

# healthwatch

East Riding of Yorkshire



## Quarterly Report

### Year 13, Quarter 1



**Information**

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At East Riding Leisure, we pride ourselves in providing five star customer service, both online and in person. Feedback from our customers is essential. It gives you the opportunity to have your say on how we are performing, and how we can improve your customer experience. Please spend a few moments of your time to complete the attached survey either via the QR code or the link provided, and help us to improve our service to you. Your feedback is greatly valued, thank you!

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How likely are you to recommend us?

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East Riding of Yorkshire

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Improving care for all

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HEALTHY PLATE

TIPS FOR HEALTHY SLEEP

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**healthwatch**  
East Riding of Yorkshire

## Overview of Quarter 1

This report provides an overview of Healthwatch East Riding of Yorkshire's (HWERY) activities and achievements during Quarter 1 of the 2025/2026 year. HWERY continues to fulfil its statutory functions by engaging with the community, influencing local health and care services, and ensuring that the voices of the most vulnerable are heard.

## Highlights from Q1

- **School Readiness in Driffield** – offered the Driffield Neighbourhood Health partnership 10 recommendations following the project.
- **SEND Parent Drop-in sessions** – gained valuable service insight into local issues and best practice from several areas of East Riding.
- **Youth hubs** – Speaking to and working with young people, gaining an understanding of topics such as sexual health and HPV screening.
- **Parkinson's project** – ongoing engagement with Parkinson's support groups, feeding into the Parkinson's investigation.
- **VCSE travel inclusion summary** – reviewing the final travel inclusion document that was to be sent to the Integrated care board.
- **Pharmaceutical needs assessment** – contributed to the public engagement sections of the assessment to reflect East Riding resident's views on pharmacy provision.

## Healthwatch East Riding quarterly performance report

### Quarter 1 2025/2026

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**

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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**

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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

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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

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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**

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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**

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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 2025/26, 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:

### General Practise

- Access to services (no front of house service)
- Caring, kindness, respect and dignity
- Booking appointments (digitally excluded)

### Secondary Care

- Quality of treatment (compliment)
- Being listened to (patient choice for hospital location)

### Dental

- Access to services (coastal areas)
- Service organisation, delivery, change and closure
- Quality of treatment (remaining NHS services appointment – rushed appointments / requests not taken seriously.)

### Pharmacy

- Access to services (shorter opening hours / not available)
- Being listened to (lack of signposting advice and information)

### Social Care

- Caring, kindness, respect and dignity – Care homes (compliment)
- Quality of staff (compliment)

## Social Media (Outcomes 1 and 3)

Healthwatch East Riding has produced 98 individual social media posts, which has been shared over all platforms. This has been a balance of promoting our engagements, surveys and community partner content.

	Target	Q1	Q2	Q3	Q4
Newsletter subscribers		99			
Newsletter editions		1			
Website views		4713			
Users		1125			
New users		1057			
Facebook Followers	900	812			
Facebook Views		18,612			
Instagram	50	53			
X (previously twitter) Followers	1900	1612			
Linked In	250	180			
TikTok followers	50	98			
TikTok likes	750	63			
TikTok views	50,000	9535			

## Engagement (Outcomes 1+2+6)

### Primary and Secondary Care

#### Pharmaceutical Needs Assessment (PNA) 2025

Throughout this quarter, the final public insights into pharmacy need in the East Riding was completed and distributed the pharmaceutical needs assessment steering group. This information was analysed and included in the final Pharmaceutical Needs Assessment 2025 document, which was presented at the Health and Wellbeing Board for approval.

#### GP Assurance Visits-Humber Teaching NHS Foundation Trust

Assurance visits to the Humber Teaching NHS Foundation Trust GPs have been established, where any patient experiences and feedback are given directly to the practice managers. This quarter HWERY presented feedback relating to the Market Weighton GP practice, with specific focus on the positive feedback relating to previous recommendations made. The HWERY team will continue working with Humber Teaching NHS Foundation trust throughout the process of relinquishing responsibility of their primary care division.

#### Endometriosis and Adenomyosis Project

The project report for the Endometriosis and Adenomyosis project was completed this quarter and has since been distributed for consultation to the providers to whom the report's recommendations concern.

Within quarter 1, the Primary and Secondary Care project officer role became vacant. The recruitment process is underway to try and fill this position.

## Adult Social Care

Throughout this quarter, Healthwatch East Riding of Yorkshire's Adult Social Care project officer role has been vacant, with the recruitment process underway.

