

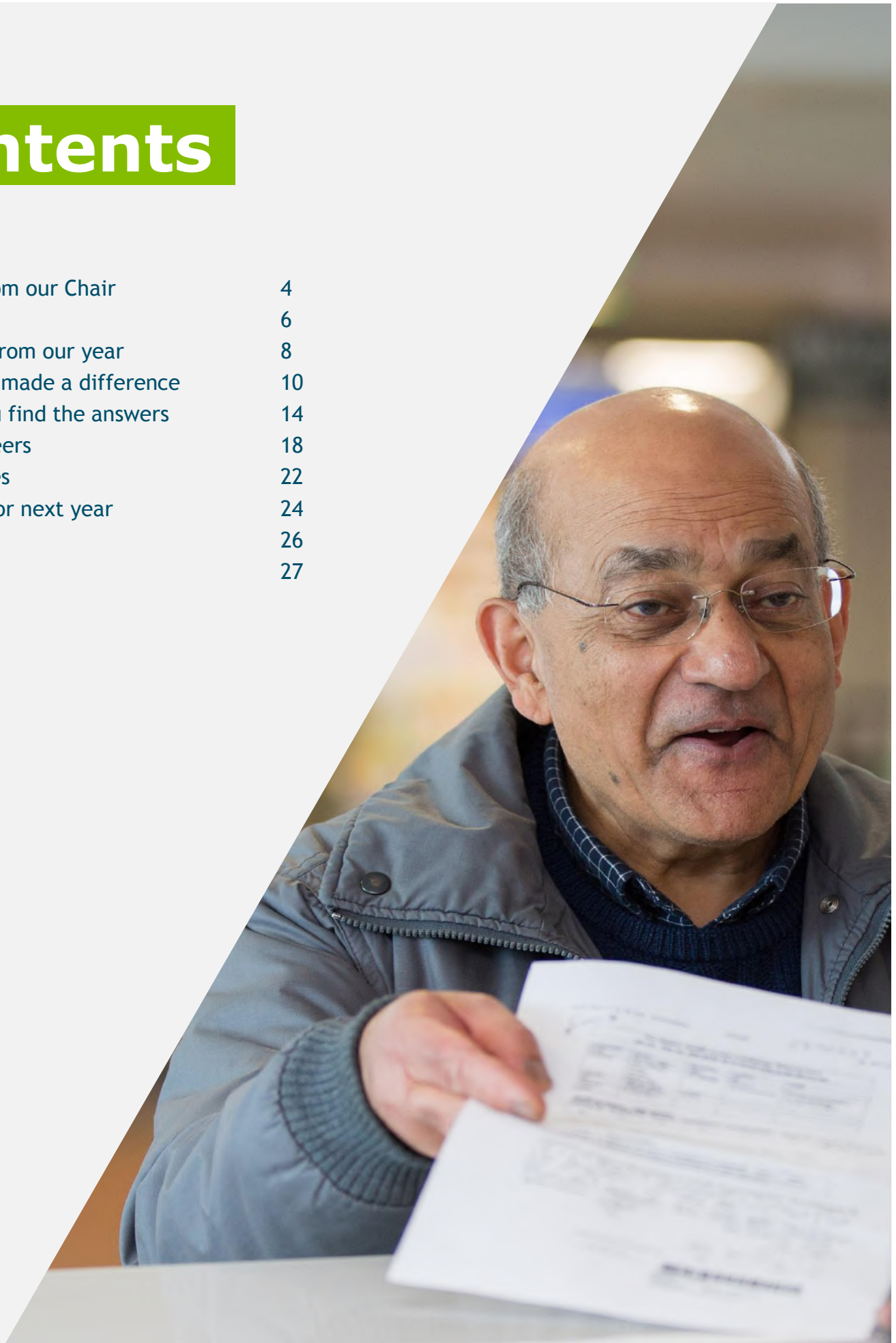
Healthwatch East Riding of Yorkshire

Annual Report 2018-19



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Message from our Chair

Looking back over the past twelve months, I believe 2018/19 will be recognised as a 'pivotal year' for Healthwatch East Riding of Yorkshire (HWERY). Pivotal because many of the aims and ambitions we set out in our strategic plan were not only achieved; but went well beyond expectation. We set ourselves many challenges during this period and these have seen our profile raised considerably among our various publics and peer-groups. At ground level more than 6000 residents of the East Riding provided us with invaluable feedback through their experiences and their expectations for health and social care services in their communities. This alone enables Healthwatch to raise peoples concerns directly with health and social care decision-makers, so they can improve both access and support across their individual and collective areas of responsibility. Whilst the opinions HWERY gathers helps us recommend how local policies and practices can be changed for the better, and with our new found confidence and that peer-group involvement, evidence-backed recommendations can now be voiced during the planning and commissioning of new Health and Social Care initiatives and not as has so often been the case, during some mid-stream review. In my opinion, a positive step and in the right direction.

