

healthwatch

East Riding of Yorkshire



Quarterly Report

Year 13, Quarter 3



Overview of Quarter 3

This report provides an overview of Healthwatch East Riding of Yorkshire's (HWERY) activities and achievements during Quarter 3 of the 2025/2026 year.

A key success this quarter was the completion of our Parkinson's project report. We engaged with 299 residents and uncovered gaps in diagnosis pathways, communication standards, mental health provision and carer support. 13 recommendations were issued to drive improvement.

We have also been involved in:

- Goole multi-Agency discussions following the Future of Goole Hospital engagement.
- Bridlington, Harthill and Cygnet Neighbourhood Health Partnerships.
- East Riding Adult Social Care Improvement Board.
- Dental procurement evaluation for Bridlington NHS services.

- [Healthwatch East Riding quarterly performance report](#)

[Quarter 3 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

Key performance outputs (annual)

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

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

Outcome 2 – Making a Difference Locally

Key performance outputs (annual)

- Regularly update annual workplan in response to local views.

- A comprehensive programme of Enter and View visits. To include visits undertaken and outcomes of reports submitted.
- Evidence that reports and recommendations are considered by commissioners & providers. To also include details of any research or investigation ongoing.

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

Outcome 3 – Informing People

Key performance outputs (annual)

- Annual survey of the public on HWERY’s visibility and effectiveness
- Maintain record of digital engagement and digital & face to face interactions
- Produce quarterly newsletter
- Recruitment of volunteers operating on an outreach basis

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

Outcome 4 – Relationship with Healthwatch England

Key performance outputs (annual)

- Make recommendations to CQC
- Provide HW England with local intelligence and insight and respond to requests from HWE to undertake specific work.

- Details of any issues referred to Healthwatch England / CQC

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

Outcome 5 – Strategic Context & Relationships

Key performance outputs (annual)

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

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

Outcome 6 – Children Young People & Vulnerable Adults

Key performance outputs (annual)

- Children, young people and vulnerable adults are represented in all levels of HWERY activity.

- All HWERY representatives have sound knowledge of issues affecting children, young people and those who are most disadvantaged.
- Capacity and skills to work with these groups.

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

This report provides an overview of activity during Quarter 3 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.

Social Media

Outcomes 1 and 3

Healthwatch East Riding has produced 12 individual social media posts, which have 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	112	112	
Newsletter editions		1	1	1	
Website views		4713	1545	1761	
Users		1125	781	1766	
New users		1057	734	1693	
Facebook Followers	900	812	832	847	
Facebook Views		18,612	15,271	11,212	
Instagram	50	53	59	61	
X Followers	1900	1612	1609	1609	
Linked In	250	180	198	207	
TikTok followers	50	98	107	107	
TikTok likes	750	63	77	43	
TikTok views	50,000	9535	16,324	4827	

*Despite having an X account, we do not currently actively post on this platform.

Engagement

Outcomes 1, 2 & 6

Healthcare

Goole Multi-Agency Meetings

Within this quarter the first ICB led Goole Multi-Agency meeting occurred, following the 'Future of Goole Hospital' engagement and the release of the NHS 10-year plan. Many services attend these meetings, ranging from the NHS, local authorities and voluntary sector organisations. This established group have acted as a conduit to ensuring the voices of local residents, in relation to the future of Goole and district hospital, along with other services within the Cygnet Primary Care Network region, are reaching the right audience. We have also been able to take the information discussed in these meetings to the general public in layperson terms.

We will be continuing our Goole community engagement into Q4, along with the Active Communities team and HEY Smile.

Neighbourhood Health Partnerships

As a core member of East Riding of Yorkshire's Neighbourhood health partnerships programme, we have committed to regularly attend and contribute to some of the more established partnerships. We have been requested by the Humber & North Yorkshire's Integrated Care Board (ICB) to be a 'critical friend' to the partnerships, by ensuring that the discussions and priorities align with the populations they serve. Through this role we

have successfully been able to offer support and challenge, as well as acting as a conduit between the member services and the local communities.

