



What we are hearing

Quarterly Report: July–September 2025

healthwatch
York

Contents

Content warning: contains reference to cancer, mental ill-health, breakdown, trauma, stigma, self-harm, suicide and suicidal ideation, anxiety, distress, struggles with daily living, family breakdown.

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Key: Compliments in own words – no background, speech bubbles

3rd party reported compliments – green background

3rd party reported negative feedback – pink background

Concerns and complaints in own words – blue background

Cover photo by Sarah via unsplash

Introduction

What we do

Healthwatch York is your way to influence local health and social care services – hospitals, care homes, GP surgeries, dentists, pharmacies, home care services and many others. We make sure your voices are heard by those who buy and deliver local health and care services.

Healthwatch York:

- Provides information about local services to make sure you know how to access the help you need
- Signposts you to independent complaints advocacy if you need support to complain about a service you have received
- Listens to your views about local services and makes sure these are taken into account when services are planned and delivered

Every day we hear from people across York about your experiences of local health and care services. Where requested, we signpost and / or provide helpful information about their options. We share what we hear anonymously with the people who buy and deliver those services.

This report

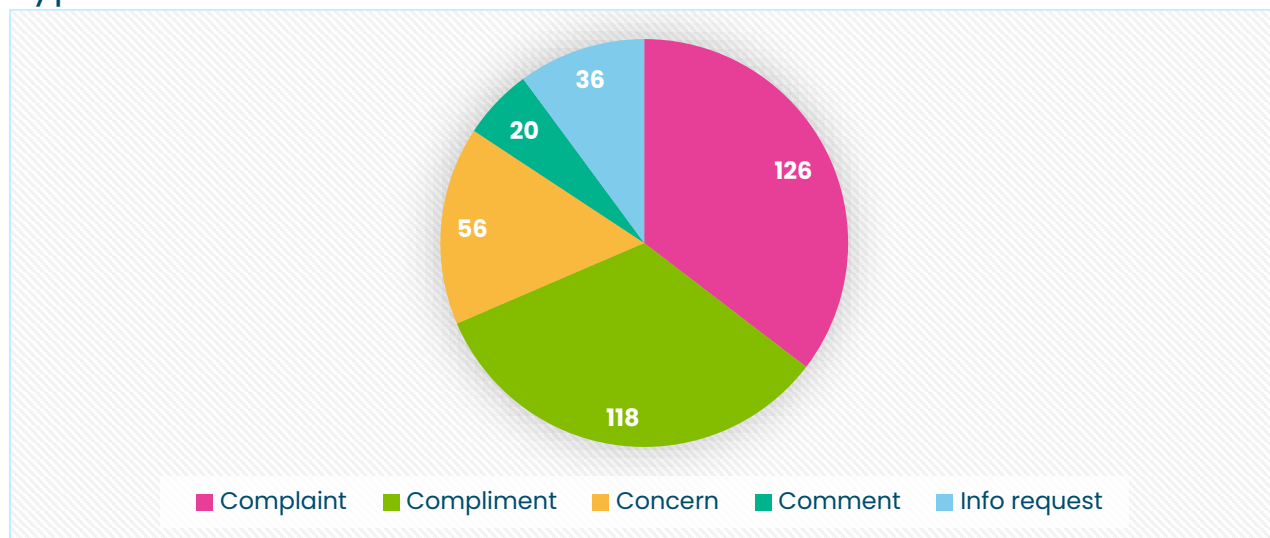
We have put this report together based on what you have shared with us in the three months from 1 July to 31 September 2025. This report gives a flavour of the issues and themes this quarter. The service areas highlighted in this report are as follows:

- Hospital services
- GP services
- Mental health services
- Dental services
- Social care services
- Neurodiversity support
- Patient transport changes

