



Annual report 2019-20

Guided by you

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About us

Here to make care better

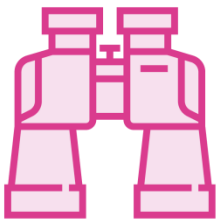
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis,
Healthwatch England Chair





Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchkingstonuponhull.co.uk

Twitter: @HealthwatchHull

Facebook: facebook.com/Healthwatch4Hull

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Healthwatch in transition



A new contract

In October 2019, the contract for Healthwatch transferred to Hull CVS.

We now employ

4 full time staff members

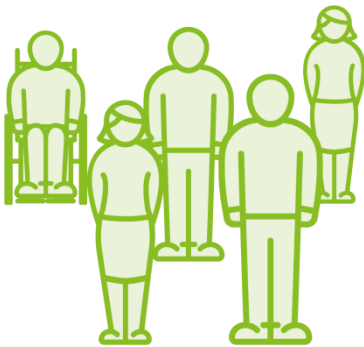
In addition to a

NHS Complaints Advocate

Plus many more exciting

Volunteering Opportunities

Providing support



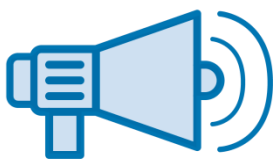
260 people

shared their health and social care story with us from October 2019 to March 2020.

114 people

accessed Healthwatch advice and information online or contacted us with questions about local support.

Reaching out



Total 10,547

4,855 engaged with us through our website, 6,960 people engaged with us through social media, and 3,587 people engaged with us at community events.

Making a difference to care



We submitted

3 reports

to the local authority and commissioners of Health and Social Care between October 2019 and March 2020 to inform them of the experiences people have shared with us.

How we've made a difference



healthwatch

Kingston upon Hull

Intelligence Report

Date: March 2020



Front cover of the Healthwatch Kingston-Upon-Hull March 2020 Report

Healthwatch meeting its statutory function and holding commissioners to account

Since the transfer to the new contract in the second half of the year, Healthwatch have started to develop monthly Intelligence Reports. These reports provide information on what people told us about their experience of health and social care services and helps us to identify trends and themes on a month by month basis. The information also helps us to identify our future workplans.

The reports are shared with the CCG, Hospital Trust, Humber NHS Foundation Trust, Local Authority and the CQC. This way of working makes sure there are no surprises in the system and provides the commissioners with the opportunity to address the issues raised as early as possible to prevent them escalating. Most importantly of all, it also demonstrates to the public that they have a voice and their feedback is acted upon.

"We are very grateful to Healthwatch Hull for sharing their monthly Intelligence reports with the Trust. The feedback is shared with the relevant Division clinical lead where it is reviewed. If further action is required, this information is fed back to Healthwatch Hull. This process is demonstrating true partnership working, ensuring the patient is at the heart of what we do."

Mandy Dowley
Head of Patient and Carer Experience and Engagement
Humber NHS Foundation Trust



Andrew Beech – Communication and Engagement Officer for Healthwatch Kingston Upon Hull at an engagement event in North Point Shopping Centre

Healthwatch engaging with local communities

Healthwatch organise regular outreach events at North Point Shopping Centre in Hull. These engagement events offer a great chance for members of the public to share some experiences or find advice on services in the city.

Healthwatch was approached by a member of the public who needed social care support. The gentleman told us that he was struggling to get housework completed and had at times struggled to get out of the house to pick up his essential shopping and medication.

Healthwatch spoke to the gentleman for 30 minutes about his issues and provided

him with contact details on organisations who could offer support.

We are pleased to say that the gentleman is getting support from the Council and from another charity in the city.





The Healthwatch Kingston Upon Hull Team visiting a Mobile Lung Health Check

Healthwatch working to combat health inequalities

Healthwatch are aware that Kingston upon Hull have higher than the National average death rates from Lung Cancer, so we were keen to get involved in this pilot.

Healthwatch worked with the local CCG and Cancer Alliance to plan for the implementation of a City-Wide Lung Health Check Pilot scheme.

Healthwatch formed part of the planning stages and supported the promotion of the scheme via our website and social media channels to raise awareness of the pilot. We also advertised details of the criteria that members of the public must meet to be able to access a lung health check, and how they could access the service.

“Healthwatch Hull played a significant part in working with us to reach across our communities to ensure the people of Hull were involved in developing the materials and agreeing the location of the mobile units were sited. The lung health check will mean that more people are diagnosed with lung conditions sooner when the outcomes for people are better. Thank you to Healthwatch Hull for being involved in this work and supporting people to attend their Check”

Kay Gamble-Macmillan
Communications and Engagement Lead
Humber, Coast and Vale Cancer Alliance



Healthwatch working to inform people about their rights to healthcare screenings

Healthwatch recognises that the public are not always aware of the healthcare screenings that they are entitled to, that help maintain their health and wellbeing.

