

The importance of independent voice

Healthwatch Leeds Annual Report 2025 to 2026

"Healthwatch is such a valuable part of what we all do. If it goes, Leeds would need another 'Healthwatch'"



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Jackie Hartley –
Leeds Resident.

“Healthwatch really makes a difference, when you are at rock bottom, not getting any answers to a complaint you have put in, about aftercare given when discharged from A&E – Surgical Assessment Unit. You contact the Healthwatch advice line, and a caring person listens to you and navigates you through the complaint procedure.

With your help, I got a reply from PALS to investigate the case within a day. This led to new procedures being put in place when your loved one leaves the Surgical Assessment Unit. With your help, it has made changes for fellow carers and given me peace of mind, and now it is allowing me time to grieve for my brother-in-law. What a result! Thank you, Healthwatch. If in doubt, seek help on the helpline.”

A message from our chairs



Jonathan Phillips
and Jane Mischenko
– Co-chairs,
Healthwatch Leeds

We are proud to introduce the annual report; whilst this year has been one of significant uncertainty and change for colleagues in the Healthwatch team, their values and drive to deliver continues undiminished.

Our **independent** status creates a safe and trusted place for the people of Leeds to come, to share their experience, and to seek help. Their feedback informs our work programme and the report is full of examples of the impact we have, in taking the things that matter to the people of Leeds, to those with the power to make changes.

Strong values shape the work programme – we recognise the Importance of **inclusion** and that active outreach is needed to hear the voices of those who experience the greatest inequalities.

There is a strong demonstration of the **impact** our work has had within the report and it's particularly worth highlighting a couple of those that actively came from service users and carers. The review that led to improvement of the NHS 111 Mental Health Crisis Line, and the work Youthwatch led to improve young people's mental health services in the city, are great examples of continuous improvement through feeding back and working collaboratively with partners.

We are constantly **impressed and in awe** of the team and the volunteers who give their all and produce such important work, with great impact at a very challenging time, so it was great that we were nominated for the Adult Social Care Partner of the year in their Awards for Excellence. This year has been one of uncertainty as to the future of Healthwatch nationally and locally; the team continue to demonstrate what a valuable asset Healthwatch Leeds is to its community.



Listening to all communities

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed. 1,853 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

As always, we 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.

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 a diverse range of communities by:

- Listening to people struggling with their mental health, who may not speak up to the services who provide their care.
- Visiting construction workers on a building site, a group that would typically struggle to access services or have their voice heard.
- Holding conversations with people whose first language isn't English at their community group, with interpreters.
- Ensuring children and young people's voices were heard by attending youth groups. Youthwatch presented findings to decision-makers at the Child Friendly Leeds Takeover event.

"Thank you Healthwatch Leeds for this important piece of work and for giving us the chance to make our service users' voices heard," ASHA Neighbourhood Project.



Gipton Mens Group at the Epiphany Church



Who do you call when in a mental health crisis?

When 371 people and carers told us about their mental health crisis experiences, their voices directly improved mental health services in Leeds and West Yorkshire.

Since 2024, NHS 111 has become the main route to access mental health crisis services in the country. At the same time, Leeds and York Partnership NHS Foundation Trust closed its single point of access mental health crisis service to the public. Because we listen independently, people trusted us to shine a light on what wasn't working.

Key things we heard

- Many people didn't know NHS 111 could help with mental health crises.
- 3 in 5 people didn't find call handlers helpful with widely varied experiences.
- Some communities faced barriers accessing support.

"I'm autistic and struggle to talk over the phone as I can't see the person."

"The person I was supporting was assessed as "not a crisis," leaving us feeling that whilst we were having our worst day, this was insignificant for services."

What difference did this make?

Working with Nottingham Community Housing Association (who staff the phoneline), West Yorkshire Integrated Care Board (the service commissioners), and Leeds and York Partnership Foundation NHS Trust (who provide the majority of adult serious mental health services in Leeds) to make changes happen. Call-handlers have improved training, carers get better support, people know what to expect when they call 111 and there's a new 24-hour crisis text service for people who can't use the phone. You can read the full list of outcomes on page 34.

Thank you to all the people and groups who trusted us with their experiences, including ASHA Neighbourhood Project, Leeds GATE, Rainbow Junktion, Men's Health Unlocked, Leeds Survivor Led Crisis Service Deaf Group, Leeds Autism Aim, Battle Scars, Leeds Mind, Touchstone and Forum Central and the services who listened and acted.



Are you in a mental health crisis?

Bringing health closer to home: Neighbourhood Health

Students at Joseph
Priestley Centre, Beeston



Turning 850 people's feedback about what good neighbourhood health looks like, into the blueprint for services across Leeds.

Health services should be close to where people live, easy to get to and help stop people getting ill. We worked with Leeds Community Healthcare NHS Trust, Carers Leeds and Forum Central to find out what people wanted in their local area.

We went to where people are, to construction sites, men's groups, and community spaces across the city. We talked with carers, young people, people living with long-term conditions, people facing financial pressures and those who are often forgotten.

Key things we heard

People wanted services to communicate better and work more closely together. Many valued face-to-face support and struggled with digital access. For many, community-based services feel more welcoming, trusted and easier to reach. Others found community spaces confusing and they worried about privacy.

"Healthwatch Leeds went over and above to engage with a broad range of community groups, using networks and knowledge we don't have ourselves. The quality of the work was excellent and extremely insightful, and it is already being used to shape the future of our health and care services in Leeds." Dan Barnett, Leeds Community Healthcare.

What difference did this make?

Leeds Community Healthcare NHS Trust has taken action. They are training new staff about what people want, reviewing their self-management web page, making it easier for young people and carers to find health advice, information and book appointments together, re-establishing the Carers Steering Group and working closely with community organisations to connect people to community support.

Our findings are not only shaping Leeds Community Healthcare services, but also West Yorkshire, as the NHS shifts towards a new Neighbourhood Health approach.

"We have already used the Healthwatch Leeds findings to inform our messaging, particularly for local communities. The report has been valuable in shaping tone and sense checking our approach, and it will continue to guide messaging as the programme develops." Adrian Winterburn, Leeds Health Partnerships Team.



Youthwatch: young people shaping mental health services

Volunteers at Time For Young People

Our young volunteers make sure the voices of young people shape health services. This year, they've made a real difference to mental health support across Leeds.

Improving the Time for Young People website

Volunteers met with The Children's Society, website developers and commissioners to advise on improvements to the Time For Young People website. Their feedback led to real changes: a clearer navigation menu, simpler text, local photos, travel information, directions to the hubs, and improved crisis support signposting.