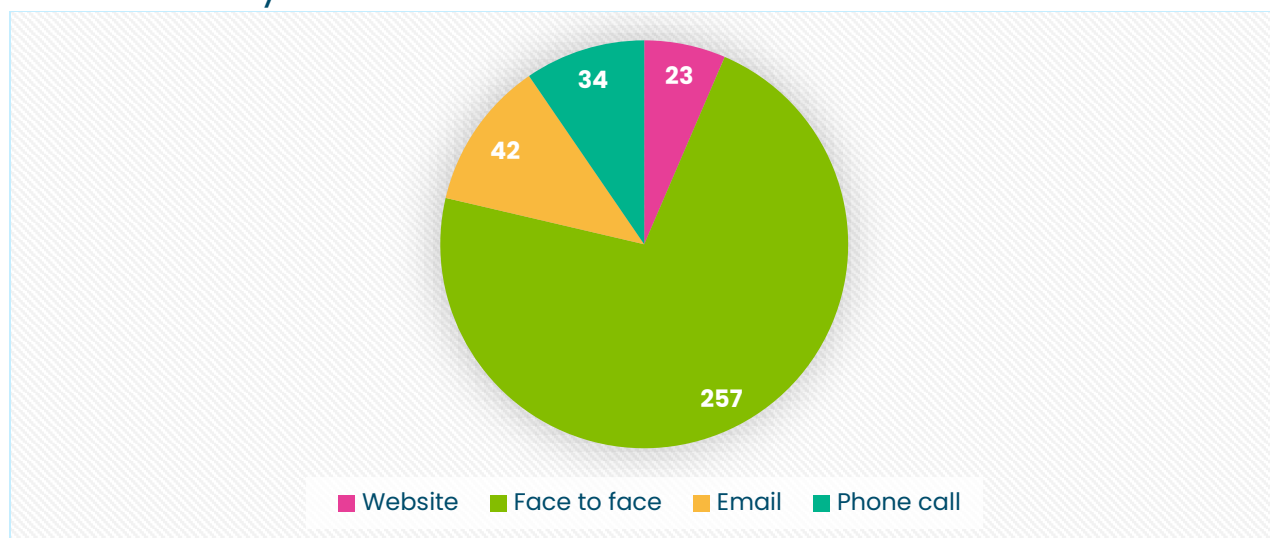
Overview of contacts received

From July to the end of September 2025 **356** people contacted us directly to ask for information / advice or share their feedback.

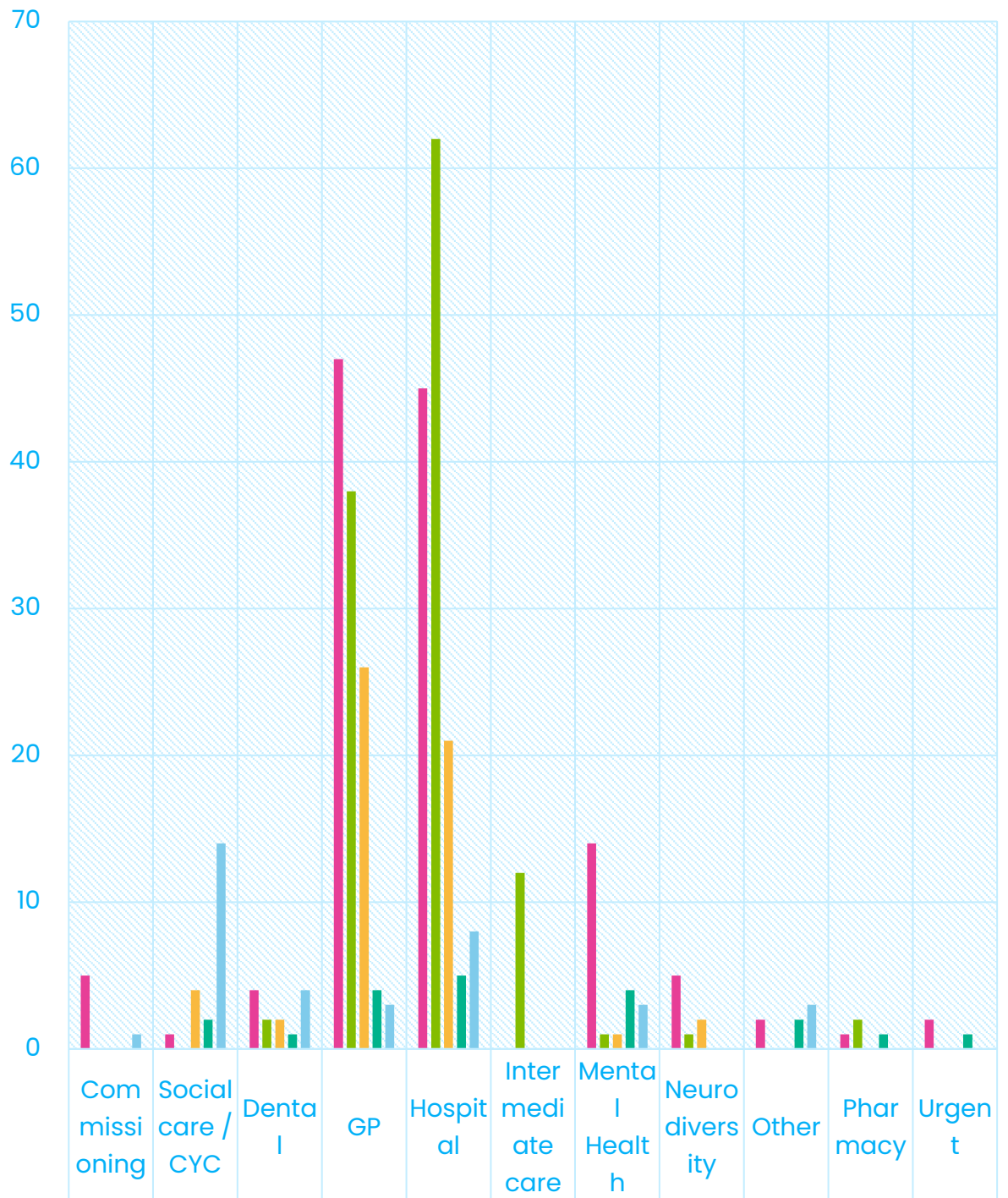
Type of feedback received



Contacted by



Feedback received by type and area of care



Complaint Compliment Concern Comment Request for info

Key themes by area of care

Hospital

We received 62 compliments about hospital care.



