



Speaking up for better care

Healthwatch East Riding of Yorkshire
Annual report 2025/26



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Acting Chief Executive
Chris McCann

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“The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

A message from our chair

This year, Healthwatch East Riding of Yorkshire has continued to ensure that the voices of local people remain at the heart of health and social care. Through our commitment to listening to residents and engaging with communities across the East Riding, we have gathered valuable insights that have helped shape services, influence decision-makers, and support improvements for local people.

Over the past year, we have undertaken a range of projects that provided opportunities for people to share their experiences and highlight the issues that matter most to them. From exploring the challenges faced by people living with Parkinson's, Endometriosis and Adenomyosis, to gathering views on the future of Goole Hospital and improving sexual health education for young people, our work has identified both the strengths of local services and opportunities for improvement.

We have also strengthened our engagement with communities whose voices are not always heard, including young people, carers, rural residents, and those facing barriers to accessing healthcare. By bringing these experiences directly to service providers, commissioners and decision-makers, we have helped ensure that local people play a meaningful role in shaping future services.

As health and social care services continue to evolve across the East Riding and the wider Humber and North Yorkshire system, the role of Healthwatch remains as important as ever. I would like to thank our staff, volunteers, Board members, partners and, most importantly, the residents who have shared their experiences with us. Together, we are helping to create more responsive, accessible and person-centred services that better meet the needs of our communities.



Helen Grimwood
Chief Executive Officer,
Hull CVS and
Meeting New Horizons

“

Your experiences shape our priorities and drive our work. By sharing your stories, you help influence improvements in health and social care across the East Riding of Yorkshire. Thank you to everyone who has spoken up this year. Together, we are creating positive and lasting change.”

About us

Healthwatch **East Riding of Yorkshire** is your local health and social care champion.

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



Our vision

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



Our mission

To give every person in East Riding of Yorkshire the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.



Our values are:

- We are proud to be **independent**, and not afraid to speak up and **challenge decisions** that do not meet the needs of our communities.
- We operate a culture of **transparency** and **openness**, ensuring we are accountable to the communities in which we serve.
- Our work is **evidence** based – led by **public voice** and need.
- We are **collaborative**, working with organisations that share our vision of **equitable health and care services** that meet the need of every person within our communities.
- **Partnering** with the Government, health and care services and the voluntary and community sector to make care better whilst retaining our independence.

Our year in numbers

In 2025/2026 we supported more than **2325** people to have their say and get information about their care. We employed **4** staff and, our work was supported by **13** volunteers.



Reaching out:

1986 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

339 people came to us for clear advice and information on topics such as **finding an NHS dentist** and **community transport options**.



Championing your voice:

We published **6** reports about the improvements people would like to see in areas like **School readiness**, **Sexual health education** and **Parkinsons support**.

Our most popular report was **The Parkinson's Project**, highlighting people's struggles in **Parkinson's diagnosis and support**.



Statutory funding:

We're funded by East Riding of Yorkshire Council. In 2025/26 we received **£173,704** which is the same as last year.

A year of making a difference

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

Spring

The Driffield School Readiness Project Plan recommended improvements that led to therapy services being made available locally improving access to care and emotional support.



We gathered community feedback on GP, dental and pharmacy access, helping shape healthcare planning and improve local services across East Riding communities.

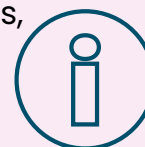


Summer

We gathered community feedback on Goole Hospital, highlighting concerns about service loss, travel barriers, and protecting accessible local healthcare for vulnerable residents.



We worked with young people to improve sexual health education, developing recommendations now influencing local services, information quality, and youth-focused health engagement.



Autumn

Local healthcare services were helped by contributing resident feedback to Bridlington dental procurement discussions, supporting efforts to increase access to NHS dentistry for local communities.



The Parkinson's project report engaged with 299 residents and uncovered gaps in diagnosis pathways, communication standards, and carer support. 13 recommendations were issued to drive improvement.



Winter

We strengthened adult social care by using lived experience feedback to influence service redesign, accountability, and improvements following CQC findings.



We supported co-production in social care by sharing resident and carer feedback to improve engagement, communication, and service quality across providers.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in East Riding of Yorkshire are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at The Humber and North Yorkshire Integrated Care Board.