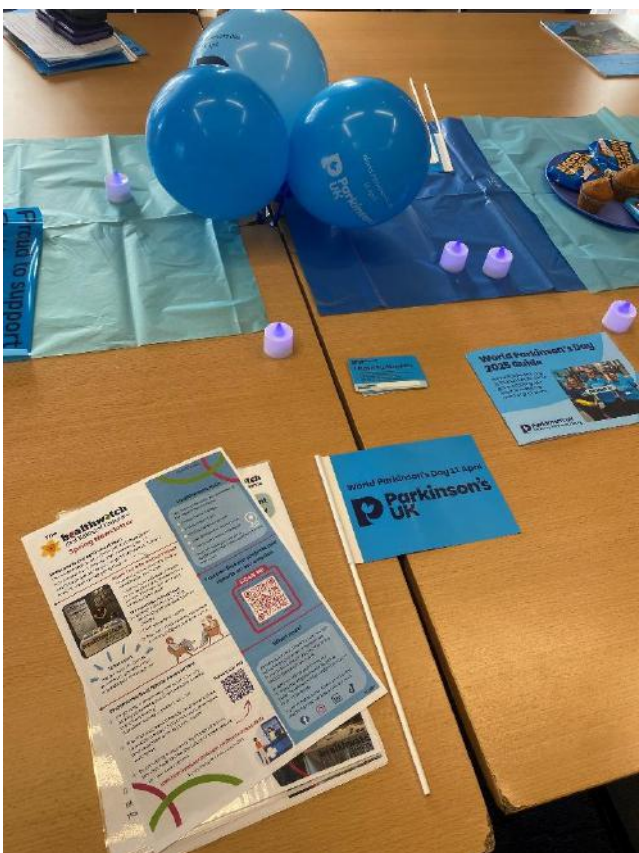
The HWERY team continued to collect information and experiences relating to adult social care and feed back into the local authority, as well as assisting to signpost, where appropriate.

## Community Services

### Parkinson's Project

Since the launch of the Parkinson's Project, the community services project officer has been out at engagements gathering feedback from the Parkinson's community. This quarter, we have visited Parkinson's UK support groups at Withernsea, Cottingham, Goole, Pocklington, Hornsea, and Driffield. In addition to this, we have hosted stalls at Beverley, Haltemprice, and Pocklington Leisure Centres whilst Parkinson's activity groups have taken place. From these engagements, we have gathered lots of valuable feedback and information around the experiences of the Parkinson's Community. In the next quarter we will be finalising data

collection and beginning to analyse the results for themes and trends to be written into a report. We welcome and encourage the participation of healthcare professionals who support people with Parkinson's, particularly Parkinson's nurses, as we would love to hear from as many different perspectives as possible. More information about this project can be found online at [www.healthwatcheastridingofyorkshire.co.uk/parkinsons](http://www.healthwatcheastridingofyorkshire.co.uk/parkinsons)



## Community Engagements

As usual, the project officer has been carrying out monthly drop-in hubs at Love Driffield and The Hinge Centre. These regular visits allow us to keep up to date with changes and challenges in local communities and provide an

opportunity for members of the public to get Healthwatch support face to face.

One example of the feedback we collect at these hubs include:

- Difficulties accessing the NHS app to make GP appointments when English is a second language, despite asking for help from the receptionists to do this. This has led to one patient taking their son to Urgent Treatment Centres and Accident and Emergency Departments multiple times due to an increase in severity of symptoms.

Other community engagements include a refugee café, Together We Care group for unpaid carers, Alzheimer's Society support groups and The Hinge Centre's Community Conversations event.



### Positive outcome:

*'I've felt totally alone for the last 5 years.'*

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

Amanda [name changed for anonymity] 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 she is 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 takes place once a month during term-time 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.

The youth engagement project officer spoke to Amanda at the SEND drop-in group the following month and Amanda gave us this update:

*East Riding Council are still unable to take over responsibility for the fostering, however, North Yorkshire Council are now sending therapy support to Bridlington, rather than her being expected to travel 2 hours each way for a one-hour therapy session. She said it's too soon to know the real impact of the sessions, but the fact they're being made accessible means the world and asked to pass on thanks to the Healthwatch team. Amanda is now feeling much more positive about everything.*

We are pleased to have been able to provide information and support to Amanda at the Healthwatch Hinge Centre Hub. It is through this conversation that Amanda gained the courage and confidence to challenge the decision of the North Yorkshire services to have the family travel for help which has ultimately ended with support being more easily accessible.

# Newsletter

In April we published the 3<sup>rd</sup> issue of our Healthwatch East Newsletter promoting all of our current projects and plans for the next few months.


