

# Championing what matters to you

Healthwatch East Riding of Yorkshire  
Annual Report 2021-22



# Contents

Message from our Chair	3
About us	4
Highlights from our year	5
Listening to your experiences	7
Advice and information	13
Volunteers	15
Finances and future priorities	17
Statutory statements	18

## Message from our chair

As I write this short introduction to our most recent annual report, many things are changing in the governance and funding of our local Health and Social Care services, which will no doubt form the basis of much discussion by our hardworking operations team and, at future Advisory Body meetings.

The formal establishment of Integrated Care Boards and Integrated Care Partnerships on 1<sup>st</sup> July 2022 will bring together in a new way, NHS organisations, local councils, health and care providers and voluntary, community and social enterprise (VCSE) organisations, to plan and deliver the health and care needs in our area. In the coming year Healthwatch East Riding of Yorkshire will be working to cement itself within this new arena, and there is no doubt in my mind that our Healthwatch partnership will be called upon to play an even more important role in this time of change, and in reflecting the views and concerns of our local communities.

Make no mistake, Healthwatch East Riding of Yorkshire will remain that independent voice of people within the East Riding. Our much valued and experienced team is well-led, well-managed and there to listen to you about your needs and those of your community. Remember, we can also provide you with information and advice whilst at the same time use your input and feedback to help providers across the area look at where their services are doing well and where they could do better.

Last year I alluded to the challenges that come with change and yes, with the new approaches being scoped out those challenges will be many. Like it or not we are also still coping with many of the post-Covid demands we faced twelve months ago and I know our management, operational and volunteer team have had to adopt new practises and philosophies which I suspect, may be the norm for some time to come.

Mentioning our volunteers is a good prompt to recognise again how enthusiastically they have risen to many challenges and when I read or hear of the outstanding commitments each and every one gives, I am humbled and full of admiration – and all I can add to that, is a heartfelt ‘Thank You All’. If you have time and feel there is something you could contribute as a volunteer, please contact us and find out more!

Likewise, our Independent Strategic Advisory Body (ISAB) is now benefitting from its new members who have not only embraced the alien and oft frustrating world of Zoom meetings, but quickly ‘grasped the nettle’ of their roles and responsibility - so again, my thanks to each member for that.

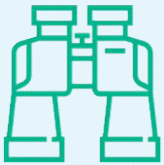
Please read ahead what Healthwatch East Riding has achieved in the past twelve months. This report does not intend to cover the length and breadth of all our activity of our last year, but instead intends to give you a flavour of they and you will be impressed - and I say again why not bookmark our web pages for regular visits where I’m sure you will be equally impressed?

**Ian Dewar - Chairman (ISAB) Healthwatch East Riding**

# About us

## Your health and social care champion

Healthwatch East Riding is your local health and social care champion. From Flamborough to Patrington and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



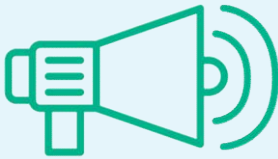
### Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

# Our year in review

Find out how we have engaged and supported people.

## Reaching out



**1,556 people**

Shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**13,406 people**

came to us for clear advice and information about topics such as mental health and COVID-19.

## Making a difference to care



We published

**30 reports**

about the improvements people would like to see to health and social care services.

Our most popular report was

**Breaking down the barriers**

Looking at the barriers faced by deaf and hard of hearing community when accessing GP Services across Hull and East Riding of Yorkshire

## Health and care that works for you



We're lucky to have

**18 outstanding volunteers**

who gave up **584 hours** to make care better for our community.

We're funded by our local authority. In 2021-22 we received:

**£190,197**

Which is 10% more than the previous year. Healthwatch East Riding were successful in receiving further funding from NHS England and Healthwatch England to conduct specific engagement programmes.

We also employed

**6 staff members**

This year who help us carry out this work.

## How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring



We conducted Virtual Engagement with Care Home residents, their loved ones and staff during the COVID-19 pandemic to understand their needs and experiences during restrictions.



Teaming up with the British Red Cross, we called for improvements to make leaving hospital safer during the pandemic.

Summer



In collaboration with Healthwatch Kingston upon Hull we aimed to learn how changes to day services affected attendees, carers and staff whilst restrictions were in place.



