



# Quarterly Report

Year 11, Quarter 1  
April-June 2023

## Overview of Quarter 1

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Quarter 1 has seen the commencement, in June of our Community Services Project Officer.



Highlights from the quarter include:

- Regular Secondary Care Engagements at HRI and Castle Hill
- Dementia Friendly Event – “People with Dementia Can Be Inspired”
- Age Friendly Communities Steering Group
- East Riding Smile Community Development Events
- A Good Life with Dementia Market Place Event
- Annual Report

## Healthwatch East Riding quarterly performance report Quarter 4 2022/2023

Healthwatch East Riding are required to evidence activity and progress against each of the following outcomes, which are in line with the statutory functions of local Healthwatch.

### **Outcome 1 – Community Voice & influence**

#### **Key performance outputs (annual)**

- **Development of an annual workplan**
- **Produce at least 4 public engagement reports with clear recommendations and evidence they are being listened to and acted upon.**
- **Produce an annual report.**

HWERY will play a central role in enabling local people to have their views, ideas and concerns represented as part of the commissioning, delivery, re-design and scrutiny of health and care services. HWERY will enable and support local people to understand how the health and care system works, express their views and share their experience. HWERY has a particular role to play in ensuring that the voices of people and communities who are easily ignored or excluded are heard.

### **Outcome 2 – Making a Difference Locally**

#### **Key performance outputs (annual)**

- **Regularly update annual workplan in response to local views.**
- **A comprehensive programme of a minimum of 40 planned Enter and View visits. To include visits undertaken and outcomes of reports submitted.**
- **Evidence that reports and recommendations are considered by commissioners & providers. To also include details of any research or investigation ongoing.**

HWERY conducts formal and informal research and investigations of high quality, free from outside influence and manipulation, and does not act based on personal motives or those of interested parties but responds appropriately to issues and views raised by the public.

### **Outcome 3 – Informing People**

#### **Key performance outputs (annual)**

- **Annual survey of the public on HWERY's visibility and effectiveness**
- **Maintain record of digital engagement and digital & face to face interactions**
- **Produce quarterly newsletter**

- **Recruitment of volunteers operating on an outreach basis**

Service users, carers and the wider community in the East Riding of Yorkshire have easy access to appropriate support and advice and accurate information to enable them to make informed choices about health and care, for themselves and those for whom they care.

#### **Outcome 4 – Relationship with Healthwatch England**

##### **Key performance outputs (annual)**

- **Make recommendations to CQC**
- **Provide HW England with local intelligence and insight and respond to requests from HWE to undertake specific work.**
- **Details of any issues referred to Healthwatch England / CQC**

HWEY will work with Healthwatch England to enable people's concerns to influence national commissioning, delivery and the re-design of health and care services. Sharing reports, recommendations and issues identified at a local level enables a national perspective to be developed, incorporating local views from across the network.

#### **Outcome 5 – Strategic Context & Relationships**

##### **Key performance outputs (annual)**

- **Establishment of an agreed HWEY governance structure and appointment of a governance body.**
- **Establishment and maintenance of appropriate staffing structure.**
- **Representation and participation in Health & Wellbeing Board.**
- **Annual 360° feedback on performance and conduct of HWEY.**

HWEY will work positively and effectively at a strategic level, particularly through its place on the East Riding of Yorkshire Health and Wellbeing Board. HWEY will establish effective working relationships with key stakeholders and share its insight into local health and care services to inform their priorities. HWEY will work with existing networks to form relationships and ensure that the voice of the public is heard and, if needed, establish additional networks to ensure that lesser heard groups are also engaged and listened to.

#### **Outcome 6 – Children Young People & Vulnerable Adults**

##### **Key performance outputs (annual)**

- **Children, young people and vulnerable adults are represented in all levels of HWEY activity.**
- **All HWEY representatives have sound knowledge of issues affecting children, young people and those who are most disadvantaged.**
- **Capacity and skills to work with these groups.**

HWEY is effective in engaging and involving children and young people, vulnerable adults and particularly those who are most disadvantaged, in HWEY activities.

