

healthwatch
East Riding of Yorkshire

Quarterly Report

Year 11, Quarter 2



Overview of Quarter 2

During quarter 2, our Delivery Manager moved on to a new role. We successfully recruited a replacement who is due to start with the team at the beginning of quarter 3.

Highlights from the quarter include:

- Involvement in the quality assurance visits at Hull Royal Infirmary.
- Driffield Show.
- Hull University Freshers' Fair.
- Cherry Tree Community Centre & Driffield Foodbank Collaboration.

Healthwatch East Riding quarterly performance report

Quarter 2 2023/2024

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 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**

HWERY 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 HWERY 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 HWERY.**

HWERY will work positively and effectively at a strategic level, particularly through its place on the East Riding of Yorkshire Health and Wellbeing Board. HWERY will establish effective working relationships with key stakeholders and share its insight into local health and care services to inform their priorities. HWERY 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 HWERY activity.**
- **All HWERY representatives have sound knowledge of issues affecting children, young people and those who are most disadvantaged.**
- **Capacity and skills to work with these groups.**

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

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 patient's 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)

This quarter we have also been in the process of having our website redesigned by the Meeting New Horizons in-house web designer. The new Healthwatch East Riding of Yorkshire website will boast a more streamlined look with increased responsiveness to users regardless of what device they use to access our website.

We also have looked at adding functions, such as an option for users to quickly find services local to them by selecting the service type, e.g. Dentist and then entering their postcode. Depending on the users' selection, it will take them to either the NHS, carehome.co.uk or homecare.co.uk with services displayed based on the postcode they entered. Additionally, our new general feedback form will be embedded directly into our website and the questions users will be asked will adapt throughout the feedback form in real time based on the information they enter.

Along with this, we will be improving our search engine optimisation on each page of our website so we are more visible across search engines and more likely to be found should local communities be looking health and / or social care services online.

Beyond this redesign, we are also working with their in-house web designer on our media and marketing materials, with templates currently being drafted to mirror the new style of the website and working with them to look at designing communication packages which assist in capturing the audience's attention and pointing them to our website, to find more information, to volunteer with us or to provide feedback.

Social Media (Outcomes 1 and 3)

The social media platform saw growth over the last quarter, with new followers up 20% on the previous quarter and 44 posts being shared this quarter. Healthwatch East Riding of Yorkshire's Facebook page reached 8,000 people this quarter, which is an increase of 588.5% on Q1.

Regular posts have been shared informing the public of engagements we are attending in different areas, as well as promoting NHS initiatives, such as "Every Mind Matters".

Healthwatch East Riding of Yorkshire
 Published by Healthwatch East Riding · 22 September at 10:00 · 🌐

🌈 Did you know physical activity can reduce symptoms of anxiety? Being active increases feel good hormones and boost your confidence. 🧘👤

Find out more with Every Mind Matters: <https://bit.ly/47XeMid>

#eastridingofyorkshire #healthwatch #eastriding #ShapeTheFuture #YourVoiceMatters #EveryMindMatters #anxietyrelief #NHS



Our focus this quarter has been to make the public aware of Healthwatch ERY and the work we do, as well as to inform the public of changes to local healthcare services.

	Target	Q1	Q2	Q3	Q4
Newsletter subscribers	-	496	496		
Newsletter editions		0	0	0	0
Website Hits	-	1519	1588		
Users	-	556	649		
New users	-	536	602		
Facebook Followers	-	662	794		

Instagram	-	-	-	-	-
X (previously twitter) Followers	-	1813	1813		

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

We aim to increase the number of X followers in quarter 3 by proactively ‘tagging’ in local services and asking them to share our posts.

Engagement (Outcomes 1+2+6)

Primary Care Project Officer

In the past quarter, the Primary Care Officer (PCO) engaged directly with over 80 individuals across a variety of events, enhancing our understanding of their lived experiences of primary care services.

