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Healthwatch York

Annual Report 2016-17

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Message from the Chair and Manager



From the Chair

Giving people a voice in health and social care has never been more important, or more challenging.

This year we saw the emergence of Sustainability and Transformation Plans, talk of Accountable Care Systems, and New Models of Care, and discussions on the GP Forward View. All without legislation, much without consultation, most unintelligible without explanation. Engaging in this new, evolving landscape, and flagging up opportunities to get involved, our role in sharing useful, user-friendly information has been vital.

In our magazine, in our face to face meetings with the public, we aim to share the insight we gain from conversations with health and social care colleagues. But all of this is meaningless without understanding your experiences. Thank you to everyone who talked to us this year. And if you haven't yet, we hope very much to hear from you in 2017!

John Clark
Chair, Healthwatch York



From the Manager of Healthwatch York

2016/17 has been a year of beginnings and endings for the staff team.

In May 2016 we welcomed Carole Money to our team to support the Community Equipment and Wheelchair Forum. You can read more about this work later in this report.

We also said goodbye to Barbara Hilton, who retired in April 2017. Barbara came to Healthwatch York from York LINK and played a vital role in supporting our Community Champions. For us and our volunteers, we will miss her, but wish her every possible happiness in the future.

I hope you enjoy reading about our work. We aim to give you a voice in everything that happens in health and social care in our city. We hope this report shines a light on the hard work of our staff and volunteers in making that possible.

Happy reading!

Siân Balsom
Manager, Healthwatch York

Engaging in this new, evolving landscape, and flagging up opportunities to get involved, our role in sharing useful, user-friendly information has been vital.

About Healthwatch York

What is Healthwatch?

Healthwatch was set up by the Government in April 2013 to help put people at the heart of health and social care services. A local Healthwatch has been set up in every area of England.

What does Healthwatch York do?

- + We help people share their views and concerns about health and social care services
- + We provide information about local services so that people know how to find the help they need
- + We signpost people to independent complaints advocacy if people need support to complain about a service

We know you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us – both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Who are we?

Our staff team are mostly part time, and our working hours are the equivalent of 2.8 full time staff. To represent and include our local community we have 44 volunteers in a variety of different roles (at 31st March 2017).

People can also be involved with Healthwatch York and contribute to our activities by

- + Signing up to our mailing list
- + Taking part in our focus groups and consultations
- + Taking part in our surveys

Healthwatch York puts people at the heart of health and social care services, enabling you to be heard. We believe that together we can help make York better for everyone.

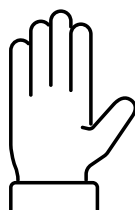
Helen, Barbara, Siân, Carol, Carole



Healthwatch York by numbers



1,883 people and organisations on our mailing list



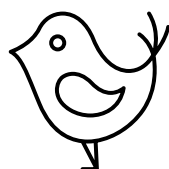
44 volunteers



39 Healthwatch York partners



47 people submitted feedback via 'rate and review' on our website



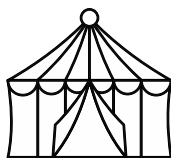
297 tweets
1,920 Twitter followers (as at 31/3/17)



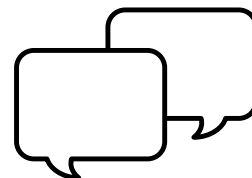
23 care homes visited
111 residents consulted



7 surveys
1,082 responses to Healthwatch York surveys



103 information stands at community events attended



2,995 people shared their views - this includes stands, issues, survey responses and care home conversations



7 Healthwatch York reports
95 meeting reports written



43 documents/publications reviewed for external organisations including York Hospital, NHS Vale of York Clinical Commissioning Group and City of York Council

Highlights of our year

April - June 2016

- + Presented our **report on the closure of Bootham Park Hospital** to City of York Council's Health Scrutiny committee as part of a wider meeting focussed on its closure.
- + Awarded funding by the NHS Vale of York Clinical Commissioning Group to start running the **Community Equipment and Wheelchair Services Forum**.
- + **Attended a Roundtable meeting in Westminster** with Alistair Burt (then Communities Social Care Minister), Rachael Maskell MP and Tees, Esk and Wear Valleys NHS Foundation Trust staff. Received an apology on behalf of the people of York regarding how Bootham Park Hospital was closed.
- + Published our **report on Access to GP Services**.
- + Took part in an initial **workshop about the Humber Coast and Vale Sustainability and Transformation Plan**.
- + Supported Tees, Esk and Wear Valleys NHS Foundation Trust's informal events about **the new mental health hospital in York**.
- + Published our **third Annual Report**.