I had a cornea transplant in each eye and it was a fantastic service. The eye clinic is wonderful. The staff, and particularly the consultant, are kind and gentle. I've also had both cataracts done and again they were great.



I visited the Magnolia Centre today after visiting my GP for breast pain and being referred for further investigation. From start to finish everyone at the centre was extremely caring, friendly and professional. I was very apprehensive as I imagine most women are but the whole experience was outstanding. Thank you for being so kind during this stressful time.



My son (14) broke his wrist and nose playing basketball. Paediatric A&E was wonderful. He was in and out in two hours after an x-ray, thorough check and getting a splint for his wrist. Then my older son (17) dropped a bar bell on his foot which sliced his toe to the bone and broke it in three places. Again they were great, we arrived on Saturday at 4pm and he was home within three hours, again after x-ray, thorough check and having a boot fitted. They have also been good about checking for risk of infection due to the deep cut. He has had weekly appointments to check. The appointments say allow two

hours but they have never taken more than half an hour. On Saturday when we took the bandages off to redress it, it looked infected. He went back to A&E at 8pm and was home by midnight with antibiotics. It was great.



Themes from compliments included:

- Excellent compassionate care, particularly from the Eye Clinic, Magnolia Centre, and A&E.
- Being seen and treated quicker than expected.
- Clear communication.
- Good explanations of treatment needed and any follow up required.

We also received 45 complaints, 21 concerns, five comments and eight requests for information. Within these the key themes were:

- Unsafe discharge.
- Concern about dismissive attitudes.
- Communication problems.
- Lack of holistic care where people have more than one long term condition.


Personal Story: "Given the wrong antibiotics."




I was admitted to hospital with bronchitis. My medical notes stated that I was allergic to a particular antibiotic, but I was given that antibiotic and I nearly died. It was extremely frightening for me and my partner and I still have flashbacks.





Personal Story: "Good experience spoiled by one doctor."

 I have chronic angina and went to my GP recently as I was feeling dizzy and had pain in my head. They thought it might have been a TIA and told me to go straight to A&E. I did and they were very good. I had an ECG, they scanned my brain and checked all my vital signs etc and told me to go to ward G1 for a lumbar puncture. The staff wanted to keep me in as they couldn't do it until the next day. But I live very close to the hospital so they said I could go home and they'd ring me the next day to come in. They did and I was called at 9.30am and was there by 9.45am for the lumbar puncture. I was there for two hours and a doctor came and asked me to squeeze his fingers. He then said I had 'TMB'. When I asked he said it was too many birthdays – so basically I was too old. I was absolutely appalled. Everyone else had treated me with respect and kindness, but he was arrogant and dismissive.





Personal Story: "Need better coordination for health conditions."

 Having got multiple illnesses I find investigations and treatments for one adversely affect others but as each individual consultant is only bothered about their specialty they don't consider any others when picking investigations and treatments. This means that as one illness is treated another will worsen because of it. It would be nice if one consultant was put in charge of all illnesses and co-ordinates all consultants to stop them making decisions that adversely affect you overall, similar to what a paediatrician does for children.





Personal Story: "Poor communication with care home."

 My mother was being discharged from hospital (ward 35) to Riverside care home. The hospital only told the care home about her cognitive issues. They didn't mention the heart failure, kidney problems or diabetes, so the care home wasn't at all prepared. It was not good.





Personal Story: "Awful experience of waiting in a wheelchair for a 98 year old."

 A few weeks prior to her death my mother attended a morning hospital appointment. During which she was told she needed to be admitted, as her heart was not strong. She was placed in the A&E waiting room at approximately 3pm where she remained until 7am the following day. At some stage during this ghastly wait in her wheelchair she was offered a sandwich which had expired the previous day. Throughout this time, I repeatedly offered to take her home, she did not want to as she felt she might miss her place in the queue. When she was finally admitted at 7am the staff were extremely apologetic. There had been no beds available. This situation must have been known all along, so my question is why was my mother not allowed to go home? After all, a night spent in a wheelchair in a waiting room is hardly conducive to a good outcome for a 98-year-old woman.




