What we are hearing

Quarterly Report: October-December 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.

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 of St Mary's Bishophill by a member of the Healthwatch York team

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

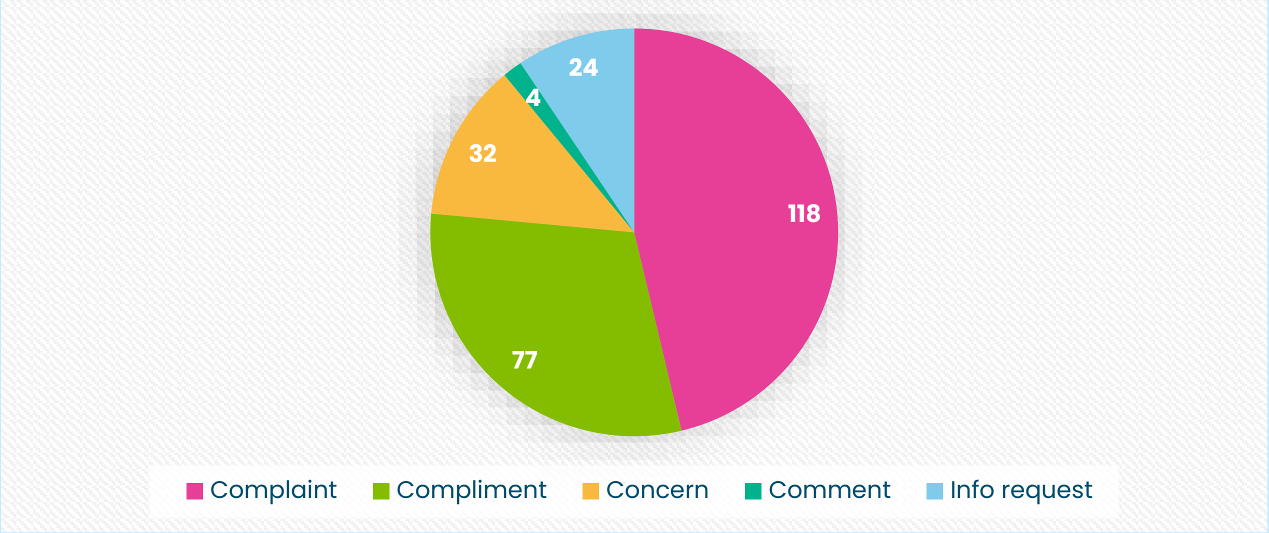
We have put this report together based on what you have shared with us in the three months from 1 October to 30 December 2025. This report gives a flavour of the issues and themes this quarter. The service areas highlighted in this report are as follows:

- Hospital services
- GP services
- Mental health services
- Dental services
- Social care and council services
- Neurodiversity support

Overview of contacts received

From October to the end of December 2025 **255** people contacted us directly to ask for information / advice or share their feedback.