In collaboration with Healthwatch Kingston upon Hull we explored the barriers facing the Deaf and hard of hearing community when accessing GP Services and explored how local GP Practices support accessibility.

Autumn



We attended East Riding College over a series of six weeks to collaborate with students. The group put together a survey on their chosen subject and worked with Healthwatch to advertise their survey and collate their findings. The main themes from this have now been put together in a report.



We supported Healthwatch England in urging the Government to act after reporting a 452% increase in people struggling to see an NHS dentist.

Winter



Utilising the power of 'Enter and View', we gathered the insight of Emergency Department users to inform recommendations to local and regional stakeholders.



We supported in reducing the demand on GP services by providing information targeted at specific communities on how to access, use and gain the most out of the NHS App.

# Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve



## Championing the needs of the Deaf Community

**During the COVID-19 pandemic Healthwatch East Riding of Yorkshire and Healthwatch Kingston upon Hull approached our local Deaf centre and listened to the struggles their community faced in accessing GP services.**

Healthwatch regularly visited our local Deaf Centre to hear lived experiences and to understand the difficulties facing the Deaf Community in accessing fundamental support. During the pandemic, Healthwatch learned that over 50% of Deaf patients who spoke to us had experienced increased difficulty in accessing routine appointments and 38% additionally told us that they feel their GP Practice does not have an understanding of the condition and how to correctly support them.



### 89% of GP Practices

**Who spoke to Healthwatch advised they did not provide basic Deaf Awareness training to staff.**

From our findings, Healthwatch determined there were five 'Emerging Themes' that centred around; booking of appointments, communication with GP Staff, lack of BSL interpreters, GP staff training and NHS records not highlighting communication needs.

Along with making our recommendations, we also referenced the 'Your Care, Your Way' campaign being run by Healthwatch England for providers and commissioners to consider in their approach to improving access.

In total, Healthwatch provided seven recommendations to improve support to the Deaf community. These included, commissioners consulting with Deaf and hard of hearing patients to understand the demand for BSL interpreters; establishing clear guidance on the responsibility for arranging interpreters; raising awareness of alternative methods for patients to access GP services; to review local IT systems to focus on the recording of communication needs; delivering a campaign to encourage patients with communication needs to register their status with their practice; and providing training to GP staff and the nomination of an accessibility champion.

### What difference did this make

Local Clinical Commissioning Groups are now working to meet our recommendations with the involvement of the Deaf Community.



"I would like to take this opportunity to thank Healthwatch for liaising with the public and partners and producing this report which provides valuable insight into the difficulties some of our Deaf and hard of hearing community members experience when attempting to access general practice services.



**Paula South Interim Chief Operating Officer East Riding CCG**

## Improving access to alternative treatment options

**The Healthwatch Humber Network (Healthwatch Hull, East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire) conducted 11 ‘Enter and View’ visits in Emergency Departments across the Humber, to capture patient understanding of and needs to access alternative treatment options.**

Healthwatch agreed to work with Humber Acute Services to further understand our local population’s needs and preferences in accessing urgent care and recommended ways in which they could work with our new Integrated Care System and Primary Care Network Leads to reduce patients unnecessarily requiring the use of Emergency Department services.



### 41.6% of people

**who attended local Emergency departments felt that their issue could have been treated elsewhere.**

Humber Acute Services has shared our findings and recommendations widely across the system to ensure a joined up response to achieving improved patient access and knowledge of support available regarding alternative treatment options. These system partners include:

- Four local Clinical Commissioning Groups
- Two Hospital Trusts.
- Our new local Integrated Care System.
- The Humber Out of Hospital Programme Lead.
- The Humber and North Yorkshire Health and Care Partnership Emergency Care Network Lead.
- The Humber and North Yorkshire Primary Care Network Lead.

### What difference did this make

Our findings and recommendations will be used to inform service and infrastructure development within the Humber. In 2022/23, the Healthwatch Humber Network are devising an outcomes monitoring action plan to follow up recommendations including collating feedback to support short to long-term planning with the Humber Acute Services and partners to ease the pressures on local Emergency Departments and enable the public to access a treatment option more effectively.