This report provides an overview of activity during Quarter 1 2023/2024, mapped against these outcomes.

## **Communications and Engagement**

### **Local Intelligence Reports (Outcomes 1+2)**

Within this quarter we have completed three monthly intelligence reports which are shared via a distribution list and uploaded to the website. These reports detail every single piece of intelligence gained within that month and are categorised by service area. This month we have received 2 additional requests from service providers, due to networking, to be added to our distribution list.

Below is a summary of the three intelligence reports results from this quarter:

#### **The main themes:**

##### **GP Intelligence**

- Access to services
- Booking appointments
- Communication between staff/providers and parents
- Administration (records, letters, results)
- Caring, kindness, respect, and dignity

##### **Secondary Care**

- Failed discharge
- A and E wait times
- Staff's responses and mannerisms when dealing with patients enquiries
- Lack of pain relief/medication for patients

##### **Dental**

- Dental access, frequent contacts about not being able to register with an NHS dentist.

### **Website (Outcomes 3 + 4)**

Current reports are frequently uploaded to the website. 556 people visited our website between April and June (536 were new users).

<https://www.healthwatcheastridingofyorkshire.co.uk/healthwatch-reports/>

## Social Media (Outcomes 1 and 3)

The social media platform saw growth over the last quarter, with new followers up 50% on the previous quarter with 63 posts being shared this quarter.

Regular posts have been shared informing the public of engagements we are attending in different areas and surveys.

Our focus this quarter has been to promote the team and make the public aware of what we are here to do.



**healthwatch**  
East Riding of Yorkshire

**HOW CAN A DELIVERY MANAGER HELP YOU?**

**Tell us**  
We're here to listen to your views and use them to challenge providers and use them to improve services.  
Are you a patient, a carer, a relative, a member of staff? Do you have an idea on how to improve a service? We'd like to hear from you.

**I can help you by:**

- Overseeing project execution.
- Ensuring service quality.
- Managing team coordination.
- Listening to your experiences.

**Cheryll**

**healthwatch**  
East Riding of Yorkshire



**healthwatch**  
East Riding of Yorkshire

**HOW CAN A COMMUNITY SERVICES PROJECT OFFICER HELP YOU?**

**Tell us**  
We're here to listen to your views and use them to challenge providers and use them to improve services.  
Are you a patient, a carer, a relative, a member of staff? Do you have an idea on how to improve a service? We'd like to hear from you.

**I can help you by:**

- Collecting community health feedback.
- Leading local health improvement projects.
- Building relationships with local groups.

**Emma**

**healthwatch**  
East Riding of Yorkshire



**healthwatch**  
East Riding of Yorkshire

**HOW CAN A ASC & LD PROJECT OFFICER HELP YOU?**

**Tell us**  
We're here to listen to your views and use them to challenge providers and use them to improve services.  
Are you a patient, a carer, a relative, a member of staff? Do you have an idea on how to improve a service? We'd like to hear from you.

**I can help you by:**

- Listening to your experiences.
- Leading Adult Social Care and LD projects.
- Collecting feedback on ASC and LD services.
- Building relationships with ASC and LD providers.

**Carrie**

**healthwatch**  
East Riding of Yorkshire



**healthwatch**  
East Riding of Yorkshire

**HOW CAN A SECONDARY CARE & MENTAL HEALTH PROJECT OFFICER HELP YOU?**

**Tell us**  
We're here to listen to your views and use them to challenge providers and use them to improve services.  
Are you a patient, a carer, a relative, a member of staff? Do you have an idea on how to improve a service? We'd like to hear from you.

**I can help you by:**

- Listening to your experiences
- Coordinating mental health and secondary care projects.
- Collecting feedback on mental health and secondary care services.
- Building relationships with service providers.

**Emily**

**healthwatch**  
East Riding of Yorkshire



**healthwatch**  
East Riding of Yorkshire

**HOW CAN A PRIMARY CARE PROJECT OFFICER HELP YOU?**

**Tell us**  
We're here to listen to your views and use them to challenge providers and use them to improve services.  
Are you a patient, a carer, a relative, a member of staff? Do you have an idea on how to improve a service? We'd like to hear from you.