This year, we've worked with Healthwatch across Hull, East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire to achieve the following:



Capturing patient voices on non-emergency patient transport:

Since the eligibility criteria changed in April 2025, some residents have had difficulty accessing non-emergency patient transport. Four local Healthwatch conducted a survey looking at accessibility. This, combined with other feedback provided by Humber and Wolds Rural Action and the North Lincolnshire Experts by Experience group, has informed our work. Overall, the feedback provided was negative. Information will be shared with ICB staff to help inform future service planning.



A Collaborative approach to making service improvements:

A significant increase in negative feedback about the PALS service has been identified across all four Humber Healthwatch areas. Monthly meetings with the PALS team have been established to address concerns and manage emerging issues. Joint surveys are being developed to understand key challenges and inform an action plan for improvement. Findings and recommendations will be shared with the ICB and Hospital Trust upon completion of the project.



Working together to do more:

In spring, we shared the findings from our Cancer Awareness Measure Project, which we ran with the Cancer Alliance, with decision-makers at the Integrated Care Board. We now have a direct contact with the cancer lead at the ICB and local people will have fresh representation at ICB level, with the four Healthwatch across the Humber taking on this important role. We look forward to continuing to work together to improve care.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in East Riding of Yorkshire this year:



Creating empathy by bringing experiences to life

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

We collected lived experiences from residents concerned about Goole and District Hospital, highlighting access issues, service change fears, and transport barriers affecting vulnerable groups. These accounts helped decision-makers understand real-world impact beyond data. Findings were shared through multi-agency and neighbourhood planning meetings, shaping local priorities and influencing ongoing service planning for the Goole area.



Getting services to involve the public

Healthwatch provided the forum for Young People to share their views with Sexual Health Providers and improve services.

We worked with young people, schools, families, and health services to review sexual health education and outreach. The project found inconsistent delivery, limited awareness of clinics, and barriers to access, alongside generally positive but mixed experiences. It recommended better communication, youth involvement in design, improved confidentiality, and clearer promotion of services, leading to commitments from health and education partners to improve engagement and ensure the public voice is included in the re-commissioning of services.



Improving care over time

Change takes time. We work in partnership with services to bring about change.

East Riding of Yorkshire Council received a rating of Inadequate from CQC in October 2025 for its adult social care services. The inspection highlighted significant concerns regarding delays in accessing services and the time people wait for assessments and support. The Council is committed to improving these services and the Healthwatch East Riding Manager sits on the Adult Social Care Improvement Board which meets each month.

Listening to your experiences

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



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

Beyond the Pain: An overview of Endometriosis & Adenomyosis Care

Last year, we gathered patient voices to explore the challenges and opportunities within endometriosis and adenomyosis services.

This project was needed to better understand the barriers people face in accessing timely diagnosis, treatment, and support for endometriosis and adenomyosis.

What did we do

We gathered and analysed lived experiences from people affected by endometriosis and adenomyosis, alongside research into care pathways and support services. Through case studies and community engagement, we explored barriers to diagnosis, treatment, and ongoing support, identifying key areas where patient experiences and health outcomes could be improved.

Key things we heard:



55%

of respondents waited between 3 and 12 years for a formal diagnosis of endometriosis.

76%

of respondents said they had been misdiagnosed before receiving a correct diagnosis.

98%

of respondents said endometriosis had negatively affected their mental health.

Our work showed that delays in diagnosis, difficulties accessing care, and a lack of support continue to have a significant impact on people living with endometriosis and adenomyosis.

What difference did this make?

The project highlighted key areas for improvement in endometriosis and adenomyosis care, including earlier diagnosis, better communication, improved aftercare, and greater access to mental health and specialist support. The findings provide evidence to inform future service improvements and advocate for more person-centred care.

The Parkinson's Project

Parkinson's has been identified as an under-represented community within the Healthwatch Network.

The project featured in newsletters from Healthwatch East Riding of Yorkshire and Parkinson's UK Hull and East Yorkshire with a combined reach of over 300 recipients.

Key things we heard:



92%

of respondents reported a positive experience using the Specialist Parkinsons Nurse Service.

25%

of respondents listed the Parkinsons Nurse(s) as a way of finding out about support services.



"I found most health workers reluctant to give me a definite diagnosis which delayed the start of treatment"

What did we find?

The Parkinson's Project found that people with Parkinson's in East Riding of Yorkshire face delayed diagnoses, inconsistent information, and significant impacts on daily life, independence, and their mental health. Specialist Parkinson's nurses and peer-support groups are highly valued but overstretched. Carers experience considerable challenges and isolation. The report recommends improving diagnosis, awareness, mental health provision, service coordination, and support for carers.