▲ **Healthwatch York meeting TEWV staff and MPs in Westminster**

July - September 2016

- + **Held our third Annual Meeting**, attended by over 100 people.
- + **Wrote and submitted a tender bid to keep the Healthwatch York contract at York CVS**.
- + **Encouraged people to share their concerns following the announcement of the decision to close Archways**, resulting in a report to the September Health Scrutiny meeting.
- + **Held a development day for all Healthwatch York volunteers** which included a City of York Council workshop about the city's public health offer, and a SWOT analysis to inform our strategic planning.
- + **Worked jointly with local Healthwatch across Yorkshire and the Humber completing visits to Community Dental services**, speaking to over 60 individuals.



▲ **Healthwatch York Annual Meeting 2016**

Highlights of our year

October - December 2016

- + **York CVS were awarded the contract to run Healthwatch York for 3 years from 1st April 2017.**
- + **Published the results of our Antenatal and Postnatal Services survey** and presented it at the Health and Wellbeing Board in November.
- + **Received 782 responses to our survey about the changes to Unity Health's appointment system,** following concerns raised by one of our volunteers.
- + **Supported Tees Esk and Wear Valleys NHS Foundation Trust and NHS Vale of York Clinical Commissioning Group's engagement activities and formal consultation on York's new mental health hospital.**



▲ **Healthwatch York's base for the next 3 years**

January to March 2017

- + **Launched our workplan survey,** helping us to identify what we should be working on in 2017.
- + **Published the second edition of our guide to mental health and wellbeing in York,** funded by Tees Esk and Wear Valleys NHS Foundation Trust.
- + **Attended Unity Health's Patient Participation Group** to share the findings of our survey looking at the introduction of their online triage and appointment system.
- + **Presented 3 reports to the Health and Wellbeing Board in March** – Making York work for people with dementia; Continuing Healthcare; Support for Adults with ADHD.
- + **Signed the human rights pledge** in support of York becoming the UK's first Human Rights City.
- + **Held a development day for all Healthwatch York volunteers** which included a review of Healthwatch York's first four years and a feedback session for City of York Council's Public Health team on their newly developed health app.



▲ **Healthwatch York manager (right) with Human Rights City Network Coordinator Heidi Chan**

Listening to local people's views



Volunteers Jane and David

Finding out what you think about local health and care services is at the heart of what we do. We want to hear from as many people as possible, so we make sure you can get in touch with us in different ways.

Anyone who uses health or care services in York can phone us, email us, write to us, use our website feedback centre, or speak to us face to face.

Our volunteers and staff run Healthwatch York stands throughout York – in 2016/17 we had 103 information stands at a wide range of community venues and events. This gives us lots of opportunities to talk to people about the services they use and find out what people think is working well, and what could be improved.

We record all the feedback we receive and pass it on, with personal details removed, to the organisations who provide and commission (buy) local services so they can see what people are telling us.

We visit local groups and organisations to listen to people's experiences of services, and let them know how they can contact us with their feedback.

When we carry out work on specific topics we hold focus groups or workshops and carry out paper and online surveys. This year 2,995 people have shared their views with us – this includes all the issues we have recorded, conversations with care home residents and people who have responded to our surveys.

Visiting services

Listening to care home residents

Healthwatch York volunteers regularly visit local care homes with City of York Council staff as part of the Council's programme of care home consultation and observation visits.

We talk to residents about what it's like to live in a care home, and find out what they think about things such as food, staff and activities in the home. As well as giving care home residents the chance to have their say, our consultations contribute to and enhance the reports City of York Council produce for care homes. This year our team of 10 specially trained and supported volunteers have visited 23 care homes and consulted with 111 residents.