Personal Story: "Great service, poor communication."

 I went to Burnholme leisure centre for physio. The person was excellent. But it was incredibly difficult to find as I don't know the area or the building. I had to ask in the library to find out where the leisure centre was. Then, when I got into the leisure centre there was absolutely no signage to find the person's room, only a sign on her door. It took me 20 minutes to find it. Also, I don't have a smart phone and there was no phone number to get in touch to find out exactly where to find her, just links to websites I couldn't access. They need to make sure there is clear direction information, better signage and they don't assume that everyone can use the internet all the time!



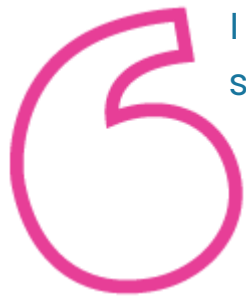
Personal Story: "Wasted time and money."

6 I came into A&E yesterday and had an 11 hour wait. When people came to call the names of the people waiting, they didn't come far enough into the waiting room or speak clearly enough so lots of people, me included, didn't know if our name had been called and we'd missed our turn. Later they said I needed an endoscopy and told me to come back today. I did, only to find that they can't do it today, but they are worried about me going home as it's urgent – but not urgent enough to do today! They therefore have to find me a bed to stay overnight and can't even guarantee they will do the endoscopy tomorrow. What a waste of NHS time and money – and my time!



GP Services

There were 38 compliments for GPs and GP practices.



I saw my GP about my sinuses and a throat problem and they said they were going to refer me to ENT at the hospital as urgent. He explained that I shouldn't be worried if they talked about cancer and said that while he didn't suspect cancer it was possible. I got an appointment at the hospital and was seen within two weeks. They were great and gave me the all clear within four weeks. When the NHS works like this it is brilliant.




I was withdrawing from alcohol and in a mental health crisis and the GP was fantastic. They helped me detox and got me the medication I needed within two hours. I had gone in to ask about pain, but they saw what I needed and helped immediately as well as also referring me to rheumatology as a priority.


The doctor was young, up to date and knew how to help. They also arranged an appointment for the next week so they could see how I was doing. I was so lucky, they saved my life.



Our GP surgery is awesome. You can get an appointment; the clinicians and nurses are excellent. It is a really good practice. When we talk to other people who live in other parts of York we are amazed to hear about their difficult experiences and even happier with our GP practice.



 I think things are improving. It feels easier to talk to a doctor now. I had a blood test and the doctor rang me with the results and even changed the time they called as I wasn't free on the first suggestion. They took their time and explained everything really well. They've asked me to get another blood test and I've been to the surgery to pick up the form and, for the first time, they asked me where I wanted to go to get my bloods done. It is very good and the reception staff are excellent. My friend had ulcers on her legs and she was sent to (another surgery site) to see a GP. When she went back to her practice she explained that it had cost her £17 for a taxi which she couldn't afford. They refunded her the money as they recognised they had sent her to (another surgery site).




Themes from compliments included:

- Ease of accessing appointments.
- Quality of care received.
- Prompt referrals into hospital.
- Non-judgemental supportive care.

We also received 47 complaints, 26 concerns, four comments and three requests for information. Within these the key themes are:

- Delays in providing support within necessary timeframes.
- Concerns not acknowledged or addressed.
- Difficulties travelling to appointments at multi-site practices.

Personal Story: “Extremely poor response regarding getting a death certificate.”

 My mother-in-law died at home early on Wednesday morning. She had Alzheimer's and this is what she wanted. My husband, her son, was there and it was peaceful. He rang 111 to ask about getting a death certificate and was told they would pass it on

to the GP. Once the GP had opened he went in and they said it was OK, and they had the details. So, he rang the funeral director and said he'd call back when the GP had been. At 2.30pm a GP from the surgery rang as they should have visited that day to see how she was. My husband explained and they said to leave getting a death certificate with them. At 3pm the undertaker rang to chase up. My husband rang the GP and the receptionist said that GPs can't certify a death and that he should ring 111 or 999. He rang 999, apologised and explained and they were very angry and said it was something the GP should do. At 5pm the GP practice rang and said if you don't hear anything before 6pm to ring 111. At 6.24pm the GP arrived and was there for a maximum of five minutes. They did apologise. They said they would send the death certificate, but on Monday we are still waiting and know we have to register the death in a certain time and are worried we will miss it.





Personal Story: "Lack of support for PCOS (Polycystic Ovary Syndrome)."

I was diagnosed with PCOS last year and have experienced a lot of debilitating symptoms, the GP's only advice has been permanent contraception until menopause and they won't acknowledge my requests for a gynaecology referral as all my conversations have been over text message with them which takes over a week for a response. I have sent a complaint in as by the time the GP responds, they've forgotten everything I've told them and have to start again. It's been incredibly stressful. I have spoken to the women's health lead at my GP practice but they told me to 'ensure I have three to four periods a year' before saying that if I don't ensure I have at least this amount then I will end up with womb cancer. But they didn't offer any support.