**I can help you by:**

- Listening to your experiences of primary care services.
- Managing primary care projects.
- Building relationships with primary care providers.

**Renata**

**healthwatch**  
East Riding of Yorkshire

Our most popular post being a video of Carrie Frost sharing her role and encouraging people to share their lived experiences.

The number of people exposed to information about what Healthwatch is and its functions has increased again over this quarter.



	Target	Q1	Q2	Q3	Q4
<b>Newsletter subscribers</b>	-	496			
<b>Newsletter editions</b>		0	0	0	0
<b>Website Hits</b>	-	1519			
<b>Users</b>	-	556			
<b>New users</b>	-	536			
<b>Facebook Followers</b>	-	662			
<b>Instagram</b>	-	-	-	-	-
<b>Twitter Followers</b>	-	1813			

## Engagement (Outcomes 1+2+6)

### Primary Care Project Officer

In the past quarter, the Primary Care Officer (PCO) has engaged directly with over 60 people across multiple events, expanding our understanding of their lived experiences with primary care services.

Participation in the Bridlington Health Forum meetings has been particularly enlightening. The public have shared insights and concerns regarding primary care, especially concerning GP and hospital access, areas that could potentially benefit from improvements.

The PC Officer also participated in the Future of Primary Care: National Voices' 2023 Online Conference. This experience offered a deeper understanding of the current challenges within primary care and presented opportunities to convert some of the information into research for future projects.

All the feedback collected from these engagements and meetings has been recorded in our CRM system for inclusion in our monthly intelligence reports. Whenever the situation required, the PC Officer has provided information and made individuals aware of additional resources, signposting them to other relevant services.

### Adult Social Care Project Officer

ASC Project Officer attended a Dementia Friendly Event in Market Weighton – People with Dementia Can Be Inspired. The ASC Project officer spoke to 9 people about their experiences with health and social care services as well as finding out about local carer's support groups in the area.

Further events included speaking to 20 people at a Speech Therapy/Parkinson's Group in Goole, where the ASC officer gave a talk about Healthwatch and then spoke to people and gathered patient and carer experiences.

Our ASC Project Officer, further promoted the work of Healthwatch, giving a presentation at the 'Good Life with Dementia Market Place Event' (in Cottingham) about what we do and can help with. The event enabled a discussion with Dementia patients and their families about local health services and an opportunity to gather experiences from carers using support services in the East Riding.

The ASC Project officer spoke to around 46 people in total at events. Intelligence gathered at events has been logged into our CRM for inclusion in monthly intelligence reports. Also signposted people and found out information on their behalf.

#### Secondary Care and MH Project Officer

In order to increase public awareness and participation in Healthwatch East Riding, regular engagements have been established at a number of Secondary Care facilities. This quarter we have continued regular engagements at Hull Royal Infirmary with a special focus on the Women and Children's hospital these are scheduled every 3-4 weeks, with the support of our volunteers. In this we speak to patients and provide feedback and signposting. At our most previous Hull Royal engagement we spoke to 20 people.

Further regular engagements attended include: Castle Hill Hospital, more specifically the Queens Centre. Our Secondary Care officer attends this engagement every 2-3 weeks, with the help of our volunteers. In this we speak to patients and provide feedback and signposting.

'HER Breast Friend' support group focusing on breast cancer. This allowed not only our project officer to sit down and learn more about breast cancer but an insight into the struggles some of the patients face regarding their mental health and if services are supportive.

Time spent at Beverley Urgent Treatment Centre as well as Haltemprice Leisure Centre collecting patient voice and lived experiences.

#### Community Services Project Officer

In order to learn more about community services in the East Riding, HWERY have been making connections with local service providers.

Former East Riding Councillor Jane Evison, who has taken up a new role in Community Transport within the East Riding of Yorkshire Council, met with our Community Services Project Officer recently. Both Jane and HWERY have common

goals of reaching isolated communities and improving patient transport, therefore, will be working together to share information and improve community transport across the East Riding in the future.