Type of feedback received



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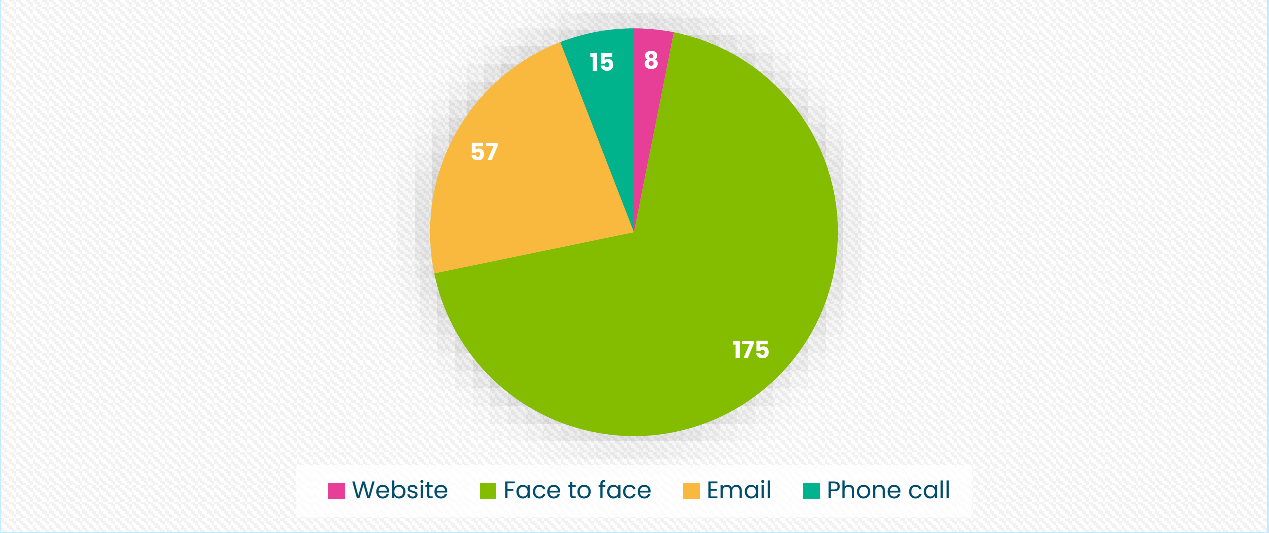
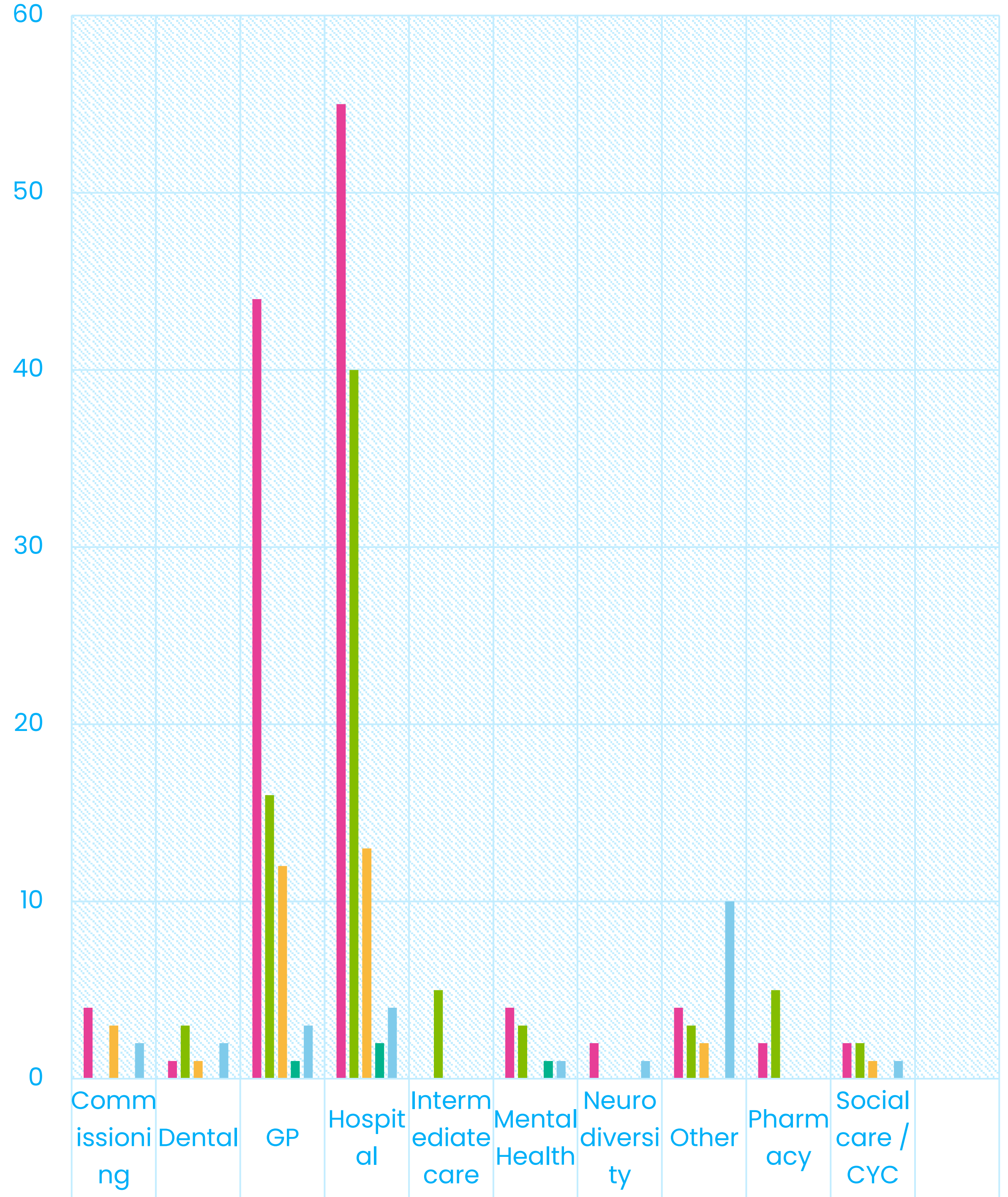


