



**Annual Report 2024–2025**

# Unlocking the power of people-driven care

Healthwatch Kingston Upon Hull

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

**Louise Ansari, Chief Executive, Healthwatch England**

## A message from our CEO

Over the past year, Healthwatch Kingston upon Hull has continued to represent the views of the local community on all health and care matters. This has been achieved through gathering public feedback, identifying trends, and highlighting issues to service providers. Healthwatch Hull is driven by a strong commitment to reducing health inequalities, ensuring engagement with the most vulnerable and marginalised groups in the area, making extra efforts to ensure that those who are seldom heard understand that their views and experiences matter and can influence change.

As an independent organisation, Healthwatch Hull is a trusted source of advice and support for the people of Hull. The team remains dedicated to keeping residents at the heart of all initiatives, especially as the planning and delivery of services continue to face significant changes and challenges. In the evolving landscape of health and care, the team works to ensure that the people of Hull receive the support they need.

Over the past year, the team have collaborated with local stakeholders on various projects, including improving access to Yorkshire Ambulance Service for people experiencing homelessness, conducting Care at Home pilot reviews through Integrated Neighbourhood Teams, and assessing mental health service accessibility and experiences for individuals with autism. In its role as a critical friend, Healthwatch Hull acts as an essential link between health and care service users and those responsible for delivering and commissioning these services.

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 social media posts, you are all playing your part in helping to change and improve services.



"I am so proud of the teams' achievements this year, particularly how they have become much more involved in shaping services for those who are most vulnerable and face the worst health inequalities"

**Helen Grimwood,**  
Hull CVS Chief Executive Officer



## About us

# Healthwatch Kingston Upon Hull is your local health and social care champion.

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



### Our vision

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



### Our mission

To give every person in Kingston Upon Hull 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 or equitable health and care services that meet the need of every person within our communities.

# Our year in numbers

We've supported more than 14,164 people to have their say and get information about their care. We currently employ 3 staff and, our work is supported by 25 volunteers.

## Reaching out:



**1,217** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**12,947** people came to us for clear advice and information on topics such as mental health support, registering with a GP or finding an NHS dentist.

## Championing your voice:



We published **32** reports about the improvements people would like to see in areas like Yorkshire Ambulance Services, services for Children and Young People and Sexual Health Services.

Our most popular report was **'Voices of the Street'** highlighting the views of people who are experiencing homelessness and their access to and experience of Yorkshire Ambulance Services.

## Statutory funding:



We're funded by **Hull City Council**. In 2024/25 we received **£135,000** which is **the same as** last year.

# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Kingston Upon Hull. Here are a few highlights.

## Spring

Our 'Voices of the Street' showcase event brought together stakeholders, people with lived experience and staff from Yorkshire Ambulance Service at Jubilee Central in Hull to present the Voices of the Street project.

We promoted our wide range of volunteering opportunities such as admin volunteering, Enter and View ambassadors and engagement volunteering during volunteer's week and celebrated our incredible Healthwatch Hull volunteers.

## Summer

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

At Freshers events, we engaged with 111 people about their Health and Social Care experiences, raising awareness of Healthwatch, and signposted a further 84 individuals to relevant services.

## Autumn

We supported the launch of the Humber and North Yorkshire ICB Insight Bank by contributing our intelligence, reports, and findings to help prevent duplication across organisations.

Our volunteers supported British Red Cross with an evaluation of their telephone settling in support service. We heard the views of 19 people who had used the service recently. The feedback shaped an action plan for the service.

## Winter

Patient feedback at Hull Family Practice revealed a need for clearer booking information. The PCN manager confirmed improved appointment booking options will be implemented.

We attended a meeting at Hull and East Riding Deaf Centre with a wide range of people with lived experience and professionals to look at ways in which access to health services can be improved for the deaf community.



# Working together for change

**We've worked with neighbouring Healthwatch to ensure people's experiences of care in Kingston Upon Hull are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at the Humber and North Yorkshire Health and Care Partnership.**

This year, we've worked with local Healthwatch to achieve the following:

## Amplifying young people's voices in healthcare



Young people often feel overlooked when it comes to health and care services. That's why, with funding from NHS England, we supported a team of young volunteers (aged 14–25) to speak directly with their peers about what's working, and what isn't in local healthcare.