We also paid a visit to the Beverley Cherry Tree Community Centre to view the services they provide for the local community and surrounding areas. The Cherry Tree Centre runs foodbanks both at the Beverley Centre and in Driffield, providing the community with a choice of fresh meat, tinned food, fresh fruit and vegetables, hygiene products, and much much more. Also run by the Cherry Tree Centre is a free advice service, offering help with a broad range of issues including financial, employment, and housing. Future plans include a partnership with the Cherry Tree Centre, in which HWERY will volunteer at the foodbank whilst engaging with the customers to gather their lived experiences of health and social care. It is hoped that this will lead to future projects looking at how the cost-of-living crisis is affecting people from lower income households.

Next for HWERY is a series of planned visits to libraries across the East Riding. It is hoped that visits to coastal towns, such as Bridlington and Withernsea, will encourage conversations about the public's experiences of community services within rural and coastal areas.

HWERY has been proud this quarter to attend, 'Hey Smile's Community events', in Withernsea, Bridlington, Goole and Beverley. These have played an integral role in HWERY's engagement strategy. These events have not only facilitated direct interactions with community members, but also provided opportunities for gathering feedback, understanding lived experiences, and fostering potential collaborations with other organisations.

## **Projects**

### **Bridlington Access Insights Survey (Outcomes 1, 2 + 6)**

This has now been published and responses to recommendations have been responded to from both GP practices.

The survey will be promoted again in 6 months' time so as to measure the improvements made.

### **Hull Royal Infirmary (HRI) (Outcomes 1, 2 + 6)**

The aim of this project is to work with the quality assurance team at HRI to gather patient's experience of the Emergency Department and Surgery Health Group at Hull Royal Infirmary. The engagement process will be conducted over several months, with our focus on measuring the impact of changes as outlined in the action plan. Following CQC's visit in November 2022 they have made recommendations to the hospital for areas of improvement and from this the hospital have complied an action plan which details the progress made to date. Contact has been made with the quality assurance team and dates have been set for the joint work to be conducted until October 2023. Our first visit has been completed.

### **D2A Transformation Programme (Outcomes 1, 2 + 6)**

This programme (led by HUTH, City Health Care Partnership, Hull City Council, and East Riding of Yorkshire Council) aims to design and deliver improved discharge pathways in Hull and the East Riding of Yorkshire over the next 12-months. Healthwatch have been identified as a key stakeholder in supporting delivery of this ambition.

The working group focuses on improving the person's (and carer's) experience of hospital discharge from HRI and seeks to ensure that those experiences help inform the development of the Discharge to Assess pathway. The group meet for one-hour on a fortnightly basis.

The main focus is on how discharge from hospital can be improved.

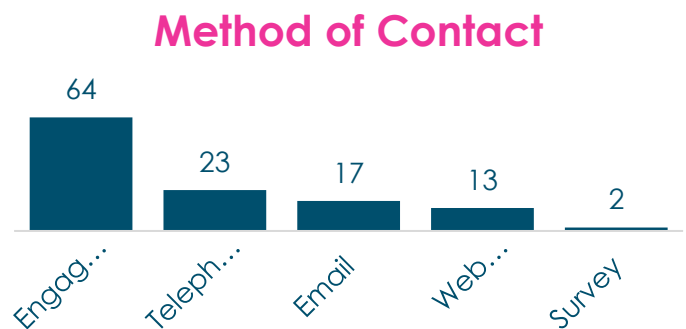
A questionnaire has been developed and follow-up conversations are scheduled for the next quarter. These will be led by one of the health and care providers in Hull and the East Riding of Yorkshire. People will have the option to attend online or in-person, at the offices of the care provider of their choice.

People will be asked to select from the list of providers below: Choices and Rights Disability Coalition, British Red Cross, Carers Support service, Healthwatch East Riding.