Ellie Fairgrieve from The Children's Society said: "Youthwatch have been fantastic to work with and have provided us with so much more support than we could have hoped for. Their feedback has consistently placed young people at the heart of it, which has helped us make effective decisions regarding service delivery."

Time2Talk: making mental health services better across Leeds

Youthwatch volunteers visited Time For Young People hubs across Leeds. They gave feedback on getting there, the spaces, and how to improve. The service took action. It improved lighting in areas where young people felt unsafe, introduced a phone line, refined the sign-up process, and added clearer signage. From this work, Youthwatch developed 11 top tips for mental health services. At the Leeds Children and Young People takeover event, volunteers promoted these tips to commissioners and decision-makers, who pledged to champion these tips in future meetings.

One volunteer said: "I feel like my voice has been heard because I've been a part of the project for a while. Having our feedback used and taken on board and seeing it brought to life has been great. I feel really positive about future change."

Influencing in Youthwatch meetings

Through eight meetings this year, Youthwatch has shaped health and care services across Leeds, giving feedback on improving support for eating disorders and advising on how services can be more young person-friendly.

"They provided brilliant feedback on two of our surveys to make sure they would work well for young people and be accessible. I have implemented all of the recommendations suggested." Domanique Burley, Project Coordinator, West Yorkshire CYPMHS Provider Collaborative.





Improving GP care for trans and non-binary people

There is conflicting guidance and a lack of support for GPs, making it harder for trans and non-binary people to access the care they need.

We worked with Trans Leeds and the Leeds Public Health Healthy Communities and Primary Care Team to create good practice guidance for GPs.

We led five workshops, with trans and non-binary people and professionals, so they can talk openly about the barriers to good care and shape solutions together.

Our first workshop was a great success. Seventeen trans and non-binary people sat down with eight primary care professionals to talk about hormone prescribing and shared care, sharing their experiences and ideas for improvement.

What difference will this make?

By listening to both communities and professionals, we'll highlight what's working and what's not. This means every GP in Leeds will have clear guidance, and every trans and non-binary person can expect consistent, good quality care.



NHS App: One message, many voices

People across Leeds told us loud and clear: digital services should be an option, not the only way to get care.

We spoke to older people, autistic people, people with learning disabilities, people with visual impairments, and people whose first language is not English, as these communities are more likely to experience digital exclusion.

While some found the NHS App useful, many faced barriers like limited accessibility features, a lack of translation, and low confidence using technology. Many preferred speaking to someone directly, and most had never been offered help to use the app. With the Government's 10 Year Health Plan shifting the NHS towards digital healthcare, it's vital no one gets left behind.

What difference did this make?

The NHS App's testers and developers are using our findings to make improvements. We shared our report with 100% Digital Leeds, who are teaching people to manage their health online, and signposted everyone who gave feedback to local support.

Waiting time people's panel: voices from across our communities

People waiting over a year for treatment told us what it's like for them

From missed appointments due to digital barriers, referrals not actioned, fragmented communication, and the emotional toll on families trying to advocate for loved ones. Working with Leeds ICB and the Network Data Lab, we listened to people who had been waiting over a year for care, sharing their experiences in real time. We reached out through community organisations and local networks to include carers, older people, digitally excluded communities and people living with long term conditions. Focus groups and in-depth case studies showed what it is really like on long waitlists.

What difference did this make?



People's experiences are directly shaping work to reduce waiting times and improve the waiting experience for every community. Our case studies were shared widely across Leeds and the region and were included in the Public Accounts Committee's report on reducing NHS elective waits, taking the voices of Leeds people all the way to Parliament.

The words we choose make a difference

By reducing jargon and using plain, everyday language, we can make health and care more inclusive, accessible and easy to navigate for everyone.

We created a jargon-buster resource that highlights common words and phrases that often slip into professional conversations, patient letters, public information. The words were selected by Healthwatch Leeds, West Yorkshire Voice, local Healthwatch in West Yorkshire, Leeds third-sector organisations, and NHS and social care Communications professionals.

What difference did this make?



The jargon buster is being used to help prevent services from unintentionally excluding people, especially those who don't work in health and care, speak English as an additional language, have learning disabilities, have low literacy, are neurodivergent, or are under stress or unwell while trying to understand their care.

Plain language isn't about "dumbing down". It's about fairness, respect, and giving everyone an equal say in their own care.

Enter and view

We have a statutory right to 'Enter and view' publicly funded NHS and adult social care services, in order to get the views of people using their services and their relatives or carers.

We arrange for trained authorised representatives to visit premises where health and care are provided, to observe the service.

Between April 2025 and March 2026, we carried out 11 visits to Aspire. Aspire provides respite, day centres and supported living services for people with learning disabilities. We visited the following locations:

Location	Date
Scott Hall Emergency Care Respite Service	15 July 2025
Scott Hall Planned Care Respite Service	15 July 2025
Raynel Respite Service	30 July 2025
Farfield Respite Service	5 August 2025
Crossheath Respite Service	12 August 2025
Technorth Day Centre	18 August 2025
Pudsey Leisure Centre Day Centre	9 September 2025
Rothwell Fulfilling Lives Service Day Centre	10 September 2025
Hillside Enterprise Centre Day Centre	23 September 2025
Craven Road Bungalows and Delph View Flats	30 September 2025
Vicarage Bungalows and Flats	15 October 2025

For these visits, we heard from people using the service, their family members and friends, and staff. We adapted the survey to be in an easy-read format, which supported conversations with people with learning disabilities. We also provided British Sign Language interpretation for Deaf people using the service and picture prompts for non-verbal people. We enabled those who would never be able to complete a survey to have their voice heard.

As a result of our visit, we received a positive response from Aspire. Our findings led them to make changes and improvements.



Hillside Day Centre

Respite care

Recommendation	Action
Develop a more effective induction programme for agency staff.	Agency induction reviewed with more detail; agency profiles created by recruitment (Oct 2025).
Consider increasing staffing levels during shifts.	Working with Leeds City Council to ensure correct funding reflected in staffing; needs/risk assessments completed before each stay.
Review and improve staff training, especially medication management.	New medication error prevention training being rolled out across all respite services in the new year.
Strengthen medication management practices.	New medication policy rolled out and discussed in team meetings; manager medication audits implemented.
Improve communication with relatives and carers.	Letter sent to all families with contact details for leaders and managers; robust complaints policy in place.
Organise team building and wellbeing activities.	Regular team meetings in place; team building to be developed at next managers meeting.