Over the course of the project, we heard from 887 young people across the Humber and North Yorkshire. Their honest feedback is already helping to shape services, with findings shared both locally and with the wider NHS through the Children and Young People's Transformation Programme.

This work means decision makers are now hearing directly from young people themselves, not just adults speaking on their behalf.

## Listening to communities to improve cancer care



Early diagnosis saves lives, but not everyone has the same awareness or access to cancer information. That's why we worked with the Humber and North Yorkshire Cancer Alliance to find out what people know, and what they don't.

We listened to people often left out, including those in poverty, refugees, carers, autistic people, people with ADHD, people with mental health conditions, and those experiencing homelessness. We spoke to communities in urban, rural, and coastal areas so no one was left behind.

What we learned will help shape cancer services to be more accessible, inclusive, and shaped by real experiences.

# Making a difference in the community

**We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.**

Here are some examples of our work in Kingston Upon Hull this year:

## Creating empathy by bringing experiences to life



**Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.**

One grandmother reached out to us, concerned about her teenage granddaughter's mental health. After speaking with her and gaining consent, we referred her to The Warren, as other local services had long waiting lists. Thanks to this connection, the young person was able to access therapy sessions quickly. Both she and her grandmother expressed heartfelt gratitude for the support they received.

## Getting services to involve the public



**By involving local people, services help improve care for everyone.**

We partnered with Hull City Council to evaluate the Care at Home pilot under the Integrated Neighbourhood Teams. With consent, we reached out to people who had received a Care at Home review and listened to their first-hand experiences. Their honest feedback played a key role in shaping how the service will expand across Hull—leading to meaningful changes, including adding information for carers as part of the support package.

## Improving care over time



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

Healthwatch Hull is committed to tackling health inequalities by engaging with underrepresented communities on issues like stigma, digital exclusion, transport to appointments, and access to services. We do this through grassroots community events and by collaborating with partners such as Hull City Council Public Health, the Lived Experience Community of Practice, and Change, Grow, Live – ReNew.



# Listening to your experiences

**Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.**

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



# Listening to your experiences

## Strengthening the collaboration between social workers and care homes

**We received feedback that an ineffective relationship between social workers and care homes was having a negative impact on care home residents.**

### What did we do?

We spoke to 4 social workers and staff working in across 17 care homes to better understand how working together could be improved. As a result of our engagement, we produced a report with a number of recommendations to Hull City Council Adult Social care team.

### Key things we heard:



**94%**

**Of care homes told us residents were not seeing the same social worker at each visit.**

**47%**

**Of care homes stated that the social workers attending visits did not have up to date knowledge on the needs and support requirements of the residents.**

**88%**

**Of care homes reported social workers are not liaising with any external services in advance of visiting a resident.**

### What difference did this make?

**Hull City Council responded to the report with a commitment to improve communication between social work teams and care providers by:**

- Developing a communication plan with the Principal Social Worker, including a directory of direct care home contacts
- Collaborating with the Hull and East Yorkshire Care Association to clarify social work team structures and the approach to named social workers
- Regularly inviting operational social work managers to care home provider forums

# Listening to your experiences

## Young Healthwatch

**Healthwatch Hubs have continued to grow and develop across the city in schools, sixth form colleges, youth groups and Hull University.**

We regularly host six Healthwatch Hubs to engage with young people about their Health and Social Care experiences. These Hubs offer a space for sharing feedback, receiving support and signposting, and learning more about Healthwatch and our work. Our Young Healthwatch volunteers play a key role by running sessions in their schools or colleges, encouraging peer-to-peer conversations. A quarterly insights report captures key themes, celebrates good practice, and highlights areas for improvement. You can access the latest report here- [\*\*Young Healthwatch report January–March 2025.\*\*](#)

### Key issues highlighted by young people:

- Long waiting times are a major barrier for young people seeking mental health support.
- Many young people are uncertain which services best meet their health and social care needs, or who to contact.