At Healthwatch we couldn't function effectively without the support of our many volunteers. They work with us by raising awareness of what we do in the community. Some are involved in our Enter and View visits to care homes, helping them make sure they're meeting residents needs, whilst others support our day to day work, as for example in the aforementioned Read-Right program and, of course, amassing the all essential opinions and experiences we use in our reports. Recently, we have been joined by two new volunteers and to them, I say welcome. Volunteers are also an intrinsic part

of the essential, Independent Strategic Advisory Body (ISAB) which provides for a rigorous but helpful overview of Healthwatch and giving such advice and opinion as felt necessary. Taking cognizance of all these contributions I can only add my heartfelt thanks for past endeavours and those that lie ahead.

In the pages following you have the opportunity to read a more, in-depth review of the work Healthwatch East Riding of Yorkshire accomplished in the last year. I am confident that after reading this excellent report we will share that new confidence I spoke of earlier, a confidence brought about by a professional and dedicated team determined to properly represent the views of our diverse publics and to see improving Health and Social Care over the East Riding a priority for all.



Ian Dewar, Chair
Healthwatch East Riding of Yorkshire
Independent Strategic Advisory Board



Changes you want to see

Last year we heard from over 6000 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



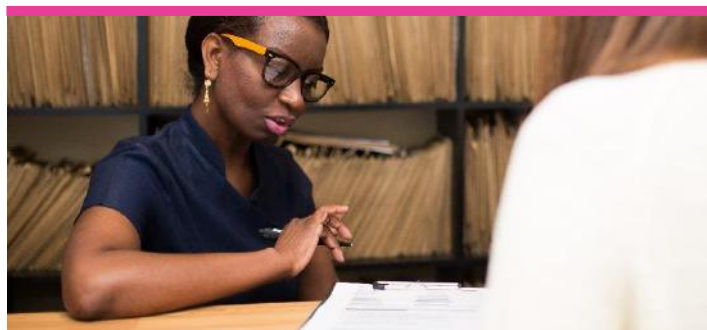
- + Faster access to Primary care and shorter waiting time for GP appointments.



- + Patients want small local services to remain open and accessible.



- Patients want to see continuity in care.



- + Patients want to be enabled to make informed choices by receiving necessary information.

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch East Riding of Yorkshire, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
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 that 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.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. 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

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





Highlights from

our year

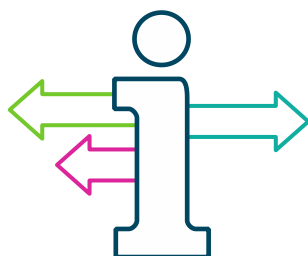
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



6215 people have engaged with us this year.
This is 36% more than last year.



We have 17 volunteers helping to carry out our work. In total, they contributed 578 hours.



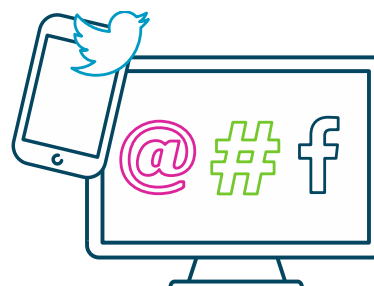
509 people accessed Healthwatch advice and information online or contacted us with questions about local support.



HWERY carried out 63 Enter & View visits and revisits to different health and social care settings to gather service user views.



Healthwatch have had 80% of all recommendations made achieved. In addition a further 12% are being worked towards.



9321 people engaged with us through our website and social media.



How we've made

a difference

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in the East Riding of Yorkshire. We show that when people speak up about what's important, and services listen, care is improved for all.

Improving lives of rough sleepers through influencing local strategy

Individuals who identify as homeless, lack documentation or identification are some of our most vulnerable people in our community. Many of these individuals told HWERY about the reluctance, fear and rejection they have felt when trying to access primary care.

