

Board report

July – September 2023

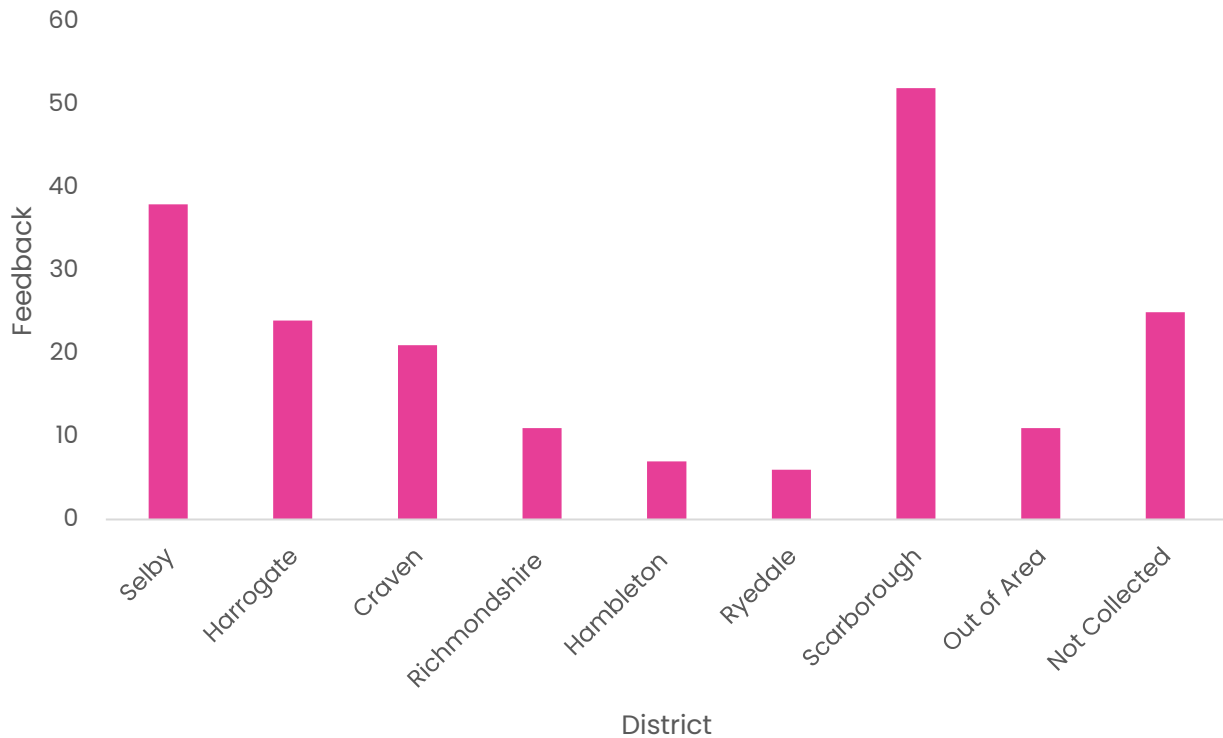
1. Highlights & work (July – Sept)

- Our **mental health report** (exec summary & full report) entitled 'The public's experience of mental health services across North Yorkshire' was presented to the Community Mental Health Transformation Leadership Alliance who officially signed off the report(s). The report was formally launched to the media and stakeholders in July.
- We produced our **public insight report** which summarised public feedback we had received between April – July from the public via, email, website, phone and public events. Key theme themes that we heard about were GP services (46%), followed by hospital care (25%), mental health support (11%) and dentistry (9%).
- We completed our joint project with Healthwatch York as part of the **York & North Yorkshire acute care review**. We undertook engagement across Scarborough, Malton and Selby where we attended the urgent treatment centres to hear from people's experiences of these services. A report on the findings will be realised in October.
- We undertook four **enter and view** visits to care homes over the summer in Catterick, Scarborough, Skipton and Northallerton which were led by our volunteers. We received very positive feedback from a number of the care providers for the professionalism of our volunteers and visits. We spoke to 62 residents and have received a total of 155 responses from family, friends, and staff of the homes. Reports summarising the findings from these visits will be produced in the coming months, which will include recommendations.
- We have started our review of community **postnatal care** across North Yorkshire to look into what services are available and to understand women and their families' experiences, with a focus on hearing from specific groups facing most health inequalities across North Yorkshire. Our survey was launched to the public in Sept and we have begun our community engagement to hear from different people across the county, which will continue until the end of November. We have already met with a number of key stakeholders including members of Maternity Voice Partnerships, Public Health Team, VCSE and people with lived experience to help shape this work and contribute to the development of the survey questions.