### Primary care access is also a challenge:

- Long waits for GP and NHS dental appointments
- Difficulty booking appointments
- Problems registering with NHS dentists, especially for young people new to the area, such as university students





# Listening to your experiences

## Young Healthwatch

**Healthwatch across the Humber region is amplifying young voices through the new Long-Term Conditions Forum.**

Launched in October 2024, the forum brings together young people aged 13–25 living with long-term health conditions. Co-produced with young people themselves, it puts their lived experiences and priorities at the centre of shaping services. A representative from Humber and North Yorkshire ICB attends each session, providing young people a direct line to share feedback—and hold decision-makers to account.

*“The event went well, and the engagement was great. Future events could be made better by the forum gaining more members and us getting some more engagement. However, it was a brilliant session to say it was only the second one.”*

### **At the February 2025 Long Term Conditions Forum young people told us:**

- It's difficult moving from children's to adult services, especially when services are in different areas such as Leeds or East Riding.
- GP surgeries are too busy, and people aren't happy with the care they receive.
- The ICB's social media doesn't really connect with young people—TikTok, for example, isn't working well for sharing their messages.
- Bowel screening kits sent to young people with special needs aren't handled in a sensitive or accessible way.
- Young people who are old enough to manage their own medical records are being stopped from accessing them, which feels unfair.



# Listening to your experiences

## Healthwatch Hull Mystery Shop: Improving First Contact in Adult Social Care

In October 2024, Healthwatch Hull, with support from volunteers, was commissioned by the Association of Directors of Adult Social Services (ADASS) to carry out a mystery shop of Hull City Council's See and Solve service and its Out of Hours Emergency Call Line.

See and Solve is Hull's first point of contact for adult social care—designed to help people stay independent by offering short-term advice and connecting them to appropriate services. Healthwatch Hull tested all access routes: in-person, telephone, online/email, and the out-of-hours line, to get a real-world view of how the public experience these services.

The team worked with Healthwatch York and ADASS to create a toolkit for the mystery shopping exercise. This included:

- 11 in depth scenarios with background information have been created and a refreshed report template was created by Healthwatch Hull.
- Guidance around how to carry out a mystery shop.

Healthwatch Hull used the new, refreshed toolkit to carry out the mystery shopping exercise.

### Key Findings

#### Strengths:

- Face-to-face support scored Excellent (4.5/5), praised for its welcoming atmosphere, helpful staff, and quality of information.
- The advice hub was modern, clean, and accessible, creating a positive first impression.

#### Areas for Improvement:

- The telephone service was rated Poor (2/5), due to long waits and lack of clear information.
- Website navigation was found to be confusing, scoring OK (3/5).
- Out-of-hours support lacked comprehensive guidance and follow-up options.
- Service quality varied widely across channels—highlighting a need for consistency.

### What difference did this make?

Healthwatch Hull shared detailed recommendations with Hull City Council. An action plan is now in development to address these findings and ensure a more consistent, accessible experience for everyone.

Healthwatch Hull were the 'test site' for these new materials and following the success of this, have now been rolled out for wider use when ADASS commissions any Healthwatch to undertake a mystery shop.

# Hearing from all communities

**We're here for all residents of Kingston Upon Hull. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.**

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

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

- Working closely and engaging with the Lived Experience Collective in Hull to understand the experiences of people with multiple unmet needs and the changes people would like to see.
- Working with our interpreter volunteers to ensure we hear from people who speak English as a second language.
- Building strong relationships with Learning Disability Services in the community such as CASE and attending their events to ensure people's voices are heard and understand the changes they would like to see.





# Hearing from all communities

## Women's Health

**In collaboration with Healthwatch in the Humber region, we have been listening to the health experiences of women from seldom heard communities.**

We carried out engagement to understand access to and experience of healthcare for women in our area with the aim to improve the overall experience and reduce health inequalities, focusing on women's health across the life course.

We listened to a diverse range of women from across Hull Humber North to capture their stories and experiences., with a particular focus on engaging with women who have Multiple Unmet Needs, women from Black and Minority Ethnic Groups, women who may speak English as a second language, women who have lived experience of, or are currently sex workers.