“The engagement undertaken and the findings presented have been used to help shape the design of potential future models of urgent and emergency care in the Humber region by highlighting key issues and challenges and providing insight in to how and why people access urgent care through our existing Emergency Departments.”

**Ivan McConnell, Director of Strategic Development/Director Humber Acute Services**



## Empowering Learning Disability and Autism Day Services

**Healthwatch East Riding and Healthwatch Hull heard locally how the reduced or removed day service provision during the COVID-19 pandemic impacted the overall wellbeing of attendees and carers.**

In response to this, the two Healthwatch's collaborated to design and deliver a focused project so we could further understand and highlight the experiences of attendees, carers and staff of day services; with a view to provide commissioners with recommendations to support and strengthen post COVID-19 day service provision.



### **53.8% of Carers in East Riding**

**Who spoke to Healthwatch, advised us that they were not made aware of additional support available during the pandemic.**

From our findings, Healthwatch determined there were four 'Emerging Themes' that focused on the awareness of support available, keeping attendees and carers informed, carer wellbeing and improvements to service provision.

These also shaped our recommendations to each local authority, which included:

- To review the current day service processes for informing carers of support available.
- To review the current day service processes for keeping attendees and carers informed of updates and changes to provision.
- To review the availability and accessibility of health and wellbeing support in Hull and East Riding, specifically for carers.
- To engage with day service staff and providers to determine where changes to service provision provided benefits, where it had negative impacts, and look to implement positive changes to the future service delivery provision.

### **What difference did this make**

Healthwatch has highlighted the impact that the closure of day services had on attendees, parents/carers and staff, and we have been able to promote to East Riding Yorkshire Council where changes have allowed attendees to receive new and beneficial changes to provisions.



“The reduction in days attending the day centre has been really hard - the days that are available are so helpful for both myself and my brother. Since March 2020 until May 2021 he wasn't allowed to attend the day-care centre, however, as a result of me pushing and persisting with my social worker, I managed to get my brother back into the day centre. However if I hadn't done this, I think we would still be caring for him full time without any help.”



## Children and Young People – Social Action Project

Healthwatch were asked to help develop a social action project at the East Riding College in Bridlington, led by the students. A weekly group was established, and over a number of weeks the students created a focus for their project: illegal drug use.

Once they had decided the topic, the students put together a survey and in collaboration with the Healthwatch team, they advertised their survey and collated their findings.



**“There are probably loads of services out there, but the problem is we don’t know about them. They need to come to us.”**

Researching local substance misuse services, it was clear that there were organisations and services available but that these services needed to be made more accessible and offered in a variety of ways to engage with local young people.

Young people in Bridlington felt unsupported by local substance misuse services. Even if they knew they existed they did not feel able to approach or ask for help for fear of being judged or the ramifications due to the nature of the subject.

Young people told us that they would be pleased to see a new service to help tackle the drug problem in Bridlington and support individuals who were involved in this.

### **The recommendations targeted Local Partners offering information and advice on substance misuse, asking them to:**

- Review their current communication, engagement plans, publications and marketing model to ensure that they are appropriate for reaching their targeted audience.
- Consider working in collaboration with East Riding College and its students, to inform young people of what services they can offer and how they can access support.
- To ensure clear and open engagement channels with local young people on the development of any new service before it is implemented.
- Humberside Police should review their methods of engagement with young people to build greater trust between them and build a positive partnership within the local community. Additionally East Riding of Yorkshire Council Safeguarding team need to work in collaboration with Humberside Police to ensure protection of the children identified in this report.



“The students chose this project because of the impact it is having on their community and young people. I am extremely proud of the commitment and participation shown by them while being involved in this project”

**Ruth Wray, Curriculum Leader, Care and Early Years,  
East Riding College**



## Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



### Creating empathy by bringing experiences to life

It's important for the NHS and social care services to step back and see the bigger picture, through hearing personal experiences, and the impact on people's lives. This provides a deeper understanding than using data alone, can challenge assumptions and motivate people to think and work more creatively.

