



Annual Report 2024–2025

# Unlocking the power of people-driven care

Healthwatch East Riding of Yorkshire

# Contents

|                                                      |    |
|------------------------------------------------------|----|
| A message from our CEO                               | 3  |
| About us                                             | 4  |
| Our year in numbers                                  | 5  |
| A year of making a difference                        | 6  |
| Working together for change                          | 7  |
| Making a difference in the community                 | 8  |
| Listening to your experiences                        | 9  |
| Hearing from all communities                         | 14 |
| Information and signposting                          | 17 |
| Showcasing volunteer impact                          | 19 |
| Developing the next generation of Healthwatch heroes | 22 |
| Healthwatch Academy                                  | 23 |
| Finance and future priorities                        | 24 |
| Statutory statements                                 | 26 |



"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

**Louise Ansari, Chief Executive, Healthwatch England**

## A message from our CEO

This year, Healthwatch East Riding of Yorkshire has once again ensured that they are committed to listening, supporting, and advocating for the communities in the East Riding of Yorkshire that need them the most, and putting their voices at the heart of health and social care.

Through grassroots engagement, they have strengthened relationships with groups that are often overlooked. Rural and coastal regions remain the most in need and the team have played a significant part in the positive changes that have occurred over the year; from the collaboration of community services in areas of deprivation, to engagement to improve GP Practices and Neurodiversity services.

Their findings have been used to hold services to account and highlight many examples of good practice, leading to impactful investigations and reports, many of which have already resulted in meaningful changes across East Riding of Yorkshire.

The Young Healthwatch programme has gone from strength to strength over the past year, ensuring the voice of young people, particularly those with SEND is heard and considered at all levels, and I look forward to seeing the impact of this over the coming year.

None of the teams' achievements are possible without the dedication of volunteers, whose invaluable contributions help reach the most vulnerable and provide essential local insight.

While we celebrate a year of remarkable achievements, it is hard to ignore the ongoing changes and uncertainty in health and social care that will inevitably add pressure to our teams. With the unwavering determination and passion, they have demonstrated, I am confident they will meet these challenges head-on, ensuring that your voices reach those who need to hear them.



“

“Your experiences are the driving force behind our work. They guide our priorities, shape our projects, and ensure that the voices of East Riding residents are heard where it matters most. Together, we’re creating real change in health and social care.”

**Helen Grimwood – Chief Executive Officer,  
Hull CVS and Meeting New Horizons**

## About us

# Healthwatch East Riding of Yorkshire is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



### Our vision

Equitable Health and Care services that meet the needs of every person within our community.



### Our mission

To give every person in East Riding of Yorkshire the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.



### Our values are:

- We are proud to be **independent**, and not afraid to speak up and **challenge decisions** that do not meet the needs of our communities.
- We operate a culture of **transparency** and **openness**, ensuring we are accountable to the communities in which we serve.
- Our work is **evidence** based – led by **public voice** and need.
- We are **collaborative**, working with organisations that share our vision of **equitable health and care services** that meet the need of every person within our communities.
- **Partnering** with the Government, health and care services and the voluntary and community sector to make care better whilst retaining our independence.



# Our year in numbers

**We've supported more than 18,546 people to have their say and get information about their care. We currently employ 4 staff and our work is supported by 18 volunteers.**

## Reaching out:



6786 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

11,760 people came to us for clear advice and information on topics such as GP access and finding an NHS dentist.

## Championing your voice:



We published 23 reports about the improvements people would like to see in areas like Homecare, Special Educational Needs and Disabilities (SEND) and GP Access.

Our most popular report was the Bridlington GP Access project highlighting people's struggles in accessing GP services a highly deprived coastal town.

## Statutory funding:



We're funded by East Riding of Yorkshire Council. In 2024/25 we received £173,704 which is the same as last year.

# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in the East Riding of Yorkshire. Here are a few highlights.

## Spring

We established a Healthwatch hub arrangement with the Love Driffield foodbank to run monthly drop-in sessions for residents to have a voice.