Bridlington Neighbourhood Health Partnership

Community conversations commenced in Bridlington at the start of this quarter. All members of the Bridlington Neighbourhood health partnership (NHP) provided data and intelligence, in which 5 priorities were identified. Throughout this quarter we collated as much information as possible from Bridlington residents and provided challenge and support. This was reinforced with the voice of lived experience.

Following this, we presented findings to the partnership with some suggested vision statements, which encompassed the local voice. Below were two suggested statements presented. The NHP supported “Helping people in Bridlington live well, stay connected and feel supported” as their overarching vision statement.

Strengthening communities by giving people the tools to thrive
Bridlington patient experience submissions

“Guided by local needs and delivered through community support specific to Bridlington.”

“We need to work together so that our community can cope and thrive, whilst tackling our problems.”

This infographic has a yellow background with a blue footer. It features a large pink speech bubble icon in the top left and a smaller one in the bottom right. The text is centered and includes a quote from Bridlington patient experience submissions.

Helping people in Bridlington live well, stay connected and feel supported
The Hinge Centre – Community Conversations

“Bridlington has such a strong community feeling. We are proud to be part of it. We just need some help to bounce back.”

“I know services are struggling. People want to help but we aren't listened to.”

This infographic has a yellow background with a blue footer. It features a large pink speech bubble icon in the top left and a smaller one in the bottom right. The text is centered and includes a quote from The Hinge Centre – Community Conversations.

Harthill Neighbourhood Health Partnership

Similarly to Bridlington, we have been supporting the Harthill Neighbourhood Health Partnership with their priority setting, reinforced by local resident voice. The information provided by the Harthill Primary Care Network team, along with supporting services, has been challenged and supported by Healthwatch data. The priority pillars formed within this area are:

- Behavioural Change – Health education
- Frailty – House bound residents and carers
- Inclusion health – Travelling communities
- Social isolation and community cohesion
- Chronic and complex disease prevention – Stoke and cardiovascular disease patients.
- Children, young people and families

Moving into Q4, we will continue to bring the voice of lived experience into these partnership meetings to ensure the focus is realistic and relevant to the local community and its needs.

Cygnets Neighbourhood Health Partnership

Within the Cygnets neighbourhood area the vast majority of data and experiences received from local residents has been in relation to the thoughts, fears and concerns surrounding the rumoured closure of Goole

and district hospital. All of this data has been fed into the Goole multi-agency teams. Despite this our team have still been collecting local residents voice, with the goal of helping form the priority pillars of this NHP.

The results of which are:

- Early Childhood Development
- Chronic Disease Prevention - Cardiovascular disease, Cancer, Diabetes and Dementia
- Emotional Health and Wellbeing
- Social Determinants of Health
- Frailty and Aging Well

We have partnered with other local services and community centres to ensure that this assurance tool remains moving into Q4 and beyond.

NHSE1000 Bridlington Dentistry Provider Bid Evaluation

Over the past 2 years Healthwatch East Riding have met with the Integrated Care Board's (ICB) dental and optometry programme leads on a quarterly basis to feed in up to take experiences of dental care within the area. We have recently been invited to be part of an evaluation team, looking at Bridlington's dental service procurement. NHS access for Bridlington residents has been exceptionally difficult for a number of years. Throughout the quarter we have been evaluating a number of interested providers and continue to support the ICB with resident voice to assist with the procurement of a new NHS provider in Bridlington.

Adult Social Care

East Riding of Yorkshire Council – Adult Social Care Improvement Board

In October 2025 the Care Quality Commission (CQC) published a report rating 8 out of 9 domains inadequate for adult social care within East Riding of Yorkshire Council. Subsequent to this an Adult Social Care Improvement Board was established, which included Healthwatch East Riding.

At the inaugural meeting it was discussed that we will be best placed to act as an assurance mechanism, to measure and challenge the changes and success the forthcoming changes will have on the residents they serve.