2. Public feedback & engagement

Between July- September, we heard from 195 people via our telephone line, through email, our website, engagement events and Care Opinion (a website that collects feedback on NHS services). The main areas (in order) were GP services, hospital care and dentistry.

The graph below shows the volume of feedback received by district.



Over the 3 month period we engaged with 635 people across North Yorkshire via events, stalls and shows. This included:

July:

- Skipton Pride, talked to 70 people from Craven, out of those 70, 34 people talked about their experience with their local GP.

August:

- Danby Show, talked to 229 residents from North Yorkshire area, and 9 people from outside of our area were signposted to their local HWs. Great attendance by local people. Surprisingly some of them are registered with out-of-area GPs.

September:

- Scarborough Pride, talked to 102 people.
- Colburn Foodshare, talked to 10 people.

- Selby Library (Drop In), talked to 10 people.
- Coventry University Scarborough campus event, talked to 50 people.
- Be Well Skipton, talked to 54 people.
- Polish Migrants Organise for Change (POMOC) End of Summer Party in Scarborough, talked with 20 people.
- 'MS & My Wellbeing' event in Scarborough, talked with 10 people.
- York Health Mela, in York, talked with 71 people.



3. Our impact

Contenance report

In response to our Contenance report the NY ICS Place Director confirmed that the report's findings and recommendations will feed into a review of the bowel and bladder pathways for children and adults in North Yorkshire, which is due to be undertaken by the North Yorkshire and York Place Quality Group. Our report was discussed at the North Yorkshire Place Quality Group meeting in August and an action plan to examine the recommendations and their implementation is being produced to include the relevant organisations (ICS and NHS Trusts). Similar discussions are underway with North Yorkshire Council around improved awareness and support within the care home sector for people living with continence issues.

Mental health report

Our report was launched in July via webinar to the public and stakeholders involved in the engagement, with over 70 people attending the event. The North Yorkshire & York Mental Health Alliance has produced a commitment plan to action our recommendations and we will be working with them over the next year to see how they have implemented these and document the impact this has made.

The four community mental health steering groups (Harrogate, Scarborough, Selby and Hambleton & Richmondshire) have used the findings and report recommendations to set their work plans and budget allocation for 2023/24. We have supported these workplan discussions, for example by helping to facilitate discussions in the Harrogate district.

The development of new Community Mental Health Hubs is underway across the county in response to our recommendations to help increase access to a range of interventions based on individual needs and with a person-centre approach to care. These hubs are being developed and co-designed by the people with lived experience.

The North Yorkshire & York Mental Health Alliance have used our recommendations to develop new mental health support roles, including peer support and care navigators to help people engage with the support they require, helping to build rapport and supporting individuals to connect with their wider community.

Accessible information

Our report and recommendations (published in June 2022) were discussed at the Whitby and District Patient and Carer Experience forum in July where the Humber Teaching Foundation Trust have put in place a number of practices to support staff around understanding, promoting and supporting their patients around accessible information. This includes a project to strengthen its support and guidance for teams on Accessible Information.

The project has brought together existing information with new resources to ensure teams have the best possible guidance when creating patient information and providing alternative formats and translation. There is also training on recording people's communications preferences and new information for staff on creating accessible information and material in other languages.

The North Yorkshire Adult Safeguarding Board (NYSAB) has renewed its commitment to accessibility and inclusion [and our report's findings] and has committed itself to work with Healthwatch and partner organisations to help them to implement our report's recommendations. This commitment is included in the NYSAB Annual report for 2022/23.

York & Scarborough urgent care review

We undertook a four month project (May – August) with Healthwatch York which was funded by York Health & Care Partnership to review urgent care services in York, Scarborough, Selby and Malton. The services that fell into this redesign included GP out of hours services, urgent treatment centres and minor injuries and illnesses.

To gather people's experiences and ideas on what was working and what could be improved, we developed a survey (available online, in large print and Easy Read versions). This was circulated via social media and taken to events and engagement activities across the four locations. 86 people responded to the survey.