We have established a Healthwatch East Riding Community Partnership network, allowing for more information and more resources to be shared amongst VCSE organisations.



## Summer

We presented Bridlington GP Access investigation to Humber Teaching NHS Foundation Trust, reflecting the thoughts and issues surrounding GP access in coastal areas.



We attended the Driffield Show and gathered experiences and issues from the local farming community and other residents of the area.



## Autumn

We carried out targeted engagement in schools throughout East Riding to capture the voice of young people, on issues such as, women's health, transport, dental access.



We gathered insights relating to 'did not attend' hospital appointments and deprivation areas of the East Riding.



## Winter

We launched public engagement sessions for the Pharmaceutical Needs Assessment to gather residents' views and experiences on access to pharmacy services.



We launched a Parkinson's Community investigation, in partnership with Parkinson's UK, speaking to service users and professionals who work with the condition.



# Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in the East Riding of Yorkshire are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at the Humber and North Yorkshire Health and Care Partnership.

This year, we've worked with local Healthwatch to achieve the following:

## Amplifying young people's voices in healthcare



Young people often feel overlooked when it comes to health and care services. That's why, with funding from NHS England, we supported a team of young volunteers (aged 14–25) to speak directly with their peers about what's working, and what isn't in local healthcare.

Over the course of the project, we heard from 887 young people across the Humber and North Yorkshire. Their honest feedback is already helping to shape services, with findings shared both locally and with the wider NHS through the Children and Young People's Transformation Programme.

This work means decision makers are now hearing directly from young people themselves, not just adults speaking on their behalf.

## Listening to communities to improve cancer care



Early diagnosis saves lives, but not everyone has the same awareness or access to cancer information. That's why we worked with the Humber and North Yorkshire Cancer Alliance to find out what people know, and what they don't.

We listened to people often left out, including those in poverty, refugees, carers, autistic people, people with ADHD, people with mental health conditions, and those experiencing homelessness. We spoke to communities in urban, rural, and coastal areas so no one was left behind.

What we learned will help shape cancer services to be more accessible, inclusive, and shaped by real experiences.

# Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in the East Riding of Yorkshire this year:

## Creating empathy by bringing experiences to life



**Ensuring the voice of lived experience is considered in local pharmacy decision making.**

Healthwatch East Riding of Yorkshire regularly attend the Local Pharmacy Committee (LPC). This gives the opportunity to ensure the voice of lived experience feeds into discussions around pharmacy provision. This year we have been involved in ensuring clear and relevant information surrounding Pharmacy First has been communicated with residents.

## Getting services to involve the public



**By involving local people, services help improve care for everyone.**

Following our foodbank insights project, we have been working in collaboration with the Love Driffield food bank to bring services into the facility on a regular basis. These services were identified through the targeted work our team carried out. These services included technology support services, mental health services and Citizens Advice, which were identified as support gaps.

## Improving care over time



**Ensuring the council understood the importance of reinstating regular support sessions for SEND families.**

We highlighted the value that families had shared from attending drop-in sessions with professionals. They were able to access support, advice and connect with other families in similar situations.

As a result of us raising concern over the removal of the sessions, they were reinstated. Since reopening, attendance has grown with more families receiving the help they need.



# Listening to your experiences

**Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.**

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



# Listening to your experiences

## Bridlington GP Access

Last year, we championed the voices of the Bridlington coastal community to bring attention to accessibility issues with GPs.

After the merge of six general practices into two in Bridlington, residents, Councilors, clinicians, and health and social care professionals made it clear this could affect access to care.

### What did we do?

We created a survey to understand what impact the closure was having on residents' access to primary care. We also carried out Enter and View visits to two general practices in the area to see how the closure was impacting these services.

### Key things we heard:



**61%**

of patients at Humber Primary Care found it "very difficult" to make appointments by phone.

**59%**

of respondents said that their experience of access to their GP service has "declined".

**38%**

of Drs Reddy & Nunn patients said that they would "Try again the next day" when they cannot get an appointment.