The Project officer continues to actively participate in Bridlington Health Forum meetings, which have proven invaluable. The public attending these meetings have shared insights and concerns regarding primary care, especially concerning GP and hospital access, areas that could potentially benefit from improvements. On one occasion, the Project Officer was invited to speak about Healthwatch and our mission, significantly raising public awareness of Healthwatch East Riding.

Furthermore, the Project Officer visited GP practices in Beverley and Market Weighton to gather feedback. We have also engaged with Patient Participation Groups in Beverley, Bridlington, and Market Weighton. During these sessions the Project Officer presented on Healthwatch's role and objectives.

In Pocklington, the Project Officer attended a Councillor’s surgery, serving to raise awareness about Healthwatch. This engagement led to a request to disseminate our online resources among local residents. Additionally, the project officer has been invited to present Healthwatch at the Diabetic Support Group in Bridlington, where participants shared their lived experiences and concerns.

Another highlight from last quarter was our engagement with East Riding Libraries. The Project Officer was active across multiple locations, including Beverley, Driffield, Goole, Hedon, Market Weighton, Pocklington, and Withernsea. These engagements have provided an additional channel for gathering public feedback on primary care services. Moreover, our participation in the Smiles event enabled

us to network with other voluntary organisations and charities, further promoting Healthwatch and collecting important community feedback.

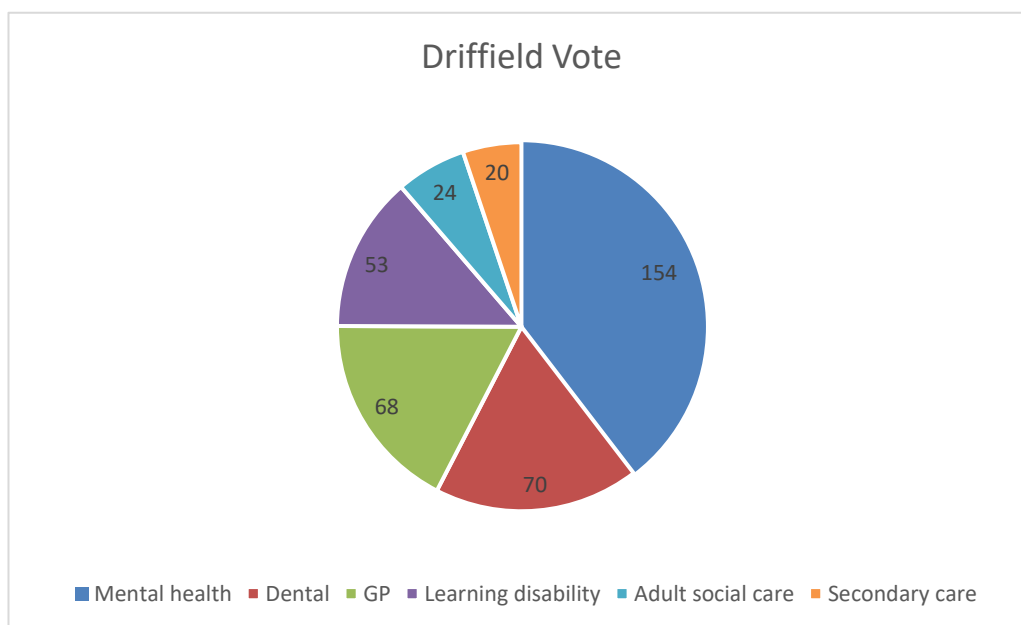
All collected feedback has been diligently recorded in our CRM system and will be included in our monthly intelligence reports. Whenever necessary, the PCO has proactively provided additional resources and signposted individuals to relevant services.

Adult Social Care Project Officer

Our team attended the Armed Forces day at RAF Leconfield in Q2. We engaged with 120 people from the local area who told us about their experiences of health and social care services in their area.