Angela Thacker, Quality and Performance Officer, Adult Social Care Commissioning Team, City of York Council said: 'Our partnership working with Healthwatch York has helped to identify both good and poor practice with residential care services which has been fed back to providers to address.'



Volunteers Jane and Judith talk to a care home resident

Listening to local people's views



Volunteer Maddy (right) talking to people at West Offices

Working with minority ethnic communities

Throughout this year we have continued to encourage under-represented groups to sign up as Healthwatch York partners.

We attended a York Racial Equality Network (YREN) meeting to run a workshop session exploring opportunities for the group to increase engagement with health and care services. We are pleased that YREN have now signed up to become a member of our partner programme.

➡ You can see the full list of all our partners on page 19.

Working with younger people

This year we have taken deliberate steps to hear from younger people (under 21) in our community.

We have recruited 6 student volunteers in a variety of roles, including a new role as student and young peoples' lead on our Leadership Group.

The second issue of our guide to mental health and wellbeing in York, which we published this year, contains an expanded directory section on sources of support and information for students at both of the universities in York.

We were pleased to be invited to a city-wide schools Mental Health conference for the second year running. **Kate Sowter, Archbishop Holgate's School said:**

'The Healthwatch York team who came to our Mental Health conference last year were superb (hence asking them to come back this year). The resource book (Mental Health Guide) is incredible and I champion you to all I meet in Education. Keep doing what you do!'

66 Colleagues from Healthwatch York have shared user experience to help shape the development of the school well-being service in the city. 🍷

Eoin Rush, Assistant Director, Childrens Specialist Services, City of York Council

Hearing people's views on community dentists

Our Enter & View volunteers, together with members of the staff team, gathered the views of people at all the community dental services in York.

We spoke to over 60 individuals, gathering feedback in support of work for NHS England which was co-ordinated by Healthwatch Leeds.

Helping you find the answers

We provide information advice and signposting via phone calls or emails to the office and at our information stands throughout York. We signpost people to the main advice services in York and to local community and support groups.

Here are just some examples of the wide variety of enquiries we have responded to:

- + Providing York Advocacy's NHS complaints packs to people who want to make a complaint.
- + Providing details of GP services and a copy of our mental health and wellbeing guide to someone whose son with depression had recently moved into the area.
- + Sending information on dementia services and useful reading to someone enquiring about information and support available in York.
- + Providing paper copies by post of the consultation document for the new mental health hospital.
- + Signposting a carer to sources of support for his wife.



Volunteers Judith (left) and Priscilla at Fulford Show

Mental Health and Wellbeing in York

Healthwatch York's guide to Mental Health and Wellbeing in York helps local people find the care and support they need. The guide is used by GP practices, pharmacies, City of York Council, schools and other voluntary groups to signpost customers to support.

“A staff member from Tees, Esk and Wear Valleys NHS Foundation Trust said: "We find it incredibly useful. It's a great reference for staff and we also use it to look through with patients when exploring extra avenues of support. I've been using the digital copy for some time now also. Thank you for your help!"

“A member of staff from Restore York, a charity which provides homes and support to people who would otherwise be homeless, said: "It is absolutely brilliant. Comprehensive and has all aspects in one place. It's what we've been waiting for."

“A father phoned Healthwatch York for advice about what to do for his son who was having a mental health crisis. We gave him advice over the phone and sent him a copy of our guide. He responded: "Many thanks for your very helpful advice and for this document. It contains a lot of useful information."

Magazine

Healthwatch York's magazine helps people navigate the health and care system. It provides information about a range of organisations and services and local people tell us how useful it is:

“A very good publication for the people of York. Lots of good information.”

“Great magazine with lots of interesting articles and relevant information.”

Readability

Our readability service helps make sure that information given to people by York Hospital and other organisations is accessible and easy to understand.

During 2016/17 our volunteers reviewed 43 leaflets and other publications.

Making a difference together

Every year Healthwatch York produces a number of reports containing recommendations for a range of organisations including Vale of York Clinical Commissioning Group (CCG), City of York Council and York Hospital.

All Healthwatch York reports are taken to the city's Health and Wellbeing Board for them to acknowledge and accept the recommendations we make. The Board is also responsible for monitoring the progress organisations make against our recommendations.