Day Centres

Recommendation	Action
Continue person-centred care and involve customers/families in decisions.	Actions embedded in each Service Improvement Plan; will continue as digital records (Nourish) are introduced.
Improve easy-read signage and roll out visual aids.	Rothwell FLS presented easy-read approach to all managers (Dec 2025); each manager tasked to implement by April 2026.
Ensure all visitors sign in and out.	Visitor sign-in reinforced with all managers at meeting Jan 2026; expectation formally restated.
Explore British Sign Language training and interpreter access (Accessible Information Standard).	British Sign Language interpreter access and staff training to be explored from April 2026.



Recommendation	Action
Ensure staff feel supported after raising concerns.	Whistleblowing policy to be reshared with teams and families by end of Feb 2026.
Review staffing ratios, agency induction, and streamline documentation.	Staffing ratio confirmed 4:1 (Jan 2026); agency feedback being gathered to improve induction (April 2026); Nourish digital records being rolled out from Spring 2026.

Supported living

Recommendation	Action
Maintain personalised, respectful relationships between staff and customers.	Core staff team assigned to each customer; support plans reviewed with customers and keyworkers every 6 months.
Keep environment clean and clutter-free.	Regular walk-around audits and H&S checklists in place.
Improve agency staff induction and handovers.	Agency induction updated to cover Nourish handsets and handover alerts; agency use reduced.
Maintain customer choice in food and activities.	Customers involved in menu planning, shopping and cooking; pictorial food plans being developed.
Comply with Accessible Information Standard; introduce picture cards.	Customer documentation meets accessible standards; picture cards being introduced for non-verbal customers.
Strengthen concerns procedures.	Formal complaints reviewed by commissioning; weekly meetings held with customers raising concerns.
Improve staffing levels, especially during busy times.	Customers assessed for 1:1 hours by commissioning; reassessments requested when additional support is needed.
Strengthen recruitment and address training gaps, particularly for complex behaviours.	Service manager leads all interviews; PBS training in place for all staff; debriefs provided after every incident.
Understand and address staff dissatisfaction; provide emotional support for staff.	Annual staff survey, monthly meetings and supervisions in place; staff welfare services (VIV UP, Leeds Rhinos Offload programme) provided in work time; separate survey planned for Armley Vicarage staff; team building exercises being sourced (by 15 Mar 2026).

Small changes, big differences

Over the past year, we've been out and about in the community, listening to your stories, engaging with partners, and working to improve care in Leeds. Here are a few examples of how small things can make a big difference in people's experiences of health and care.

Spring

Examples of AI use in Healthcare that we've collected were used in national insight on the pros and cons of AI in healthcare and used to flag issues with the Patient Safety Commissioner.



We spoke to people in diverse and low-income areas to rename Pulmonary Rehabilitation, as the current name hinders access to the service.



Summer

We gathered insight to prioritise the voices of people and carers in developing the HomeFirst2 programme, which aims to promote independence and reduce the need for future care.



An NHS England representative cited our work in Parliament during a Health and Social Care Committee session on NHS Dentistry, highlighting our evidence of decay in children at school.



Autumn

We helped Leeds Adult Social Care develop and review their web pages with a focus on user needs, and involved people in designing a new unpaid carers leaflet for the hospital Trust.



We staffed a stall at Autisticcon, a northern autism-focused convention, sharing insights to help autistic people and services to help them know how services can improve for neurodivergent people.



Winter

We gathered feedback from people with diverse cultural backgrounds on draft pressure ulcer resources to improve access and inclusion for the University of Leeds.



In partnership with NIHR, we've been visiting clinics to recruit for interviews and focus groups on topics such as limb pain and first-contact physio.



Making a difference in the community

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



Ayad

Bringing experiences to life

Our 'How does it feel for me?' videos about Diane (who is deaf), Gemma (an unpaid carer) and Ayad (has progressive multiple sclerosis) help services understand the issues people face.

Decision-makers saw their videos, creating real change. The hospital Trust fixed gaps in BSL interpreting provision. Leeds Community Healthcare Trust audited its contact options for deaf patients and reviewed how wheelchair users prepared for appointments. Adult Social Care reviewed its assessment of progressive conditions.

Diane and Gemma



Getting services to involve the public

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

We created a way for neighbourhood health teams to hear what people in Leeds want by working with local community anchor groups. The Integrated Care Board is now listening to communities as it plans future neighbourhood health services. We found that some communities need a main health hub, while others need health services that come to them. This means services are what people want, and commissioners get it right the first time.



Gemma

Improving care over time

Legal changes take time, so we supported change by continuously raising issues about the accessibility of information in health and care for people with sensory impairments and disabilities.

We brought NHS trusts, the council and third-sector organisations together to shape a clear Accessible Information Standard self-assessment framework. By sharing a powerful carer's story with NHS England, which showed the real cost of inaccessible information, we secured recommendations for publicly available action plans. Our work advocates for services to be held accountable, so that people with disabilities receive the communication support they need.

You can read the full list of outcomes in the 'Statutory Statements' section on page 34.

Partnership working in Leeds

We work with the NHS, social care, and third sector partners to ensure people's voices shape decision-making. Our partnerships have strengthened how organisations listen, share information, and act on what people tell them.



Meeting at Woodhouse Community Centre

Peoples voices partnership

We chair the group, bringing together health, care, and third-sector teams responsible for listening to people. We met nine times across the city in community venues, helping them work together and reduce having the same conversations with people.

Partners shared real improvements they've made based on what people told them. Key topics included the use of AI and how research can work together.



Adults and Health Awards for Excellence

We were nominated for a Leeds City Council Adults and Health Award. Here's what they said:

"Healthwatch Leeds consistently sets the standard for excellence through its innovation, deep expertise, and unwavering commitment to community impact. They have a strong and visible presence across the city, the team has built trusted relationships and developed a rich understanding of the local area, ensuring their work is not only effective but also deeply rooted in the needs of the people of Leeds.

What truly distinguishes Healthwatch Leeds is their exceptional ability to produce balanced, insightful, and impactful reports that authentically reflect the voice of the community. Their work exemplifies the power of active listening, meaningful collaboration, and evidence-based action. Every project they undertake is shaped by the voices of local people, ensuring that lived experiences are at the heart of service improvement. Healthwatch Leeds deserves to be recognised for their outstanding dedication to amplifying people's voices and driving positive change across the city."



The 3Cs: Communication, Coordination and Compassion

As a partnership, we identified three factors that matter most to people's experiences of care: communication, coordination and compassion.

Over the past year, we have supported organisations to embed the 3Cs into their culture and practice. This includes:

- Leeds Teaching Hospitals NHS Trust measures care quality using the 3Cs.
- Leeds City Council embedded the 3Cs into the commissioning framework.



We will continue working so the 3Cs are recognised as a standard of good health and care experiences.