Healthcare screenings are initiated by an individual's GP and are offered to men and women of a specific age to prevent diseases developing.

To raise awareness of this, Healthwatch Kingston Upon Hull have developed a range of screening guides that also includes details of associated local support services that people can contact if they wish. All information guides can be located on our website.

Hard copies are also available and will be on display at events, campaigns and meetings.



Healthwatch volunteering to support local communities

The Healthwatch Team has been volunteering to support local communities during the coronavirus pandemic. From the beginning of lockdown the team has assisted the NHS Hull Clinical Commissioning Group (CCG) to deliver prescriptions to vulnerable residents within Hull.

Healthwatch received a letter from Hull CCG, thanking them for their efforts.

"We talk about heroes on the frontline, but the voluntary sector is part of the frontline too. The difficulties of operating amidst this pandemic apply just as much to our voluntary and community sector as everyone else, and yet you have persevered to give support to those who need it most, and for that I am extremely grateful."

Healthwatch has also been assisting local community groups throughout the year.

We have attended meetings at Lonsdale Community Centre and assisted in developing ideas for services they can offer to residents.

We have also been volunteering with the HU4 Community Group who are dedicated to improving their local area.

"A brilliant turnout this morning to Ireland Walk community clean up! A big thank you Gareth from Healthwatch Hull. Residents came out and were really chuffed that we are trying to make our area a better place to live. A big Thanks to Gareth from Healthwatch Hull who lugged the heavy bags of topsoil onto the beds and chopped out the overgrown shrubs."



Healthwatch working with Hull CVS and other local VCS groups to tackle loneliness during the Coronavirus Pandemic

Healthwatch recognises that loneliness is something that affects all age groups and a range of different people, so we were keen to get involved in this joint local initiative.

We had been hearing reports from the local Voluntary and Community Sector (VCS) about people feeling lonely and the impact that this was having on their mental health.

Healthwatch worked with VCS Groups to look at how loneliness could be combated not just during the pandemic but well into the future to prevent loneliness for everyone.

What people told us:

- People were feeling isolated following hospital discharge.
- All age groups were struggling to stay connected with their support groups.
- Additional parental support was required to help whilst children and young people are at home.
- Younger people are feeling lonely too, especially when their family may not understand or agree with the decisions of the young person.
- A new cohort of 'hidden isolated' people are emerging amongst those who usually live independently but have now found themselves with no support.

What we identified that would help prevent loneliness:

- More technology to help keep people connected.
- Setting up online interactive activities.
- Book clubs & Movie nights.
- Connecting people who are like minded and have similar interests.
- Further investment in existing services so they can support more people.

Healthwatch and other local VCS organisations are currently progressing this work further to identify how the sector can collectively and more innovatively work together to combat loneliness.

"At Hull CVS we understand that Healthwatch provide a strong voice for those who are seldom heard. With this in mind we invited Healthwatch to join the Loneliness Network started by Hull CVS to campaign to improve how we (the voluntary sector), in Hull, approach loneliness. We know Healthwatch will provide the group with support and importantly, highlight all the different perspectives on managing feelings of loneliness from the people they represent."

Beverley Woyen
Service and Sector Development Lead

Healthwatch working in partnership with the local authority to raise public awareness

Healthwatch was invited by the Local Authority to raise awareness with the public of the measures the Government has taken to manage the effects of the Coronavirus pandemic on the delivery of public services. The Coronavirus Act 2020 are temporary measures designed to amend the Care Act 2014 by introducing new statutory powers, called easements, that can be used to help the Local Authority to mitigate the effects of Covid-19.

Healthwatch understands the importance of raising awareness on matters that can have a direct impact on the public, so it was essential to get the message right without causing any unnecessary stress, but at the same time raise public awareness about the easements and how they may impact on their current service provision. The crucial message was that the easements would only be introduced if the Council found the workforce was severely depleted making it untenable to deliver some services.

Healthwatch set to work to develop a plan

for engagement and considered how we will consult with the public especially under the current restrictions. As a result, Healthwatch agreed a way forward and have:

- Designed a newsletter to raise public awareness of the four easements; what the change could be; and what that might mean for people currently using Adult Social Care services, or needing to access care.
Developed a survey for Healthwatch to promote through their website/social media channels and to be disseminated to all VCS groups with the view to sharing the survey with their service users.
- Disseminated surveys to existing adult social care services users.
- Identified a range of options with the view to offering choice of engagement method i.e. online survey, post survey, phone, Zoom, WhatsApp, Facebook
- Developed virtual focus groups to capture people's views.

The results of the engagement will be available in the coming months.

"Hull City Council are committed to ensuring that any decisions made relating to the introduction of easements are communicated in a way that fully support the communication needs and wishes of the community. The work with Healthwatch will enable the community to have their say on how, when and what they wish to be communicated to them and the findings will directly inform a robust communication approach should this be needed in the future."