Our work focused on public engagement across Scarborough, Selby and Malton to understand public experiences of urgent treatment centres (UTC). A number of themes came from our engagement including a lack of knowledge about what UTCs provide, difficulty in getting appointments at a UTC, a need for better coordination between GPs and UTCs, people experiencing long waiting times, and positive experiences from staff. A report to summarise our findings and engagement will be realised in October, which will contribute to a newly commissioned service from 2024.

Adult autism & ADHD referral pathway

In response to feedback and concerns raised by the public about changes to the referral pathway for adult ADHD & autism assessment (York & North Yorkshire), we highlighted these concerns with system leaders including the GP clinical lead for mental health, NY ICS Place Director, Humber & NY ICS mental health Executive Lead, and Chair of the Humber & NY ICS.

Following our feedback and lobbying the 3 month online 'Do it profiler' assessment tool has been extended by an additional nine months to seek further data/clarification, and the NY Place Director has requested a paper be brought to the Place Board for discussion/up-date. Additionally, a public engagement exercise will be undertaken by the ICS across North Yorkshire and York in the autumn to seek public views on this change to the referral pathway. Healthwatch will help to support this engagement.

NHS dentistry

We worked jointly with Healthwatch across West Yorkshire (covers the Craven district) to produce a public experiences report on dentistry. This report was taken to West Yorkshire ICB in June where the findings and recommendations were discussed. The report highlighted gaps in dental provision with significant numbers

of adults and children in West Yorkshire being unable to access routine NHS dentistry, which puts them at greater risk of developing significant oral health issues and needing urgent and emergency dental treatment. A range of recommendations in response to the report were approved by the West Yorkshire ICB that seeks to improve dentistry, for both patients and the profession, including improving communications.

These recommendations include:

- a commitment to invest an additional £4.5m this year to expand access to urgent dental care for all people in West Yorkshire (includes Craven).
- a commitment to ensure dental commissioning is more flexible to help prevent bad experiences and difficulties for the public in getting to see a dentist.
- the establishment of a local working group, open to patients (including private dental users), people without an NHS dentist, educators, dentists, GPs and parents. This group would provide an opportunity for all people to have their say, share experiences, and influence the delivery of dental services across West Yorkshire. Healthwatch are contributing to setting up this group.

Similarly, we have worked jointly with Healthwatch across Humber & North Yorkshire, via our presence at the Local Dental Network. Here we regularly bring public insight to dental commissioners and highlight concerns around accessing an NHS dentist, people's wellbeing and more and more people having to go private. Our insight has contributed to the current development of a new Humber & North Yorkshire Dental Strategy which will focus on:

- Workforce (training and education, retention, skills gaps etc.)
- Clinical leadership (new commissioning, partnership working, patient involvement etc.)