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## Migrant Health

**In collaboration with Healthwatch in North Yorkshire and York we published the Migrant healthcare experiences report.**

We listened to people at events, through phone calls, emails and our online feedback form. People told us issues they were facing.

### **Language barriers:**

Many migrants are facing severe language barriers when attending GP and hospital appointments with a lack of interpreters available. This adds to the complications and problems being faced on a regular basis.

### **Unequal care:**

Some people have also said they feel that services tend to prioritise English speaking patients over non-native English-speaking patients.

### **Information only in English:**

Some people told us updates and cancellations are often sent out in English from hospitals and GP's.



*"I am struggling to access an appointment with my GP. When I speak to the GP, they do not provide me with an interpreter. I need an interpreter for any communication."*

# Hearing from all communities

## Improving Ambulance Services for people experiencing homelessness- 1 year on

**In 2023–2024 we investigated access to Yorkshire Ambulance Service for people experiencing homelessness.**


People experiencing homelessness told us about stigma they faced, a fear of accessing health services, a lack of understanding around homelessness and addiction among service providers, and difficulty in accessing technology which made using Yorkshire Ambulance Service difficult at times. People also spoke about the wider problems they faced within the system such as being conveyed to ED (Emergency Department) and the stigma and judgement they felt they faced as well as a lack of dual-diagnosis mental health support.

The full report can be accessed here: [Voices of the Street report](#)

The video which was created as part of the project can be accessed here: [Voices of the street video](#)

### What difference did this make?

- YAS have created internal working groups with staff and people with lived experience
- YAS have linked their Hull team to the *Changing Futures* operational group for better coordination
- YAS have created new volunteering opportunities for people with lived experience within their service.
- The Patient Transport Service now supports people without fixed addresses with flexible pick-up points.
- Homelessness awareness training is being developed for frontline staff
- A new plan is underway to better handle 111 calls, including direct transfers to clinicians
- YAS is mapping local support services and adding this to training and signposting tools
- Ongoing engagement, co-designed with Healthwatch Hull and lived experience partners, will guide how services are promoted
- Staff now attend meetings for vulnerable adults and act on individual care needs

 *"following a professionals meeting YAS took an action to put a note on file for an individual around considering capacity when picked up, who to contact and what to do. These improvements are a direct result of the report and YAS's commitment to support individuals".*

*Debbie McKinney, Changing Futures Programme Manager*

# Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 12,947 people have reached out to us for advice, support or help finding services.

**This year, we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



## Contacting PALS

**We worked in collaboration with Cloverleaf Advocacy to support Melanie with raising issues around her late husband's care and communication with the hospital .**

Melaine reached out to us as she felt that the support the family received during the end of life process for her husband was not good enough. She told us about issues related to her late husband's care and a lack of communication with the family, particularly when trying to complain to PALS.

We signposted her to Cloverleaf Advocacy to assist with independent NHS complaints advocacy.

### What difference did this make:

*"From start of contact with yourself my experience is good, you always call back when you say you will. You ring to have a catch up and chat and if I have to leave a message you do ring back.*

*Throughout the entirety of our dealings with PALS, communication has been severely lacking, and I feel that this has greatly exacerbated the stress and anxiety that I have been experiencing so the fact that you acknowledge my calls or call when you say you will, is a big deal for me. We'd like to thank you for your consistent communication. We have nothing but complimentary things to say about how you've supported us so far".*

## Support with Adult Social Services concern

A member of the public contacted us about her step-father. He had been placed in respite care for 2 weeks, but this was then extended due to his home being deemed unsafe. A request was made for him to be moved homes, but this fell through when his social worker went on sick leave and the family were told they wouldn't get another social worker for 6 weeks. The room he was staying in was 'basic, dark and facing a brick wall'. The family told us he was having suicidal thoughts. A safeguarding referral was put in by Healthwatch Hull. Meetings were held and he was able to return home.