Feedback received by type and area of care



	Commissioning	Dental	GP	Hospital	Intermediate care	Mental Health	Neurodiversity	Other	Pharmacy	Social care / CYC	
Complaint	4	1	44	55	0	4	2	4	2	2	
Compliment	0	3	16	40	5	3	0	3	5	2	
Concern	3	1	12	13	0	0	0	2	0	1	
Comment	0	0	1	2	0	1	0	0	0	0	
Request for info	2	2	3	4	0	1	1	10	0	1	

Complaint Compliment Concern Comment Request for info

Key themes by area of care

Hospital

We received 40 compliments about hospital care.

> My dad fell and damaged his arm. He was in quite a lot of pain and so went to A&E. While it was very full and said there was a four hour wait, he was seen within 35 minutes, sent for an x-ray (which was also very quick as there wasn't a queue), seen by a doctor and given a splint. The whole visit took less than an hour and a half including a second opinion as one doctor wasn't sure if there was a hairline fracture and wanted to check with a colleague. It was brilliant. All the staff, including those on the desk, were lovely.

> I have been in touch with the Autism Liaison Service at the hospital about a forthcoming operation. They are fab. They helped me to do a health passport. They have helped me to find out where I am on the waiting list for the surgery and made sure that the person doing my pre-op saw my passport and so met my reasonable adjustments. The person for the pre-op said it was the first time they had seen that kind of passport. They are also going to talk to the staff on the ward I will be on after my operation. They have been brilliant.

> I have been to the eye clinic and they were fantastic. I am usually here for two to three hours, but today I’ve been in and out in less than an hour. I have come with York Wheels and when I told them, they said they’d prioritise me. The staff are very good.

> The staff in the day care unit at the hospital are very good. They seem to have to deal with a lot of difficult patients and do it with patience and care. The food is also excellent and you don't want for anything as the staff are very conscientious.

Themes from compliments included:

- Excellent compassionate care, particularly from A&E, the day care unit and the eye clinic.
- Being seen and treated quicker than expected.
- Clear communication.
- Good explanations of treatment needed and any follow up required.

We also received 55 complaints, 13 concerns, two comments and four requests for information. Within these the key themes were:

- Communication problems including failure to make reasonable adjustments.
- The challenges of waiting for services and results.
- Lack of holistic care where people have more than one long term condition.

Personal Story: “Interpreting tablets don't work.”

I have been to the hospital many times and often they can't find the interpreting tablets or they don't work as the wifi is not good enough. I ask for an interpreter, they say they will book one, but lots of times I get there are there is no interpreter.

Personal Story: “No scan results for five months.”

