



# Healthwatch Hull

Quarter 4 Report  
January– March 2024

**healthwatch**  
Kingston upon Hull

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# Quarter 4–January-March 2024

## The Highlights

This quarter Healthwatch Hull have begun hosting Healthwatch Hubs at Hull College. These hubs gave us the chance to speak to students, staff and nurses within the college about their health and social care experiences on a regular basis and hear the voice of young people. These hubs have been hosted by our staff members alongside student volunteers and will be hosted by student volunteers once fully established. These hubs will continue to form a key part of our engagement for the Core 20 connectors project which Healthwatch Hull are currently undertaking. The information gathered through the Core 20 connectors network will be used to influence change on a regional and place level.

The feedback we have received from the Healthwatch Hubs has revealed some key themes:

- Issues with access to services and support for mental health
- Safe spaces for young people to talk about their concerns within services.
- More inclusive staff
- Improved access to services for children and young people
- More sexual health support and education needed.
- More LGBTQIA+ awareness needed
- Advice and support services for young people without the need for a referral would be welcomed by staff and young people.



# Quarter 4–January–March 2024

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## The Highlights

We have continued our engagement with patients at GP surgeries across Hull to understand their experiences and listen to feedback. Our interpreter hubs run by our interpreter volunteers have allowed in depth feedback from patients where English is a second language we have ran 2 of these hubs so far which have been very successful.

This quarter we have begun attending the ICB (Integrated Care Board) Insight Bank working group meeting to help shape the design, content and delivery of the Humber and North Yorkshire ICB Insight Bank to support information gathering and sharing between organisations to improve patient experience and help to ensure less duplicate working takes place by improving communication and knowledge between services. We have fed in information about how Healthwatch Hull gathers and stores data to support the development of this resource.

We have visited 63 locations during quarter 4 to listen to experiences, build relationships within the local community and understand the priorities of the people of Kingston Upon Hull. This engagement has also supported us to raise awareness of Healthwatch to both professionals within the Health and Social care sector as well as members of the public and stakeholders.

# Events attended

This quarter we have focused on youth engagement with the launch of the Core 20 connectors programme. Our secondary care and mental health project officer attended the 'Nothing about us, without us' meeting in York. This was an event regarding young people with mental health and/or learning difficulties coming together with professionals in this field to suggest ways that they feel would be more helpful for getting them the assistance they need in personal and professional circumstances.

We attended the Bransholme Health and Wellbeing event and spoke to members of the local community about volunteering opportunities, experiences of health and social care in their area as well as signposting to services.



# Review of Projects

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## **Yorkshire Ambulance Service- People experiencing Homelessness project.**

This quarter, work has continued on the project which Healthwatch Hull is undertaking with Yorkshire Ambulance Service (YAS) looking at those who are currently experiencing homelessness or those who have lived experience of homelessness and their experience of and access to Yorkshire Ambulance Service. We have spoken to 78 people who are currently experiencing homelessness in Hull either in hostel accommodation or are street homeless (rough sleeping). We have also spoken to 28 stakeholders as well as 70 YAS staff and 3 people who have lived experience of being homeless within Hull. People have shared their thoughts and experiences with us and this will be shared through the report which will be completed in quarter 2 and shared alongside the Homeless Voices Event which Healthwatch Hull are hosting to showcase the project. Stakeholders, YAS staff and those with lived experience will come together at the event and share their experiences as well as looking at next steps.

## **REN (Research Engagement Network) project**

This quarter Healthwatch Hull have been working on the REN project. This project was in partnership with NHS England and NIHR (National Institute for Health Research). The idea of the REN project is to create 'research ready' communities. Many of our communities are under-represented in health and social care research. As a VCSE locality lead ICB Innovation, Research & Improvement System (IRIS) have requested Healthwatch's help is getting our local communities research ready. As we are embedded within the VSCE sector and work with groups across the community, a lot of which represent minority groups.

# Review of Projects (Cont.)

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## **Core 20 connectors:**

This quarter Healthwatch Hull have begun work on the Core 20 connectors project which involves Healthwatch Hull along with the other Healthwatch teams across the Humber and North Yorkshire ICB footprint are recruiting young people as 'connectors' to speak to other young people about their experiences of health and social care. The model for the project is already in place through Healthwatch and is now being rolled out in Hull following success in coastal communities in Northeast Lincolnshire and East Riding of Yorkshire. The idea of the connectors is for them to recruit at least one other young person they have spoken to, to become connectors through speaking to them and it roll out so there are as many young people as possible. Healthwatch Hull are working with out partners at Hull College and running weekly 'Healthwatch Hubs' at Hull College which will be run by student volunteers to gain experiences and promote volunteering opportunities for young people within the Hull area. Our long term goal is to have a 'Healthwatch Hub' in as many secondary schools, colleges and further education establishments as possible.

# Review of Projects (Cont.)

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**Maternity project-** This quarter work has concluded on the maternity project which has been a joint project with Healthwatch Hull and Healthwatch East Riding of Yorkshire. This project came about following the CQC report which was published in August 2023 stating the service was inadequate. We were keen to hear the people's voice of those who have used the service. Engagement was carried out at parent and baby/toddler groups, with the staff from the service and stakeholders such as breastfeeding support groups, House of Light and Chasing Rainbows. The final report is due to be published in early quarter 4.

**GP engagements-** During February we carried out 2 focused engagements with Modality practices following feedback from intelligence and a discussion with the Humber and North Yorkshire ICB (Integrated Care Board). The engagements focused on patient experiences of booking appointments and accessing the practice. An engagement summary was provided to the Humber and North Yorkshire ICB and the Modality practices we visited. Following these engagements, further engagements are planned at the other 2 Modality practices in early Quarter 4.