### Feedback and Signposting

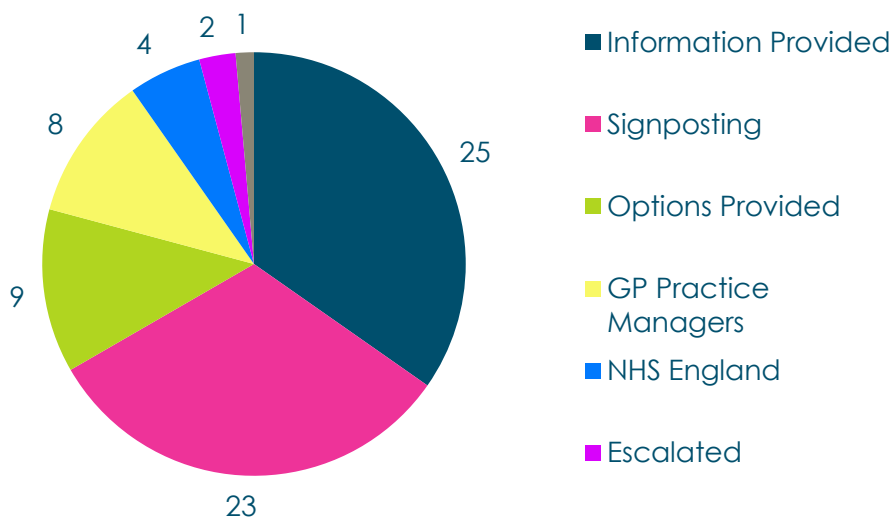
#### Information and signposting (Outcomes 1, 2, 3 +6)

During quarter 1, we were contacted by 119 people who were provided with information and signposting to a range of services.



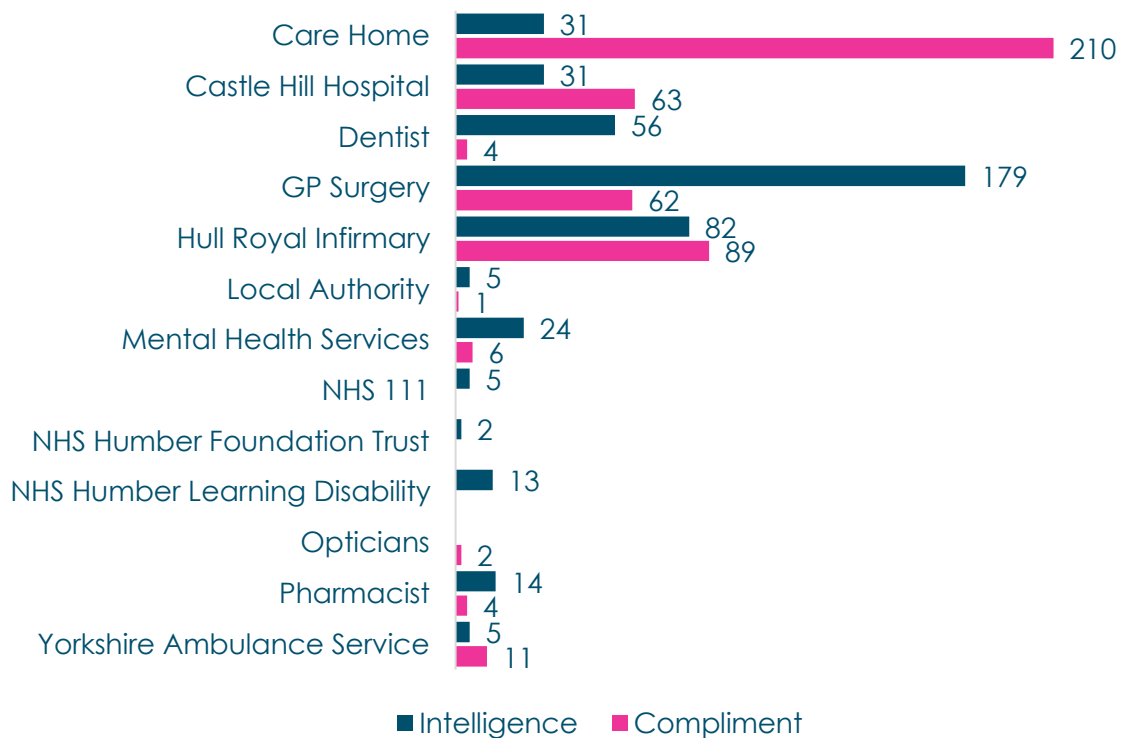
(Some people were signposted to more than one place).