I had an MRI scan in July about my heart and possible worsening heart failure. I still haven't had the results. When I had the scan they said it could take eight to ten weeks for the results, but they weren't sure. I rang my consultant's secretary last week and they said they'd had the scan since mid September and she would arrange for an appointment for me next year. But my anxiety levels are higher than ever while I am waiting. I have always had anxiety but this is something else. I've gone to my GP for help and seen the mental health worker but now I can't even face that as I just want my scan results.

Personal Story: “Very blunt consultant was not helpful.”

I went to the hospital for an appointment with a neurologist as I had been wobbly. He told me to walk up and down, which I did. He then told me I had epilepsy. He asked how I had got to the hospital and said if I'd come by car, I could not drive home or drive again as I was a danger to others. I was really shocked by this and by the way he told me. There was no softness. Thankfully my wife had come to the hospital and could drive me home. But it took me a while to come to terms with having the condition and also the way I was told.

Personal Story: "Long wait for endocrinology."

I was referred to endocrinology and was told if I hadn't heard anything by the end of November to ring. I hadn't heard so rang up. They said I am on the list, but the waiting list is 47 weeks as they only have four endocrinologists. When you are waiting it feels like you have been lost in the paper work.

Personal Story: "No one is helping my mum."

My mum has been in hospital for three weeks. They said two weeks ago she would see a social worker, but no-one has been to see her. She really needs to go into a care home as she can no longer cope at home, but there is no-one helping her or helping me to find somewhere.

Personal Story: "Reception staff are not well trained."

When I went to A&E the receptionist challenged me saying I should have gone to my GP. I had a ruptured appendix which required an operation the same day. The receptionist was lacking understanding, kindness and compassion. They need better training.

Personal Story: "It is the worst hospital in the country."

My friend was taken by ambulance to York Hospital. She waited for 13 hours in A&E but she didn't want to wait any more, so went home. Soon after getting home she was worse and called an ambulance again. She died in the ambulance on the way back to hospital. It is awful.

GP Services

There were 16 compliments for GPs and GP practices.

> I've had ME/CFS for five years and have found it very difficult to find medical support. Having just had my annual review, I wanted to commend my GP for their help and reassurance. Though they admit to knowing very little about my condition, they still listen to my concerns and come up with suggestions that might help (in this case, a blood test and a referral to another doctor). Having someone who seems to genuinely care and tries to help makes a huge difference.

> My GP has been really supportive throughout my cancer diagnosis. They are clear and open about all aspects of the process and treat me with kind and integrity.

> The receptionists at the surgery are much better. They used to be quite rude, but now they are pleasant and helpful. I don't know if they have had training, but whatever it is, it has made a difference.

I have been having a lot of headaches in two different parts of my head, with some going into my neck and ears. I was worried so filled out an online form for the GP. As part of the form it asks when you are free and as a student with a part time job where the hours constantly change, it was hard to respond. It did ask if I was happy to be seen out of hours. I said yes and got an appointment on the Saturday. The GP was very good. They asked a lot of questions, prescribed amitriptyline but also arranged blood tests and encouraged me to do a journal to see if the problem was linked to my hormones. She has arranged for me to go back to follow up as well. I was very happy.

Themes from compliments included:

- Supportive care and willingness to explore care options.
- Quality of care received.
- Friendly, helpful and supportive staff.
- Offering flexibility to meet need.

We also received 44 complaints, 12 concerns, one comment and three requests for information. Within these the key themes are:

- Problems with communication including failure to make reasonable adjustments and inappropriate communication of diagnoses.
- Difficulties getting a timely diagnosis.
- Challenges with communication and care planning between GPs and other health services.

Personal Story: “Diagnosis by text.”

My aunt was diagnosed with stage 3 kidney disease by text message. There was nothing else, no information, no opportunity to talk to anyone, just a text. It is appalling.

Personal Story: “Missed cancer diagnosis.”

I’ve been trying to find a diagnosis for terrible lower back pain with my GP for five months. They referred me to a physio but the appointment wasn’t until last week. The previous week, on the Thursday, I rang 111 who said to go to A&E to be sent to the GP service. The GP told me that it wasn’t an emergency and keep taking the painkillers. The physio referred me to A&E this week and I’ve been diagnosed with secondary bone cancer.