All our reports are available to download from our website: www.healthwatchyork.co.uk/our-work/hw-york-publications



Unity Health GP practice have made changes as a result of our report

Many of us experience challenges in making appointments with our GP and Unity Health is the first practice in our area to try an online solution to the problem.

When a University of York student contacted us with their concern that, without support, some people would not be able to use the online system to make appointments, we wanted to find out how other patients felt about the change. Unity Health supported us in the distribution of a survey to gather information about people's experiences of using their system.

Key concerns raised by survey respondents included:

- + Whether the system is the right one for all types of appointments
- + Concern over confidentiality
- + Problems with the online form
- + The need for a quicker route for routine prescriptions
- + Access to the form outside surgery hours

We published our report 'Unity Health Appointment Changes' based on the 782 survey responses we received.

Unity welcomed our report and, as a result of

our recommendations have already taken action to address some of the issues raised. We will be working with Unity to repeat the survey during the summer of 2017 to find out how well these actions have mitigated the concerns of their patients.

York's Health and Wellbeing Board commit to co-production in response to our report

When the decision to close Archways Intermediate Care Unit was announced we contacted The Press and invited people to share their concerns with us. We included all the feedback we received in our report to the Council's Health Scrutiny Committee and made recommendations for future service changes:

- + All plans for consultation and engagement with the public and the other organisations involved should be developed at the earliest possible stage.
- + There needs to be a commitment to co-design and co-production.

As a result of our report, Health and Wellbeing Board members committed to using a co-production approach to all future major service changes in York. To support them with doing this we have been working with City of York Council to draft a co-production strategy which will be shared with the Health and Wellbeing Board before consultation takes place.

Making a difference together

Local people have influenced changes to wheelchair and community equipment services

Local wheelchair users told us they were keen to be involved in designing, shaping and evaluating services. They also wanted to have a regular opportunity to get together and discuss their experiences.

In our report on wheelchair services we made a number of recommendations based on what people had told us about their experiences of both the wheelchair service and the community equipment service. One of the recommendations we made to the Vale of York Clinical Commissioning Group (CCG) was the need for a regular forum for people who use the services.

As a result of our report, the CCG commissioned Healthwatch York to run a monthly forum for all users of wheelchairs and community equipment across York and North Yorkshire.

The forum provided a unique opportunity not only for service users to get together, but also to work with the CCG to design new service contracts for wheelchairs and community equipment. This helped the CCG make changes to services via their procurement process. This resulted in a change of service provider for both community equipment and wheelchair services from December 2016. The forum is an ongoing opportunity for people to share

their experiences with other service users, commissioners and the new providers. The CCG have now committed to involving service users in the monitoring of the contracts and service improvements in the future.

The CCG accepted all the findings of our report on wheelchair services and launched a rapid improvement programme with other local CCGs.

They have produced a 'You Said We Did' document which details 34 outcomes from our work supporting a wheelchair and community equipment forum from May 2016 to April 2017, alongside their own review of services.

➡ **On the right are just a few examples of these outcomes:**



Wheelchair and community equipment forum



Healthwatch York gather views at the forum

Making a difference together

You Said, We Did

66 People said: Equipment is often delivered with no information on how to use it

What's changed? The new service providers set up all equipment and demonstrate its use to people in their home, leaving literature as supporting information

66 People said: We don't know whether/how to return equipment when it is no longer needed

What's changed? The new service providers clearly label equipment with a phone number to ring for collection and collect the equipment within 5 working days

66 People said: There are lots of different providers and repairers – it's confusing.

What's changed? There is now just one service provider for community equipment and one for wheelchair services. There is one contact number for each service so people know who to call

66 People said: There are long waits for wheelchair repairs and independence can be severely impacted, particularly when a powered chair needs repair.

What's changed? The new wheelchair service specification includes suitable and realistic repair standards. Delays due to parts being ordered should be minimal as the new provider has multiple suppliers for sourcing wheelchair spare parts

66 Taking part in the wheelchair forum has been a fantastic opportunity to meet other service users and get involved in the procurement process. 22

- Laura Branigan, wheelchair forum member

It starts with you

66 Healthwatch York reports set out recommendations that when implemented lead to improvements in both health and social care services for the people using them. 22

- Anonymous feedback from one of our statutory partners responding to our independent evaluation 2017

York Teaching hospital NHS Foundation Trust confirmed that the results of our survey on antenatal services, which were included in our report 'Antenatal and Postnatal Services in York' were in line with their own findings. As a result of this work they have decided to re-instate face to face antenatal classes.