A work plan is in the early stages of being created, to support the council through its improvement journey. We will be engaging with Care home, Homecare and Day opportunities provider's staff, residents and families, along with the public at general engagements, to gather the voice of lived experience, which can be fed into the improvement board.

Carers Advisory Group – Carers Handbook

We have been supporting the Carers Advisory Group to produce a handbook for unpaid carers in the East Riding. The handbook includes information on available support, rights as a carer and information on contingency planning. The Healthwatch team have supported the working group and contributed by including information on what to do if a cared for person goes into hospital, as well as how to ensure your voice is heard.

Community Services

Parkinson's Project

In partnership with Parkinson's UK, we completed The Parkinson's Project this quarter. The aim of this piece of work was to understand the experiences of people affected by Parkinson's across the East Riding. The project engaged with 299 residents and gathered detailed feedback from 51 survey responses.

The findings highlight variation in the diagnosis journey for people with Parkinson's, with many people reporting delays linked to limited awareness of symptoms and inconsistent communication. Some participants received diagnoses in unsupportive ways, including by letter, and felt poorly informed at various points in their care. Although 45% were satisfied with how their diagnosis was explained, 41% reported mixed experiences.

Specialist Parkinson's nurses were consistently praised, with 92% of respondents rating their experience as positive. Nurses were valued for their time, empathy, and coordination of care. However, many people reported that 6 monthly appointments were too infrequent and reflected pressure on staffing capacity.

Parkinson's was found to have a huge impact on daily life and independence. Over 80% of respondents said the condition had a

moderate or extreme effect on their lives. Some of the main challenges included fatigue, anxiety, memory problems, medication management, and loss of mobility. Many participants reported giving up work, hobbies, and social activities. Financial pressures were also noted, including costs linked to adaptations, care, transport, and reduced income.

Peer support, particularly through Parkinson's UK groups, played a crucial role in reducing social isolation. However, awareness of available support was inconsistent, with approximately 1 in 3 respondents unaware or unsure of Parkinson's UK services. People also expressed concern about future care needs and limited access to Parkinson's specific mental health support throughout East Riding.

Carers, who are usually spouses, described major changes to their roles, identities, and relationships. Many reported social isolation, emotional strain, and limited access to support. Almost half were not registered with the East Riding Carers Support Service, and several highlighted difficulties accessing respite and mental health support.

The report makes 13 recommendations for system improvement. These include enhanced GP training and diagnosis pathways, standardised and compassionate diagnosis communication, review of Parkinson's nurse capacity, improved access to mental health support, better signposting to

financial and voluntary sector support, expanded community engagement, and stronger identification and support for carers.

Children & Young People

Sexual Health Education – Share the information

Following the publication of our Sexual Health Education report and presentation to the Hull and East Riding sexual health network, we were invited to attend the East Riding of Yorkshire Council sexual health stakeholder group. This was an opportunity for current and potential new sexual health providers to meet and discuss a future specification for the service, ready for the procurement period to commence. Our report was distributed to all providers and stakeholders before the event, to support the discussions on the day.

Young Healthwatch

Throughout this quarter we and our young volunteers have been attending and running engagement activities at our Young Healthwatch hub sites. Currently we run ongoing engagement activities at Longcroft sixth form, Bishop Burton College and Hornsea sixth form. We ensure all feedback is included within our intelligence reports and fed into the Children and Families Partnership Board.

Volunteering

Outcomes 1, 2 & 6

Healthwatch East Riding of Yorkshire currently has 13 core Volunteers who completed 17 hours of volunteering this quarter.

Read Right

This quarter there have been no Read Right opportunities.

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

Progress against Specified Performance Targets

	Q1	Q2	Q3	Q4	Total
Direct Enquiries	46	36	51		
Engaged via research/investigations	691	588	187		
Engaged via promotional activity	112	55	64		
Volunteers	10	8	7		
Young HW Volunteers	9	9	6		
Volunteers Hours	72	24	17		
Enter and View	0	0	0		
Revisits	0	0	0		
Public Engagement Reports	2	3	1		
Annual Report	1	0	0		



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