Michelle Colbourne
Head of Social Care Prevention and Early Help,
Hull City Council

Long

Term

Plan

#WhatWouldYouDo

Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Working with Healthwatch East Riding, North Yorkshire, North East Lincolnshire, North Lincolnshire and Vale of York we asked people #WhatWouldYouDo to improve the NHS locally. Issues that people told us that were important to them included:

- Access to information to inform their decisions.
- Choice and control over treatment.
- Independence and the ability to stay at home for longer.
- More equality in treatment of cancer.
- Greater support following diagnosis of a learning disability.

Humber Coast and Vale Partnership are now using the views gathered to shape NHS services on a wider footprint.

Healthwatch Hull's response to some of the key findings over the last 6 months have included:

- Contributing to building a greater awareness of the services that are available locally via our digital platforms.
- Promoting people's rights in their choice of care and treatment.
- Working closely with the Humber, Coast and Vale Cancer Alliance to support the ongoing work to improve services and patient experience.
- Aligning our workplan to that of the Health and Wellbeing Board in relation to Learning Disability to ensure there is extra impetus on this locally.
- Developing a systematic plan in partnership with the Council to determine what matters most to our more elderly residents and those living in care homes.

Helping you find the answers

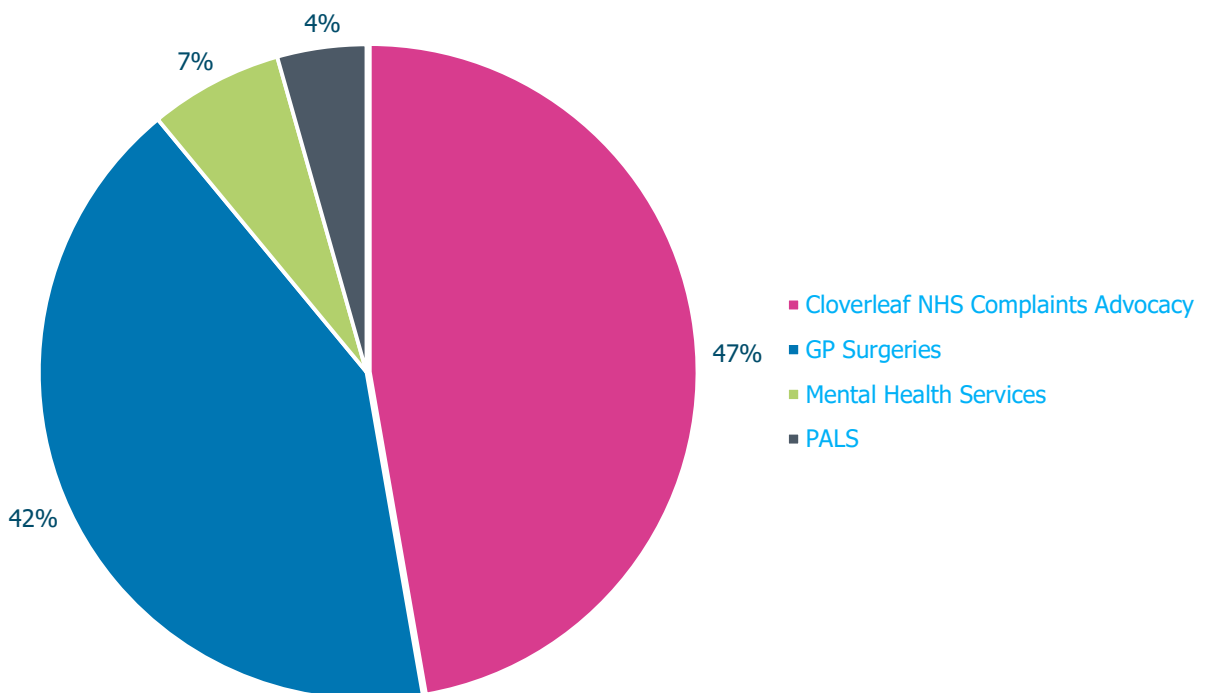


Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

Between October 2019 to March 2020 we helped 114 people to access advice and information they need by answering people’s queries about specific services at community events, over the phone, by email, or online.

Please note this is direct individual support with accessing appropriate information or services, and does not relate to the wider number of people we have engaged with or who have shared their experiences of services with us.

Please find below key areas that people asked about



Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone - Healthwatch is here for you.

Website: www.healthwatchkingstonuponhull.co.uk

Telephone: 01482 595505

Email: enquiries@healthwatchkingstonuponhull.co.uk

Healthwatch working to reach their local community

Since the commencement of the new contract in October, we have been working hard to enhance our website and social media platforms to improve the way we deliver information to meet the needs of the community.

Our website can now be translated into 30 languages. We have implemented a text-to-speech option on 25% of our website (with an aim for this to be rolled out across the entire website), and have included accessibility options for people who have a visual impairment.

We have redesigned our website, so it is easy to read and navigate with simple tabs that take you straight to the point.