When York Teaching Hospital NHS Foundation Trust began work on redesigning the Emergency Department (ED) waiting area at York Hospital they considered the recommendations from our 2015 report 'A&E and alternatives'.

When asked how the work of Healthwatch York has led to the improvement of health and/or social care services in York Lesley Godfrey, GP partner and clinical lead, York Integrated Care Team said: 'I have learnt why co-production will lead to a better service outcome. I am aiming to implement this with support for the Primary Care Home projects.'

Making a difference together

Working with other organisations

We share everything we hear about local services with Healthwatch England so they can build a picture of health and care across England.

This year we introduced **CiviCRM**, a customer relationship management system, to record issues so that we can easily share information with Healthwatch England. In June 2016 Healthwatch England featured our work with volunteers in their publication **'Making Your Voice Count'**.

We have good working relationships with our neighbouring local Healthwatch in North Yorkshire and East Riding of Yorkshire. The manager of Healthwatch York represents local Healthwatch on the Humber Coast and Vale Sustainability and Transformation Plan (STP) Partnership Board.

We enjoy a close working relationship with the social care team at the Care Quality Commission (CQC), meeting regularly in partnership with the Council to share information including feedback from our care home assessor programme. This supports them in their regulatory activity.

The manager of Healthwatch York, Siân Balsom, occupies our seat on the Health and Wellbeing Board on behalf of everyone in York. She takes an active role in Board meetings and development sessions.

When asked about the influence of Healthwatch York one of our stakeholders said: 'The work of the Health and Wellbeing Board and the Health and Social Care Partnership Alliance Board is shaped by Healthwatch York'. (An Independent Evaluation of the Service Provided by Healthwatch York, York St John

University, May 2017)

We have strong links with the City of York Council's Health and Adult Social Care Policy and Scrutiny Committee (HASPASC) and regularly contribute to specific agenda items as well as presenting reports.

“Healthwatch York's work, as the conduit for patient representation, is vitally important. As local clinical leaders, the CCG's role is to commission excellent healthcare on behalf of and in partnership with everyone in our community and Healthwatch York plays a very important, pivotal role in helping us to do that.'

Dr Phil Mettam, Accountable officer at NHS Vale of York Clinical Commissioning Group (CCG)

“Healthwatch York are exemplary; a critical partner; play a key role in constructively challenging and supporting improvement. Supported a culture of co-production; undertaken specific investigations eg impact of closure of Bootham Park Hospital, support public engagement, support to integration and transformation board, overview and scrutiny as well as general support to health, housing and adult social care.

Healthwatch York have provided excellent feedback and constructive challenges to the sector.'

Martin Farran, Corporate Director of Health, Housing and Adult Social Care, City of York Council

Our people

Our volunteers are wonderful - we can't do without them!

They help us carry out our work in a variety of different roles, gathering people's views and helping people find the support and information they need.

Our volunteers visit care homes; review publications to make sure they are accessible and understandable; attend meetings and write reports to share with our partner organisations and other volunteers; and help us with our work in the office.

We keep our volunteers well informed via monthly bulletins. The bulletins, received either by email or post, contain updates on Healthwatch York's activities, local and national health and social care news. They also include reports from all meetings attended by staff

and volunteer representatives including local forums, service provider meetings, Council and Clinical Commissioning Group meetings. The electronic version of the bulletin includes links to all Care Quality Commission (CQC) reports for services in our area.

We hold regular meetings for our volunteers to help to keep them up to date and give them the opportunity to share experiences and provide feedback. We make sure that all our volunteers have the necessary training to carry out their role effectively and hold regular development days to focus on specific topics.

We were very pleased to be highly commended by Healthwatch England at the 2016 national conference for the value we bring to volunteering.

We're very proud of all our volunteers. Thanks to them we can involve more local people and make sure their voice is heard.



Volunteers Judith and John at Priory Street



Volunteer Chris at Sainsbury's café



Some of our wonderful volunteers!