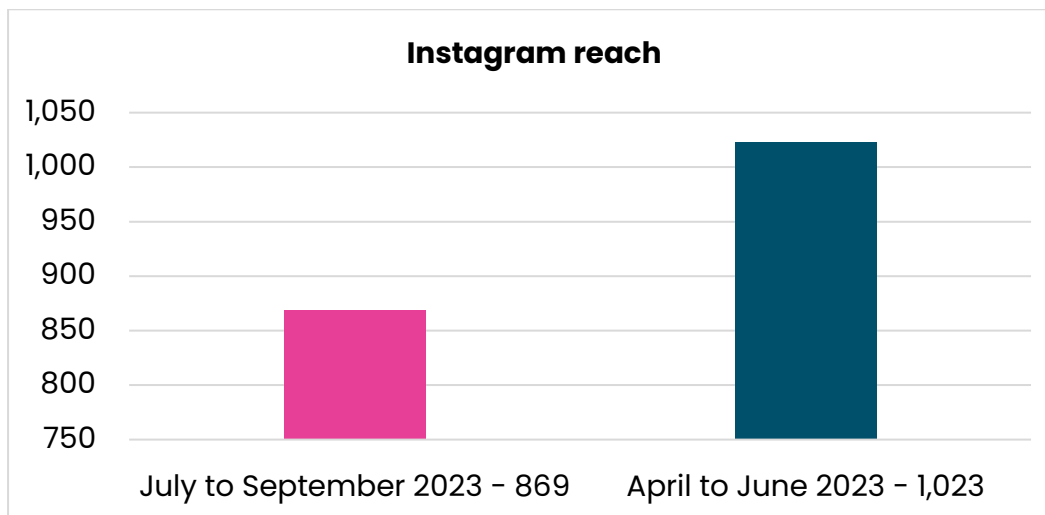
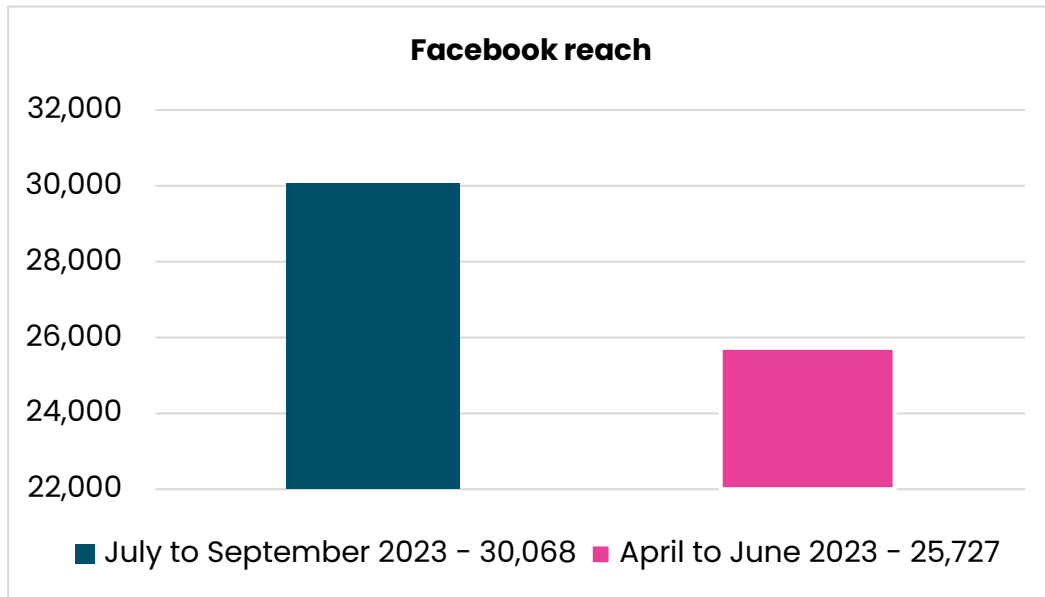
End of life care in West Yorkshire (including Craven)

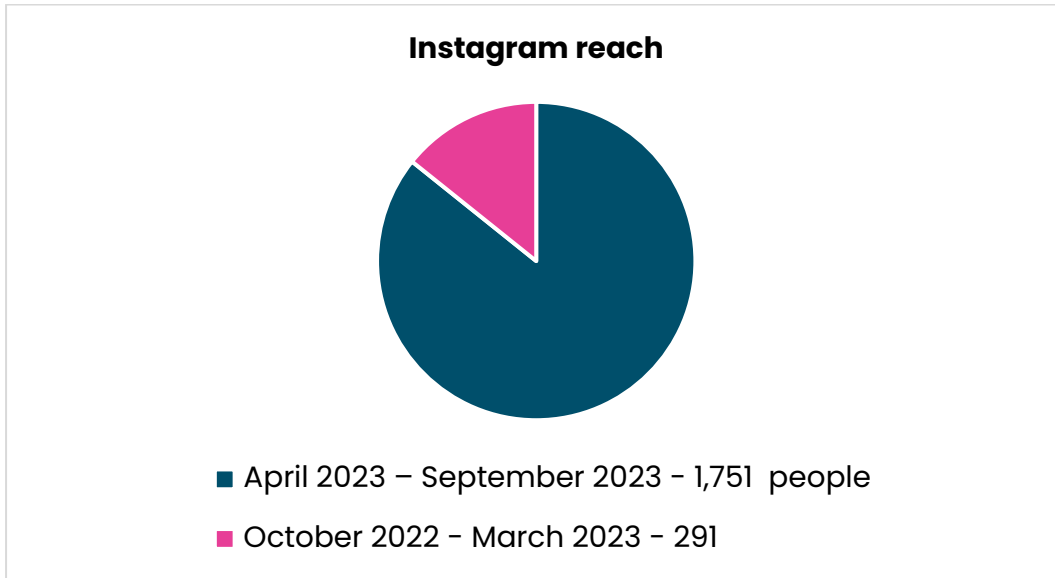
We have worked with partner organisations in Craven, including Carers Resource to gather people's experiences of palliative and end of life care. This work has been part of a wider project by all Healthwatch across West Yorkshire, funded by West Yorkshire ICS. A report has been completed for release in October which details the experiences we found from people receiving palliative and end of life care and their family and carers, and particularly those people facing inequality.