Personal Story: “Wouldn't do what the hospital consultant asked.”

At a hospital appointment they said I needed to get some particular injections, but that my GP surgery would do them for me. I contacted the GP practice and was told that there were no nurses available for the next six weeks to do the injection. The second time I asked they said they didn't stock the drug. I even took the hospital letter with me, but they wouldn't help. The receptionist just said 'it's not my responsibility'. So I contacted the breast nurses at the hospital and they had it all sorted out for me within 15 minutes. I am going to change GP practice when my current treatment is over. It is not good enough.

Personal Story: “No interpreter.”

I booked an appointment for my three-year-old son. I am a BSL user, which the surgery knows. However, there was no interpreter - they said it was because the appointment was last minute, but they didn't even offer a video service. While there I needed to book a further appointment and explained about the BSL interpreter, but they couldn't confirm the date for the appointment and therefore they can't book an interpreter. It feels like a fight every time.

Personal Story: "Diagnosis by app."

My partner went to the GP for tests and was expecting them to call back with the results. Instead she later found a diagnosis of IBS on the NHS app. There was no message to say it was there [on the app] and it was only luck that meant she had a look as she was looking for something else. There was no information about what type of IBS, what she should do or what would happen next.

Personal Story: "Admin is awful, especially for repeat prescriptions."

They mess up my repeat prescriptions every time and then it goes on for weeks before I can get it sorted out. Often it takes six to eight weeks. And then they change or stop my medication without talking to me about it. It is a real battle to get what I need. I also rarely see a doctor. When I do they are good, but the administration of the practice is awful. Five weeks ago I was given a new medication for breathing (I have COPD). I tried it for three weeks, and it wasn't working. It took me three times contacting the practice to get them to put me back on the original medication - they didn't tell me about the change. Also I now get an inhaler once a month when I used to get four a month and had been doing for eight years. Again, they didn't talk to me about it. Now I've had a text for an appointment and I don't know why. I will go, but it is chaotic.

Personal Story: "Keep getting sent to different surgeries."

I can see the local surgery from my house, but whenever I want an appointment they send me to the other side of York. I put on the form that I am disabled and don't drive, but they still send me all over the city. I once went to [name of surgery] and saw people using a screen, when I asked them they said it was for the car parking, but there are no notices to say you have to record your registration number. If I hadn't asked my friend, who took me, would have got a fine. They need to put signs up.

Personal Story: “Going round in circles.”

When I went to see the consultant at the hospital, they said they would write to my GP. However, the GP on my record retired years ago. I told them and asked them to update the information. They said they couldn't and I'd have to ask my GP practice. I asked my GP practice and they said they can't do it, I need to ask the hospital. Surely someone can get it updated as the doctor retired more than five years ago. Whenever I tell the consultants at the hospital or even the ambulance men which my GP practice is they sigh and say 'hard luck'!

Personal Story: “Technology doesn't improve the service.”

The appointments system is not two ways. I had issues with my blood pressure and filled in an online form. I got an acknowledgement and then got a text to say a clinician would phone me on a certain date, which was a Sunday. I was not available for part of the day, but there is no way to let them know that. If you phone the GP, the message is not to phone unless you are dying and I don't want to hold to try and arrange an appointment. There is no option to find a time that works for you, you have to work round the GP practice. There is no way to text back, like you can with hospital appointments. The processes forget that they are dealing with people who are not well, they don't treat you like a human being. Also the form is only open during office hours, and after that it says it is temporarily disabled. They need to be clear that it is not available outside office hours rather than saying something that isn't true.

Mental Health services

We received three compliments about mental health care.

> I had been adamant I was never going to the mental health hub. But I was having a meltdown recently and either had to sit in a park or go to the hub. I went and they were really lovely. The man I spoke to really nailed it. The conversation was just enough. He talked about the support available and suggested I go back to talk more. I did and he has arranged for me to see the person he thinks would be able to help most. I am really pleased and now feel it is somewhere I can go if I need to.