Our people



◀ **Left to right back row:** Sarah Armstrong, Chief Executive York CVS; Siân Balsom, Manager Healthwatch York; Colin Black, marketing and communications lead; Catherine Scott, student and young peoples' lead. **Front row:** Lesley Pratt, volunteers lead; John Clark, Chair

How we involve the public and volunteers

Our Leadership Group supports the staff team to deliver the Healthwatch York contract, overseeing our strategic direction and monitoring progress against our work plans.

Their feedback and advice is a vital part of our decision making process. Leadership group meetings, which take place every two months, are open to the public so anyone can attend.

The group is made up of volunteers in a number of lead roles, the Healthwatch York manager and the Chief Executive of York CVS who provides a link to the CVS Board of Trustees.

All our volunteers have opportunities to be involved in planning and making decisions about our work. This year, at one of their development days, our volunteers carried out a SWOT analysis to inform our strategic planning.

We run an annual work plan survey to ask local people what they would like us to work on during the coming year. The issues we ask people to choose from are those which have been raised with us by

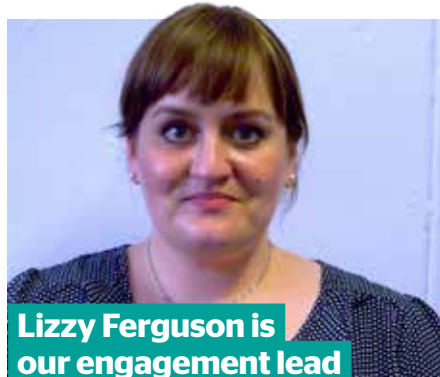
the public. In addition to our planned work, we are able to respond to urgent issues which are important to local people such as the closure of Archways Intermediate Care Unit.

We help local health trusts recruit volunteers to take part in PLACE (Patient led Assessment of the Care Environment). We have also developed a training session to prepare volunteers for PLACE which we run for our Healthwatch York volunteers and other assessors. As a result, assessors confidence in carrying out PLACE has

increased and they are able to make the most of the opportunities to take part.

.....
Volunteer Trish Thornton said: 'To a novice patient assessor PLACE can seem quite daunting- without the Healthwatch York Preparing for PLACE training I would have floundered.'

.....
We support and encourage local people to get involved in the planning and commissioning of local health services. We use our website, our quarterly magazine and our monthly bulletin for volunteers and partners to promote consultations and advertise opportunities for people to get involved.



Lizzy Ferguson is our engagement lead



Volunteers attend one of their development days

How we spent our money

1st April 2016 to 31st March 2017

Income

City of York Council contract	£115,000
NHS Vale of York Clinical Commissioning Group ^①	£10,000
Donations	£43
Income from training ^②	£1,428
Total income	£126,471

Expenditure

Staff

Staff salaries	£74,285
Staff expenses	£871
Staff training and development	£410
	£75,566

Volunteer expenses and training	£2,336
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Meeting and events costs ^③	£5,925
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Promotion and marketing

Marketing, publicity and promotions ^④	£1,525
Design, printing and publishing ^⑤	£8,000
	£9,525

York CVS management charges ^⑥	£24,550
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Legal and professional costs ^⑦	£1,525
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Website and office sundry costs

Freepost costs, sundry stationery etc	£920
Website and online feedback centre	£3,142
	£4,062

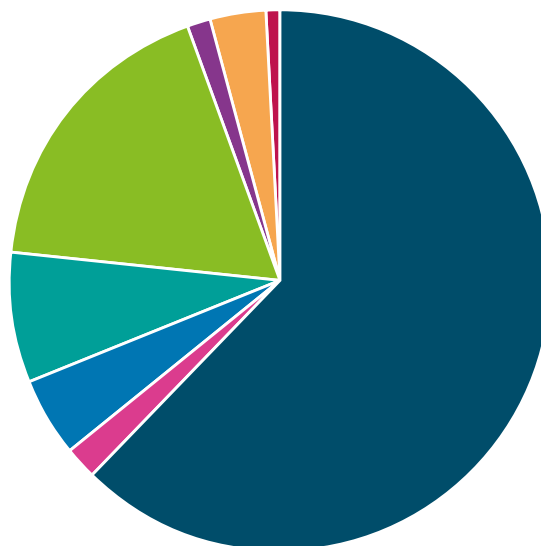
VAT	£853
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Total expenditure	£124,342
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Draft surplus for 2016/17	£2,129
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NB: these are unaudited figures. They have not yet been confirmed by York CVS accountants.