### What difference did this make:

*"I am writing to say how helpful Olivia has been regarding a problem concerning my mother's 94-year-old partner. He was in respite in a care home where he was unhappy and conditions were not good. Social Services were unhelpful, and we weren't being listened to. Olivia kept in contact throughout and without her help we would not have got the result we wanted. He is now being discharged back to his own home. Thank you to all your team who were involved especially Olivia".*



# Showcasing volunteer impact

**Our fantastic volunteers have given 32 days to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.**

## **This year, our volunteers:**

- Visited communities to promote Healthwatch Hull and supported them to share their views.
- Interpreter volunteers played an important role in collecting feedback from people who speak English as a second language.
- Carried out 24 Read/Write tasks to ensure NHS and Public Health information is accessible to as many people as possible.



# Showcasing volunteer impact

## At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



*"Volunteering with Healthwatch helps me feel that I make a positive impact in our community. The Healthwatch team are very supportive and appreciate all 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.*

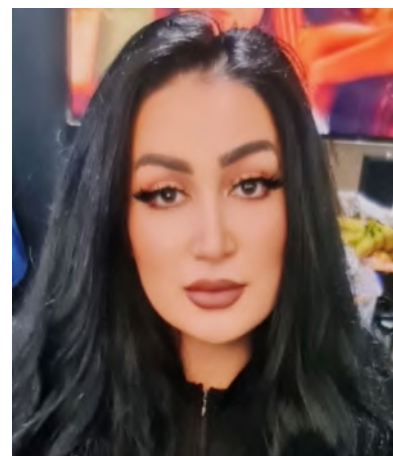
*It's been fantastic to see the positive outcomes and recommendations put forward at both local and national levels, that link back directly to the feedback gathered by Healthwatch team during the past year. All told it's been a very rewarding experience!"* **Liz**



*"Being a volunteer interpreter for Healthwatch has given me the opportunity to contribute to a cause that genuinely values people's voices in shaping health and social care services. It's fulfilling to act as a bridge between service users and the system, especially for those who may face language or cultural barriers.*

*I've seen firsthand how much it matters to individuals that their concerns and suggestions are not only acknowledged but lead to real change. This role has also allowed me to grow personally by enhancing my communication and listening skills, and by learning to engage with people from all different backgrounds with sensitivity and respect.*

*Healthwatch is more than a national organisation –it's a movement for inclusive, community-led improvement in healthcare".* **Hadeel**



### Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



<https://healthwatchkingstonuponhull.co.uk>



01482 595505



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# Finance and future priorities

We receive funding from Hull City Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£135,000	Expenditure on pay	£114,301
Additional income	£8383	Non-pay expenditure	£3087
		Office and management fee	£32732
<b>Total income</b>	<b>£143,383</b>	<b>Total Expenditure</b>	<b>£150,120</b>

## Additional income is broken down into:

- £900 received from ADASS for the Mystery Shopping Project
- £7,400 funding York St Johns University for the Cancer Awareness Measurement survey.

# Finance and future priorities

## Next steps:

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

## **Our top three priorities for the next year are:**

1. Continue to work with the Lived Experience Collective, stakeholders and Hull City Council public health to support people with multiple unmet needs to have their voices heard and reduce stigma throughout services.
2. Engagement with Residential Care Homes; staff, residents, families, friends and stakeholders within Hull to inform the Residential Care Home Recommissioning Framework project which we are undertaking.
3. To grow and develop our Young Healthwatch offer further through Healthwatch Hubs, using feedback from current hubs to shape our approach to engagement.

# Statutory statements

**Healthwatch Kingston Upon Hull, 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 direction, oversight, scrutiny and governance to the work of Healthwatch Hull, ensuring we meet our statutory requirements. In addition to this, our Independent Advisory Group consists of four 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 2024/25 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 looking to expand the membership in the coming year.

We ensure wider public involvement in deciding our work priorities through engagement and observation of trends and themes of intelligence as well as through our priorities survey.

### 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 can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended 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 publish it on our website and communicate to stakeholders and partner organisations.

# Statutory statements

## Responses to recommendations

We had 2 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were 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 insights and experiences shared with us.