NHS guidelines say that GP services cannot refuse to register someone because they don't have proof of address. HWERY used our Enter & View function to address this issue and carried out visits to all the primary care practices across the East Riding, to assess the accessibility, customer service and outcomes for those who identify as homeless.

Using these views, we put forward recommendations, instigated major changes, and have worked with services ever since to enhance the quality of services for those people who identify as homeless. Our recommendations included:

- + East Riding & Vale of York CCGs to ensure that all East Riding GP surgeries be made aware of the NHS England leaflet "Registering with a GP, Homeless Persons".
- + HWERY to produce a small card to provide to the public stating their rights when trying to access care without identification or documentation.

As a result of the work of Healthwatch, local authority strategies have been changed to include the rights of those who identify as homeless when trying to access primary care. Healthwatch also produced a small plastic card that states the rights of homeless people, for individuals to present when trying to access services.

The full report can be found here.

http://www.healthwatcheastridingofyorkshire.co.uk/sites/default/files/fair_system_-_access_to_primary_care_0.pdf

Community Outreach Officer Chris Mills with a participant in HWERY's investigation



what

would you do?

It's your NHS. Have your say.

Healthwatch East Riding's work with neighbouring local Healthwatch to deliver our most ambitious engagement yet

In early 2019, NHS England produced a document called the "Long Term Plan". Local Healthwatch were tasked with delivering a piece of engagement on a national scale, to determine what people would like to see from their local health and care service delivery, based on the priorities identified in the Long Term Plan. Healthwatch East Riding were nominated as the coordinating Healthwatch for all local Healthwatch based in Humber, Coast and Vale.

Across Humber, Coast and Vale local Healthwatch engaged with nearly 2500 people and identified four key themes that arose from the research. These priorities included:

- Choice & Control
- Interaction with your NHS
- Knowledge and access
- Independence

In addition to general perceptions and information about the NHS, Healthwatch also asked what people with long term health conditions felt about their patient pathway. This research highlighted themes such as speed of access to service, time of referral and travel distance.

Finally we asked the public to identify things that are working well in the NHS; things that are not working so well; and what matters most to them. The key answers included:

- Continuity of care
- Person centred
- Customer Service
- Parity for mental health
- Independence

The full report is due to be published in July 2019.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatcheastridingofyorkshire.co.uk

t: 01482 665684

e: enquiries@healthwatcheastridingofyorkshire.co.uk

Passionate students tackle Smoking services across the East Riding

At Healthwatch East Riding of Yorkshire, we are keen to work with and alongside partners and other organisations in order to improve services and raise awareness of local issues. This year, HWERY teamed up with Health and Social Care students at East Riding College to look into the number of local smokers and the services or products available that help them quit.

The student were asked to select the topic, Who chose smoking as they felt that the majority of smokers start before the age of 18, yet none of the students could recall seeing any advertisement for stop smoking services, in or around the college.

The students decided upon a survey format and had a large input in to what questions would be asked. A plan was produced in terms of engagement, which saw HWERY and the students approach members of the public in and around the college.

In total 954 people responded to the survey,

providing us with a great amount of data to work with. The results of the survey concurred with the initial thoughts and showed that 74% of smokers started between the ages of 14-18 with many unaware of the support available to quit.

The final report was produced by the students with input by HWERY, and then published online in order to raise awareness of stop smoking services in the area.

This work enabled the students to gain knowledge and experience in research skills, both secondary and primary, as well as report writing and engaging with the public. Students reported feeling more confident and better prepared to assist peers and others who are ready to access stop smoking services.

“There is a lot of terrific intervention available. The challenge is promoting it”