"I have always been so impressed with the work of Healthwatch Leeds. You have made such a significant contribution to embedding people's voices in service planning and delivery and had a major influence on culture with initiatives like the 3 C's of care." – Councillor Fiona Venner

National Institute for Health Research (NIHR) in Leeds

As their community engagement partner, we helped shape their patient and public involvement approach by connecting them with groups who are often under-represented. This increased participation in research projects and brought a wider range of voices into research design and delivery.

"Working with Healthwatch Leeds has shaped our approach to Patient and Public Involvement, encouraging a more inclusive and flexible way of working. We have seen the impact of this in various projects where we have sought specific engagement within the local community e.g. those experiencing cancer inequalities, people with multiple long-term health conditions and a mental health need, and newly diagnosed Rheumatoid Arthritis patients. We've seen an increased representation of different characteristics which is crucial when we are developing and delivering research which has the patient voice at the centre of it and is inclusive for all. I have been particularly impressed with Healthwatch Leeds' integrity and how they approach and connect with other organisations, signposting and working in partnership if necessary. They are a true champion for the patient/public voice." Amy Rebane, PPIE Lead, NIHR BRC.

NIHR Event



Working together in West Yorkshire

This year, we have continued to work with the other local Healthwatch in West Yorkshire to make sure people's voices influence decision-making at the West Yorkshire Integrated Care Board and its wider partnerships.

The West Yorkshire Integrated Care Board (ICB) plans and funds NHS services across West Yorkshire. Here are a few of this year's highlights:



Non-emergency patient transport

When non-emergency patient transport criteria changed in April 2025, people were suddenly denied the journeys they needed to reach hospital appointments. We asked people to share their experiences and received feedback from 35 people. 8 of these people were in touch with their local Healthwatch for advice and support on how to appeal the decision, which helped them get transport to their appointment.



Informing the Integrated Care Board (ICB)

People across West Yorkshire who face unfair barriers to healthcare need to be heard. We gathered their feedback and brought it to the ICB. We identified issues and provided recommendations for funders and the services. These insights are now shaping how the ICB funds mental health services, children and young people's mental health, and tackles health inequalities across West Yorkshire, putting people at the heart of health and care decision-making.



Supported self-management of health

People manage their own health every day but need better support. With West Yorkshire Voice, we spoke to 155 people across the region. Their experiences, combined with data from previous reports, revealed what helps and what hinders people from looking after their own health. Access to information, cost, time and transport are a few examples.

For people to successfully manage their own health, they need support to build knowledge, develop practical skills and gain confidence. The report shares tips from people who have found what works for them, and findings are directly fed into planning neighbourhood health services.



People's voices in neighbourhood health across West Yorkshire

Neighbourhood health means having health services closer to where people live, helping people manage their health and prevent avoidable hospital visits. We have worked closely with the West Yorkshire ICB to secure money to make sure people's voices are listened to in the planning of neighbourhood health. We helped neighbourhood health teams listen to what people and communities think and want, so services are designed around what people actually need.



West Yorkshire Voice

West Yorkshire Voice is another way to get your voice heard in health and care, but at a West Yorkshire level. It is a network made up of individuals, groups, organisations and existing networks. It aims to influence decisions that are made about health and care in the West Yorkshire Health and Care Partnership.

The West Yorkshire Integrated Care Board (ICB) funded Healthwatch to coordinate West Yorkshire Voice between July 2022 and March 2026. During this time, the network has grown to nearly 700 members and has helped bring people's voices into many areas of health and care.

"All of the different elements of West Yorkshire Voice have informed decisions about health and care support time and time again. Their views and experiences have made a difference in lots of ways: how Neurodiversity support is planned and run, how the 10-year plan will benefit the people of West Yorkshire, and giving a voice to people who are often not able to tell their story."

Colin Hurst, Insight, involvement, and consultation lead, WY ICB.

Healthwatch has built the network, which has now been handed over to the ICB to continue to involve people's voices.

To join or find out more, visit www.wypartnership.co.uk/get-involved/west-yorkshire-voice

West Yorkshire
Making a difference in health and care

VOICE

West Yorkshire
Health and Care Partnership

healthwatch
working together in West Yorkshire



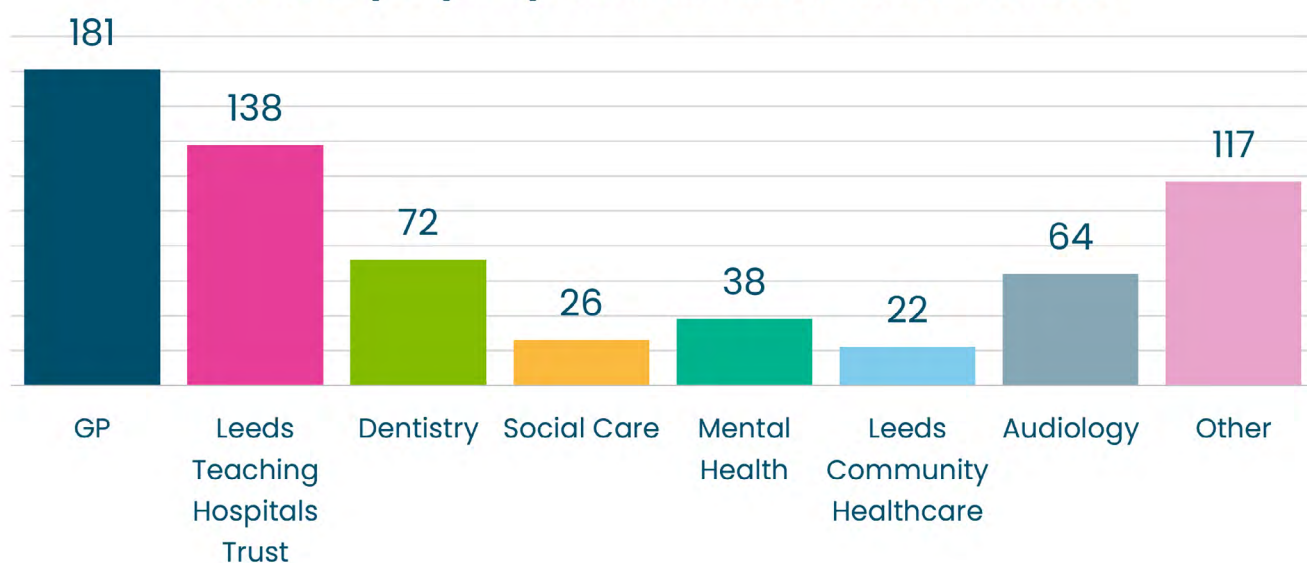
Information and advice

Whether it's finding an NHS dentist, finding out how to make a complaint, or telling us about your experience in a care home, we are here to listen.