#### Actions Taken



The graph below highlights the services that were mentioned (some people commented on more than one service.)

## Provider Themes



## Young Healthwatch

### Engagement (Outcomes 1+2+6)

This quarter we have been meeting with the Young People’s Mental Health Advisory Group and in collaboration have designed a survey to build a picture of mental health and well-being access for young people.



Healthwatch East Riding of Yorkshire

1 June · 🌐



Use your voice to help build a picture of and shape mental health and emotional well-being access for young people in your local area!

We would like you to participate in this survey to help support action on access to mental health services in Hull and the East Riding of Yorkshire!

Support improvements to access to mental health services in Hull and the East riding of Yorkshire!

<https://eu.surveymonkey.com/r/MB2GZJT>

## **Volunteering (Outcomes 1+2+6)**

We currently have 18 volunteers on our system, who are either active or would like to keep in touch/up to date about volunteering with Healthwatch.

Volunteers have contributed 71.5 hours of their time in this quarter.

This quarter the Read Right Team volunteers have read and provided feedback/evaluation for GP websites in Bridlington providing evaluation for general ease of use via computers and mobile devices. They have also provided feedback and evaluation of leaflets for York and Scarborough Hospitals as these impact on East Riding residents. In addition, they read and evaluated 2 East Riding Safeguarding Adults Board (ERSAB) leaflets, as well as attending a meeting with Catherine Law from ERSAB to discuss her proposed draft service user engagement document.

### Volunteer Training

Volunteers have been offered numerous training opportunities during this quarter to support them in their role and upskill. Volunteers have taken part in:

- NHS passport Adult Safeguarding Training including Equality, Diversity & Inclusion and Safeguarding Adults & Children.
- Healthwatch Enter & View Training

Further opportunities have been offered to volunteers in helping the staff team out with a variety of admin roles in our office.

## **Enter and View – Update (Outcome 2)**

2 Enter & View visits at homes for adults with learning disabilities have been arranged this quarter. Meetings have been held with the Managers of Foxglove Care in Wawne and Bethia Cottage in Preston. An Enter & View was carried out at Bethia Cottage in Preston, and another is due to be completed by the end of this quarter. Reports are in the process of being written up.

## **Relationship with Healthwatch England (Outcome 4)**

During quarter 1 HWERY attended and presented at a regional event sharing examples of best practice in collaboration with Healthwatch North East Lincs, Hull and North Lincs.

During this period, there were no requests for case studies be shared at a localised level.

We continue to keep HWE and the CQC involved in the work of HWERY by sharing with them our intelligence reports and responding to requests for information.

## **Other Activity**

### **Neurodiversity Stakeholder Meetings (Outcomes 1, 2 +6)**

HWERY chaired the final stakeholder review meeting of the neurodiversity service to allow parent and carers of children with neurodiversity issues to evaluate how the new front door service is operating.

### **Meetings attended (Outcomes 1, 2, 3, 4, 5 + 6)**

Healthwatch East Riding attend a variety of meetings with local stakeholders. This provides a chance for us to keep groups updated on the work of Healthwatch East Riding and to update them on the feedback we are receiving from the public. Meetings also ensure information is gathered from relevant groups and allow us to stay connected with partner agencies and the public. Meetings also assist us in identifying engagement and collaborative working opportunities.

The meetings we attend also provide an opportunity for us to develop and maintain good relationships with other agencies. This enables us to fulfil one of our most important objectives; to influence those with the power to make change happen and help ensure that local services improve to better meet the needs of local people now and in the future.