Personal Story: "Frustrating."

 I find it so difficult that whenever I want to get a GP appointment my practice, which is in walking distance for me, sends me to another surgery that I struggle to get to as I rely on public transport. When you get to see a GP, some are good, but one once asked me 'what do you think it is' and 'what do you want me to do'. That is what I go to the GP for. If I knew, I could sort myself out! I went with a problem with my knee, but they said I can't have treatment without losing weight, but they didn't say how much weight. In the past two years I have lost five and a half stone thanks to Mounjaro injections. But I don't know if this is enough to have my knee done.




Personal Story: "Lack of care."

 I had severe back pain and went to the GP. They sent me to the pain clinic. I said I thought I needed an MRI and was told to ask my GP. They said no, they wouldn't pay for an MRI. I paid for an MRI and was told to go back the next day to have dye injected. They found a tumour on my spinal cord and I was sent to Hull Royal Infirmary four days later where they told me to come back and bring a bag as I needed an urgent operation. If I had not had that MRI I don't know where I would be now. GPs need to listen to patients.



Personal Story: "No support for someone with dementia."

 My husband has dementia. He was diagnosed at the memory clinic. The person there was great but, after we had built a relationship, said my husband was being discharged to the GP. The NICE guidelines say he should have a named GP and an annual review. But he has had neither. We have been for other issues and they are OK, but there is no continuity and I don't know what is happening with his dementia. I think everyone with dementia should have regular scans to see if medication is helping. When I saw one doctor they said that I was doing a lot of the talking. They obviously hadn't read his notes

or seen that I have power of attorney and he doesn't have capacity. The practice always contacts my husband and I have to look at his texts to see what is happening. I am registered as his carer. I think there is a dementia nurse at the practice, but I haven't been able to get in touch with them. Dementia Forward and York Carers Centre have been excellent.



Personal Story: "No support."

Nothing went or is going well. I have fibromyalgia, ME, costochondritis and hemiplegic migraines. I live in so much pain that I regularly collapse and spend up to 20 hours a day in bed. I am diabetic I have had mini strokes and use a wheelchair. I asked my GP for a sick note, so that I could go on the correct level of Universal Credit. She replied that there must be some work that I could do! I honestly feel that I don't have a GP for care or support, just a prescription dispensing services.





Personal Story: "Good when you get there."

The GPs are all fantastic but the system is atrocious. The practice is poorly run and disorganised including the communications. They sent a text addressed to me to my wife. And they put on my mum's record that she is a heavy smoker when she has never smoked and would never smoke. It could have affected her healthcare and travel insurance. She had to fight to get them to change it. It is not good enough.



Mental Health services



We received one compliment about mental health care.

 I had problems with my memory and was referred to TEWV for some tests. They were very thorough, including doing two brain scans, and reported that there was nothing wrong. They told me about things I could do to help improve my memory and I have been doing those. They have been very good. 


We received 14 complaints, one concern, four comments and three request for information. Within these the key themes were:


- Lack of support for PTSD / complex PTSD.
- Challenges in accessing crisis support, particularly for people who have a history of alcohol or substance misuse.
- Mental health support ending before people feel ready.
- Concerns about delays in dementia diagnosis and poor signposting to support whilst waiting.
- Concerns about eligibility for CAMHS support and challenges accessing help and support elsewhere.

Personal Story: “No support at all from TEWV.”


 I have complex PTSD as a result of my army experiences. I tried to get mental health support via the NHS and got no support at all. Instead Combat Stress and Op Centurion have really helped me. But if I'd relied on the NHS, I wouldn't be here now. 


Personal Story: "No help from the crisis line."

 I rang the crisis line yesterday at 8pm and waited until 9pm for triage. The triage person told me to remove the negative thoughts from my mind and replace them with positive ones. I actually laughed at the advice, given after I said I was feeling suicidal. They put me through to the crisis team and the first thing the person said was: 'how many units of alcohol have you consumed today?' I have substance misuse issues, so they must have read my notes. But they didn't ask anything about how I was feeling, just about my drinking, saying that I sounded drunk. After five minutes of questions about my drinking I cut her off, acknowledged I was dependent on alcohol and said I had rung the crisis line as I was feeling suicidal. They said that drink was a big part of my problems and carried on talking to me about alcohol. I ended the call as it was causing more harm than offering help. The Community Mental Health Team had said to call the crisis line if I needed help as they can no longer help me. But the staff on the crisis line are making it impossible for me to call as it makes things worse.





Personal Story: "Mental health support isn't long enough for long term issues."