ASC Project officer and Primary Care Officer attended Driffield Show along with 2 volunteers. We had an amazing day speaking with many people from all across East Riding. We engaged with a total of 391 people across the day, gathered many experiences and asked people to vote on which health & social care services they felt were most important. Overwhelmingly, local people felt that support for mental health is lacking in the East Riding.

See results below:



We attended a Sports Day Event held by a local College for adults with learning disabilities speaking to parents and adults with learning disabilities about Healthwatch and listening and recording issues that they are facing with local health and social care services in the area to provide signposting and support, as well as recording issues on CRM for inclusion in the monthly intelligence report.

In order to better understand issues affecting patients and carers attended workshops on caring and Living with Dementia. Also attended a Referrer's event in Hornsea to network with service providers, attended a Dementia Friendly Communities Meeting in Hedon.

The ASC Project officer also supported multiple service users and carers referred by Carers Plus and East Riding Carer's support service with a variety of issues, speaking to services on their behalf and signposting them to support to help resolve their issues. All issues recorded on CRM for inclusion in the intelligence report.

In order to find out more about services available at Bridlington Hospital the Adult Social Care officer and Secondary Care officer visited Bridlington Hospital and spoke to the Head of Patient Experience and Involvement, a Senior Nurse and Matron about the kind of issues and information Healthwatch East Riding are hearing about Bridlington Hospital. The meeting was extremely useful. The Senior Matron gave us a tour of all the different departments, wards and services provided by Bridlington Hospital and were impressed by the variety of services available there and impressed by the passion and professionalism shown by the Senior Nurses on the wards.

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, with the support of our volunteers. In this we speak to patients and provide feedback and signposting.

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.

Our Secondary Care Officer also spends time at Beverley Urgent Treatment Centre collecting patient voice and lived experiences.

Since July our Secondary Care Project Officer has been invited to attend Quality Assurance visits conducted by the PALS team at Hull University Teaching Hospitals. This included visiting different wards at Castle Hill Hospital and Hull Royal Infirmary to assess the care that has been provided. Our Secondary Care Officer focuses on the patient feedback element of those visits. The following wards/areas have been looked at by Healthwatch: Gynaecology, Cardiology, End of Life.

In order to find out more about the services offered at Scarborough Hospital our Secondary Care Project Officer visited Scarborough Hospital and spoke to the Head of Patient Experience and Involvement for York and Scarborough Hospitals Trust as well as the Associate Chief Nurse. In this we discussed the type of issues and information Healthwatch East Riding hear about Scarborough Hospital. The Associate Chief Nurse gave us a tour of all departments, wards and services offered at Scarborough hospital.

Community Services Project Officer

In September, the Community Services Project Officer began a four-week partnership with the Cherry Tree Community Centre and Love Driffield and Wolds Foodbank. One of the aims of this partnership is to hear the voices of seldom heard communities, as well as to better understand the issues that the Driffield community are facing. The Project Officer has a focus on how the cost-of-living crisis has had an effect on individuals, specifically their access and experiences of healthcare services.

HWERY, with the help of a volunteer, have been able to engage with 23 users of the foodbank so far, with further visits planned leading into the next quarter. Already

clear from the engagements is a distinct discrepancy between the two GP practices that serve Driffield and the surrounding areas, which has therefore prompted the planning of further investigation. Additionally, HWERY partnered with the Cherry Tree Community Centre, who provide a drop-in advice service at the Driffield Foodbank on Thursdays. The Project Officer sat in with the clients during their advice session and helped to provide signposting services, as well as document their detailed experiences to be anonymously reported.

It is planned that the work will continue through a HWERY volunteer at the Cherry Tree Centre, and with the Community Services Project Officer occasionally visiting both centres to provide support and gather intelligence.

HWERY has been proud this quarter to attend HEY Smile's Community events in Beverley and Withernsea. 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. The next quarter includes more HEY Smile Events planned for Hessle, Wetwang, North Cave, Hornsea, and Pocklington, which HWERY will be attending.