Our work showed how a combination of poor communication across services and lack of clarity in service delivery policies can cause barriers for communities when accessing healthcare services.

### What difference did this make?

- After receiving the feedback of GP services from 481 residents, a local MP used the report to campaign against coastal and rural inequalities in deprived areas of East Riding in The Houses of Parliament.
- The Humber and North Yorkshire ICB used the information, alongside their own Coastal Inequalities Survey when developing the Bridlington Health Strategy 2025.

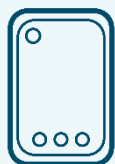
# Listening to your experiences

## Please SEND help

Families shared mixed experiences relating to accessing disability social care services in the East Riding of Yorkshire.

We reached out to the SEND community, asking partnering organisations to support promotion of the project, and the surveys to gather responses.

### Key things we heard:



11

Families responded to the survey sharing their experiences.

1

young person shared their experience, thoughts and feelings about the process of applying for support.



“Nothing went well – we were declined the request on the basis that the panel believed '[child] needed to have a normal childhood'. What is normal? ... We still struggle with zero support. We were turned away despite an obvious need.”



The final report included 11 recommendations for the service to make improvements based on feedback received from those who access, or attempt to access, the disability social care support for children.

### What difference did this make?

SEND services have been undergoing a transformation since the report was published. The team will revisit the service in 2025/2026 to review the changes made, however recent feedback to our team suggests there has been an increase in positive experiences. SEND drop-in sessions with members of the Local Authority in attendance are now available with many families accessing information and advice face-to-face for a smoother application process.

# Listening to your experiences

## Endometriosis & Adenomyosis

During this year, we heard the voices of people living with diagnosed and suspected Endometriosis and Adenomyosis in our community.

After receiving patient experiences in accessibility challenges to specialised care for Endometriosis and Adenomyosis, alongside the national challenge to receive a formal diagnosis, it was evident that more insight was needed for this topic.

### What did we do?

We invited individuals with lived experience of Endometriosis and/or Adenomyosis to share their personal stories as case studies, highlighting the impact these conditions have on daily life. We also engaged with the Endometriosis Specialist Centre in East Riding to gather expert insight on how services can be shaped to better meet the needs of those affected

### Key things we heard:



**98%**

of survey responses indicated that the effects of Endometriosis have had a negative impact on their mental health

There is a lack of continuity of care following diagnosis and medical procedures, including lack of information or support for emotional wellbeing.

Stigma surrounding menstrual health and chronic pain conditions exists in East Riding and on a national scale.

Our work showed how crucial early intervention and diagnosis of Endometriosis and Adenomyosis alongside specialist treatment can promote better healthcare outcomes.

### What difference did this make?

After gathering feedback from 7 case studies and 252 survey respondents, the finalised document will be presented to the East Riding Health and Care Committee, Joint Place Quality Group, Population Health Community of Practice, providers of Endometriosis and Adenomyosis services, Integrated Neighbourhood Teams (INTs), Healthwatch East Riding of Yorkshire's Independent Advisory Group (IAG), and our community partners. The voices of lived experience will have the platform needed to make strategic change and promote better healthcare programmes to support their specialised needs.



# Listening to your experiences

## Young Carers

Last year, we worked with the Young Carers Service in East Riding of Yorkshire to gather feedback from young people as a baseline for evaluating the service.

Following a period of inactivity, the service had recently undergone a restructure. Healthwatch East Riding of Yorkshire acted as an independent reviewer—assessing whether the new approach was effective, identifying areas for improvement, and understanding the impact on young carers.

### What did we do?

We launched a survey to understand the experience of the young carers directly, and the wider impact on the family of the child. In addition, we asked local organisations how they support young carers, and if they didn't, what they could do in the future to consider children with hidden additional responsibilities which prevent them accessing opportunities in the same way as their peers.

### Key things we heard:



**100%**

of professionals expressed a desire to consider young carers more within their work.

**58%**

of young carers surveyed had been accessing the service within the last year of its relaunch.