Goole Hospital Drop – in

Key Findings: Goole Hospital – Listening to Local Voices

Healthwatch spoke with 100 residents, patients, NHS staff and healthcare professionals across two public engagement events about the future of healthcare services in Goole.

Key things we heard:



43%

Of the themes identified relate directly to hospital services and future provision.

29%

Of the themes identified relate directly to accessibility and travel barriers.

29%

Of the themes identified relate to communication, trust and NHS reputation.



“Having Goole Hospital is a god send. If we were forced to travel to Grimsby, Scunthorpe, Hull or Doncaster it would involve a complicated journey by bus and rail which is very expensive.”

The report shows **strong community support for retaining and strengthening Goole Hospital**. While residents generally praised the quality of care and staff, there was substantial concern about:

- Loss of local services,
- Increased travel to other hospitals,
- Poor communication and transparency,
- Growing pressure on healthcare services as the local population increases.

The clearest message from participants was that **healthcare should remain as local as possible, with better use made of existing facilities at Goole Hospital rather than shifting care elsewhere.**

Share the information

An assessment of young people's views, experiences, and access to sexual health education and support services across the East Riding of Yorkshire.

This project gathered feedback from young people, education staff, families, public health professionals, and sexual health services to evaluate the quality, consistency, and accessibility of sexual health education across the East Riding. The findings identify strengths, gaps, and opportunities to improve how sexual health information and support are delivered to young people.

Key things we heard:



41%

of students said the education they received was relevant and helpful.

63%

felt 'somewhat comfortable' with the sexual health education they received.



"You don't want everyone knowing your business, but everyone is guessing your business."

Healthwatch worked alongside young people throughout the project by involving them in survey design, gathering their experiences directly, engaging Young Healthwatch volunteers in project delivery, and using their feedback to shape recommendations for improving sexual health education and support services.

What difference did this make?

The report has already influenced service improvement by prompting a review of sexual health education materials, strengthening the involvement of young people in service design, expanding training for schools and communities, and informing future commissioning decisions for sexual health services across the East Riding. CHCP has started reviewing its sexual health presentations using the findings and recommendations from the report to ensure they better meet the needs and expectations of young people.

Hearing from all communities

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

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

This year, we have reached different communities by:

- Through the Goole Hospital Drop-In Project, we engaged with individuals raising a concern around accessibility and travel barriers.
- The Driffield School Readiness Project included views from people living in remote rural locations.
- The East Riding Community transport Project offered local residents an online survey with a QR code shared across all social media platforms. The paper version of the survey was taken to all public engagements with a freepost address.
- Healthwatch East Riding gathered young people's experiences of sexual health services and shared findings with NHS and education leaders, influencing service reviews, recommendations and future co-produced improvements.



Improving understanding of School readiness in Remote Rural Communities

We investigated school readiness among children in the Driffield area.

Families felt that children are more likely to be school ready when they have access to developmental opportunities, informed parental support and inclusive services. Families also felt that costs, limited local provision and gaps in awareness may create barriers.

What difference did this make?

The project increased understanding of school readiness in Driffield, highlighted the experiences and needs of local families, and provided a foundation for future improvements in early support, developmental awareness, family engagement and access to opportunities for young children.

Helping young people understand the importance of Sexual Health

Healthwatch identified the disconnect between what students learn from CHCP outreach sessions and what they learn from their schools.

Young people valued sexual health education and wanted it to be more engaging, inclusive, confidential, and supportive, with better awareness of available services.

What difference did this make?

The report recommended making sexual health education more engaging and inclusive through co-production with young people, improving confidential access to information and support, strengthening staff and family knowledge, and removing barriers that prevent young people from accessing sexual health services.

Information and signposting

Whether you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we are your first port of call.

This year 339 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

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



Driffield families highlight growing concerns around children's school readiness.

Healthwatch East Riding research reveals concerns around school readiness, highlighting challenges facing children and parents locally.

We spoke with families who felt children's activities in Driffield were limited, expensive and difficult to access, particularly for SEND families.

In response, Healthwatch recommended stronger partnership working, inclusive family workshops, improved milestone awareness campaigns and better access to affordable local opportunities, helping shape future support plans for local children and parents.

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"We are new from Leeds. Leeds has so much more for the kids to take part in. I do feel Driffield lacks the same opportunities."

Transport barriers impact East Riding healthcare access.

Healthwatch East Riding gathered residents' transport experiences, highlighting missed appointments, rising travel costs and accessibility barriers affecting healthcare access across rural communities.