We have produced twelve intelligence reports all of which highlights the public's direct experience of health and social care, and the effect of challenges such as hospital waiting times, lack of NHS dental provision, issues obtaining GP appointments and so forth. These reports are circulated to a range of local health and social care services and commissioners to ensure that the public's voice is heard.



### Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We were approached by East Riding Council to work in partnership on their upcoming Pharmaceutical Needs Assessment (PNA). The PNA is completed every five years, and to accompany this assessment the council wanted to conduct a survey to collect patient feedback on their experiences of accessing pharmacies. Healthwatch developed the survey together with the Council to help ensure patients' voice was effectively captured. The results of this survey will be submitted to the East Riding Health and Wellbeing Board to feature within their PNA report.



### Improving care over time

Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes.

Healthwatch has been working extensively to promote the role of Essential Care Givers in care homes during the pandemic restrictions. With agreement with East Riding Council, we shared posters and myth busters to inform care home managers, residents and their families of their rights to request to have an essential care giver. This was particularly important given the changes in Covid restrictions, and ensuring that care home residents could still continue to see a member of their family or a friend during Covid outbreaks in care homes.

# Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we helped people by:

- Providing up to date information on COVID-19
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Helping people to access the services they need



## Sensory reviews in care homes

During our programme of Virtual Engagements within care homes, Healthwatch East Riding began to identify recurring themes with regards to dental, sight and hearing matters.

Wanting to hear more about the issues care homes are facing and to share good practice, we developed questionnaires to explore whether residents in care homes are having their hearing, sight and teeth checked regularly, and if residents who wear glasses or hearing aids are receiving enough support.

Following the launch of this, we have so far heard from 4 different Care homes. This is an ongoing review which will help to inform our wider Enter and View programme in the coming year.



## Putting a face to unmet need

Healthwatch England wanted hear from people who have been impacted by an unmet social care need, which includes both individuals needing social care and carers.

Healthwatch East Riding of Yorkshire were selected amongst a handful of other local Healthwatch to produce a set of case studies as part of this project. The case studies focussed on:

- A carer who has recently had a carers assessment.
- A case study of a working age adult (18 – 65) who has recently had a social care assessment.
- A case study of an older adult (65+) who has recently had a social care assessment.

The overarching aim was to obtain samples from different areas to gain an understanding of the individuals' journey through the social care system as a whole, and the holistic impact that this has on their lives. This national report will be published shortly.



# Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Were awarded "Highly Commended" for Smile Foundation's 2021 Volunteer Team Award. In addition our Young Healthwatch Volunteer was awarded a British Citizen Youth Award 2021 reserved for young people who have undertaken selfless acts to benefit others, showing commitment & generosity.
- Our amazing Volunteers continued to engage virtually with Care Homes throughout the East Riding to ensure that the voice of the service users and their families continues to be heard by Care Services and those commissioning them.
- In addition Volunteers took part in an A&E Engagement at local hospitals speaking to patients about their experience of using A&E and their awareness of alternative health services.
- Our Read Right Panel evaluated more than 28 documents from local health services thereby reducing health inequalities by ensuring documents are understandable to their target audience.





### Young Volunteer – Beth

I am a young volunteer, currently doing my A levels, who tries to bring a different perspective to the group. I have always enjoyed voluntary work, but Healthwatch has been special for me. I have undertaken different projects and investigations that I would not otherwise have had the opportunity to get involved with. I now benefit from a myriad of experiences which have given me exposure to different aspects of healthcare. It has given me a good foundation as someone looking to pursue a healthcare career.



### Read Right Volunteer - Sally

I enjoy volunteering with Healthwatch East Riding because the Read Right project provides interesting work that I can do at home. It fits into my schedule as it can be done at any time of the day or night as long as it meets the deadline. The time limits are quite generous, usually allowing one or two weeks. Many documents are inspiring, shedding light on the incredible work the NHS is involved with. The documents come from all branches of the NHS, including the ambulance service, the care system and radiology.






### ISAB Member and Enter & View Volunteer - Carol

I have had 35 years' experience in the NHS. I worked in Primary Healthcare throughout my career, including a substance misuse service. My main concern is and always will be the patients so when I retired I felt I still wanted to give my experience to help patients so I joined Healthwatch in 2013. Volunteering with Healthwatch covers what I wanted to do as a volunteer and gives me the opportunity to help patients and service users to voice their concerns regarding local health and social care services which I find very rewarding and gives me the opportunity to make a difference.



### Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

-  [www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)
-  01482 665684
-  [cfrost@healthwatcheastridingofyorkshire.co.uk](mailto:cfrost@healthwatcheastridingofyorkshire.co.uk)

# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income	
Funding received from local authority	£190,197
Additional funding	£13,000
Total income	£203,197

Income	
Staff costs (includes a carry forward allocation to next year staffing costs)	£171,452
Operational costs	£21,209
Support and administration	£10,147
Total expenditure	£202,808

## Top three priorities for 2022–23

1. To explore, understand and raise awareness of the health inequalities of Caravan communities residing in our coastal areas.
2. To understand the barriers faced when transitioning from Military to Civilian health and social care services
3. To give children and young people a voice in post Covid needs assessments and service planning.

## Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that's because of where you live, income or race.

# Statutory statements

## About us

**Our Address:** Healthwatch East Riding of Yorkshire, The Strand, Hull CVS, 75 Beverley Road, Hull, HU3 1XL.

**Contract Holder:** Meeting New Horizons CIC, The Strand, 75 Beverley Road, Hull, HU3 1XL

**Trademark:** Healthwatch East Riding of Yorkshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch Advisory Body consists of five members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Advisory Body ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met four times.

### **Methods and systems used across the year's work to obtain people's views and experience.**

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media. As restrictions have lifted, we have also had an increasing presence out in the community. We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible, by publishing it via all of our communications channels and sharing widely with other organisations and partners.

### **Responses to recommendations and requests**

During 2021/22, all providers responded to requests for information and recommendations made by Healthwatch East Riding. We escalated issues pertaining to local dentistry provision to Healthwatch England to support their ongoing communications with NHS England and government to make NHS treatments more readily available to our local communities.

In 2020/21 we were informed that the Deaf community were experiencing issues accessing GP Services. By working with our local Deaf Centre and learning basic BSL, the gathered insight allowed us to plan and deliver a focused project which highlighted their needs and experiences.

Additionally, we supported the Children's Neurodiversity Service Stakeholder Reference Group to understand what needs were identified in the build up to the launch. In 2022/23, we will be continuing their independent support in the 'proof of concept' year of the service delivery.

## Health and Wellbeing Board

Healthwatch East Riding of Yorkshire is represented on the East Riding Yorkshire Council Health and Wellbeing Board by Julie Dearing Healthwatch Manager. During 2020/21 our representative has effectively carried out this role by attending the following meetings and workshops.

### H&WB Work Programme 2021-2022

- May 2021 - Schools solving problems with families
- July 2021 - Coastal Town health inequalities
- September 2021 - Integrated Care System (ICS) update
- November 2021 - Geographic spread of inequality
- December 2021 - Loneliness and Isolation
- January 2022 - End of life

### 2021-2022 other activities

Project/Activity Area	Actions/Outcomes
<b>Virtual Enter and view in Care Homes</b>	We have completed twelve virtual engagements with Care Homes in the East Riding, highlighting best practice and making recommendations.
<b>OSC/HWB annual update</b>	To enable Healthwatch to bring partners up to date with current work streams and present the findings and recommendations from their latest reports. Healthwatch aim to support changes to all services following project findings and recommendations.
<b>Integrated Care System</b>	Healthwatch contributed to new ways of working planning across Place and the ICS
<b>Integrated Care System (Update)</b>	Following the announcement that the Integrated Care System (ICS) would be delayed until the 1 <sup>st</sup> July 2022, Healthwatch supported the ICS Engagement Survey to develop a new ICS Engagement Strategy.
<b>Dentistry update</b>	Ongoing support for the Health and Wellbeing Board around understanding current dentistry provision.
<b>Community Inclusion</b>	We engaged with a variety of community organisations including Refugee Council, asylum seekers and migrant workers
<b>Health and Wellbeing Week Bishop Burton College</b>	Healthwatch provided 8 sessions gathering students views and ideas along side a pop up stall for general engagement. The information we gathered was passed on to the Student Council and other Partners



**healthwatch**  
East Riding of Yorkshire

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