Summary of expenditure



Staff costs	£75,566
Volunteer expenses & training	£2,336
Meeting & events costs	£5,925
Promotion & marketing	£9,525
Management charges	£24,550
Legal & professional costs	£1,525
Website and office sundry costs	£4,062
VAT	£853

- ① Paid to Healthwatch York to run the Community Equipment and Wheelchair forum for York and North Yorkshire.
- ② Enter & View training delivered by Healthwatch York to Healthwatch North Yorkshire volunteers.
- ③ Meeting and event costs include Priory Street Centre room hire (including equipment and refreshments), British Sign Language (BSL) interpreters and external room hire.
- ④ Marketing and publicity includes adverts in local press and other publications. Promotional materials include branded pens, stress balls, banners etc.
- ⑤ Design, print and publishing costs include our quarterly magazines, annual report, mental health guides, adverts, posters and flyers.
- ⑥ Management charges include office accommodation costs, IT, payroll services and HR support.
- ⑦ Legal and professional costs include an external evaluation of Healthwatch York.

Our plans for next year

During the coming year we will gather work on access to dentists, the topic you chose in our work plan survey. We will be gathering feedback from as many people as we can, running a survey throughout the summer and publishing our report based on what people have told us later in the year.

Our guide to dementia support in York – **‘What’s out there for people with dementia, their families and friends in York?’** was published as this report went to press and is already proving popular and useful to individuals and organisations.

We have started working with our student volunteers to improve awareness of and engagement with Healthwatch York amongst the city’s student population. We will also be supporting 2 groups of students to develop campaigns looking at what people want to see from health and social care integration.

We hope to be able to do further work with children and young people during the coming year and have welcomed a comment from Jon Stonehouse, Corporate Director Children, Education and Communities, City of York Council who said: ‘I would like to do more work with Healthwatch York, specifically on the children’s agenda.’ (An Independent Evaluation of the Service Provided by Healthwatch York, St John University, May 2017)

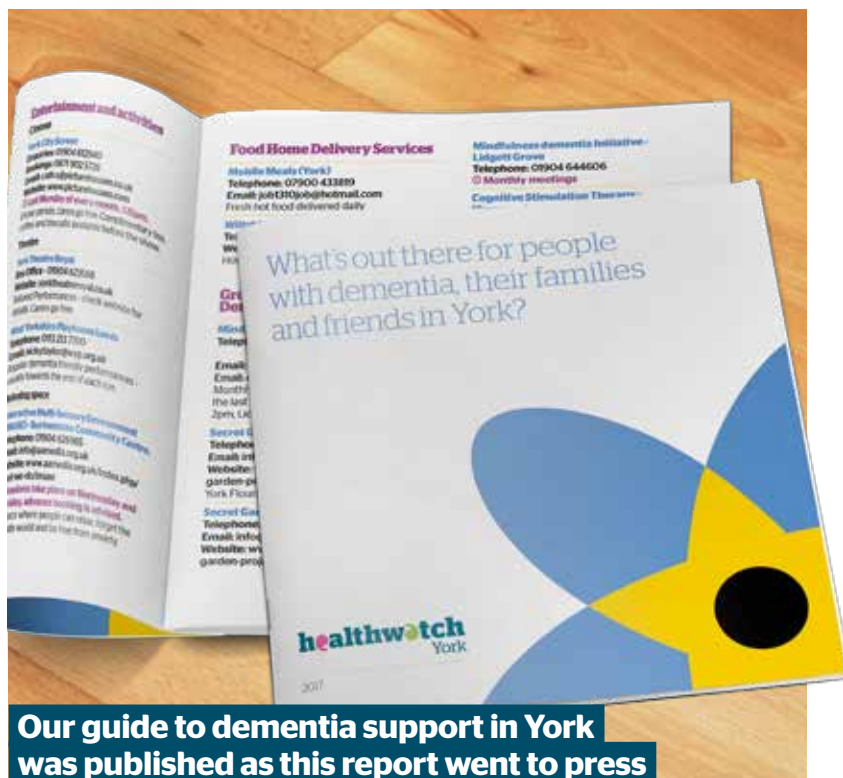
We will be working with City of York Council to raise local awareness and interest in co-production, including hosting an event for National Co-production Week in July 2017.