**The healthwatch East Riding of Yorkshire Spring Newsletter**

**Welcome to our April Newsletter!**  
The Healthwatch East Riding of Yorkshire team have been busy this quarter planning lots of exciting projects for you to get involved in. Take a look at what we've got going on


**Share The Information Project**  
We want to know what YOU think of sexual health education. Students from colleges and sixth forms across the East Riding have chosen this topic for our Young Healthwatch Project.  
**We would like to hear from:**  
➤ Students of any East Riding secondary school, sixth form or college  
➤ Their parents or carers  
➤ Teachers in East Riding secondary schools, colleges and sixth forms

**To take part**  
Please contact Sym at [stomlinson@healthwatch.eastridingofyorkshire.co.uk](mailto:stomlinson@healthwatch.eastridingofyorkshire.co.uk)


**Pharmaceutical Needs Assessment**  
+ Do you use a pharmacy and want your say on why pharmaceutical services are needed in the East Riding?  
This short survey is perfect for you!  
+ The Pharmaceutical Needs Assessment aims to ensure access to pharmaceutical services and improvements of public health outcomes.  
+ By providing a response to this short survey, you can help shape the future of pharmacies in your community!

**Have your say**  
  
[www.healthwatcheastridingofyorkshire.co.uk/pna-2025/](http://www.healthwatcheastridingofyorkshire.co.uk/pna-2025/)  
Survey closing at the end of April 2025.

**Healthwatch Hubs**  
April 2025 Issue  
You can find the team out and about at our regular hub locations:  
➤ Bishop Burton College  
➤ Hornsea Sixth Form  
➤ Market Weighton School  
➤ Love Driffield Community Hub  
➤ The Hinge Centre, Bridlington

**You can find our projects and reports on our website:**  
**SCAN ME**  


**What next?**  
As we begin a new financial year, we will be looking back at all of the work we have done in the 24-25 period and the impact that we have made. In April we will be continuing our community engagements to gather public feedback and provide information and signposting. If you're not already, follow us on social media to keep updated with our work.



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**Hygiene Support Bags**  
We are pleased to be working with East Riding Hygiene Support to support communities with access to free hygiene products. The bags, which contain deodorants, toothbrushes, toothpastes, soaps, shower gels and various fidget toys, are being shared at community events for anyone to take home.  
Thank you East Riding Hygiene Support - we look forward to sharing more of these to help tackle hygiene poverty in the East Riding.



**Parkinson's UK**  
For every Parkinson's journey

**The Parkinson's Project**  
The Parkinson's Community is not often heard from and we want to change that. Healthwatch East Riding of Yorkshire have teamed up with Parkinson's UK to make sure your voice is heard. Whether you are diagnosed with Parkinson's, care for or support someone who is, or are a health professional with Parkinson's patients, we want to hear from you.  
We will be out in the community at Leisure Centres and Parkinson's UK support groups to hear from you.  
We can post paper surveys to you, or you can share your experiences by email or phone.

  
Head to our website to find out more and share your experiences today.  
[www.healthwatcheastridingofyorkshire.co.uk/parkinsons/](http://www.healthwatcheastridingofyorkshire.co.uk/parkinsons/)

**Volunteer Spotlight**  
This quarter we want to thank our Young Healthwatch volunteer Ethan who has done a cracking job in the office supporting with administration. Ethan has helped document survey responses for a project looking at school readiness in Driffield which will soon be ready to share. We would also like to thank Poppy and Novairah for their hard work supporting various projects at Healthwatch East Riding.

**THANK YOU!**

**Volunteer with Healthwatch East Riding of Yorkshire**  
By volunteering with us you are making sure the voice of your community is being heard. Join us at community events to engage with the public, or support us at an Enter and View to see how care providers operate. If you are 16 years+ we would love to hear from you. Contact us today or follow the QR code below to find out more.



**Join Our Independent Advisory Group**  
The Independent Advisory Group is a team of volunteers who steer and support the work of Healthwatch East Riding. They champion our work and provide additional feedback and perspectives on our workplan. You could be a part of our IAG, providing your specialist knowledge about your community or local concerns. Get in touch today to find out more and apply.

**Contact Us**  
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# Youth Engagement Project Officer

## School Readiness in Driffield

Following on from quarter 4 2024/25, the final Driffield Integrated Neighbourhood Team (INT) report was published and shared publicly. This work focused on household dynamics, access to early years activities, and awareness of developmental milestones for young children. Ten recommendations were made, highlighting opportunities for earlier identification of challenges and clearer service communication. The findings were also presented at an East Riding of Yorkshire Council deep dive workshop, where local organisations discussed collaborative solutions to improve school readiness across East Riding.

## SEND Parent Drop-Ins – Bridlington, Driffield and Beverley

HWEY supported the reinstated parent-led SEND drop-in sessions in Driffield and Bridlington and attended Aim Higher sessions in Beverley. These groups provided valuable insight into the lived experience of families:

- **Driffield:** Parents raised concerns about the lack of mental health accommodations in education, the ineffectiveness of parent-led CBT offers, and the perception of some support offers as tokenistic.
- **Bridlington:** Health needs were not fully considered in home-to-school transport planning, especially affecting students with timed medication. While positive developments included diabetic

adjustments during exams, there remained gaps in health access for electively home-educated (EHE) children.