Our most popular page currently is 'local services' which points people in the right direction for support. Second to that is our "About us" section which gives people an overview of what we do.

We have received an email from a member of the community which said:

 *"I'm Impressed with the content of your website"*

In October 2019, our website averagely received 5 visitors a week; our Facebook had 41 Likes and a reach of 900 a month, and we had 1546 Followers on Twitter, with a reach of around 2,000.

As of March 2020, our website is now on average receiving more than 300 visitors a month; our Facebook has increased to 381 Likes, and Twitter Followers has increased to 1780. Our Facebook posts now reach 16,000 people a month and Twitter is reaching 15,000.

This increase has been attributed to increased posts, improved content, and wider promotion. We have also collaborated with lots of different groups and charities on our platforms which has helped us get our information shared and seen by more people.

Newsletter and e-news

Our regular newsletters contain a range of information including local and national health news, Healthwatch updates, and more recently key information relating to the Covid-19 pandemic. We have also launched a "Good News" campaign, where we share good news stories from across the city. These new weekly newsletters aim to shine a little bit of light on the great things happening in Hull, and on the positives, instead of the negatives, particularly during lockdown to give people something to take their mind of things.



You can sign up to our newsletters on our website:

www.healthwatchkingstonuponhull.co.uk

Healthwatch listening to people about their difficulties accessing GP appointments

Through the digital engagement conducted by Healthwatch, we received lots of comments about the difficulties people were experiencing when trying to access their GP. Here are just a few examples of what people told us:

"Had no doctors' appointments for my 5-day old premature baby with possible eye infection. We got sent to the walk in centre & given drops. My GP later provided swabs to do myself. I returned the swabs 3 weeks ago to be told yesterday they had lost them, and I needed to do them again. My little one is now one month old and still no appointment given - his eye is still not 100%. I'm tempted to put a complaint in!"

"It's a joke, if you ring you're always in a queue for at least half an hour."

"This surgery is a joke - can never get in when you need to get in. My son needed to be referred to see a specialist. Nearly a year on I asked for an update with the same doctor and the doctor had forgot to put the referral in."

"Terrible trying to get an appointment. I had an appointment that I was actually unable to make due to my back the other week....I was waiting a stupid amount of time on the phone so I couldn't let them know in time...."

"Terrible trying to get through on the telephone. I was waiting 45 minutes."

All comments we have received in relation to GP Practices have been raised with the CCG, and will form part of our workplan for the coming year.



Healthwatch acting to ensure a member of the public got access to a regular Dentist

A patient contacted Healthwatch to discuss the issues he had in finding a dentist.

He informed us that he had experienced dental issues for over a year and kept having to wait until he could receive emergency treatment, as each time he contacted local dental practices he was told they were not currently taking on NHS patients.

Healthwatch contacted a range of practices and discussed the issues the patient was experiencing.

One practice informed us that although they were not currently taking on NHS patients, they were opening slots in the upcoming weeks.

They advised us to give their contact details to the patient and if he contacted them as soon as possible, they would make sure to provide him with a slot when they were made available.

"I was at a loose end with the situation I was in and now I'll be able to get the treatment I need as I need it; rather than having to continue to wait in pain until I can receive emergency treatment. Thank you for getting this sorted."



Healthwatch acting on behalf of a patient to access vaccines to enable her to travel abroad

A patient contacted Healthwatch as she needed vaccines before she went abroad. She was told by her GP surgery that they did not have the vaccines available and she was directed to her local pharmacist where these vaccines would come at a cost.

Healthwatch contacted her surgery and enquired whether they knew when they would have these vaccines or if the costs for the vaccines could be subsidised. We were told they did not know when they would be available and that subsidising the cost would not be possible.

We then contacted several GP practices managed by the same Primary Care Network, enquiring if they had the vaccines the patient needed and if they could book an appointment at their surgery instead.

We were informed that one surgery had the vaccines available and advised for the patient to contact their surgery to request an appointment.

"I just wanted to call to thank you for helping me with getting the issues I had getting the vaccines. I contacted my surgery and within thirty seconds I had an appointment booked in at a different surgery. I don't know why this wasn't suggested in the first place and was directed to the pharmacy instead, but I appreciate how quickly you got back to me with the information I needed."




Healthwatch working to problem solve and ensure a translator is made available for non-English-speaking groups

Healthwatch Kingston Upon Hull was contacted by a Polish lady asking for help and advice on behalf of her friend. The lady told us that her friend went to her GP, as she was unwell. On arrival at the surgery she was told to go to the Walk in Centre as she did not book in advance and there were no interpreters available.

At the Walk in Centre, she was diagnosed with a chest infection and advised that all this information will be passed onto her GP so that they can provide the lady with a sick note for her work. However, a sick note was never received by the patient and her continued employment was now at risk.