Young carers found great value in the support they received from the service. They were confident in providing suggestions for things they would like to be included in the sessions, along with ideas for making improvements.

### What difference did this make?

There was a clear demand for residential opportunities, as young carers frequently miss out due to their caring commitments. Since the publishing of the findings, a residential trip has successfully taken place.

Sessions were held in Driffield, meaning 2 hours travelling for some attendees. Our recommendation for multiple venues across the region has been implemented with young carers benefiting from less travel time.



# Hearing from all communities

**We're here for all residents of the East Riding of Yorkshire. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.**

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

**This year, we have reached different communities by:**

- Engaging with children and young people in schools and colleges
- Setting up hubs in foodbanks and pantries to engage with people living in deprivation
- Setting up a Long-Term Conditions forum to allow young people to discuss and challenge health and social care professionals about the challenges they face



# Hearing from all communities

## Listening to the experiences of foodbank clients in a coastal community

We investigated difficulties Bridlington residents are facing, specifically those living in lower-income households

People told us they face barriers to accessing healthcare appointments, such as insufficient transport, poor literacy and form filling skills, and a lack of health education.

### What difference did this make?

We shared the views and experiences of this community in our Hinge Centre Project Report. The report was presented to the Integrated Neighborhood Team to raise awareness of local issues. We amplified the voice of a community which is not usually listened to.

## Research Engagement Network (REN)

Healthwatch East Riding of Yorkshire, Healthwatch Hull and Healthwatch Northeast Lincolnshire teamed up to deliver a project on behalf of Humber & North Yorkshire Integrated Care Board. This project was designed and funded by the National Institute for Health Research.

The main goal of creating a research-ready community champions network was to reach out to underrepresented groups who usually don't take part in healthcare engagement activities. These could be marginalised communities, minority groups, or people who struggle to access healthcare.

### What difference did this make?

The research-ready community champions actively reached out to these groups, listened to their concerns, and involved them in decision-making processes related to healthcare research and service provisions. Due to the vast community network Healthwatch East Riding of Yorkshire has, training was offered and rolled out to as many partner organisations as possible. So far, the training has been delivered to 15 people.

# Hearing from all communities

## Pharmaceutical Needs Assessment

We engaged with member of East Riding to gather experiences relating to pharmacy use and where the gaps are within the community.

With a number of pharmacies closing down and changing opening hours, we began hearing from communities that they were having ongoing difficulties collecting prescriptions or accessing additional pharmacy services. Healthwatch East Riding began doing some targeted engagement to hear from communities about their pharmacy compliments and concerns.

### What difference did this make?

Alongside the local authority public health team and the NHS, a Pharmaceutical Needs Assessment was carried out, to build a picture of how local communities are accessing pharmacies and what barriers there are, such as transport or short opening times. This report consists of information provided by member of the public and pharmacy owners to help improve pharmacy provision throughout East Riding.

## East Riding Community Transport

We investigated access to community transport services for attending healthcare appointments for those from rural, coastal, and more deprived communities throughout East Riding of Yorkshire.

Transport access presents a barrier to people trying to access health appointments. People told us they missed vital health appointments due to the cost and availability of transport in rural communities. They also felt that professionals were not understanding of these issues when booking appointments.



### What difference did this make?

Healthwatch East Riding, the East Riding VCSE Collaborative, and the local public health team set up a working group to review current systems and explore changes to help lower the number of missed healthcare appointments due to transport issues. Following a funding review, a new community lift service will be introduced in Bridlington in the coming months. The working group is continuing to help connect residents with local transport providers to support the project.



# Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 755 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Directing residents to relevant community transport options
- Finding them an NHS dentist
- Supporting people to find and register at new GP practices
- Signposting people to day opportunities services



## Bridlington Fostering Outcome

During our monthly visit to The Hinge Centre, we heard about difficulties accessing support when fostering between counties.