This year, 8,166 people (including those who have accessed our advice and info web pages) have reached out to us for advice, support or help finding services.

658 of these have been by telephone, email or text. These conversations also help us understand where and how your care can be made better. The graph shows what people have been telling us.

Services people spoke to us about in 2025 to 2026



Other includes the Yorkshire Ambulance Service, private health and care services, pharmacies, neurodiversity support, third-sector services, hospices, and many more.

This year, we've helped people by:

- Sharing feedback about audiology led to clearer communication about how to access this service.
- Advising people on how to get NHS dental care if they don't have a regular dentist.
- Signposting people to the right place to raise a complaint.
- Helping people find mental health support.

A family's story transformed mental health crisis care

We shared a case study at the Mental Health Crisis Transformation Meeting about a person seeking crisis support for their adult child. The experience highlighted barriers to access, long waiting times, a lack of trauma-informed care, and concerns about racism and communication.

The feedback led to clear actions, including working with Aspire to improve early intervention support, raising themes with the clinical improvement forum and CRISS team, and sharing findings with the Patient and Carer Race Equality Framework group for wider discussion.

This has helped services better understand patient experience and take steps to improve crisis care across agencies.

"It's really heartening to hear that people have listened and that some improvements to the system may eventually happen. I really appreciate the time and effort you have made to keep us informed and for also telling our story in such a compassionate way." Leeds resident.

Highlighting concerns with the Care Quality Commission

We were contacted about an elderly bed-bound person, in desperate need for help. They couldn't get a GP home visit because the practice didn't have them recorded as housebound. That person died the following day. We shared this case with the Care Quality Commission ahead of their planned inspection for the practice.

The Care Quality Commission confirmed they will look at how the practice identifies and supports housebound patients as part of their inspection, including their policies and processes. This means other housebound people won't fall through the same gap.

It's always nice to hear when we've managed to help people.

"I have had a call from the Head of ICAN Services this morning. She addressed the concerns we raised and will follow up in writing. (Daughter) has an appointment in June, this is the start of a long process (and more waiting lists) but we are relieved to be moving forward after two and a half years! Thanks for your help with this, it has felt good knowing that we are supported" – Leeds resident.



Helping people online

Our website and social media channels are a great way to share advice and information with people.

Our website had **13,289** visits, many searching for advice and came to us for help.

3,788 visited our Find an NHS Dentist page, helping many people get the urgent dental treatment they need.

1,007 visited our Audiology page, informing people where to go for hearing aids, checks and repairs after NHS provider changes.



Followers and subscribers

We often share information and the impact of our work with the **6,378** people who follow our social media and **1,410** people subscribed to our newsletter. We also promote our surveys and opportunities for people to have their say in health and care.



People's Voices Group

We set up a membership of over **340** people who joined our People's Voices Group, allowing them to contribute to **175** health and care opportunities sent to us throughout the year. We supported other organisations to involve people's experiences including Leeds and York Partnership NHS Foundation Trust, Leeds Community Healthcare NHS Trust, Leeds Teaching Hospitals NHS Trust, National Institute for Health and Care Research Leeds Biomedical Research Centre, NHS England, Leeds City Council (Adult Social Care), researchers from local universities and many more.

Become a member

Anyone can join our People's Voices Group. Sign up and share your knowledge as a patient, service user, carer or service provider, to help shape local health and social care.



healthwatchleeds.co.uk



0113 898 0035



info@healthwatchleeds.co.uk

Showcasing our volunteers

Our 81 fantastic volunteers have given 2,150 hours of support to 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:

- Supported the Leeds Teaching Hospitals Trust Patient Experience Team to consult patients about the Trust Strategy.
- Carried out enter and view visits to 11 services.
- Did 'Patient-Led Assessments of the Care Environment' (PLACE) inspections at the Leeds Community Healthcare NHS Trust, Hannah House and Wharfedale Hospital, and at St James' Hospital and Leeds General Infirmary for Leeds Teaching Hospitals NHS Trust to help them evaluate the non-clinical quality of these settings.
- Gathered people's thoughts on the NHS app and accessing community-based services by listening to people at community groups and events.
- Shared lived experience of caring to provide feedback on a new Leeds Teaching Hospitals NHS Trust Unpaid Carers Leaflet.



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.



Kay

"I joined Healthwatch to support my community and help improve equity in healthcare for all. As a health educator, I am passionate about empowering people through learning, cultural awareness, and humility while amplifying unheard voices. Supporting community events and representing local voices through Healthwatch has been truly rewarding."

"I have had the opportunity to join amazing projects to promote awareness of important topics, such as creating a video that showed the economic importance of the Accessibility Information Standard. Through Healthwatch, I have joined spaces that I never thought I would and have found opportunities from a range of connected areas that I would never have had access to if not for being at Healthwatch. I have really enjoyed my time, and cannot wait to continue giving my time, especially in my role as Co-opted Board Director for Youthwatch."



Elsa



Muthu

"Volunteering at Healthwatch Leeds gave me the opportunity to engage directly with the community and strengthen my skills. As a General Practitioner, my training mainly focused on diagnosing and treating illness, but this role helped me appreciate the wider determinants of health and wellbeing. I truly enjoyed my volunteering experience and hope I was able to make a positive contribution to both the organisation and the community."

How to become a volunteer

If you've felt inspired by these stories, contact us today and find out how you can get involved.



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About us

Healthwatch Leeds is your local health and social care champion.

We believe that your voice and experiences should shape the health and social care services you use.

We actively gather people's feedback, offer a listening ear and ensure that NHS and social care leaders and decision makers hear your voice and use your feedback to improve care. We are an inclusive organisation, creating a safe space to listen to people from all backgrounds and communities. We can also help you find reliable and trustworthy information and advice.



Our vision

Leeds to be a city with effective and fair health and care services for all. People's experiences to be at the heart of how services are planned, changed, and improved.



Our mission

We work with people and communities to understand how services in Leeds can make their experiences of health and care better.



Our values are:

We are **independent** of the NHS, Leeds City Council and the third sector, and we work on things that matter to people.

We are **inclusive**, making sure everyone's voice is heard.

We **act with integrity**, and we provide challenge and community-led ideas, speaking truth to power.

We are **collaborative** with the public and partners so that we can support them to get health and care services right.

We hold services to account by **driving for changes**, tracking those changes in real time and letting people know what changes happen.

Our year in numbers

In 2025 to 2026, we supported thousands of people in having their say and getting information about their care. We employed 8.6 full-time equivalent staff, and our work was supported by 81 volunteers.