The report will focus on the six areas set out in the Ambitions for Palliative and End of Life Care framework, which includes for example: each person is seen as an individual, each person gets fair access to care and care is coordinated. The findings from the report will be used to support service changes to care across West Yorkshire, including Craven.

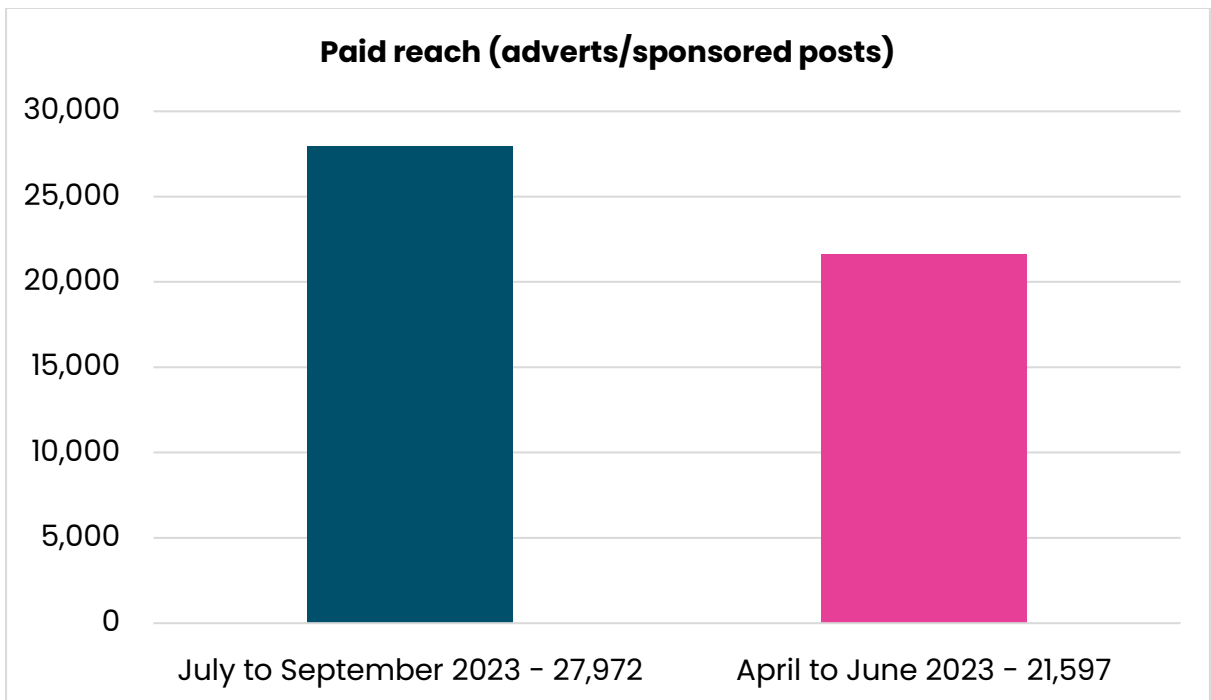
4. Marketing and communications

Social media reach





Paid adverts has led us to reaching more people - in telling them about Healthwatch, what we do, how they can feedback on services and our surveys and reports. And in particular, promoting our AGM/impact webinar through a sponsored post/advert led to 95 sign ups, 38 attendees. A large increase from last year.



Website – Impact and development

Our most popular page (most views) this quarter have been:

1. Homepage – 1.5k views
2. The public's experience of mental health services – 751
3. News and reports – 704
4. Contact us – 311
5. Making an impact in North Yorkshire (our AGM/webinar) – 304

Following our design refresh (we took the decision to be one of the first local Healthwatch to do this) to ensure we were in line with new Healthwatch England web/digital systems. We continue to make use of our news, reports, advice sections.

We are also working on a new impact section that will draw out examples to help feed into our [annual report](#) and communication with audiences (public and NHS providers) about the power that speaking up can achieve.

Increased advice and information content

<https://www.healthwatchnorthyorkshire.co.uk/advice-and-information>