Amanda came to The Hinge Warm Welcome to find out what support is available for the 3 grandchildren she is a kinship foster carer for, as all 3 children have additional needs. After Amanda explained her concerns over some of her granddaughter's behaviours, we asked what support is she accessing currently for the children. Amanda told us that for some services, like counselling, she was having to travel over 60 miles each way due to fostering from North Yorkshire, whilst living in East Yorkshire.

Amanda said she would like to speak to parents who are also navigating care for children with additional needs. We signposted Amanda to the Parent-led SEND drop-in service, which is once a month in Bridlington. On following up with Amanda 2 weeks later she told us she visited the group, which she said was brilliant. At the group, Amanda got advice from other parents of children with SEND and she found out about other local support groups for herself and the children.

---

## Driffeld community hub

Mark was visiting the community hub for advice about Employment Support Allowance due to issues caused by chronic obstructive pulmonary disease (COPD).

Whilst asking Mark about how he manages his COPD, he disclosed that he struggles to pay for petrol to get to appointments at a community hospital around 13 miles away.

We signposted Mark to the Respiratory Social Prescriber who was visiting the community centre that day. From this, Mark was given an appointment at the Acute Respiratory Infections Hub which is held at the community hospital in Driffeld, less than a mile from the community centre.



**The Healthwatch team have been in to Love Driffeld for 18 months . They've joined in with the other volunteers and have been an asset and have been able to listen and direct when issues are raised.**

There's always a healthy discussion going on in various places in the hub and they bring a vitality into difficult situations. Emma has become a valued visitor to the hub and clients often ask when she's back in.

We want to thank all of you for the valuable work you do in the community.



# Showcasing volunteer impact

**Our fantastic volunteers have given 355 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.**

**This year, our volunteers:**

- Visited communities helping us connect and hear from more people
- Supported the design, direction, research and data gathering of projects
- Carried out enter and view visits to local care homes and GP practices to help them improve
- Contributed in the office environment with administration work



# Showcasing volunteer impact

## At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"Volunteering gives me the opportunity to help others. Healthwatch allows me to contribute by listening to the experiences of patients and service users, making sure their voices are heard and used to local health and social care services.

I enjoy being part of a team that works to create positive change. It's rewarding to know that my time and effort can help shape better services for the community."

**Barbara L.**



"I love volunteering with Healthwatch.

They have asked me to be a volunteer in the areas that I have skills and experience, so I feel valued and useful.

I love helping people and being a volunteer with Healthwatch allows me to do this in a variety of ways.

This has helped me with my own mental health, giving me a purpose and feeling useful in a world where so much is out of my control."

**Lisa A.**



### Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



[www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)



01482 665 684



[enquiries@healthwatcheastridingofyorkshire.co.uk](mailto:enquiries@healthwatcheastridingofyorkshire.co.uk)

## Young Healthwatch East Riding of Yorkshire

2024 saw the launch of Young Healthwatch East Riding of Yorkshire. This programme allows for young people to have a voice and have direct influence on health and social care decisions, as well as allowing them to be immersed into the professional environments, whether that be in a care home, a GP practice, or simply being in the office environment.

### 5 steps to success

We felt it was important to give back to our volunteers as they give so much to support the work we do. Our way of giving back was by creating a '5 Steps to Success' pathway which gives our Young Healthwatch team workplace skills to put them at a competitive advantage as they have a wealth of work experience to share.

The steps cover;

- Training
- Office time
- Social media
- Shadow the team
- Host your own hubs



### Impact

Since the launch of '5 Steps to Success' we have seen uptake in Young Healthwatch volunteering triple.

Our Young Healthwatch team has:

- Gathered feedback from their local community – young people talking to young people about health services and social care services
- Supported with administration including data entry and development of project surveys
- Co-facilitate a youth-led focus group session, partnering with Young Healthwatch Hull



# Empowering the next generation – A platform for change

## Long Term Conditions Forum (LTC)

This year saw the launch of our Long-Term Conditions forum. This collaborative project with Healthwatch Hull, North Lincolnshire and Northeast Lincolnshire saw 7 young people aged between 13-25 attend a face-to-face forum to discuss personal experiences of their healthcare journeys, whilst living with a long-term health condition.