Championing your voice

We published **56** reports, videos, and briefings about the improvements people would like to see in areas such as the NHS app, young people's mental health, and waiting lists.

Our most viewed reports were the **NHS 111 Mental Health Crisis report**, highlighting people's experiences during a crisis and what would make 111 feel like a safe, trusted front door to early mental health crisis help and the **Neighbourhood Health report**, informing the city's neighbourhood health model to bring services closer to where people live, improve prevention and join up support. Find out more about these reports and the difference they made on pages 8 and 9.



Reaching out

8,166 people came to us for clear advice and information on topics such as GP access, mental health support and where to go for NHS audiology and dentistry.

324 people became members of our People's Voices Group, allowing them to contribute to 175 involvement opportunities with partner organisations, sent through us.

Our **81** fantastic volunteers have given **2,150** hours, helping us reach out to communities across the city.



Statutory funding

We're funded by Leeds City Council. In 2025 to 2026 we received **£374,000**, which is the same as last year. See more about our funding on page 24.

Finance

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

Our income and expenditure:

Income	Amount	Expenditure	Amount
Annual grant from Government	£374,000	Expenditure on pay	£437,373
Additional income	£155,604	Nonpay expenditure	£46,036
		Office and management fee	£62,669
Total income	£529,604	Total Expenditure	£546,078

Examples of additional income are from:

- Health Partnership Team for Leading the 'How Does It Feel For Me?' Programme.
- National Institute for Health Research (NIHR) for various engagement support and hosting an Engagement Worker.
- Leeds Community Healthcare for Neighbourhood Health Engagement.
- NHSE and Leeds City Council work on the Accessible Information Standard.
- West Yorkshire ICB for work around multiple long term conditions.

Integrated Care System (ICS) funding:

Healthwatch across West Yorkshire also receive funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Ongoing involvement and leadership on key West Yorkshire Boards and Programmes	£5,000
Employment of West Yorkshire Associate Directors and associated costs	£60,000
Managerial Oversight of West Yorkshire Associate Director	£6,000
Coordination of West Yorkshire Voice and delivery of intelligence/insight gained	£32,000

Future of independent voice

We play a key role in working with people and communities to shape and improve services. The key to this is that we are independent: not part of the NHS, the local authority, or the government. Despite national changes, we are working to ensure that an independent voice organisation remains in Leeds.

In June 2025, the government published its 'Review of patient safety across the health and care landscape' (otherwise known as the Dash review). It proposed abolishing Healthwatch, removing independence, which makes honest feedback possible.

Healthwatch is written into legislation and changing it takes time. There is a chance that challenges to the proposals will prevent it from happening. Nothing changes until at least April 2027. We are continuing to work as normal while this is being decided.

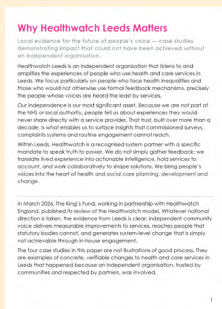
Health and care leaders in Leeds have shown strong support for keeping an independent voice organisation. In January 2026, they set up a steering group, made up of health and care leaders and people with lived experience of health and care services and the third sector, to look at the future of independent voice in Leeds.



An independent Discovery report found that any future voice organisation must be independent and impartial, putting people's voices at the heart of health and social care decision-making. It must especially reach the communities most at risk of being left behind.



The King's Fund published 'The future of patient voice: Learning from the Healthwatch model', a national review that confirmed that independence is crucial to any future model for collecting and using people's experiences.



Our case studies show how independent feedback from Healthwatch Leeds led directly to improvements in care, changes that may not have happened without our independence.

The steering group continues to meet to look in more detail at what might be needed from a future independent voice organisation and has the full support of senior health and care leaders in the city.

Future priorities

Over the next year, we will continue working to ensure that people's voices are at the centre of health and social care decisions, changes, and improvements, with a particular focus on those who have unequal access to services.

We will also work together with partners, the third sector and Leeds Health and Care System to help develop a culture where, at every level, staff strive to listen and learn from patients to make care better. We will continue to work with communities across Leeds to make their voices count.

2026 to 2027 workplan

Our top priorities for the next year are:

- Exploring transgender people's experiences of GP services, with a focus on understanding barriers to access and working with services to develop consistent, inclusive approaches to care.
- Amplifying the impact of our 'How Does It Feel For Me?' programme by drawing on people's lived experiences of whether care feels joined up, has good communication, compassionate and well-coordinated and using those insights to make the case for meaningful change across health and care services.
- Harnessing our existing insight and evidence to support small but significant improvements in health and social care, recognising that targeted, practical changes can make a big difference to people's experiences.
- Working with neighbourhoods to understand what matters most to local people, supporting services to listen and respond to reflect the needs of each community.

"Despite the threat of abolition, it has been very much business as usual for us at Healthwatch Leeds. We firmly believe that having a trusted, independent place for the people of Leeds to share their experiences of health and care and then for those experiences to be heard and used to improve services is a vital part of a robust health and care system. Many thanks to all the people who shared their experiences with us and to the brilliant volunteers, Board Directors, community organisations, partners, commissioners, and our wonderful staff team."



Hannah Davies,
CEO, Healthwatch
Leeds.

Statutory statements

Healthwatch Leeds uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

Healthwatch Leeds, The Old Fire Station, Gipton Approach, Leeds, LS9 6NL.

The way we work

Involvement of volunteers and lay people in our governance and decision making.

Our Healthwatch Board consists of 16 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

From April 2025 to March 2026, the Board met nine times and made decisions on matters such as approving the work plan and reviewing the sustainability of our organisation. We ensure that the wider public and partners are involved in deciding our work priorities through the insights we gather and a yearly review which informs what we work on.

Methods and systems used throughout 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 in Leeds.

From April 2025 to March 2026, we have been available by phone, text, and email; provided a web form on our website and through social media; engaged with third sector organisations; 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 offer alternative formats upon request.

Responses to recommendations

We had no providers fail to respond to requests for information or recommendations. There were no issues or recommendations that we escalated 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. See the Healthwatch representative section for examples of where we take people's voices.

We also take insight and experiences to decision-makers in West Yorkshire Integrated Care System by collaborating with other local Healthwatch and West Yorkshire Voice. West Yorkshire Integrated Care Board dedicate time in their committee meetings to listen to people's experiences before decision-making discussions. You can find examples in the 'Working together in West Yorkshire' section on pages 17 and 18.