We are working with Ways to Wellbeing, York’s social prescribing project, to develop a new volunteering role. This will help support people to access activities in order to improve their health and wellbeing.

We continue to raise awareness of Sustainability and Transformation Plans (STPs), explain what’s going on and encourage local people to get involved in work to shape local plans.

We are developing our regular outreach activity and are exploring opportunities for holding more stands at local pharmacies, libraries and other community venues.

We continue to move our data on to CiviCRM, the customer relationship management system developed by Healthwatch England. This will help to streamline our office processes and improve reporting at national level.



Healthwatch York partners

Healthwatch York recognises the valuable contribution that other agencies, particularly voluntary and community sector organisations, make to putting people at the heart of our health and social care services in York. These organisations were part of our Partner Programme during 2016/17:

- + AbleWeb
- + Accessible Arts & Media
- + Action on Hearing Loss
- + AgeUK York
- + Alzheimer's Society
- + Be Independent
- + Brunswick Organic Nursery
- + Citizen's Advice York
- + Dementia Forward
- + Explore York Libraries
- + Independent Domestic Abuse Services (IDAS)
- + Kyra Women's Project
- + Mainstay
- + National Osteoporosis Society (NOS) - York branch
- + Older Citizens Advocacy York (OCAY)
- + Outsource (VCSE support CIC)
- + Parkinson's UK York
- + Priory Street Nursery
- + Royal Voluntary Service - Leeds & York Hub
- + St Nick's
- + Stroke Association York
- + Whitworths Pharmacy
- + Wilberforce Trust
- + York Independent Living Network (YILN)
- + York Older People's Assembly (YOPA)
- + York Advocacy
- + York Bike Belles
- + York Blind & Partially Sighted Society
- + York Carers' Centre
- + York FIS (Family Information Service)
- + York Flourish
- + York LGBT Forum
- + York MS Society
- + York Parent Carer Forum
- + York People First
- + York Rheumatoid Arthritis Support Group
- + York Wheels
- + York Unifying Multicultural Initiative (YUMI)
- + York Racial Equality Network (YREN)

What do organisations gain from being Healthwatch York partners?

York MS Society say:

“We are proud to be a Healthwatch York partner and to benefit from the expertise, insight and opportunities that Healthwatch York provides

Like Healthwatch York, we are committed to putting people at the heart of health and social care in York and know that working together we are better able to do that for people with and affected by MS.

Being a partner means we can

quickly find out about health and social care consultations and can make sure our members get the chance to give their feedback. Healthwatch York also helps us highlight issues and challenges for people with MS with the current health and social care system.

We have also benefitted from the links being a partner provides to share ideas and gain support for a community transport system and accessible exercise facility for York.

Being a Healthwatch York partner is a real win-win for us and helps the York MS Society provide the best support for local people with and affected by MS.”



Contact us:

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 **01904 621133**

 **07779 597361** – use this if you would like to
leave us a text or voicemail message

 **healthwatch@yorkcvs.org.uk**

 **@healthwatchyork**

 Like us on **Facebook**

 **www.healthwatchyork.co.uk**

York CVS

Healthwatch York is a project at York CVS. York CVS works with voluntary, community and social enterprise organisations in York.

York CVS aims to help these groups do their best for their communities, and people who take part in their activities or use their services.

This Annual Report is available to download from the Healthwatch York website:

 **www.healthwatchyork.co.uk**

Paper copies are available from the Healthwatch York office and local libraries.

If you would like this Annual Report in any other format, please contact the Healthwatch York Office

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This annual report is published on our website and has been circulated to Healthwatch England, CQC, NHS England, NHS Vale of York Clinical Commissioning Group, Health, Housing and Adult Social Care Policy and Scrutiny Committee and City of York Council

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