Healthwatch East Riding of Yorkshire

Health and Social Care students, East Riding College, Beverley



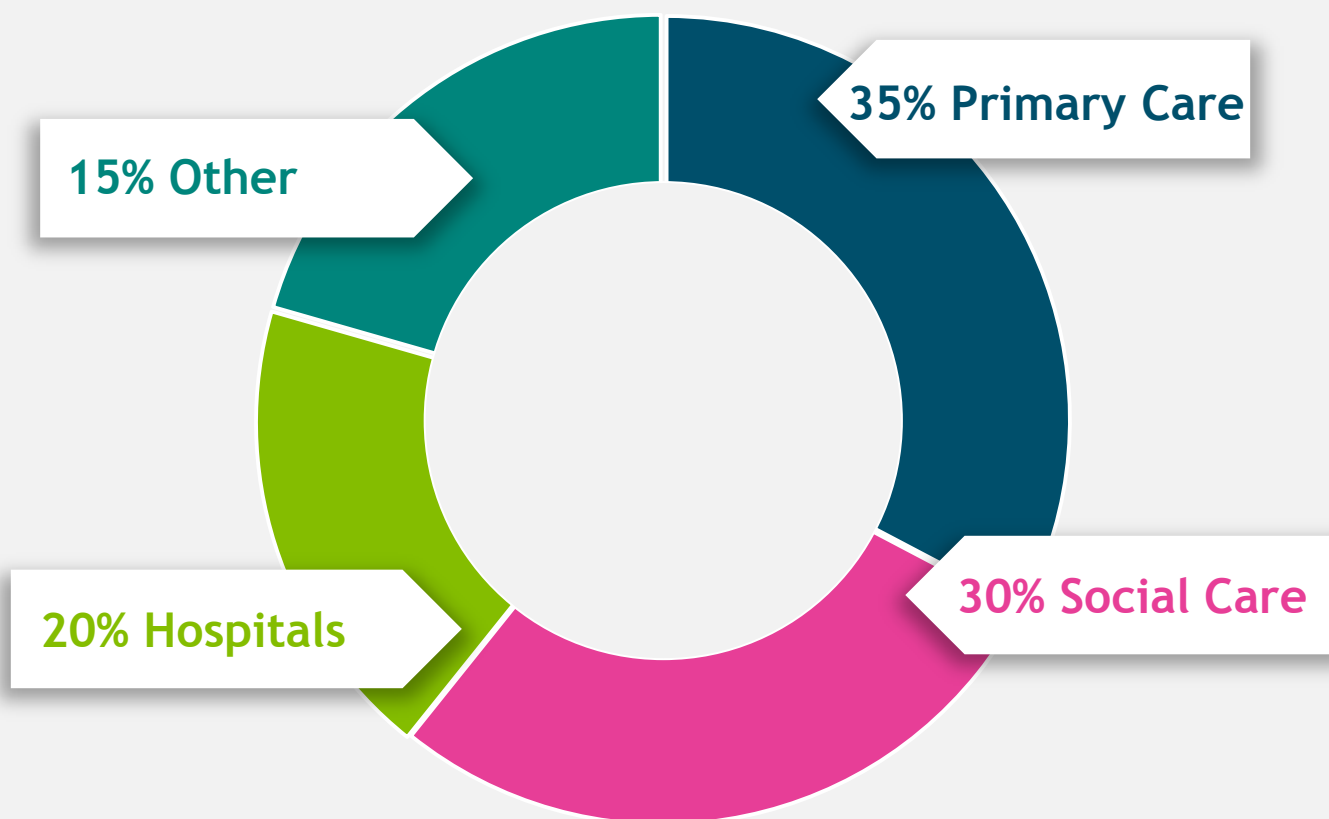


**Helping you find
the answers**

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



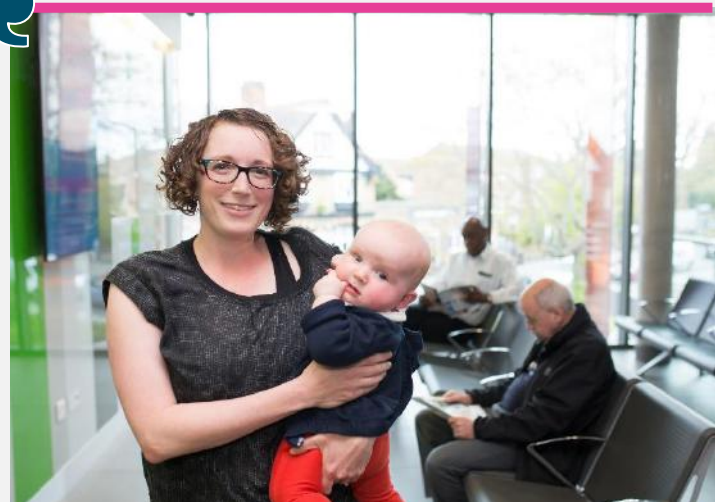
How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped over 500 people access the advice and

information they need.

You can come to us for advice and information in a number of ways including:

- + Our 'contact us' form
- + At community events
- + Via our social media channels
- + Over the phone



Navigating Primary care

Healthwatch were contacted by a member of the public who wished to raise a complaint with their primary care services. After consulting with Healthwatch the individual was able to raise their concerns and find a resolutions that was in their best interests.