> I found the experience of speaking with the First Contact Mental Health Practitioner very useful. I am usually quite hesitant to speak on the phone due to anxiety issues but the member of staff was very understanding and patient. They helped signpost me to sources of information and support and were able to help with medication which I really appreciated. It was a big weight off my mind to speak to someone.
> Thank you.

We received four complaints, one comment and one request for information. Within these the key themes were:

- Difficulties in accessing services after poor experiences.
- Concerns about staff attitudes.
- People feeling unsafe and without access to care.

Personal Story: "Discharged from Talking Therapies and dismissed by GP practice."

I had had support from Talking Therapies but had some issues with the therapist and so I raised a complaint. I was told the therapist said they hadn't done anything wrong and got the same answer when I appealed the response. They said I couldn't go back and couldn't self refer. I needed a referral from a healthcare professional. I tried the hub and have seen someone a few times. But they just seize on one thing I say, print some paper off and tell me to go home and work on it. That isn't helpful for me. I rang my GP to try and get some help. They got the mental health worker to contact me. They told me there was nowhere else I can go and I would have to pay for private support (I am on benefits and can't). I asked about getting a referral back to Talking Therapies and they said no. I feel as if no-one cares, they don't care about people, just about numbers.

Personal Story: "Hospital experience worse than being ill."

I was in Foss Park last year after I had a breakdown. The staff weren't interested and were really cold towards me. I thought it was one of those hidden camera things where they were seeing your reaction to them being awful, but it wasn't. I didn't know who my key worker was, they didn't really provide any care, they didn't diagnose me and I didn't feel safe. One day I walked out and went home and it was as if no-one cared or was bothered. I did go back but then I was discharged, given some medication and put on to the crisis team. Eventually I got a diagnosis of bipolar and felt that I was bullied to take medication. I don't feel I got much support. I found acupuncture which has helped more than anything else. I also got support from the Haven who were good. The two mental health nurses at Haxby Medical were really good too.

Personal Story: "Good support, but what happens when it runs out…?"

The Retreat, who diagnosed me with Autism and know about my C-PTSD, trauma and self harm, have been great. They put in an IFR to the NHS to request funding so they could do an assessment. The NHS have given them funding to do a few sessions with me (I only have two more left) and currently I am being assessed by a clinical psychologist and trainee psychologist. My last session with them will be on 28 January then the NHS have stated that after my last session the NHS would then expect The Retreat to hand my care back over to TEWV CMHT. I can't trust them. Do you know how I might get CHC funding to continue treatment at The Retreat?

No response to call

A person rang TEWV in acute distress at 11am. They raised a number of concerns about their immediate safety and about a planned appointment for that day that they could not get to. At the end of the day no-one had contacted them from TEWV. They were very distressed and worried about what would happen over the weekend when they knew no-one would call.

Dentistry

We received three compliments about dental care.

> Thank you for referring me to Mydentist. They have seen me three times and the dentist is lovely. They did a check up, took the roots of two teeth out and have done a root filling. They've booked me in for another visit to talk to me about alternatives for my teeth and mouth. They have been brilliant.

We received one complaint, one concern and two information requests.

Within these the key themes are:

- Lack of NHS dentists in the city.
- Challenges in meeting costs of private care.

Personal Story: "Can't get a dentist."

> My daughter and I have had problems with our teeth but can't get any help. My daughter has false teeth which no longer fit her as she has lost a lot of weight. They are hurting her now. I am having a lot of jaw pain, which my GP says is my teeth. But again I can't get any help.

Personal Story: "My friend needs an NHS dentist."

> My friend (80+) has a number of health issues and really needs to see an NHS dentist. It is a long time since she went to her dentist and thinks they have thrown her off the list. Can you help?

Personal Story: “'Cost of dental treatment not covered by NHS.”