"Healthwatch have been a constant, positive partner in the Integrated Care System, bringing patient and public voice into all our decision making fora. Your personal leadership in West Yorkshire and that of your colleagues has been essential to our success as an Integrated Care System and Integrated Care Board."
Rob Webster, Chief Executive, West Yorkshire ICB

We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Leeds are active members on all the main boards and groups that plan the health and care services in Leeds. In each of these groups, we ensure that your voice is heard and challenge services to be fair, speaking truth to power.

Healthwatch Leeds is represented on the Leeds Health and Wellbeing Board, the Adults Health and Active Lifestyles Scrutiny Board and the Leeds Committee by our Co-Chairs, Jane Mischenko and Jonathan Phillips.

During 2025 to 2026, our representative has effectively carried out this role by presenting the feedback we have heard, reports, videos and recommendations, and actively taking part in discussions around changes to health and care in Leeds, challenging where appropriate.

Healthwatch Leeds is represented on West Yorkshire Integrated Care Partnerships by Heather Thrippleton, Associate Director for Healthwatch across West Yorkshire, Harriet Wright, Development and Sustainability Manager (formerly Maternity cover Manager for Healthwatch across West Yorkshire), and Hannah Davies, Chief Executive at Healthwatch Leeds.

Hannah also represents Healthwatch Leeds at the Leeds Health and Care Partnership Leadership Team (formerly Partnership Executive Group).

We also provide strategic leadership and challenge in other meetings such as the Leeds Mental Health Partnership Board; Quality of People's Experience Committee; Community Mental Health Transformation Board; the Strategic Communications Network; Operational Communications Network; Third Sector Communications Network; West Yorkshire Communications and Involvement Network; Person Centred Care Expert Advisory Group, Health Inequalities Oversight Group, Home First Programme Board, Leeds Health and Social Care Hub, Frailty Population Board, Children and Young People Population Board, End of Life Population Board, Healthy Adults Population Board and Learning disability and Neurodiversity Population Board.

"The impact of Healthwatch Leeds cannot be understated. Your insights have been so fundamental to my work and so many others, and the legacy of that insight will continue far into the future. The representation you've given strategically has changed the culture of every meeting you've been in." Sarah Wilson, Third Sector Involvement Lead – Community Mental Health Transformation, Volition/Forum Central.

We also lead citywide work, including:

- How does it feel for me?' looking at people's experiences of whether health and care services are working together.
- People's Voices Partnership, a partnership between organisations putting people's voices at the heart of what they do and working together as one system in Leeds.
- City-wide complaints subgroup, bringing complaints leads from across the city to share learning, expertise and good practice.
- Mental Health People's Voices Partnership subgroup, ensuring that there is no duplication of listening to people's experiences of mental health services in Leeds.
- West Yorkshire Healthwatch Communications Group coordinates information that is shared at a West Yorkshire Level.
- West Yorkshire Healthwatch Volunteer Managers Group, sharing best practices with recruiting and involving volunteers across the region.

"Healthwatch Leeds has been a vital partner in supporting people to have their voices heard. We have better services in Leeds because of the quality of your work and events like The Big Leeds Chat has helped shaped policy." Cath Roth MBE, Project Director, Social Care Transformation.

2025 to 2026 outcomes

In addition to the achievements outlined in this report, your feedback has made a significant impact in other ways:

HDIFFM videos

Leeds Committee

Abdul's video was shared at the Leeds Committee meeting, which highlighted the importance of carers' voices and experiences. As a result, it was agreed that Carers Leeds would be invited to future Leeds Committee meetings to involve carers' voices in future discussions.

Abdul



Leeds Community Healthcare NHS Trust (LCH)

The Trust used Diane and Gemma's videos to support their 'About Me' development groups, which document and apply patients' accessibility needs. They explored how to share information about Relay UK/RNID on the patient information hub. They raised issues within their Hearing and Sight Loss Working Group. The videos contributed to ongoing work to enable shared care across Leeds by communicating people's accessibility needs and reducing duplication or gaps.

University of Leeds

Second-year Student Nursing Associates use our "How Does It Feel For Me" videos to reflect on good and poor care, and link to their research and own practice. Students said the learning felt real and inspired them to improve the care they give.

"The fantastic work and resources you do in the city and beyond is valued and retained." Kerry Boddy, Programme Manager, Foundation Degree Nursing Associate Apprenticeship Programme.

Leeds Teaching Hospitals NHS Trust (LTHT)

Investigated the inaccessible letter sent to Diane and worked with the hospital Interpreting Lead to improve staff knowledge of interpreter booking and support for British Sign Language users. Created a BSL video translating the PALS leaflet and reviewed the leaflet to highlight the PALS textphone so that deaf people can raise complaints and concerns. They are working with the deaf community to improve information on their website about how to raise a concern with PALS. They are also ensuring all services have access to online interpreting. They have re-established meetings to drive improvements in the delivery of the Accessible Information Standard.



Diane and Gemma

‘The three Cs have been taken in by hospitals, changed reporting, changed board processes, and changed how success or investment in clinical decision-making is understood.’ Discovery report Interviewee.

Leeds and York Partnership NHS Foundation Trust (LYPFT)

Diane and Gemma’s videos were shared at the Trust’s AIS steering group meeting, to be used as resources for individual teams and services. This raises awareness of deaf people’s experiences of accessing and using health and care, and their carers.

Primary Care Oversight Group (PCOG), GPs and pharmacies

Following a screening of Diane and Gemma’s video, PCOG agreed to feature the issues in their bulletin, to show the film at the practice managers’ meeting for individual target training sessions, and to screen it at a city-wide pharmacists’ meeting. They discussed broader awareness-raising, training, technology support, and interpretation services. This will improve the experiences for deaf people accessing their GP and pharmacies across the city. Sharing people’s experience videos will continue in the new PCOG meeting infrastructure.

Local Care Partnerships

The partnerships that bring together NHS bodies, the council and voluntary/ community organisations shared Gemma’s video in their weekly bulletin. This raised challenges she experiences in supporting her parents, the need for more accessible services, and recognition of the impact of caring on carers’ health.

NHS111

Nottingham Community Housing Association (the call handlers)

Feedback about the NHS 111 mental health crisis service led Nottingham Community Housing Association to provide call handlers with updated signposting sheets for local services.



West Yorkshire Integrated Care Board (ICB)

Developed an easy-read guide to promote 111 for mental health crises and added 111 to their winter campaign to support signposting to mental health services.

Carried out engagement with marginalised communities by visiting local groups to promote NHS111, understand the barriers to accessing support and answer questions to help connect people with mental health services.

The ICB have shared resources from the Leeds Trauma-Informed Community of Practice and are working with the West Yorkshire Head of Population Health to deliver training sessions to the call handlers.

