with a diagnosis of Autism. We have been 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 have also met with stakeholders to understand the processes and pathways in place and listening to their views and experiences. Our methodology for this project has included 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 had meetings with NHS Humber to understand their neurodiversity services and mental health services in greater depth. The project will be completed in Quarter 4.

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 practices from VENN and HAXBY PCNs 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.

Review of Current Projects (Cont.)

ADASS Mystery Shopping Exercise

Our Adult Social Care project officer has been working closely with ADASS to carry out a mystery shop of the Adult Social Care front door service in Hull. As part of this, we worked with 2 Healthwatch volunteers to carry out this work. Across the project we looked at the information available on the website, over the phone and face-face. The volunteers then recorded their experiences, and these were included in the report for ADASS. The pack was redesigned by Healthwatch York with Hull's help running up to the undertaking of the project. Hull then piloted the new packs of information and fed back to ADASS. While Healthwatch York redesigned the scenarios and supporting materials, Healthwatch Hull redesigned the report.

Sexual Health Engagements:

Healthwatch Hull began working in collaboration with Healthwatch East Riding of Yorkshire, Yorkshire MESMAC, CHCP, Humber Teaching NHS Foundation Trust and Public Health in October 2024 to provide valuable feedback surrounding what service users feel about information surrounding sexual health in Hull.

The overall aim was to look at how best to communicate with the local population to ensure that as many people as possible were receiving accurate and helpful sexual health information. Healthwatch Hull was brought in as an engagement tool to access and pass on this information from an independent stance.

We spoke to 20+ people across the course of these engagements and the compliments we received most often were the Quality of Staff and Service provided, and the areas for improvement highlighted were the Information, Publicity and Advice provided by the services and the Communication between Staff/Providers and Service Users.

Healthwatch Hull looks forward to further engagements with Sexual Health Services in the new year.

Review of Current Projects (Cont.)

Our NHS: The next chapter. We need to talk

Healthwatch Hull supported the Humber and North Yorkshire Integrated Care Board to speak to residents of Hull about their views of the NHS and what needs to change as part of the 'Our NHS: The next chapter, We need to talk' survey. The survey will help to shape the next chapter of the NHS. We attended St Stephens Shopping Centre during November to engage with the public, promote the survey and supported people to complete the survey where required. The survey has now closed, and the Humber North Yorkshire ICB are looking at next steps.



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:

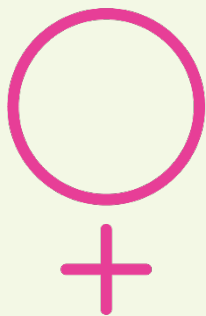
- Newbridges Acute MH unit
- HRI Main reception (Tower block)
- The Emergency Department
- Women and Children's Cafeteria
- Labour Ward
- Labour Triage
- Paediatrics (Woodland's ward)
- Baby Carousel- a monthly event at Hull Royal Infirmary for expectant parents to gain knowledge and information about 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

Work has begun on a 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 or Endometriosis. This quarter we have engaged with numerous groups to understand their experiences.



Review of Current Projects (Cont.)

Cancer Awareness Measurement Survey

The Humber and North Yorkshire Cancer Alliance wants to understand more about the level of cancer awareness and support within our area and has asked York St John University and Healthwatch to carry out a survey of residents. Healthwatch from across the Humber region have been carrying out this piece of work with targeted groups who may experience health inequalities. Healthwatch Hull will be focusing on the following groups:

- People who are experiencing homelessness
- People experiencing multiple unmet needs
- Manual workers such as those who work in factories
- People who use foodbanks
- People who speak English as an additional language.

As well as speaking to people and supporting them to complete the survey face to face, we will also be taking part in some in-depth conversations to greater understand people's views and experiences. The survey has closed during December, and we are currently completing further 1:1 conversations into January.

How we made a difference in Quarter 3, October– December 2024

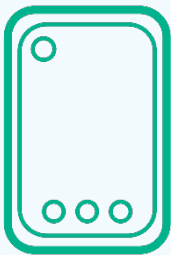
Quarter Three



Our Adult Social Care project officer received a lovely compliment from a family she had supported and provided assistance to regarding an issue with their care home placement.



Along with our volunteers we have supported British Red Cross with an evaluation of their telephone settling in support service. Our volunteers contacted 19 people who had used the service recently and had consented to share their experiences.



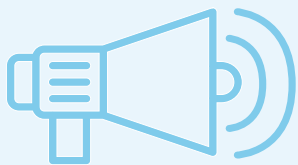
Insight bank launch- contributed to the working group and supported with design of insight bank.



Creation and co-production of the long-term conditions forum with young people and ensuring their voices are at the heart of service delivery and improvement.

Information Breakdown

Reaching out



267 people

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

195 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

15,728 people

Online interactions

201 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.

Volunteering at Hull Healthwatch



- We are very lucky to have **23 active** volunteers to help us in our engagement activities and work.
- Our volunteers gave up **51 hours of their time** to help us this quarter.
- **12 new volunteers** joined us this quarter, they are currently onboarding and will be starting to volunteer with us soon!