 I have been accessing talking therapies to help with a range of issues. They told me it would be 20 sessions when I got to 15 sessions. However, this increased my anxiety as I really need the support. The therapist has been good and gave me two more sessions, but that is it and they can't refer me for more sessions, even though I need more. My GP has referred me, but it can take up to a year to get back into the system by which time all the good things from the past sessions will have been lost. I have broken down twice about this, including with my therapist. It is not good enough. Mental health issues aren't like a broken leg. They don't heal quickly and I need more support.





Personal Story: "No services or support so I had to pay for therapy."

 I paid for therapy from The Retreat as I couldn't get any help from local mental health services. I had to wait seven to eight months and was referred to Huntington House. I wanted trauma therapy but they said they couldn't help and said they didn't do that. I saw a psychiatrist who was good but they then passed me on to a younger person who said that I should eat well and walk and that was it. It was no help at all. I asked about EMDR (Eye Movement Desensitisation and Reprocessing) and the person I spoke to said they were reading a manual and hoped to be offering the therapy soon. I was not at all reassured by that!





Personal Story: "Long delays for referral."

 My mother in law went to the GP thinking she might have dementia. It took two years before she saw someone. Then she saw a registrar and had two follow up appointments with a nurse and then nothing. No one told us about Dementia Forward or any other places we can get support.



Personal Story: "Daughter signed off despite still needing help."

 My daughter is going to York College in September. She has been in touch with CAMHS but when we approached them about continuing support, they said they were signing her off and she would need to get help via the College.



Dentistry

We received two compliments about dental care.



All the staff were lovely and they were really helpful and explained everything and gave me great advice. And it only cost me £27. So much better than my previous private dentist where I couldn't afford the payment plan.



We received four complaints, two concerns, one comment and four information requests.

Within these the key themes are:

- Lack of NHS dentists in the city.
- Long waiting times and delays to treatment.
- Challenges in meeting costs of private care.
- Concerns about physical access and care for people with mobility challenges.


Personal Story: "Delays and cancellations mean no care."




My daughter has an issue with her teeth and needs to see the community dental service for support. She had an appointment for July, but they rang and cancelled that, rearranging for August. Now they've rung to cancel that appointment and they haven't rearranged. My daughter has been waiting years for the treatment and is so frustrated that it was within reach and then cancelled without explanation.





Personal Story: "No NHS dentists."

 I am struggling to find an NHS dentist in York. Also it is almost impossible to know if a dentist is any good. I asked one for feedback from patients and examples of their work and they got very defensive. But how else do you know if they are good?!





Personal Story: "Broken tooth as a result of treatment."

 I had a bad tooth and went to the dentist. They said I needed a root canal but also noticed that I was grinding my teeth and suggested a bite guard. They did the guard for my top teeth, where the bad one was. Three days after starting to use the guard, it pulled part of the bad tooth out when I removed it. I went back to the dentist who said I'd now need a crown but the next appointment wasn't for three months. When I went for that appointment I was told the tooth was too decayed for a crown and I'd need to have it removed. Due to other health issues I can only have teeth extracted at the hospital. The dentist referred me to the hospital but I hadn't heard anything. That tooth is now bleeding profusely and I went back to the dentist who chased the hospital, but I still don't have an appointment and was told that it may take up to a year. I rang the hospital but was told they couldn't help and couldn't put me through to the person who makes the decisions about the waiting list. It is very frustrating.




Personal Story: "No NHS dentists."

 I live in York, I have two broken teeth causing me constant pain and an abscess I have no spare money and no transport the only emergency dentist with availability is in Leeds. I live on painkillers as I can't get help.




Personal Story: "Can't afford treatment."

 I have had problems with my gums and had to have a number of teeth out via a private dentist as I couldn't find an NHS one. I am on Pension Credit and wanted to know if there is anyway to get support for the costs. Also I now need to get some dentures and can't afford to pay. My daughter, who is on Universal Credit, is in the same position. Can anyone help?



Personal Story: "Can't get up the stairs."

 I think my dentist is excellent, but I haven't been able to go for three years as I can't climb the stairs and it is an old building, so there is no lift and no rooms on the ground floor.





Social care and council services

We received no compliments about social care and council services. We received one complaint, four concerns, two comments and 14 requests for information. Key themes from these include:


- People looking for information about dementia support.
- People wanting more information about community support.
- Lack of flexibility in care arrangements.
- Quality of care provided.


Personal Story: "Lack of staff and staff training is impacting care."