- **Beverley:** Families expressed emotional strain and isolation. Schools' environments often failed to meet sensory needs, and there was a strong call for clearer SEND guidance. Parents also felt that SEND had altered their identities, echoing themes from the "Don't Call Me Mum" campaign.

### Youth Engagement Hubs

This quarter HWERY ran youth hubs at Bishop Burton College, Longcroft Sixth Form and Hornsea Sixth Form, engaging 173 students across 5 sessions. Key engagement topics included:

- **Sexual Health Education** (as part of the "Share the Information" project)
- **Mental Health and Exam Stress**
- **Pharmacy Services and Access**
- **Dentistry**
- **Transitions to Adulthood**
- **Alcohol Awareness and Drink Driving**

The team used tabletop questions, resource stalls and informal conversations to make engagement accessible. A particularly light-hearted question about cheese on chips helped break the ice and initiate wider dialogue.

Mental health conversations revealed deep anxieties around university, careers, finances, and growing up. Several students worried about whether they were on the right path, whether they'd be able to afford future responsibilities (including caring for pets), and expressed fears around letting others down.

To support this, we distributed resources for Young Healthy Minds (under 18) and Healthy Minds (18+) and encouraged students to access help before issues escalate.

### **Student Reflections on Cervical Screening Changes**

At Longcroft Sixth Form, HWERY discussed the upcoming NHS change to cervical screening intervals from every 3 years to 5. Students appreciated the logic behind it but expressed discomfort about the risks of a longer gap, the lack of communication, and the need to normalise these conversations across all genders. Some even suggested going private for interim screenings if concerned. TikTok had amplified negative views, but most students lacked context, making misinformation more impactful.

### **Alcohol and Drink Driving – Myth Busting**

At the request of Longcroft Sixth Form, a hub session focused on debunking myths about safe alcohol limits. Many students had heard of the "5 and Drive" myth and were surprised to learn how variable alcohol tolerance is. We stressed that no amount of alcohol is definitively safe before driving

and advised students to always verify health information from credible sources. The majority reported that they already follow a “zero alcohol” rule when driving.

## **East Riding College**

The HWERY team began scoping future youth work at East Riding College in Beverley, speaking to students about priorities including addiction, physical activity and wellbeing. Early discussions revealed students feel their voices often go unheard. Healthwatch are co-developing a project with them, aimed at amplifying student voice and building an evidence base to drive future improvements. This work will progress into Q2.

## **Young Healthwatch**

Our Young Healthwatch volunteers (aged 16–25) contributed 25 hours this quarter. Activity included administrative support, progress on the ‘5 Steps to Success’ programme, CV-building, training, and peer mentoring. Volunteers are preparing to take a more active role in community engagement and project development in the months ahead.

## **Key Reflections**

This quarter has uncovered several consistent themes:

- Young people are deeply concerned about their futures, particularly around education, cost of living, and health access.

- Families of SEND children continue to face complex challenges around service navigation, emotional wellbeing and identity.
- Young people value spaces to talk openly, receive accurate information, and feel heard without judgment.

The groundwork laid in Q1 will inform further targeted youth activity in the rest of 2025/26, particularly around sexual health, mental health and transitions to adulthood.

We would like to thank our young volunteers, partner organisations, colleges and families for their continued support and involvement.

## Volunteering (Outcomes 1+2+6)

Healthwatch East Riding of Yorkshire currently have 19 core Volunteers who completed 72 hours of volunteering this quarter.

## Read Right

This quarter there have been no Read Right opportunities.

## Some of the services we have signposted to:

- NHS 111
- The Hinge Centre
- The Armstrong Centre,  
Beverley
- GP Practices
- Community Pharmacy
- School Nurses
- Citizens Advice
- SEND Parent Drop-In
- ERYC Safeguarding Adults  
Team (Non-Urgent Enquiry)
- Health Captains
- Lifeline
- ERYC Adult Social Services
- Parkinson's UK Information  
resources and  
social/activity groups
- Acute Respiratory Infections  
Hub/Respiratory Social  
Prescribers – Alfred Bean  
Hospital
- Age UK Social Groups
- ER Carers Support Service

## Relationship with Healthwatch England

The HWERY Delivery Manager meets with Healthwatch England on a quarterly basis to report current local trends, themes and activity for East Riding of Yorkshire. Information is shared monthly with the hope of linking in and sharing information to support other areas of research being undertaken nationally.

## Additional Contract Requirements

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### Progress against Specified Performance Targets

#### Key indicators

	Q1	Q2	Q3	Q4	Total
Direct Enquiries	46				
Engaged via research/investigations	691				
Engaged via promotional activity	112				
Volunteer Numbers	10				
Young HW Volunteers	9				
Volunteers Hours	72				
Enter and View	0				
Revisits	0				
Public Engagement Reports	2				
Annual Report	1				