"Because of Healthwatch I was able to put my complaint in the hands of the people who could act on it."

Making information easy to understand

The public often tell HWERY about care related posters, leaflets or literature that comes out that either doesn't make sense, is full of jargon or isn't clear on what to do next. HWERY rolled out the "Read Right" project to combat this issue with a group of volunteers looking at public documents and providing feedback to services on how to make them more user friendly. This has led to the public getting more relevant information from services and knowing what to do with it.





Healthwatch East Riding helps give answers to the public through 'travelling community hubs'

Healthwatch East Riding of Yorkshire worked with a variety of partners to deliver an ambitious 'travelling community hub'. Using the Public Health bus and other community resources to bring together lots of different services and organisations, HWERY devised a once a month hub that can be accessed by remote communities.

The overarching aim has been to create a travelling community hub that can be used by the public to come and find out answers to their questions, access services and make sure they were talking to the right person.

"The idea was to take a touring group of organisations around the East Riding of Yorkshire to make sure that communities who are isolated or in rural pockets of the county would have the opportunity to engage with their local services and find out more information." - Matthew Fawcett, HWERY Manager.

Since the first community hub, HWERY have seen a rise in partnering organisations and now plans on rolling out two big summer gatherings with more services than ever before.

"These events have been a great opportunity to help inform and share our work with the wider community." - Steve Mottershaw, HWERY Engagement Officer



Are you looking for help?

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.

w: www.healthwatcheastridingofyorkshire.co.uk

t: 01482 665684

e: enquiries@healthwatcheastridingofyorkshire.co.uk



Our volunteers

How do our volunteers help us?

At Healthwatch East Riding of Yorkshire we couldn't make all of these improvements without the support of our 17 volunteers that work with us to help make care better for their communities.

What Our Volunteers Do?

- + Raise awareness of the work we do in the community.
- + Visit services to make sure they're meeting people's needs.
- + Support our day to day running e.g. governance.
- + Collect people's views and experiences which we use in our reports.



Volunteer Pam Wakelam who was instrumental in developing Spring House

Volunteers instrumental in improving lives of residents at local care home

“HWERY provided the management and care team of Spring House with excellent support and guidance throughout our improvement process. Spring House cannot thank Healthwatch enough for their input in our road to achieving Good in all areas with the Care Quality Commission.”

Robyn Cross, Registered Manager at Spring House

At HWERY, our volunteers are always ready and eager to get involved, with many using experience and knowledge gained through careers within health and social care. Our volunteer, Pam, has been busy this year, working with a local care home on our ‘Getting to Good’ project.

Following a disappointing CQC rating of ‘Requires Improvement’ and an ‘Inadequate’ rating in the area of safety, the manager of Spring House care home in Hornsea, contacted Healthwatch requesting our input in helping them achieve a rating of ‘Good’. After a meeting between HWERY and the home, it was agreed that Pam would make regular visits under the Enter and View power, enabling Healthwatch to get a bigger picture of how the home was operating and where the changes needed to be made. Initially Pam visited every week, observing everyday life at the home, how the staff interacted with the residents and how safety policies were adhered to. Additional staff meetings were requested in order for Pam to take part and further understand the issues the home was facing. After each visit, Pam would advise the home of a series of recommendations to work towards before the next visit. Recommendations were sometimes small but always vital in directly improving the lives of residents living at the home.

During the course of their visits Healthwatch saw the home dramatically change and improve. The staff and management team were committed to change and put in a tremendous amount of hard work to achieve the turnaround in results. Pam was always on hand to offer guidance and support and built a beautiful working relationship with the staff and management at the home. As a result of Pam’s help and the hard work of the team at Spring House, CQC rated the home as ‘Good’ in all areas at their most recent inspection.

HWERY have subsequently received requests from other homes for similar projects and Pam is already on the case with another volunteer, Denise.

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Denise

Denise has volunteered with Healthwatch for almost 5 years and takes part in Enter and View visits, the Read Right project and community engagement.

“I have had a lifetime interest in Health and Social care services and with time on my hands after retirement, I decided to apply to be a volunteer for Healthwatch. I enjoy the opportunity to work alongside like-minded people in providing a forum for anyone who is interested to have a say in the quality and provision of local Health and Social Care Services.”