 My wife has Parkinson's and dementia and she is now in {name of} care home. It is the fifth care home she has been in and is better than the others so far. However, it is not great. There never seem to be enough staff. I often have to do her personal care tasks including toileting. She is also not getting the hourly checks she needs and there are no guarantees she gets her Parkinson's medication on time. That is really important for her health and wellbeing. The staff also don't seem to understand Parkinson's and I wonder if they have had any training. The food is also not good. The portions are small and the food is virtually cold when my wife gets it. She eats in her room as she has mobility problems and it seems she is always last to get the food. But they don't keep it warm while they are serving other people. One day she had half a sandwich and a greasy scallop and that was it. There are times when she is screaming in pain and no one comes to help. She doesn't understand about pressing the button due to her dementia. She also isn't getting enough to drink. The staff are nice but there aren't enough of them and they don't always know what Parkinson's is.





Personal Story: "Some issues with carers."

 I get care from {name of homecare provider} via the Council. I like the carers and they are usually very good. My only problem is when I have an appointment and I ask them to come early to help me get ready, but they never do. I had an appointment at the hospital recently and asked them to come at 8am, but they came at 9am. It leaves me with a lot of anxiety.



Personal Story: "SEND provision is not good."

 My daughter is SEND and over 18. There is not support at all. That said, the SEND hub has opened and that looks like it might help. I really hope so as before there was absolutely nothing. We really need advice on staying in education and benefits.



Neurodiversity support

We received one compliment about neurodiversity support.



Getting support at last! I have now been assessed and diagnosed as autistic via the Retreat. They have referred me for CBT. I am quite cynical as I have had CBT before, but I am very happy to try and am delighted that I have got here.



We received five complaints and two concerns. Key themes from these include:

- Problems with accessing shared care for those using right to choose.
- Lack of suitable support for younger autistic people.
- Concerns about parent blame and stigma during diagnosis.


Personal Story: "No shared care so I have to pay for ADHD medication."




When I thought I might have ADHD I went to my GP to ask about right to choose and shared care agreements. They said that they accepted shared care and so I went ahead with a private assessment and diagnosis. I was diagnosed with ADHD and given medication. However, when I went back to the GP they said that the ICB now said they can't do shared care. My only option is to pay £200 for medication. I've been back to the GP and they have said I need to be referred to an NHS provider. I checked with the Retreat who said that they have a four-year waiting list. I can't afford to pay for the medication for four years. I did everything right but am not getting any support. Before I was diagnosed with ADHD I was on the highest dose of anti-depressants which I now don't need at all. So having ADHD medication is saving the NHS money on anti-depressant medication. Is there anything I can do to get the medication on the NHS via a shared care agreement?





Personal story: "Did not believe me."

 When I went to get my son assessed as possibly neurodivergent at CAMHS they said that I knew too much (I worked supporting neurodivergent young people) and said I was pushing a diagnosis and trying to get him diagnosed to get more support. They also said I was a bad mum. It was awful and so much so, that I didn't try to get an assessment for my other child and they were diagnosed when they were at university.



Personal Story: "No suitable housing for younger autistic people."


 My grandson is 25 and is autistic, needing help. The Council put him in a flat which was inappropriate. They don't seem to understand about the needs of autistic people. They did move him and he is now in a bungalow for over 55s. He doesn't have a social worker. I have to help as much as I can. I am really worried that if anything happens to me, he will end up on the streets. He needs one-to-one support and a coordinator to connect him to services. But he has neither. I have been supporting him for 20 years and nothing has changed.




Patient transport changes


We have heard concerns from people in the city and local charities and voluntary groups about changes to patient transport eligibility nationally.

Personal Story: "No transport any more."

 I am a powerchair user and used to get patient transport for various appointments at the hospital and community dentist. The last time I got in touch to arrange transport they said that I no longer qualified. But they did say that every time I have an appointment I can try and see what they say. I have tried York Wheels but they don't have a wheelchair accessible vehicle, so I can't use that. I need to use taxis, however when I tried to arrange a taxi for a community dentist appointment, they could take me, but couldn't take me home as they would be doing the school run. I managed to change the time of my appointment so it was in the morning and I could get a taxi. However, I know that in the future I will have to miss appointments as I won't be able to get there.



Personal Story: "No support for people with sight loss who need transport."

 I rang to arrange transport for two forthcoming hospital appointments and was told that they now only provide transport and won't give any support for me to get to the right departments even though I am registered severely sight impaired. When I asked what I should do they said to either ring the department and they could arrange someone to meet me (but when I try and ring the department I don't get an answer so couldn't arrange this even if they had the staff to help) or to ask at reception. One of my forthcoming appointments is at Malton Hospital, where I have never been. So, even though it is an urgent referral to urology, I don't think I can go as I won't be able to get to the department after being dropped off. I did ring the urology department to try and get help

but just got an answerphone message that wasn't helpful. I will try to go to an appointment at York Hospital as I feel I know it better. But this new approach probably means I won't be able to go to all future appointments.



Personal Story: “Refused patient transport and relying on community transport.”