Health Innovation Network

Findings from our report support work to improve the mental health crisis lines in Bradford. The team is using this to explore ways to improve their AI triage to help the current system better identify and prioritise needs.

NHS111 phoneline

It is now possible to directly transfer callers who have selected the wrong option in the automated menu to the correct service, without requiring them to redial 111 for support, providing a 'no wrong door' approach.

Leeds and York Partnership NHS Foundation Trust (LYPFT)

LYPFT are meeting with the call handling team to deliver triage training. This training supports call handlers to make informed decisions about onward referrals and includes input from experts on neurodivergent experiences, using real-life case examples.

LYPFT and the call handling team now meet weekly to discuss and strengthen referral processes.

The communications team has set up a task and finish group, collaborating with other mental health partners to address the recommendation 'Information should clearly explain what counts as a crisis, how call handlers decide on referral pathways, confidentiality procedures, and what people can expect when they contact the phoneline. This should be co-produced with people who use, or know someone who uses, crisis services and shared in a way that works for marginalised communities, which we are a part of.'

GP website accessibility

Primary Care Oversight Group (PCOG) and West Yorkshire Operational Access Group

Our recommendations to the few GP practices we worked with are now being taken forward across the city and may even be adopted more widely across West Yorkshire.

“Healthwatch is such a valuable part of what we all do. If it goes, Leeds would need another ‘Healthwatch’” Jim Barwick, Chief Executive, Leeds GP Confederation.

Street Lane GP Practice

We were invited to review their website again after making earlier changes. We suggested further improvements, including using simpler words (e.g., “request list” instead of “triage list”), explaining abbreviations clearly, and providing clearer details about evening and weekend appointments. The practice has now made these changes and wants to keep working with us to make the website easier for everyone to use and understand.

Leeds Mind

The local mental health charity used the report to inform their review of the accessibility of their website.

Neighbourhood health

Men’s Health Unlocked

Social media posts from the event generated valuable feedback on how to encourage men in Leeds to prioritise their own health. This was shared with Men’s Health Unlocked to support their city-wide engagement work and feed into the Men’s Health Strategy.

Youthwatch – children and young people’s mental health

Leeds City Council (LCC)

Youthwatch connected Time For Young People with the LCC care leavers voice and influence team and the LCC SEND voice and influence team to raise awareness of the services they offer to young people in Leeds. This made more young people aware and more likely to reach out for help.



Youthwatch volunteers meeting with Time For Young People staff.

Mental Health Partnership Board and GPs

By connecting them with Time For Young People, they shared information via GP bulletins so that more professionals would be aware of the support on offer.

West Yorkshire Health and Care Partnership Board

Youthwatch shared feedback on where young people go for mental health support and how they use digital information, particularly around mental health, learning disabilities and neurodiversity. This led to the addition of children and young people's digital mental health support as a specific agenda item, with further collaborative work agreed.

Leeds Teaching Hospitals NHS Trust (LTHT)

Following feedback shared with the West Yorkshire ICB, further work was agreed with a paediatric A&E nurse to explore how young people who present at A&E use digital information and the impact of social media.

Children and Young People's Mental Health Provider Network

Youthwatch shared their "11 Top Tips" with the Children and Young People's Mental Health Provider Network, and a citywide discussion is planned on how to use them and involve young people more meaningfully. This has ensured young people's views are influencing how services are designed and improved across the city.

West Yorkshire Systems Quality Group (SQG)

We shared the Youthwatch 11 Top tips to make mental health support easier for young people to reach. SQG agreed it was a useful document and should be shared to inform planning and delivery of Children and Young People Mental Health services and various other members of the group shared it wider to raise awareness of the useful document.

Leeds and York Partnership NHS Foundation Trust (LYPFT)

We provided feedback on the accessibility of an LYPFT survey to listen to the experiences of children and young people (as well as their parents/carers) with 'complex' mental health needs and eating disorders. Our recommendations were acted on.

Feedback on young people's use of digital health information was also shared with LYPFT, contributing to agreed further work on how information and support is provided for young people.



ASC website testing

Leeds City Council Adult Social Care

We worked with people from diverse backgrounds to test a new adult social care website. Their feedback helped make the information clearer and easier to use, so people can find the right care and support more easily.



Youthwatch meeting at the Leeds BRC

Research partnerships

National Institute for Health Research (NIHR) Leeds Biomedical Research Centre (BRC)

As their community engagement partner, we increased participation in research projects and brought a wider range of voices into research design and delivery in the topic areas including: people experiencing cancer inequalities, those with multiple long-term conditions and mental health needs, and newly diagnosed rheumatoid arthritis patients.

Podiatry Services

While working with the NIHR, we spoke with members of the South Asian community about their experiences of podiatry services. Their concerns were raised with the service, and as a result, they provided information about the support available, changes to the service, an easy-read guide to share with the South Asian community and addressed their concerns.

University of Leeds

We ran two focus group workshops which improved pressure ulcer resources and highlighted the need to be more inclusive for different skin tones.

“My involvement with Healthwatch has been as a university researcher who was struggling to engage diverse communities in my health related to research. Working with Healthwatch we have been able to completely change this scenario and now we have good engagement with these communities. This is helping to focus the development of an inclusive health intervention. Their involvement really has made a huge difference.” Discovery report Survey respondent.

Digital

Leeds Community Healthcare NHS Trust

We reviewed and gathered feedback on their Digital Patient Questionnaire. People whose first language is not English suggested ways to simplify the language so they can better share their language, access, and support needs before their appointment. The feedback will improve the questionnaire, so it is more accessible, and people can get the right support for their needs.

Pulmonary fibrosis

West Yorkshire Integrated Care Board and GPs

We heard that access to care, specialist support, and GP knowledge of Pulmonary Fibrosis varied depending on where people lived, with some needing private care to get timely assessment, tests, or treatment. This feedback informed healthcare professionals, highlighted inequalities, and supported improvements in Pulmonary Fibrosis care across West Yorkshire.

Pain management videos

UK Parliament Women and Equalities Committee

Rameesah's Pain Management video evidenced the Reproductive Health Conditions: Girls and Young Women Inquiry.

Rameesah



I have loved working with the team at Healthwatch. Your focus on patient voice and challenging the system to think holistically is amazing. I know it's not easy, especially over the last few months, but I hope the Leeds system continues to understand the importance of hearing from the people in how we shape health services and hold providers to account for their quality. – Heather McClelland, Chief Nurse, St. Gemma's Hospice



**Committed
to quality**

We were awarded a committed to quality marque from Healthwatch England. To obtain this we did an in depth audit which will be reviewed.

Your **healthwatch** Leeds

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