Freya

Freya is our youngest volunteer and has been part of the volunteer team for 18 months. As a graphic artist, Freya designs and compiles our Healthwatch literature. Freya also participates in community engagement, capturing photographs at events.


“I Started volunteering for Healthwatch to gain some real life working experience, build my portfolio and develop confidence. I enjoy meeting new people and having the opportunity to speak to members of the public about NHS services and assisting in the improvement of how they are delivered.”



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.
 w: www.healthwatcheastridingofyorkshire.co.uk
 t: 01482 665584

e: enquiries@healthwatcheastridingofyorkshire.co.uk



**‘The views and stories
you share with us are
helping to make care
better for our local
community’**

Michelle Harvey
Healthwatch Volunteer Coordinator



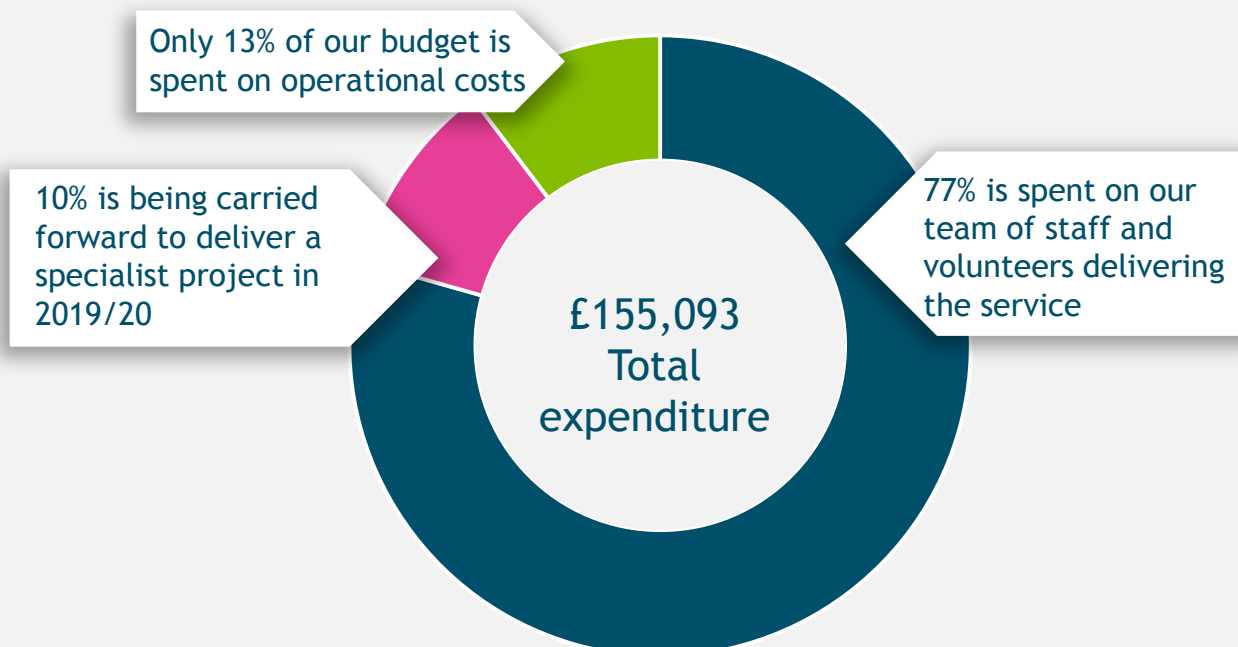
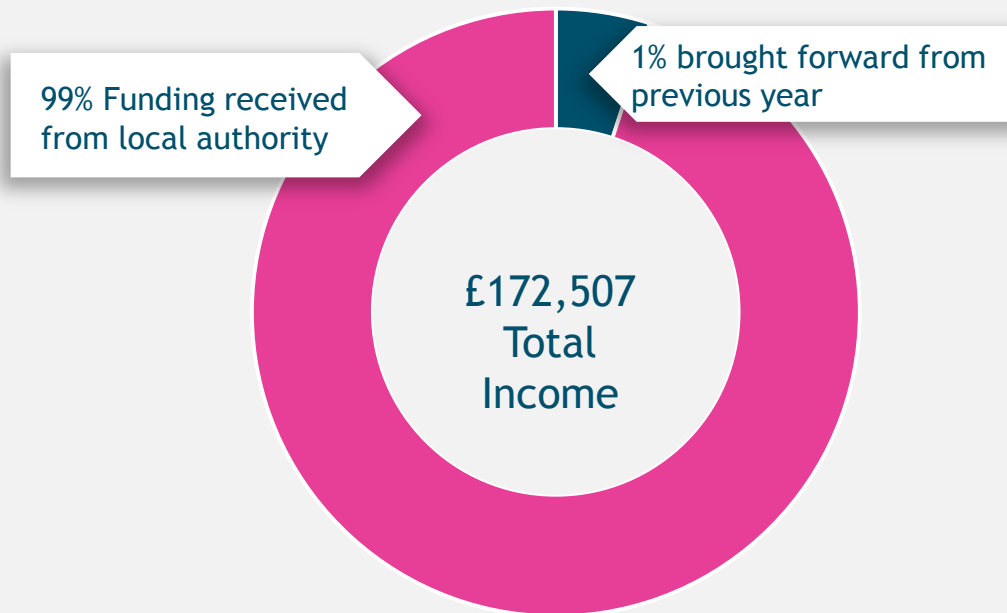
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £155,000.