6 I have a number of issues (crushed vertebrae, effects of a stroke, arthritis in my hands and ankles) and can't walk very far. I used to get patient transport, but now they have said I can't because I said I get a taxi to the GP. They said I could get a taxi to the hospital. They did give me a number for the Selby Community Transport and they have been brilliant. But if they ever can't bring me to an appointment, I would have to cancel it. I checked the cost of a taxi and it is £45 – £50 each way. I can't afford that.



We are working with Healthwatch North Yorkshire to hear more about the impact of these changes across North Yorkshire and York. If you have an experience to share with us, please complete our survey here: <https://www.smartsurvey.co.uk/s/X6GOMW/>

Or get in touch with us and tell us more.

Things we want to hear more about

Through the feedback we've received recently, we are aware of:

- People waiting for social care support.
- Support and services for people living with long Covid.
- Long waiting times for assessments for ADHD and autism.
- Conversations about what better mental health support would look like.

We welcome your feedback on all aspects of health and care. But we would particularly love to hear from you about your experiences of any of these concerns.

We have also recently published a report on women's health and intend to do further work. We wish to encourage more women to speak to us about their experiences of accessing healthcare. The areas we are focussing on are:

- Concerns around support available for people with ME / Chronic Fatigue.
- A lack of support for those with Postural Tachycardia Syndrome, also known as PoTS.
- No clear pathway of support for those with hypermobility spectrum disorders such as hypermobile Ehlers-Danlos syndrome or hEDS.
- Difficulties accessing HRT and other menopause support for those experiencing early menopause.
- Problems with diagnosis and support for endometriosis.

Current surveys

Young people and their experiences of mental health services

Our core connectors (volunteers aged 16–25) want to hear about young people's experiences of mental health services. They will be out and about over the summer speaking to people. Or you can complete the survey here:

Young people's experiences: <https://bit.ly/YPMH2025>

Urgent Dental Care Survey

Humber and North Yorkshire Integrated Care Board would love to hear from anyone with experience of accessing or trying to access urgent dental care. Complete their survey here:

<https://forms.office.com/e/Mgaeg0vnjN>

Recent Reports

We have updated our Dementia Guide – find the latest version here:

Dementia Guide June 2025: <https://bit.ly/DemG25>

We have recently relaunched our Care Home Assessor programme. Our latest reports can be found here:

South Park: <https://bit.ly/SouthP0525>

Ivy Lodge: <https://bit.ly/IvyL0825>

And we'd love to hear from you if you have any feedback about care homes in our city.

Want more? Read our Autumn **magazine**:

<https://www.healthwatchyork.co.uk/seecmsfile/?id=110>

Why we do this

We believe that the best health and care services put people at the heart of their work. We put this report together to help local services hear more about your experiences of health and care in our city, and can use this to help shape what they do next.

We also want to encourage more people to speak up about their experiences, whether good or bad. It is important to celebrate those providing excellent care. It is also important to highlight what could be improved – when we share what doesn't work, we provide those delivering and buying care with an opportunity to make services better.

This report also gives more insight into the work we do through our signposting, information and advice service. This service exists to:

- help people find out about services and support available to them
- provide information that can help people understand their options and make decisions about health and care
- provide a listening ear to anyone who has had a difficult experience

We hope you find this report of interest, and please get in touch if there is anything we can help you with.

Glossary of terms used

Term	Definition
ADHD	Attention Deficit Hyperactivity Disorder
CAMHS	Child and Adolescent Mental Health Services. In this area, these are provided by TEWV (see below).
CT	Computed Tomography – a medical imaging scan
IAPT	Improving Access to Psychological Therapies – an NHS initiative providing treatments for anxiety and depression. It aims to improve access to therapy. Now usually referred to as NHS Talking Therapies.
ICU	Intensive Care Unit
ME	Myalgic encephalomyelitis, also called chronic fatigue syndrome or ME/CFS, is a long-term condition that affects different parts of the body. The most common symptom is extreme tiredness. The cause of ME/CFS is unknown. ME/CFS can affect anyone, including children.
OT	Occupational Therapist
PALS	Patient Advice and Liaison Service
PCOS	Polycystic Ovary Syndrome is a common condition that affects how a woman's ovaries work. The three main features are irregular periods, excess androgen, and polycystic ovaries. If you have two out of three of these you may be diagnosed with PCOS.
PoTS	Postural Tachycardia Syndrome is when your heart rate increases very quickly after getting up from sitting or lying down, often making you feel dizzy or lightheaded. There's currently no cure, but it can be managed with medicines and lifestyle changes.
PTSD	Post-Traumatic Stress Disorder
TEWV	Tees, Esk and Wear Valleys NHS Foundation Trust. They hold the contract for delivering NHS mental health services for York and North Yorkshire.



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