Since speaking to you I have had the treatment we discussed at the [name of] practice, some privately and some under the transition prices while my dentist was awaiting NHS registration. She now has this registration, but I have had to return to consult her as there are more problems with other teeth. I have always looked after my dental health but I am assuming that, as part of the ageing process, treatments given earlier in life are deteriorating. My dentist has recommended one tooth is extracted and another has the root canal redone. The second they can only offer privately and I am aware from earlier attempts that the NHS dental hospital do not consider me sufficiently high priority to give me treatment. She say she expects the root canal to cost about £900, the rough figure I paid for other treatment earlier in the year. This is very expensive, particularly when it a repeated payment. I have looked to see if there is any insurance scheme I can join that would reduce the cost of these repeated one-off payments. All that [name of scheme] offer is a scheme that will cover the first £300 in any year. If I want to keep my teeth, can you suggest any ways I can mitigate these sky-high prices.

Personal Story: “Can't get an NHS dentist.”

I have had some problems with my teeth and had to go private. But it was so expensive. I really need to see an NHS dentist, especially if I am in pain again.

Social care and council services

We received two compliments about social care and council services.

> My mum is in Rawcliffe Manor care home. It is excellent. There is lots going on and trips out. She can get involved if she wants but doesn't have to. She is very well looked after.

> I have got a Blue Badge as a result of sight and mobility problems. The Council has arranged for me to also have a frame, a handrail in the shower and a wheeled trolley. The service was excellent. They have also arranged for me to get help with putting my bins out.

We received two complaints, four concerns, two comments and 14 requests for information. Key themes from these include:

- Difficulties in accessing support.
- Challenges in making suitable care arrangements.

Personal Story: "No help at all."

> I did have a care plan and regular carers. But after the OTs came to visit, I have had no support. The OT thought I needed more help, but I have had nothing since September. I said I needed someone to help with cleaning, making the beds, ironing etc, and they said they would get me help. But again, I have heard nothing. I need someone to help me open my post, but no-one is helping - it is so hard to get a PA when you live in the villages as it isn't worth it for them.

Personal Story: “Not supporting my mum.”

My mum has Parkinson's and Lewy Body dementia linked to her Parkinson's. She is very limited in what she can do now and has carers regularly. It seems that she mostly just sits and watches TV or is in bed. She struggles to eat without spilling her food, can't remember to take her medication and is struggling. She is a smoker and keeps dropping lit cigarettes. I think it is only a matter of time before she sets something on fire. I've tried to raise this with her GP and to get a formal diagnosis of dementia, but they aren't interested and definitely won't come and visit her. I have talked to the Council but they said there are no social workers so she can't have one. She did go into care for a few weeks, and she looked so much better. But she said she wanted to leave (as they wouldn't let her smoke inside) and they said she had capacity so she could. I am struggling with my health and so can't really support her, but it seems like that is what the GP and Council expect me to do. But I can't. One GP told me to move away! But I can't do that either. I don't know what to do.

Personal Story: “Struggling for support as a connected carer.”

I am the carer for my 13-year-old grandson. He has been with me since Spring 2024 when he was brought round by social care. I was told I was looking after him as that is what he wanted. He has ADHD and autism and has issues with alcohol and drugs. I had no choice and since then I have had no support. When I raise issues with the social worker they are no help and they keep changing. I had one social worker for eight days! I have just had a demand of £1,000 from HMRC as I hadn't filled a foster carer form in, but no-one told me I had to or how to do it. I still can't get any help, I am just told 'that's not my job'. I rang in a crisis on a Friday and was told that my social worker wasn't there, they'd send an email and she'd get back to me on the following Thursday when she was back in the office. It really isn't good enough. If I was a foster carer I would have had training and an induction, but because he is my grandson I have had nothing. I feel like I'm now the babysitter and our relationship has changed. I used to be his grandma

> and we had a good relationship, but that's gone as I'm now the one telling him he has to go to school.

Neurodiversity support

We received no compliments about neurodiversity support.

We received two complaints and one information request. Key themes from these include:

- Challenges accessing help whilst waiting for a diagnosis.
- Difficulties in beginning the assessment process.