We also carried forward £508 from last year's funding.





**Our plans for
next year**

Message from our CEO



Jenny Jenkinson - Chief Executive of Meeting New Horizons

A year of transition, challenge and change has put Healthwatch East Riding of Yorkshire in a position to continue to drive forward service improvement in 2019/20.

The last year for HWERY has been a remarkable year of challenge and change. Since its inception Healthwatch has grown in profile and stature and this was never more evidenced than in the last twelve months. The public came to us and said they wanted to see improvements made in a range of areas. These included:

- Communications
- Primary Care
- Young People
- Patient Passports

All of these priorities presented challenge to HWERY, but through tremendous system working and understanding of how to make an impact Healthwatch this last year have:

- Challenged local services to improve their communications with the public.
- Influence local authority strategy to improve the lives of rough sleepers.
- Empowered young people to carry out their own health and social care investigation.
- Conducted research into the use of patient data and passports to make sure patient information is being used appropriately when delivering treatment.

Looking ahead

The next year will allow Healthwatch to focus on a range of different topics. These include:

- The use of appropriate services, Patient Journeys and local priorities.
- Mental Health services
- Data protection in primary care
- Sexual health
- System Communications

HWERY have now been welcomed into working with system leaders via the Health and Wellbeing Board and Place Based Boards, and we intend to continue working with Humber, Coast and Vale. Through these strategic relationships HWERY can influence change that will cascade a ripple effect through the services from top to bottom.

Barriers and opportunities

As like all Healthwatch organisations, the profile of HWERY continues to be a challenge. There is also challenge about radically changing services and how HWERY can work with local communities to develop community resilience and an engaged community who interact with their service providers.

Thank you

On behalf of myself and the team at Healthwatch East Riding of Yorkshire I would like to thank the public who have been so invested in working along side HWERY. I would like to thank the stakeholders and partners who have continued to accept challenge and work with the organisation, and I would like to thank the staff and volunteers who drive HWERY forward to achieve change and improve services.

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + East Riding CCG
- + Humber, Coast and Vale Health and Care Partnership
- + Hull Universities Teaching Hospitals
- + East Riding of Yorkshire Council
- + Humber Teaching NHS Foundation Trust
- + City Health Care Partnership
- + East Riding College

- + Emmaus
- + Public Health
- + Healthwatch England
- + Patient Participation Group (East Riding)
- + North Lincolnshire & Goole Trust
- + Vale of York CCG
- + Hull CCG
- + And many more

HWERY have been able to succeed this year due to the strength of the East Riding health and social care system. Our partners have been open to challenge and listened to HWERY on how the public want to improve services. Thank you to all our partners for making the East Riding a better place for health and social care.

Matthew Fawcett - Manager





Contact us

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FACEBOOK facebook.com/HWeastyorks

Contract holder

The contract to provide Healthwatch East Riding of Yorkshire is held by:
Meeting New Horizons CIC
The Strand
75 Beverley Road
Hull
HU3 1XL

Telephone: 01482 324474

Our annual report will be publicly available on our website by 30 June 2019. We will also be sharing it with Healthwatch England, CQC, NHS England, East Riding Clinical Commissioning Group, Overview and Scrutiny Committees, 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 require this report in an alternative format please contact us at the address above.

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healthwatch

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of Yorkshire

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