Healthwatch contacted the GP on the lady's behalf. The surgery advised that the patient had completed a form that did not allow for her information to be shared. Therefore, the surgery was not aware of her condition and were unable to issue a sick certificate.

Healthwatch made enquiries on how this situation could be resolved. Arrangements were made for the lady to re-visit the surgery to complete a new consent form and for a translator to be present.

 *"Thank you for your help and making the situation much clearer for us"*



Healthwatch working to support hearing impaired patients to access their GP

Healthwatch received a response to a survey, from an elderly lady expressing her concerns with her GP surgery and their method of communication with her.

In the survey the lady said, 'I need a cancer diagnostic test and I told the GP I have poor hearing so advised that I struggle to hear what people are saying when using a phone, but they ignored this and contacted me by phone'.

Healthwatch called the surgery and asked whether there are any alternative ways of conducting a consultation other than via telephone.

The Surgery staff advised that there were e-consultations available to be booked online via the appointments system which could be a better option for the lady. Healthwatch was then able to facilitate access for the lady to this option.

Thank you for finding this out for me and going the extra mile."





Healthwatch visited a local food bank and spoke to a lady whose brother suffered from a brain injury. In her opinion he should not have been placed in a residential home as he wanted to live a normal life and receive support to live independently in the community.

Healthwatch was able to provide advice and information on the process for accessing a social worker and information on a local voluntary organisation that provided support and advice for people and their families who had suffered a head injury.



Healthwatch Hull has been working with Hull's Parent Carer's forum and have been invited to 3 of their meetings. This provided the opportunity to raise awareness of Healthwatch and to speak to the parent carers about their experiences of health and social care services.

Thank you Healthwatch for attending our coffee morning, it's great to have chance to speak about our concerns and have them taken further..."



Healthwatch Hull were contacted by a lady who informed us she and her husband were going to sell their home and purchase a boat but her GP had advised that once she left the area, they would be no longer registered with their practice and unable to obtain their long-term medication.

Following our enquiries, we were able to advise on the process for obtaining their long-term medication.

"Thank you so very much Healthwatch, we can now start to look forward to enjoying our retirement".



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone - Healthwatch is here for you.

Website: www.healthwatchkingstonuponhull.co.uk

Telephone: 01482 595505

Email: enquiries@healthwatchkingstonuponhull.co.uk

Our other activity and involvement



Health & Wellbeing Engagement

The Hull Health and Wellbeing Board has been keen to rebrand and raise the profile of the Board with the citizens of Hull. In addition to helping to raise this profile, Healthwatch have also wanted to ensure that our future workplan is aligned to that of the Board to ensure that resident voice is contributed to strategic planning.

"Healthwatch Hull have been a great asset locally in helping shape local engagement. Healthwatch supported a project that was being carried out on behalf of the Health and Wellbeing Board to look at how we share engagement data across the city to help understand the needs of the population with the view of informing the Health and Wellbeing Strategy. The support of Healthwatch at events and with carrying out engagement that they will then contribute to the project has been invaluable in helping the project get off the ground. Healthwatch have been professional and supportive throughout the entire time I have worked with the team."

Matthew Fawcett – Engagement Manager (Health & Wellbeing), NHS Hull CCG

Period Dignity

A priority for the Hull Health & Wellbeing Board this year has been to raise public awareness of period dignity and to tackle the inequality that is still experienced by some individuals. Healthwatch formed part of a workshop to start to look at what period dignity is, the effects this has on young girls and women, and look at what can be done to raise the profile locally and address this inequality with central government. Through our own engagement, Healthwatch will continue to raise awareness of this important issue and ensure that women and girls we come in to contact with are aware of the support that is available locally.

Emerging Issues

In our first six months of delivery, there have been three potential areas of concern have begun to emerge which we are in the process of exploring further to determine if more service users are being affected. These are:

- Speech & Language Therapy – concerns have been raised about the long waiting times to access this service.
- PEG Feeding – concerns about the process for maintaining peg feeders has been raised, particularly in the event of an emergency.
- Learning Disability health checks – we have heard reports about individuals with a learning disability experiencing delays in receiving their annual health checks.

"This year Healthwatch Hull and the Hull Health and Wellbeing Board (HWB) have worked together to explore areas of cohesion regarding planned areas of work for the board, to ensure public voice runs through all we do. In particular the HWB has worked with its partners to stimulate a strategic review of Learning Difficulties services across the City. A Healthwatch Hull representative has been a part of this ongoing work to help 'join up' parts of the system, for the benefit of the people who access Learning Difficulty services in Hull.

In addition to this essential piece of work Healthwatch Hull has supported the HWB to undertake a large engagement event in the centre of Hull, to encourage our citizens to explore 'the Hull we want' in terms of the health and wellbeing needs of the City. This feedback will flow into the development of the new and innovative Joint Health and Wellbeing Strategy for the City, which will provide a framework that will drive us work inclusively towards our ambition of a healthier and fairer Hull for the future.