A small number of local NHS professionals attended to capture the conversations, with the hope of their voice being fed into future NHS changes. Several issues were raised, such as *some professionals will not listen to young people* and *there are no local NHS dentists, especially for university students who are new to the area*. A discussion between health professionals and the young volunteers was had to come up with some realistic solutions.

### What difference did this make?

Young people were able to give direct feedback to the ICB about the services they'd experienced. A representative from the Humber & North Yorkshire Integrated Care Board's Oral health team attended forum 2 to capture the ideas for an upcoming marketing campaign aimed at improving the communication and education towards young people.

Also, an epilepsy nurse attended the LTC forum to gather the experiences of the young volunteers who have epilepsy, with the wish of improving the service based on the voice of lived experience.





# Empowering the next generation – The Healthwatch Academy

Healthwatch East Riding of Yorkshire continue to have a strong relationship with the University of Hull, with several team members and volunteers either currently studying at the university or are post graduate. Healthwatch East Riding continues to engage with the university and offer support for students in the area, who need experience or skills to progress their education journey.

## Emily's Success



Emily began working at Healthwatch East Riding while studying psychology at university, aiming to gain relevant experience. She applied for a role as a Secondary Care and Mental Health Project Officer after seeing a university job advert. Despite initial nerves, her time at Healthwatch proved rewarding. She contributed to various healthcare projects, such as improving hospital discharge processes and assessing ward quality. Emily worked with several health organisations and developed key skills in communication, report writing, and time management. This experience supported her academic progress and helped her secure a place on Hull University's Doctorate in Clinical Psychology programme. Emily continues to volunteer for Healthwatch East Riding of Yorkshire in her spare time.

## Rhianna's Success

Rhianna also began working at Healthwatch East Riding while studying psychology at university, aiming to gain relevant experience. Rhianna joined the team as a Primary care project officer, later extending this role to include all healthcare areas. Through her time at Healthwatch, Rhianna was able to use the knowledge gained at the university to help engage with members of the public and write project reports following targeted engagement. This work included an investigative project, looking into GP access and provision for Bridlington residents and more recently a deep dive project looking into Endometriosis and Adenomyosis services in the Humber & North Yorkshire region. This experience supported her academic progress and has since established a full time role at Healthwatch East Riding of Yorkshire.



UNIVERSITY  
of HULL

# Finance and future priorities

We receive funding from East Riding of Yorkshire Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

| Income                         |                 | Expenditure               |                 |
|--------------------------------|-----------------|---------------------------|-----------------|
| Annual grant from Government   | £173,704        | Expenditure on pay        | £157,814        |
| Additional income              | £7400           | Non-pay expenditure       | £4392           |
| Brought forward from 2023-2024 | £40,000         | Office and management fee | £57,447         |
| <b>Total income</b>            | <b>£221,104</b> | <b>Total Expenditure</b>  | <b>£219,653</b> |

## Additional income is broken down into:

- £7400 received from York St John University for the Cancer Awareness Measurement project.

# Finance and future priorities

## Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

## Our top three priorities for the next year are:

1. Continue working with the East Riding VCSE Collaborative to ensure the voice of lived experience is continuously included in strategic decisions involving community organisations and statutory partners.
2. To continue working alongside Care Home, Homecare and Specialist Care providers to ensure good practice is shared and recommendations for improved care are made.
3. To continue expanding the Young Healthwatch East Riding programme to broaden the range of engagement and service user voice throughout the area



# Statutory statements

Healthwatch East Riding of Yorkshire, The Strand, 75 Beverley Road, Hull HU3 1XL Meeting New Horizons (MNH) is the contract holder for Healthwatch East Riding of Yorkshire.