One resident undergoing daily cancer treatment faced a 70-mile round trip with no suitable public transport or financial support available.

After gathering experiences like this, Healthwatch helped establish a multi-agency transport working group exploring funding opportunities and proposals to expand community transport services in Bridlington and surrounding rural areas.

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"Services should be local. Elderly like me and deprived like my son cannot afford travel"

Showcasing volunteer impact

Our fantastic volunteers have given 125 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited community settings to promote our work.
- Collected experiences and supported their communities to share their views.
- Supported the office teams with public engagement events.



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.



"I volunteer for Healthwatch because I am passionate about helping people have their voices heard. Gathering feedback and sharing community experiences contribute to improving local health and social care services and help in ensuring they meet the needs of those who use them."

"I'm delighted to volunteer with Healthwatch East Riding. Healthwatch provides a unique link between health and care providers and service users and it's my pleasure to be a link in that chain.

We are independent of service providers and so can give support to users when they need it. Volunteering has enabled me to use my 50 years plus experience of work in health care and criminal justice to reach a whole new group of East Riding residents."



Be part of the change.

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



www.healthwatcheastridingofyorkshire.co.uk



01482 665684



enquiries@healthwatcheastridingofyorkshire.co.uk

Finance and future priorities

We receive funding from **East Riding of Yorkshire Council** under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£173,704	Expenditure on pay	£120,511
Additional income	£35,000	Non-pay expenditure	£5,268
		Office and management fee	£78,998
Total income	£208,704	Total Expenditure	£204,777

Additional income is broken down into:

- £35,000 carried over from 2024-2025

Finance and future priorities

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

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

Our top three priorities for the next year are:

1. Continue working with the ERY Neighbourhood Health Partnership Steering Group on their Strategic Plans identified by Locality Area Leads.
2. Provide the Adult Social Care Improvement Board with “independent voices” from local people on the improvements that Adult Social Care are making across the Local Authority.
3. Mental Health Services Project – we will be conducting an in-depth review of mental health services across East Riding of Yorkshire. We will be engaging with service users & service providers, reaching out to people who may not be accessing their services, identifying any regional inequalities, making recommendations for service improvements in our report.

Statutory statements

Healthwatch East Riding of Yorkshire, The Strand, 75 Beverley Road, Hull HU3 1XL
Healthwatch East Riding of Yorkshire is contract managed by Meeting New Horizons (MNH)

MNH is a wholly owned subsidiary of Hull Community and Voluntary Services Ltd. MNH is a trading name of Meeting New Horizons CIC. MNH Meeting New Horizons CIC is a community interest company, registered in England, No 7605054

Registered Office, The Strand, 75 Beverley Road, Hull HU3 1XL

Healthwatch East Riding of Yorkshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

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

Our Healthwatch Board consists of 5 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.

Throughout 2025/26, the Board met 4 times and made decisions on matters such as workplan priorities and funding allocations. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible and we will publish it on our website.

Statutory statements

Responses to recommendations

We had **0** providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Health & Wellbeing Board, Overview & Scrutiny Committee, East Riding Adult Social Care Improvement Board & Safeguarding Adults Board.

We also take insight and experiences to decision-makers in Humber & North Yorkshire Integrated Care System. For example, we are members of the East Riding Place Board, Joint Health & Care Committee, Patient Experience Group, Joint Strategic Needs Assessment Working Group and Neighbourhood Health Partnership Steering Group. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch East Riding of Yorkshire is represented on the East Riding Health and Wellbeing Board by James Dennis, Delivery Manager.

During 2025/26, our representative has effectively carried out this role by contributing to strategic decisions, providing challenge or support to system leaders, as well as feeding all investigations, projects and insights into the East Riding Joint Strategic Needs Assessment (JSNA).

Healthwatch East Riding of Yorkshire was represented on Humber & North Yorkshire Health & Care Partnership by Ashley Green, Healthwatch North Yorkshire and by Helen Grimwood, Hull CVS and Meeting New Horizons CEO.

Statutory statements

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Neighbourhood Health	Healthwatch is influential in the development of what local people require in the Community Hubs. Healthwatch Manager has contributed to initial work on the Neighbourhood Plans
East Riding Community Transport Report	Healthwatch contributed to the multi-agency partnership working group with a focus on the Bridlington Area and its transport issues. The partnership specifically supported the creation of the Bridlington Community Lift.
Share the Information Report	Recommendations to inform the re-procurement of sexual health services over the next 18 months

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