Will Adam – Health & Wellbeing Partnership Officer, Public Health

Beverley Road Corridor

Healthwatch Hull has joined a project that is currently underway in Hull to identify how all system partners can work more effectively together to work with pockets of the community that are experiencing a number of health and socio-economic challenges.

"Thank-you Moira, for your contributions to our last Organisational Pathways meeting for the Beverley Road corridor, which was very welcome. All felt that Healthwatch was able to provide an important and independent voice to discussions the room. All could see that working more closely with Healthwatch would be of huge benefit, voicing alternative perspectives, helping to engage those whose voice is not normally heard and provide a sounding board for ideas and plans as they emerge bridging the gap between the public and planners".

Carolyn Rabaud, Senior Project Lead,
City Healthcare Partnership

Supporting PPGs

Healthwatch have been working with Hull CCG in the ongoing development of PPGs locally. Following development of the Healthwatch 'PPG in a box' toolkit, Healthwatch continue to respond to calls for advice from PPGs and have committed to an annual event delivered to PPGs in partnership with the CCG.

"NHS Hull CCG and Healthwatch have had joint success in working together to support GP practices listen to their patients to improve services, we look forward to continuing this work; and working in partnership on other projects to create a healthier Hull"

Colin Hurst, Engagement Manager (Patients & Public), NHS Hull CCG

Working with the Local Authority

Healthwatch Hull have been working with the Local Authority to develop a plan of Enter and View visits to local care homes, that will not only give residents an independent voice of their experiences of living within care homes, but will also directly inform local commissioning decisions.

"Healthwatch are key in gathering the views of people. Sharing this with Hull City Council as 'raw' data, enables the Council to have a more holistic overview of a provider and service. This in turn leads and promotes not just the contractual performance of a provider or service area but the quality and perceived quality to people".

Neil Bottomley
Contracts Performance & Quality Manager
Hull City Council

Quality Accounts

Quality Accounts are reports from providers of NHS services about the quality of the services they provide. The reports are published annually by each NHS provider and made available to the public. The reports provide a reflective view of the service over the past year and a forward-looking view of the action the service intends to take to improve patient experience.

Over the past six months Healthwatch have been asked to comment on the quality accounts for the Yorkshire Ambulance Service and Humber NHS Foundation Trusts, as well as the National Quality Framework for the CCG.

Hull Champions Network

The Hull Champions is a CCG initiative to support community groups, individuals, and volunteers to create a healthier Hull. Healthwatch Hull are now proud to be a part of this network to help share our collective efforts to engage local communities.

"Healthwatch Hull work collaboratively with its many partner agencies including Hull CCG to ensure the views of patients and service users in Hull are heard.

Healthwatch have now signed up to be part of a strong network of organisations across Hull known as Hull Champions. The Champion Programme is designed to support groups or individuals with various interests to harness their enthusiasm and support community engagement. Hull Champions are actively involved in informal groups, community associations, charities, businesses, statutory organisations, and individuals.

It is a model that helps to empower communities to develop and take their ideas forward reducing inequalities in health. Champions are rooted in their community and bring local people and services together to improve health and well-being and transfer knowledge. This fits very much into the ethos of Healthwatch.

Over the last few months Healthwatch staff have worked hard to support the Volunteering Hub set up to support the communities in Hull around these difficult times of COVID."

Christine Ebeltoft – Engagement Manager (Community), NHS Hull CCG

Attendance at events and meetings

Healthwatch have been attending a whole range of statutory meetings, Networks, VCS & Community meetings, and events to raise the profile of Healthwatch. Healthwatch is keen to have a strong presence in the community to capture the public voice about their experience of health and social care. We will continue to seek out opportunities to inform the public about the work that we do to improve services.

"Healthwatch Hull are valued members of the Hull Engagers Network supporting greater efficiency and effectiveness in sharing details of services and promoting opportunity for residents to have a voice. They have shown a commitment to ensuring everyone has a say and challenging issues that they have come across. Undoubtedly the organisation and their dedicated staff are helping to make Hull a better place to live, work and visit."

Matt Wright, Engagement Officer, Office of the Police & Crime Commissioner

Volunteers



At Healthwatch Kingston Upon Hull we acknowledge how valuable Volunteers are to the work that Healthwatch does.

What we envisage our Volunteers will do?

- Raise awareness of the work that we do in the community
- Visit services to make sure they are meeting people's needs
- Collect people's views and experiences
- Support the day to day running of Healthwatch
- To support their local community to speak up

 "I chose to volunteer with Healthwatch because they do great work in the community, improving services for a diverse group of people and let everyone be heard."

Volunteer Roles

Unfortunately at the start of the new contact in October 2019, there were no Healthwatch volunteers in place. Since then we have been working hard to review the opportunities on offer to make sure they are varied and robust in order to attract people from all backgrounds and life experiences to join us.