**Home care project- ICS-** This has been an ongoing project with Humber North Yorkshire ICS looking at people's experiences of receiving home care within Hull. We are working with Hull Adult Social Care and the ICS on this project. We are reaching out directly to home care providers, CISS (Carers Information Support Service) and our local contacts such as Age UK and Parkinson's Carer groups to hear people's experiences.



# Review of projects continued

## **Social worker communication project-**

Healthwatch Hull Adult Social Care and Learning Disability project officer has concluded work on the social worker communication project. This project took place following engagement activity which had taken place in Quarter 1 of 2023. After speaking to managers of care homes they told us that they often struggled contacting and communicating with social workers. We conducted an engagement survey with care homes and social workers to find out what is working well, what is not working well and what could be improved to ensure the best possible outcomes for people. The report will be published in early quarter 4.

## **Autism/ ASD and Mental Health-**

Through our attendance at the LGBTQ+ forum for Hull and the East Riding of Yorkshire we were given information around those with Autism having issues and barriers to receiving and accessing mental health support, this led to us working on a new project looking at barriers to access and support from mental health services for the Autistic community. We are meeting and attending social groups, colleges, university and more looking to talk those with Autism about their experience of using and/or accessing mental health services in Hull.

# How we made a difference in Quarter 4

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During February 2024 Healthwatch Hull along with the other Healthwatch teams in the Humber and North Yorkshire (HNY) Integrated Care Board (ICB) area (East Riding of Yorkshire, North Lincolnshire, Northeast Lincolnshire, York and North Yorkshire), attended a meeting to independently assess the Humber and North Yorkshire ICB EDS2 (Equality Delivery System 2). The main purpose of the EDS2 is to help NHS organisations to review and improve their performance for people with characteristics protected by the Equality Act 2010. The role of Healthwatch was to discuss/challenge/assess and score the evidence presented to us from the ICB board for the HNY system EDS2 Action plan. This was an opportunity to formally influence the ICB's approach to commissioning services that are equitable and take into account protected characteristic groups.

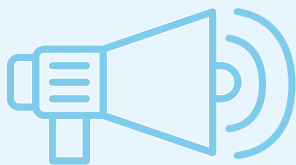
Healthwatch Hull have engaged with **101** young people through the Healthwatch Hubs so far, ensuring that their voices are heard at system and strategic level. Students and staff spoke on the need for more advice and support services for young people that can be accessed without a referral. This feedback is shared with Humber North Yorkshire ICB as part of the Core 20 connectors program to influence change at a strategic level.

Healthwatch Hull have engaged with people from ethnically diverse communities where English isn't a first language through the interpreter volunteer project. This has allowed us to understand the experiences of those people who may not usually have their voices heard by services.



# Information Breakdown

## Reaching out



**327 people**

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

**77 people**

came to us for clear advice, signposting and information about healthcare and social care services in Hull.

**T** This quarter our social media posts reached Online interactions  
**1341 people**

**96 people**

Liked or commented on our online social media posts.

**48 new followers**

joined our social media platforms on Facebook, Instagram and X (formally Twitter).



## Volunteering at Hull Healthwatch



We're lucky to have

**30 active**

volunteers who gave up 33 hours to help us in our engagement activities.

During this quarter we recruited in total

**10 new volunteers** who will be starting to volunteer with us from April 2024.

These 10 volunteers are young people aged 16-25 years old who will be supporting in the Core 20+ connectors programme as well as other Healthwatch work.

# Patient Experience

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We continue to complete our monthly Intelligence Reports and this quarter we produced a further three reports. These reports provide information on what people told Healthwatch Hull about their experience of health and social care services and helps us to identify trends and themes on a month-by-month and quarterly basis:

## Intelligence report for January

In January, we were contacted by **38** people and gathered **127** experiences. We went onto record **22** experiences which were researched online. A total of experiences **149** were recorded for the month of January.

## Intelligence report for February

In February, we were contacted by **68** people and gathered **198** experiences. We went onto record **22** experiences which were researched online. A total of experiences **220** were recorded for the month of February.

## Intelligence report for March

In March we were contacted by **52** people and gathered **141** experiences. We went onto record **24** experiences which were researched online. A total of **165** experiences were recorded for the month of March.



## Keeping the public up to date

Between January-March 2024, we have helped raise the awareness of services offered by other organisations and campaigns they are running.

We have used our social media platforms to keep the public up to date on a range of healthcare related issues. These range from information about services to important updates on changes to services.

Our engagement programme has also been another work stream which has been used to keep the public up to date on healthcare issues. Our staff have attended events held by Hull City Council, NHS, other healthcare providers and charities to promote our work and we also use events to keep people updated around local issues.

We have worked with our partners such as NHS and local authority to help promote campaigns and important surveys which are designed to improve health and social care in Hull.

# Raising Awareness of Healthwatch

## Engagement

Healthwatch have engaged with the following networks/groups this quarter:



# Partnership working

## Meetings attended

During this quarter Healthwatch have attended a range of system and strategic meetings.





## Plan for next 3 Months

- Conclude the homelessness project with the showcase event which will be taking place in April 2024.
- Work to continue on the Autism and Mental Health project through engagement with people and stakeholders.
- Expansion of the 'Healthwatch Hubs' provision within secondary schools, colleges and further education establishments in Hull- meetings are currently taking place.
- To continue to grow our partnerships within Hull, with local and national charities to create opportunities for collaboration as well as create pathways into work for volunteers if they wish.
- Work to continue on the Core 20 connectors project.
- Completion of Healthwatch Kingston Upon Hull annual report.



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