Meetings attended during the quarter were a mixture of providers and commissioners. Meetings attended by the team include:

Local

<b>Meeting</b>	<b>Summary/Outcome</b>
Health and Wellbeing Board	Better care Fund Programme, Update on the Joint Health & Wellbeing Strategy (JHWBS), Joint Strategic Needs Assessment (JSNA).
Health and Wellbeing Scrutiny Meeting	Health and Wellbeing Board Update, Carers Support Service, Healthwatch East Riding Annual Report 2021/2022, East Riding Dentistry – Commissioning Overview, Mental Health,
Safeguarding Adults Board	Strategy Discussed
HW and HUTH Liaison meeting	Feedback from intelligence report and update from Leah Coneyworth.
ER Carers Advisory Group meeting	Discussion on how carers are currently being supported and what can be improved.
East Riding Place Primary Care Advisory Group	The group makes recommendations for internal delegations for Primary Medical Service-related decisions, thus supporting those individuals in the exercise of their responsibilities by consensus decision making.
East Riding SEND Development and Improvement Board	Sharing updates from other services/organisations and community groups that support children and young people with SEND needs and their carers within the East Riding.
GP Patient Engagement Meeting	Update on issues in the primary care network
Bridlington Health Forum	To listen to feedback about health services in Bridlington
HYPE Focus Group	Discussion on forces children’s progress levels and attainment compared to their peers.
D2A	The D2A Programme aims to co-produce an affordable and sustainable Home First discharge model in Hull and the East Riding of Yorkshire.

Adult Inpatient MH Redesign	Core objective is to deliver a re-designed inpatient service which will enable sustainable, high-quality, person-centered care to be provided to our patients in a safe environment, for the long term.
Age Friendly Communities Steering Group Meeting	A number of organisations and East Riding Teams met to start to work towards making communities across the East Riding more age friendly.
Dementia Delivery Group Meetings	Professionals from a number of organisations including ICB, Memory Assessment Unit, Alzheimer's Society and Adult Specialist Services meet to discuss numbers of people with a dementia diagnosis and how they are being supported to live a better life with their diagnosis.
VCSE Meetings	Voluntary & Community Sector organisations meeting with East Riding Council professionals
Humber PACE Forum	Professionals from Humber Teaching NHS Foundation Trust together with patients, carers and Healthwatch, meeting to look at how they can work together to engage with and capture patient and carers experiences to improve services.
We Matter Subgroup Meeting	Students and teachers from CASE Training working together with supporting organisations meet to discuss how they can listen to people with Learning Disabilities and their families to improve health, learning and life opportunities for people with LD.
Investors in Volunteers Meeting	Meeting/Training with Dane Gould looking at what skills volunteers bring to an organisation and working towards Hull CVS being recognised as an Investor in Volunteers.
Better Lives Project Meeting	Working together in the future to capture service user voice regarding

### Regional

- Regional Healthwatch manager's meeting

- Yorkshire and Humber Regional Healthwatch England Meeting

## Training

In addition to meetings, some training sessions have been attended by the staff team to help develop knowledge and support, and communication.

Training sessions attended this quarter have included:

- Staff Development Day
- Social Media Training
- Survey Training at Development Day
- Investors in Volunteering Training
- Easy Read Training
- Enter & View Training

## Plans for Quarter 2

- Work with Neighbouring Healthwatch teams to understand the barriers that are faced by children and young people who suffer with chronic illnesses in coastal communities, as part of the Core 20+ connectors programme.
- Develop a plan to understand the experiences of people who use community equipment services.
- Work with rural communities to identify barriers to accessing primary care services.
- Carry out interviews with patients who are being discharged from Hull Royal Infirmary to support the Discharge to Assess Transformation Programme.

## Additional Contract Requirements

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### Progress against Specified Performance Targets

#### Key indicators

	Q1	Q2	Q3	Q4	Total
<b>Direct Enquiries</b>	119				
<b>Engaged via research/investigations</b>	178				
<b>Engaged via promotional activity</b>	304				
<b>Volunteer Numbers</b>	18				
<b>Young HW Volunteers</b>	1				
<b>Volunteers Hours</b>					
<b>Enter and View Recommendation</b>	2				
<b>Revisits</b>	3				
<b>Public Engagement Reports</b>	1				
<b>Annual Report</b>	1	-	-	-	1