What roles do we have to offer

- Independent Strategic Advisory Body
- Enter & View Ambassador
- Sector Champions
- Community Champions
- Community Engagement
- Children and Young Peoples Volunteer
- Volunteer Support Mentor
- Reading Panel
- Mystery Shopper
- Administration
- Apprenticeships & Placements

All roles have been designed to meet the needs of Healthwatch and to fulfil the aspirations of individual volunteers.



The Healthwatch Kingston Upon Hull Team promoting volunteering at Hull University

One of the roles that we are keen to promote and attract local people's interest is the Volunteer Support Mentor role. We see this role being a key driver in representing seldom heard groups and support the direct involvement of people from their representative groups.

It is envisaged that individuals in this role will bring their own experience of health and social care and have an awareness or lived experiences of the barriers affecting specific groups to access services.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Kingston Upon Hull.

Website: www.healthwatchkingstonuponhull.co.uk

Telephone: 01482 595505

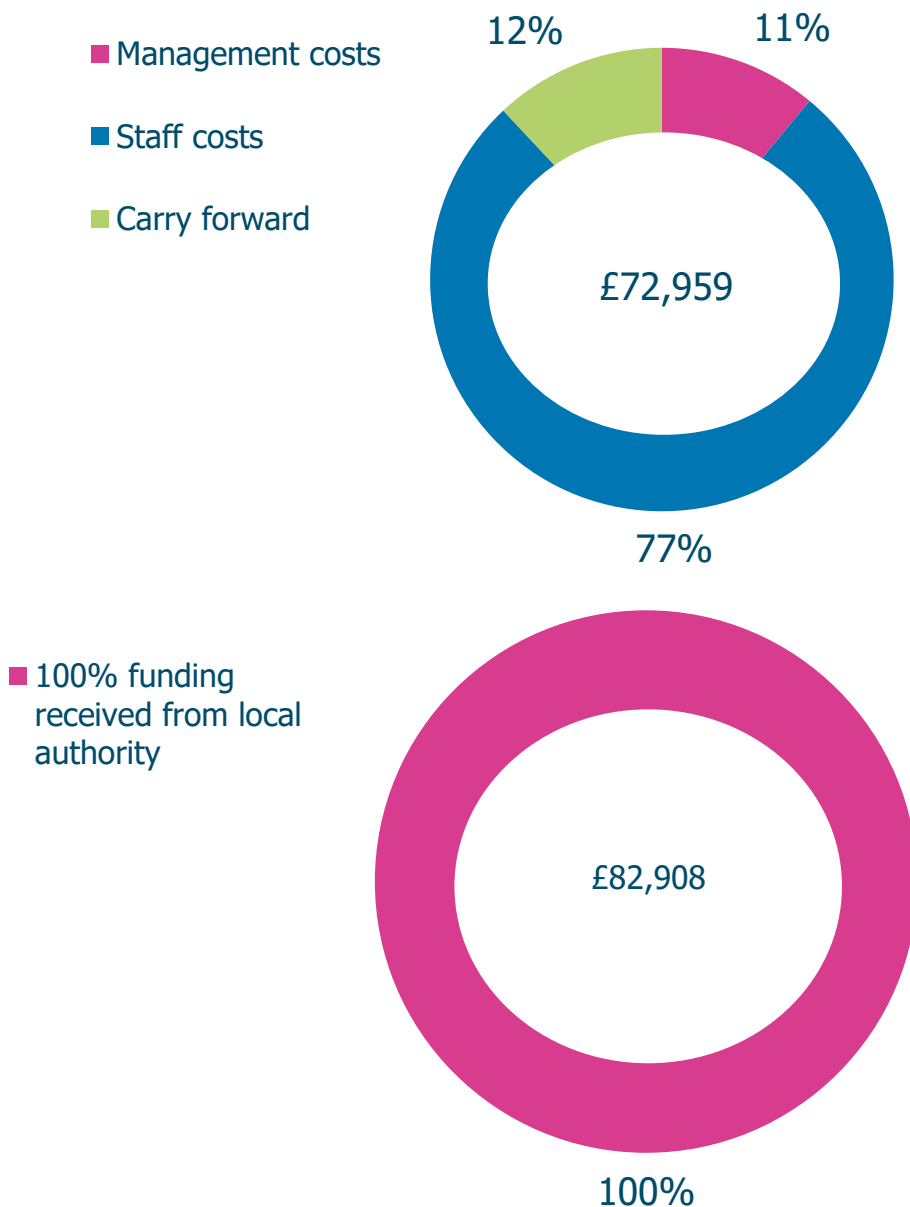
Email: enquiries@healthwatchkingstonuponhull.co.uk

Finances



The financials detailed below are for the period 1st October 2019 to 31st March 2020 from when the new contract commenced. Please note, that these costs include the delivery of the NHS Complaints Advocacy service, and due to the block funding nature of the contract, cannot be separated out.