Next for HWERY's Community Services Project Officers, are planned visits to support groups with Age UK, the Alzheimer's Society, Carer's Plus, and Parkinson's UK, covering 8 towns and cities in the East Riding. Volunteers for HWERY will be invited to join the sessions, with the aim of increasing awareness of Healthwatch and supporting the members of these groups to have a voice in how their health and social care services are run. Over the winter months, HWERY are also looking to make regular visits to 'warm spaces' across the East Riding, as buildings open up to provide a safe, warm space for people to socialise, play activities, and have warm food and drinks.

The University of Hull's Welcome Week 2023

In September, Healthwatch East Riding of Yorkshire, along with Healthwatch Hull, attended the annual Freshers Fair at the University of Hull. This year the fair took place inside the Allam Sports Centre, hosting outside organisations, both local and national, as well as the societies and sports clubs from the Student's Union. The fair was a busy day with live music and sports demonstrations and was well attended by students of all years.

At first, HWERY enticed people in with the surprisingly controversial “Does gravy belong on chips?” question. Once we had a discussion going, and had people voting their opinion on the matter, we moved the conversation towards health and social care services.



We asked people to vote for the services they think need improving, with 7 options to choose from:

- Pharmacies
- GPs
- Community Services
- Dentists
- Hospitals & Urgent Treatment Centres
- Adult Social Care
- Mental Health Services

Each person was asked to only use one token per pot but could vote for as many services as they wished.

This question led to many discussions in which some people shared their experiences with us:

“Waiting times are horrendous at Hull Royal”.

“I had to wait over a year for a mental health assessment”.

“Every time I try to make an appointment with my GP, they never have any space left”.

In addition to students, there were many other organisations at the fair that HWERY were keen to network with. HWERY have since been invited to attend support group meetings for Age UK, The Alzheimer's Society, Evolve Community Eating Disorder Service, Endometriosis Support Hull & East Yorkshire, and Meningitis Now. The fair also gave us the opportunity to connect with organisations such as P.A.U.L. for Brain Recovery, Home Start Hull, ReNew, and CHCP's Empower course leaders.



The Figures

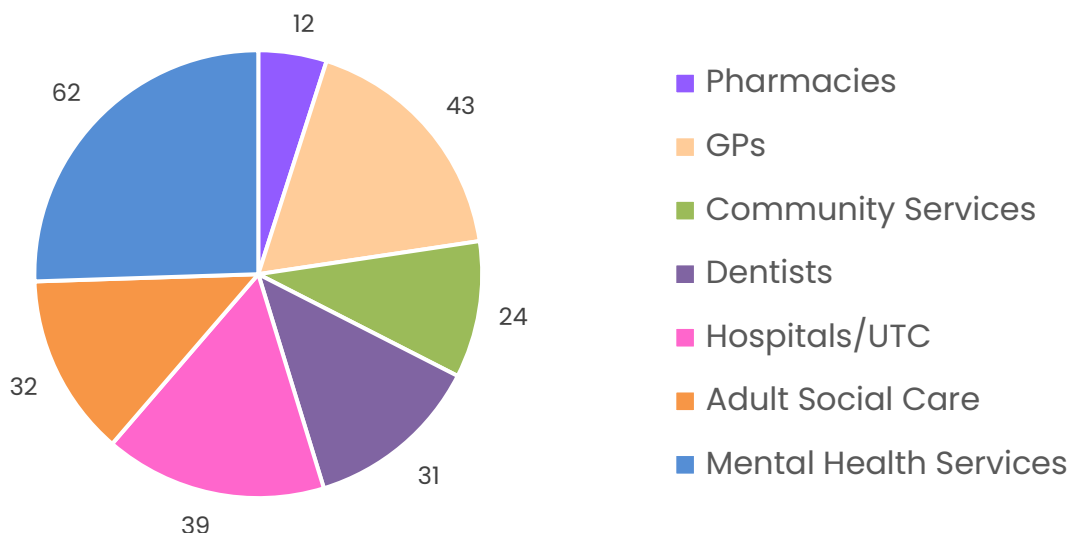
Overall, Healthwatch East Riding of Yorkshire engaged with a total of **132 people**, this included students and staff of the University of Hull, as well as members of various organisations also attending the event.