For example, in our local authority area, we take information to the Health and Wellbeing Board, Adult Social Care Continuous Improvement Board, Learning Disability Partnership and Care and Support Services Board.

We also take insight and experiences to decision-makers in Humber North Yorkshire Integrated Care System (ICS). For example, we attend , Hull Place Quality Group, monthly meetings with Humber and North Yorkshire ICS, Primary Care Quality Group, and Humber and North Yorkshire Experience of Care Forum. The Humber and North Yorkshire ICS groups and forums are attended by all 6 Healthwatch within the ICS area. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Kingston Upon Hull is represented on the Hull City Council Health and Wellbeing Board by Ellie Whitfield, Delivery Manager.

During 2024/25, our representative has effectively carried out this role by contributing to discussions, challenge and attending strategic meetings.

Healthwatch Kingston Upon Hull is represented on Humber and North Yorkshire Integrated Care Partnership by Ashley Green, Healthwatch North Yorkshire Chief Executive Officer and Humber and North Yorkshire Integrated Care Boards by Helen Grimwood, Hull CVS, Chief Executive Officer. Siân Balsom, Healthwatch York sits on the System Quality Group meeting which addresses concerns about the quality of care across Humber and North Yorkshire.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
St Mary's Chanterlands Care Home	To understand resident experience following refurbishment.	Produced a report with recommendations. Follow up visit planned to understand implementation and progress.
AJM Wheelchair Service	Asked to visit by Service User Forum.	Produced a report with recommendations, action plan provided by provider. An email address where a service user could send photos in the case of damage is available and home visits are carried out in line with ICB contract. Meetings are planned to follow up on progress and implementation of the remaining actions.
Holy Name Community Rehabilitation Centre	To understand resident and service user experience.	Produced a report with recommendations, action plan provided by provider. Pictures have been purchased for the walls, coloured zones for staff have been implemented and task cards are handed out to staff each day at handover to ensure staff are aware of their responsibilities for the day and more staff have been recruited.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Rossmore Community Rehabilitation Centre	To understand resident and service user experience.	Produced a report with recommendations. Radios have now been purchased for the bed bays, group activities have increased, and staff sickness is being managed more effectively.
Loran House Care Home	Feedback from family members over concerns.	Produced a report with recommendations. Deep cleaning and redecorating of the dining room and living room is taking place. New cups have been ordered as some were stained with tea. Fluids and drinks always being available and this being managed by a manager/ team leader. Staffing levels are being reviewed. They are now using 2 lounges as apposed to 1 there is staff allocated to both, staff have reported this is making it easier to meet the people's needs in a more timely fashion. Cleaning staff have been reminded to check in areas out of sight to ensure they remain clean and free of debris.



# Statutory statements

## 2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Healthwatch Hull and Humber and North Yorkshire Cancer Alliance engagement	Healthwatch Hull supported the Humber and North Yorkshire Cancer Alliance to strengthen their cancer strategy through public insight. By promoting their survey, we helped gather vital feedback from local communities about their experiences, attitudes, and barriers to accessing cancer care. This input directly informed the Alliance's strategy and led to improvements in the accessibility and clarity of cancer-related information and screening services for the public.
Hull University Teaching Hospitals (HUTH) Quality Assurance Visits	Healthwatch Hull and Healthwatch East Riding are actively shaping service quality through monthly participation in HUTH Quality Assurance Visits. By contributing to audits of Maternity Services and the Emergency Department, we help identify areas for improvement and ensure patient experiences directly inform service enhancements. Our involvement ensures the patient voice drives continuous quality improvement across frontline care.
Service User Voice (SUV) meetings and Patient Participation Groups (PPGs) for Primary Care in Hull	Healthwatch involvement ensures that patient voice drives meaningful change. We engaged with the Humberside Local Medical Committee (LMC) to promote the role of Patient Participation Groups (PPGs) in shaping primary care services. By highlighting the value of patient-centred approaches and providing practices with the "PPG in a Box" toolkit, we enabled more effective PPGs that directly influence continuous service improvements and align care delivery with patient needs.

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