We do not have the financial break down for the period 1st April 2019 – 30th September 2019, however based on last year’s contract funding, we anticipate that this will be an equal income and spend of £80,054 for the initial 6 month period of the year.



Our plans for next year



A message from our Chief Officer

Jenny Jenkinson, Chief Officer of Hull CVS



In October 2019 Hull CVS were delighted to be awarded the contract for Healthwatch Kingston Upon Hull for the next 3 years. Hull CVS previously held the contract for Healthwatch Hull from its inception to September 2017, and so we are thrilled to welcome the service back to our family.

Unfortunately, on the approach to the contract transition, the former Healthwatch team obtained employment within their existing organisation or moved on to alternative employment. We were however very fortunate to welcome a new manager to the service, Moira Harrison, who joined us from day one of the new contract. In January we then welcomed a further three new full time members of staff, meaning the team capacity is now almost double to what it was pre contract transition.

It has been exciting to see the new energy that Moira and the team have already brought to the service, along with the new initiatives and revised ways of working to ensure there is an improved and pivotal presence of Healthwatch in Hull's local communities.

In the short time we have held the contract, the team have made great strides including:

- Going from a 'blank canvas' of public feedback to having the body of feedback to submit monthly thematic intelligence reports to commissioners and providers.
- Implementing more quantifiable methods for escalating the view of the public to services and demonstrating their voice does make a difference.
- Helping more people to be aware of vital screening services.
- Increased the range of volunteering roles and opportunities for people to get involved in our work.
- Understanding local services and forthcoming changes that may impact on members of the public.

On behalf of myself and the team at Healthwatch Kingston Upon Hull I would like to thank the public who have so quickly got involved with our work over the last 6 months and for your future support and involvement. I also would like to thank our stakeholders and partners who have been supportive of our transition and your welcoming approach to working in partnership to bring about service improvements for the communities of Hull.

Looking ahead

Like all Healthwatch, many of our plans for the coming months are having to be adapted in response to Covid 19. However, wherever possible we will try and maintain our initial plans and combine them with an assessment of the impact that Covid 19 has had. Our intended priorities are as follows:

- Learning from changes to access to Primary Care as a result of Covid 19.
- Ensuring resident voice shapes Care Home Sector learning.
- Supporting system partners by bringing the voice of Learning Disability service user experiences in service design.
- Supporting the Humber Coast & Vale Digital Response Strategy.
- Increasing public awareness about the Coronavirus Act 2020 and how the easements could impact on Adult Social Care users.

For each of these priorities, our intended approach is to examine and compare people's experiences from before, during and after Covid 19 so past positive experiences can be retained and new and successful measures can be embraced.

Undoubtedly, we will face new challenges in how we communicate and engage with people moving forwards. However with the reinvigorated commitment to public engagement that has been enhanced this last year in Hull, we are certain that with our fellow partners, many new and innovative approaches will emerge.



Thank you

Healthwatch Kingston Upon Hull would like to thank members of the public who have contacted us to tell us about their experience of health and social care; those people who have signed up to become a member; and our advocacy partners who help support the work that we do. Your support is very much valued we are looking forward to working with you and our future volunteers in the forthcoming year.

We would also like to include our thanks to the following organisations and their amazing staff who have welcomed us and supported our work. We are looking forward to strengthening our relationship and your assistance with helping us put people at the heart of our health and social care services:

- Hull City Council
- Public Health
- NHS Hull Clinical Commissioning Group
- Hull University Teaching Hospitals NHS Trust
- City Healthcare Partnership
- Care Quality Commission
- The Health & Wellbeing Board
- Health & Social Wellbeing Overview & Scrutiny Committee
- NHS Humber Foundation Teaching Trust
- Humber Coast & Vale Health and Care Partnership
- All the people working in the VCS, Networks, and community organisations



The Healthwatch Kingston Upon Hull Team attending a Hull Champions network event at the Hull Clinical Commissioning Group office

Contact us

Get in touch with us at:

Healthwatch Hull

The Strand
Hull CVS
75 Beverley Road
Hull
HU3 1XL

Telephone: 01482 595505

Email: enquiries@healthwatchkingstonuponhull.co.uk

Website: www.healthwatchkingstonuponhull.co.uk

Twitter: @HealthwatchHull

Facebook: facebook.com/Healthwatch4Hull

Contract holder:

For the period of 1st April 2019 to 30th September 2019, the contract holder for Healthwatch Kingston Upon Hull was North Bank Forum.

From 1st October 2019, the contract holder for Healthwatch Kingston Upon Hull is:

Hull Community & Voluntary Services Ltd (CVS)

The Strand
75 Beverley Road
Hull, East Yorkshire
HU3 1XL

Telephone: 01482 324474

Email: enquiries@hull-cvs.co.uk

Our annual report will be publicly available on our website by 30 June 2020. We will also be sharing it with Healthwatch England, CQC, NHS England, Hull Clinical Commissioning Group, Overview and Scrutiny Committee, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

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