When asked which services they thought needed improving, people voted for the following:

- Pharmacies – 12 votes (5%)
- GPs – 43 votes (18%)
- Community Services – 24 votes (10%)
- Dentists – 31 votes (13%)
- Hospitals and Urgent Treatment Centres – 39 votes (16%)
- Adult Social Care – 32 votes (13%)
- Mental Health Services – 62 votes (26%)

Note – percentages represent proportion of total votes.

Services Requiring Improvement



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 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 carried out to gain information regarding people's past experiences regarding their discharge. Follow up interviews after the questionnaires has also been carried out. Two of the interviews were carried out by our Secondary Care Project Officer. The interviews were led by one of the health and care providers in Hull and the East Riding of Yorkshire. People had the option to attend online or in-person, at the offices of the care provider of their choice.

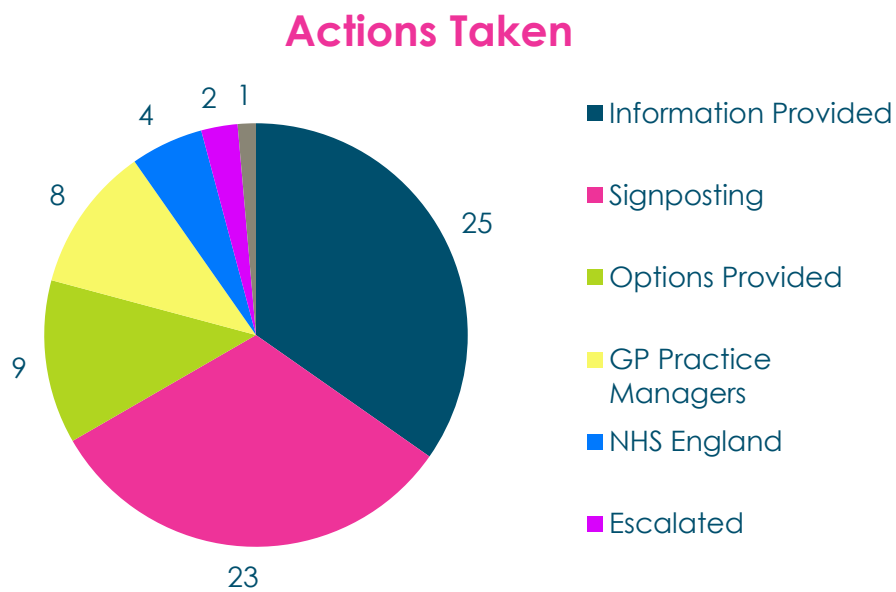
People will be asked to select from the list of providers below: Choices and Rights Disability Coalition, British Red Cross, Carers Support service, Healthwatch East Riding.