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 October

In October, we were contacted by **98** people and gathered their experiences relating to Health and Social Care services in Hull. The report can be accessed here: [October Intelligence Report 2024](#)

Intelligence report for November

In November, we were contacted by **101** people and gathered their experiences relating to Health and Social Care services in Hull. The report can be accessed here: [November Intelligence Report 2024](#)

Intelligence report for December

In December we were contacted by **68** people and gathered their experiences relating to Health and Social Care services in Hull. The report can be accessed here: [December Intelligence Report 2024](#)





Keeping the public up to date

Between October and December 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.

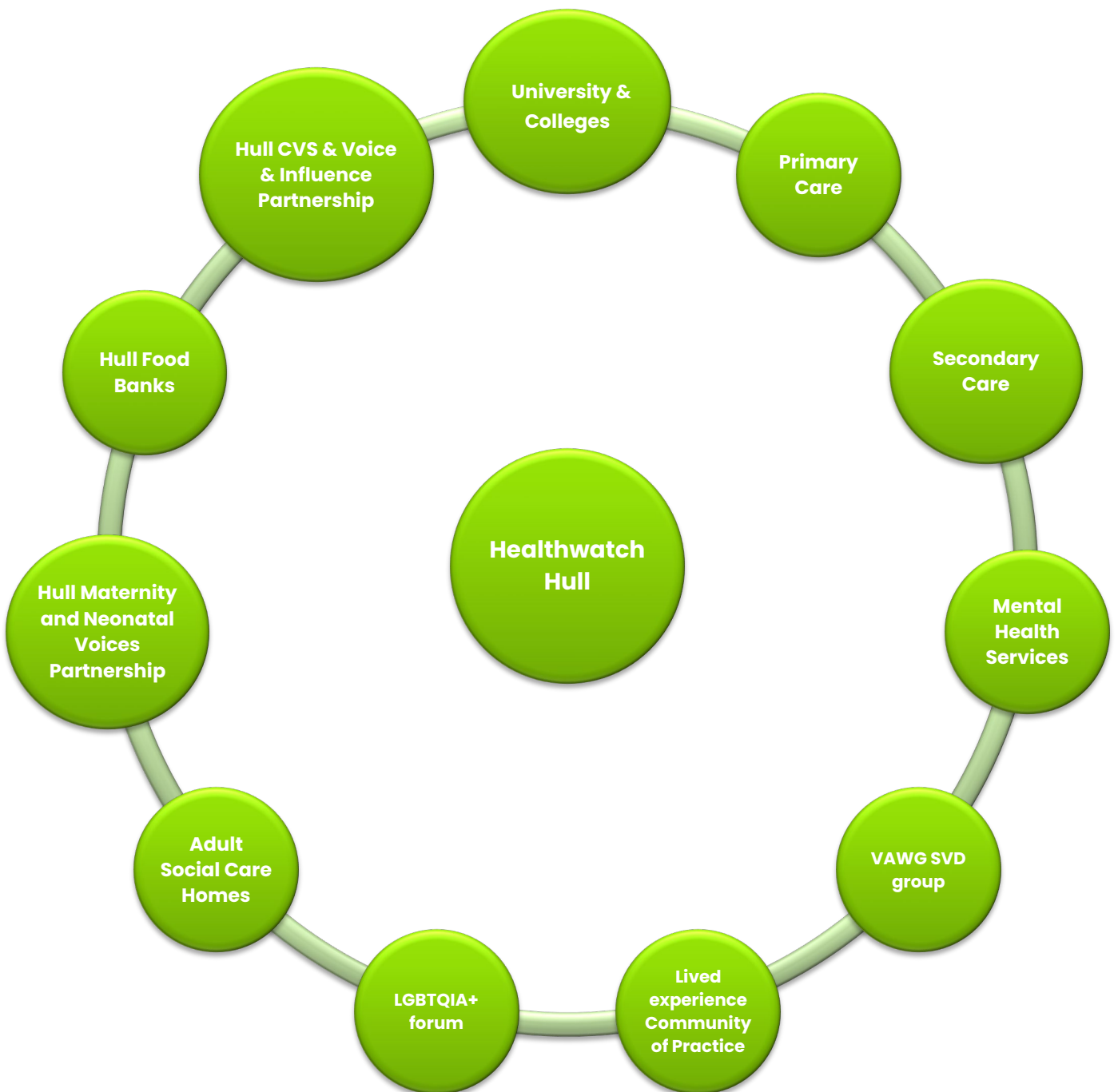
Our engagement programme has also been another work stream which has been used to keep the public up to date on healthcare issues. Our staff have attended events held by Hull City Council, NHS, other healthcare providers and charities to promote our work and we also use events to keep people updated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

Lived experience Community of Practice

Learning Disability Board

Financial Inclusion Network

HUTH Quality Assurance Visits

Service user voice meetings

Plan for next 3 months



- Completion of the Autism and Mental Health project report.
- Work to continue on the Core 20+ connectors project and Healthwatch Hubs.
- Coproduction work to continue to grow the Long-Term Conditions Forum for young people following the forum launch.
- Work to continue gather stories and experiences for the Women's health work.
- 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.

healthwatch

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