MNH is a wholly owned subsidiary of Hull Community and Voluntary Services Ltd. MNH is a trading name of Meeting New Horizons CIC. MNH Meeting New Horizons CIC is a community interest company, registered in England, No 7605054

Registered Office, The Strand, 75 Beverley Road, Hull HU3 1XL

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 Board of Trustees provide direction, oversight, scrutiny and governance to the work of Healthwatch East Riding of Yorkshire, ensuring we meet our statutory requirements. Throughout 2024/25 the Board of Trustees met four times. In addition to this, our Healthwatch Independent Advisory Group (IAG) consists of 5 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our IAG ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2024/25, the IAG met 4 times and contributed to matters such as annual work planning and Community hub engagements. We ensure wider public involvement in deciding our work priorities through engagement and observation of trends and themes of intelligence.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website [www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)

# Statutory statements

## Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Health & Wellbeing Board, Children & Families Partnership Board, Corporate Parenting Board, East Riding Learning Disability Partnership Board, and the Autism & ADHD Partnership Board.

We also take insight and experiences to decision-makers in Humber & North Yorkshire Integrated Care System. For example, we are members of the East Riding Health & Care Committee, Population Health Community of Practice, Joint Place Quality Group and all East Riding Integrated Neighbourhood Teams. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch East Riding of Yorkshire is represented on the East Riding Health and Wellbeing Board by James Dennis – Delivery Manager.

During 2024/25, our representative has effectively carried out this role by contributing to strategic decisions, providing challenge or support to system leaders, as well as feeding all investigations, projects and insights into the East Riding Joint Strategic Needs Assessment (JSNA).

Healthwatch East Riding of Yorkshire is represented on Humber & North Yorkshire Integrated Care Partnerships by Ashley Green, Healthwatch North Yorkshire and Humber & North Yorkshire Integrated Care Boards by Helen Grimwood, Hull CVS and Meeting New Horizons CEO. Siân Balsom sits on the System Quality Group meeting which addresses concerns about the quality of care across Humber and North Yorkshire

# Statutory statements

## Enter and view

| Location                          | Reason for visit                              | What you did as a result                                                                            |
|-----------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------|
| GP Practice – Humber Primary Care | As part of the Bridlington GP Access Project. | Wrote a report with recommendations – the service followed up on these.                             |
| GP Practice – Drs Reddy & Nunn    | As part of the Bridlington GP Access Project. | Wrote a report with recommendations – the service followed up on these.                             |
| Elizabeth Homes                   | The experience of living at the home.         | Produced a report, making 4 recommendations. The service followed up on these to make improvements. |
| St Marys Care Centre              | The experience of living at the home.         | Produced a report, making 3 recommendations. The service followed up on these to make improvements. |

# Statutory statements

## 2024 – 2025 Outcomes

| Project/activity                                                   | Outcomes achieved                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hull University Teaching Hospitals (HUTH) Quality Assurance Visits | Healthwatch East Riding of Yorkshire and Healthwatch Hull have attended the HUTH Quality Assurance Visits for Maternity Services and the Emergency Department and contributed towards HUTH's quality audits of the services monthly to ensure continual improvement of the services and ensure patient voice is at the forefront of improvements. |
| East Riding Integrated Neighbourhood Teams                         | Healthwatch East Riding have become core members of numerous Integrated Neighbourhood Teams to ensure public voice is shared and targeted engagement to support or challenge strategic decisions.                                                                                                                                                 |
| Driffield Community hub                                            | Healthwatch East Riding have coordinated a multi service hub approach, following the recommendations of targeted project report. A number of front line support services attend the hub monthly.                                                                                                                                                  |



**Healthwatch East Riding of Yorkshire  
Meeting New Horizons  
Strand House,  
75 Beverley Road,  
Hull  
HU3 1XL**



[www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)



01482 665684



[enquiries@healthwatcheastridingofyorkshire.co.uk](mailto:enquiries@healthwatcheastridingofyorkshire.co.uk)



[Facebook.com/HWEastYorks](https://www.facebook.com/HWEastYorks)



[linkedin.com/company/healthwatcheastridingofyorkshire](https://www.linkedin.com/company/healthwatcheastridingofyorkshire)



[@hwery24](https://www.tiktok.com/@hwery24)