Feedback and Signposting

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

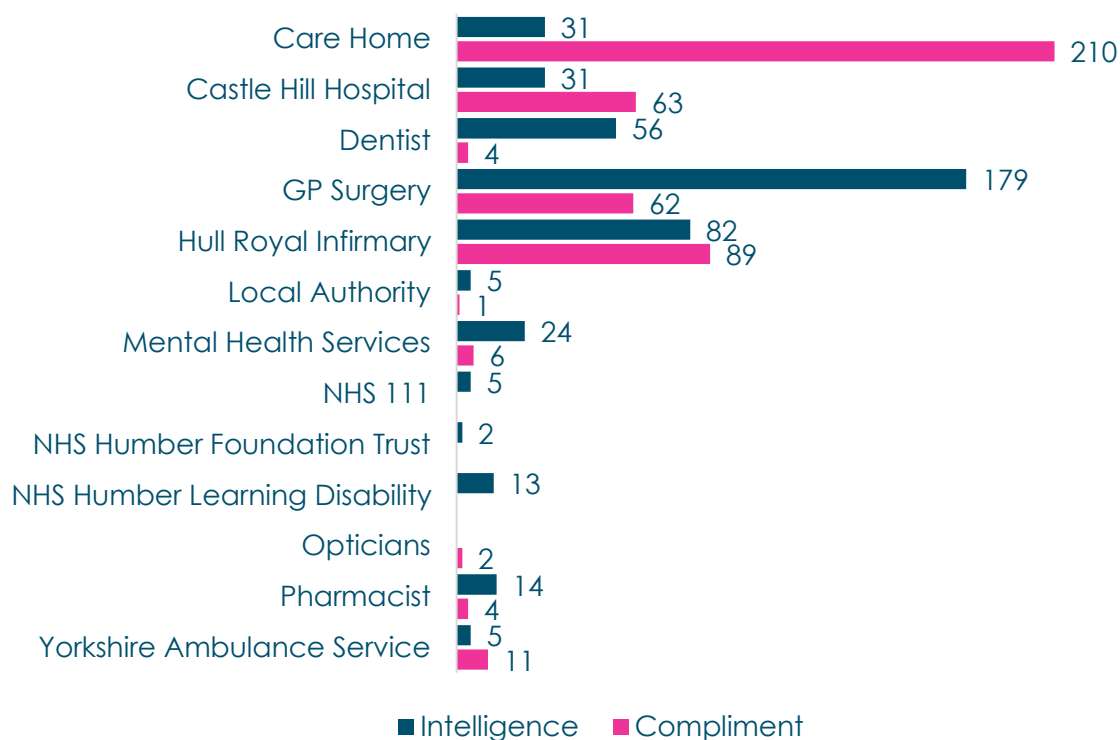
During quarter 2, we provided information and signposting advice to

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



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

Provider Themes



Core 20+ connectors (Young Healthwatch)

Engagement (Outcomes 1+2+6)

This quarter we have been working with colleagues in North East Lincolnshire and North Yorkshire to develop the core 20+ connectors programme.

The Healthwatch Core 20+ Connectors project is modelled on the Young Healthwatch project whereby young people are recruited as ambassadors/engagement volunteers for Healthwatch teams.

Young people will be recruited from coastal communities to engage with their peer groups who have experience of asthma, diabetes and/or epilepsy to explore the following:

- Experiences of services
- Barriers to accessing services, or wider support for chronic illnesses.
- Experiences of transition from children to adult services
- What the young people think the solutions will be.

Whilst the main focus is on asthma, diabetes and epilepsy in coastal communities, Connectors will also be encouraged to listen to health and care

experiences of any kind, in order to build up a wider picture of inequalities in this age group.

Each Healthwatch team aim to recruit as a minimum, 10 young volunteers between the ages of 16-25 who live in coastal communities or who have significant contacts within coastal communities.

Each volunteer will be recruited through school and college visits and through direct engagement with a wide range of community groups. Connectors will be provided with a package of training that will equip them to carry out their role confidently, and support from HWERY.

Each volunteer connector will be asked to 'connect' with 10 young people, to listen to their experiences and feedback about access to local services. Volunteers have the freedom to instigate conversations with their peers in whatever way they feel most comfortable and will be required to log the feedback using the online feedback form. This information will be held centrally by HW North Yorkshire who will share with the relevant teams on a monthly basis.

Additionally, volunteer connectors are expected to recruit one further young volunteer/ connector, who will then, in turn be expected to listen to the views and experiences of another 10 young people and recruit one more volunteer. It is hoped that this approach will ensure long term sustainability beyond the duration of the project and ongoing 'live' insight into the barriers faced by young people in coastal communities.