Personal Story: "No support."

My daughter is at York College and is waiting to get an assessment/diagnosis for autism. They have said the waiting list is too long and they don't know when they can help. She is at York College and they have said as she doesn't have a diagnosis, they can't help and they said she had to go to CAMHS. She is struggling to use public transport so her dad has to take her to college and be late to work. If she had a diagnosis, she could get support for transport. It feels like we are in a vicious circle, it is one thing after another and no-one can provide any help. It is an absolute joke.

Personal Story: "Struggling to get an appointment to be able to be referred for an autism/ADHD assessment."

I was diagnosed with ADD when I was younger and I am struggling with everyday life. I feel I need an assessment for ADHD/autism. However when I asked my local GP surgery, they said that they were on Opal 4 so I would need to contact NHS 111. However, they also said I need to see a GP so I am stuck. But I am really struggling. I know the referral will take time, but the longer it takes to even see a GP the more difficult it feels.

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.

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

Current surveys

Vaping survey

Vaping is a serious threat to the health and wellbeing of young people. But we are seeing a significant increase in the numbers of young people taking it up. We want to hear more from young people (up to 25 years old) about their views and experience of vaping. Take our survey here: **www.smartsurvey.co.uk/s/Z7VKLP/**

Women's health - long term health conditions

We continue our work on women's health with a survey asking women to share their experiences of long-term health conditions. This survey will help us better understand women's experiences of getting a diagnosis, support and treatment for long term conditions.

Take the survey here: **https://www.smartsurvey.co.uk/s/77KRR3/**

The closing date for responses is 31 March 2026.

If you would like paper copies or support to complete either survey online, contact us on 01904 621133.

City of York Council Parent Survey

Local parents and carers - please have your say on local support and provision for families in the York Parents' Survey.

Your feedback will help shape future provision in York and by taking part you could win a £50 Love2shop voucher.

The survey is organised by Raise York - the local network of people, places and online support which helps children, young people and families from pregnancy to adulthood – and will run until 31 March. Collect a paper copy from any of the city's Explore Library centres or complete it online at www.york.gov.uk/YorkParentsSurvey

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. We believe they can and should 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
A&E	Accident and Emergency (also referred to as ED or Emergency Department.)
ADD	Attention Deficit Disorder – a term that used to be used for inattentive ADHD.
ADHD	Attention Deficit Hyperactivity Disorder – now recognised as a single condition with three types, inattentive, hyperactive-impulsive, and combined.
CAMHS	Child and Adolescent Mental Health Services. In this area, these are provided by TEWV (see below).
CMHT	Community Mental Health Team.
COPD	Chronic obstructive pulmonary disease (COPD) is the name for a group of lung conditions that cause breathing difficulties. It includes: • emphysema – damage to the air sacs in the lungs • chronic bronchitis – long-term inflammation of the airways
C-PTSD	Complex Post-Traumatic Stress Disorder - You may have complex post-traumatic stress disorder (PTSD) if you have some of the symptoms of PTSD and also have problems with managing your emotions and having relationships.
CYC	City of York Council
IBS	Irritable Bowel Syndrome is a common condition that affects the digestive system. It can cause stomach cramps, bloating and diarrhoea. It's usually a lifelong condition but lifestyle changes and medicine can help.
IFR	Individual Funding Request – When a doctor believes a person's situation is so different to others with the same condition that they should have NHS treatment paid others can't have they can ask NHS England to pay for treatment using an IFR. A panel then decides if they will allow it.

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.
MRI	Magnetic Resonance Imaging – a scanner that uses strong magnetic waves to provide images of organs in the body.
OPEL 4	Operations Pressure Escalation Level Four - OPEL 4 or a black alert is the highest level of stress and activity in health services. The OPEL levels are a method used in the NHS to measure stress, demand and pressure. NHS England classes Level 4 as a 'serious incident.'
OT	Occupational Therapist
PA	Personal Assistant – someone who provides care support and is directly employed by the person being supportive or their representative.
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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