The project will be launched in Q3.

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 74 hours of their time in this quarter.

This quarter the Read Right Team volunteers have read and provided feedback/evaluation for 5 East Riding Safeguarding Adult Board easy read leaflets.

A further 5 volunteers have supported HWERY at public engagements such as Driffield and Beverley Armed Forces shows and regular engagements at Driffield Foodbank.

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

Volunteer Training

Volunteers have been offered numerous training opportunities during this quarter to support them in their role and upskill, including opportunities to take Level 2 online courses including Counselling Skills, Understanding Autism and Mental Health First Aid with We Find Any Learner.com.

Volunteers have taken part in:

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

Enter and View – Update (Outcome 2)

2 Enter & View reports for homes with learning disabilities have been written up and sent out to home managers. Further Enter & Views are planned in Stamford Bridge, Howden and Hedon.

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

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

Meeting	Summary/Outcome
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	Agenda items included – Coastal inequalities Community diagnostic centres Health protection update
Safeguarding Adults Board	Role is to update and inform ERSAB of any emerging safeguarding trends and themes.
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
D2A	Contributing patient voice to the re design of the discharge to assess programme.
York and Scarborough Patient Experience Steering Group	Discussion around current issues and updates regarding these hospitals
Dementia Friendly Communities Meeting	A number of organisations and East Riding Teams met to start to work towards making communities across the East Riding more Dementia friendly.
Co-Production Meeting	Professionals from a number of organisations including ERYC, ICB, Inclusion North, Healthwatch East Riding along with service users attended to discuss how to make services more collaborative and person

	centred and support local service users to have a better life.
VCSE Meetings	Voluntary & Community Sector organisations meeting with East Riding Council professionals
Humber PACE 5 Year Forward Plan	Professionals from Humber Teaching NHS Foundation Trust together with HWERY ASC Officer worked on the easy read version of Humber's PACE 5 year forward plan.
Meeting with ERYC regarding homecare services in the area.	Professionals from ERYC working with HWERY to deliver a questionnaire to service users in receipt of home care services commissioned by ERYC to help gain feedback through a neutral organization to help ERYC to improve homecare services.
Patient Experience Sub-Committee	Hull University Teaching Hospitals Trust discuss patient issues and themes

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

In September, both the Community Services and Secondary Care & Mental Health Project Officers completed their Level 3 First Aid Training Course at Hull College. Now nominated first-aiders within the office building, the project officers are also more well-equipped to deal with potential first-aid incidents whilst out on engagements in the community.

In quarter 2 we were asked to be involved in the scoring of bids for primary care dental services in Bridlington and Pocklington. This will involve evaluating the bids put forward by dental practices in these areas and applying a score which will in turn determine the success of the bid. This will take place in quarter 3.

Plans for Quarter 3

- 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.
- Carry out interviews with people who are in receipt of home care services to help influence service redesign.
- Continue to develop the Healthwatch hub offer at the cherry tree centre.
- 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.
- Undertake interviews to understand experiences of maternity services at Hull Royal infirmary.
- Secondary care and mental health project officer to complete an in-depth analysis of the mental health feedback received over the quarter to inform the planning of an investigation into MH services in the East Riding.
- Completion of primary care dental procurement.
- HWERY will be involved in supporting the consultation over proposed changes at NLaG's hospitals.

Additional Contract Requirements

Progress against Specified Performance Targets

Key indicators

	Q1	Q2	Q3	Q4	Total
Direct Enquiries	119	173			
Engaged via research/investigations	178	*awaiting figures			
Engaged via promotional activity	304	893			
Volunteer Numbers	18	18			
Young HW Volunteers	1	1			
Volunteers Hours		74			
Enter and View Recommendation	2	2			
Revisits	3				
Public Engagement Reports	1	5			
Annual Report	1	-	-	-	1