



# Healthwatch North Yorkshire

Annual Report 2017/18



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# Message from our Chair

On 1st April 2018 responsibility for the delivery of Healthwatch transferred from North Bank Forum (NBF) to a new registered charity, Healthwatch North Yorkshire. I take this opportunity to acknowledge the support and co-operation of NBF and North Yorkshire County Council that helped us to achieve a smooth transition.

I thank Cate Quinn, Emma Finn and Cheryl Johnson who served as Trustees during the transition period and their input into shaping our strategic direction and help in developing operational procedures. And I am pleased to welcome two new Board members, Jan Firth and Chris Brackley, both with a great range of skills and experience in health and social care.



Particular thanks go to our staff Nigel Ayre and Rebekah Shirley who transferred from NBF, who worked behind the scenes to achieve a successful transfer and I welcome Claire and Beverley into their new roles.

The final word has to go to our volunteers, our eyes and ears on the ground, actively engaging with the wider public, conducting visits to care homes and hospitals, and very much holding us to account as an organisation.

This report sets out our achievements in this year and our priorities and plans for next year. It reflects how hard staff and volunteers have worked and how ambitious we are to build on this to reach a wider range of people and enable your views on health and social care are heard.



# Message from our Delivery Manager

2017-2018 has been a year of significant change for Healthwatch North Yorkshire.

At the start of the year we bade farewell to our host organisation North Bank Forum and launched as an independent charity. Our thanks go to the staff who left the organisation during that period and the staff from NBF who had supported us previously.

Through the course of the year the organisation has continued to grow and by the second quarter we welcomed two new members of staff, our research and intelligence manager Claire and our dedicated volunteer coordinator, Beverley. This has significantly increased the capacity of the team and has helped us to progress and deliver more visible outcomes for the people of North Yorkshire. Rebekah, our Project Support Officer has also stepped up to take over as our lead on communications and has done a fantastic job designing our new monthly newsletter, enhancing our social media presence and improving our website.

Though change can often be difficult our staff and volunteers have embraced the opportunities they've been given and building on the foundations of 2016-2017 Healthwatch North Yorkshire continues to grow in stature and in terms of what it delivers. They are a real asset to us and I'm proud of what they have achieved this year.



Our profile continues to grow across the largest county in England and we now field more enquiries from the media than ever before. We have worked closely with our local CCGs to make sure that the voice of local people is at the heart of decision making.

The work of our research and intelligence manager on consultations around the closure of Castleberg hospital and the removal of inpatient beds at the Friarage are of particular note. It was welcome to hear this work reference in the decisions that these CCGs made as well as previous work we have undertaken on rural access. The high regard in which we are now held by our colleagues in the CCGs was evidenced through successful bids for commissioned research work.

I think we are well placed with our team of staff and volunteers to continue to ensure the varied voices of all communities in North Yorkshire continue to be at the centre of health and social care decisions that ultimately affect them most

The future will continue to be demanding. The pace of change in the NHS continues, adult social care still faces the pressure of reduced local government funding and the size and the scale of the county continues to pose a challenge.

***“I think we are well placed with our team of staff and volunteers to continue to ensure the varied voices of all communities in North Yorkshire continue to be at the centre of health and social care decisions that ultimately affect them most”***

*- Nigel Ayre*

# Highlights from our year

This year we've received **4880** new visitors to our website



We have **1579** Twitter Followers



**261** Tweets

\*As of 31<sup>st</sup> March 2018

Our **25** volunteers help us with everything from Enter and View Visits to Public Engagement



We've conducted **2 Enter and View Visits to local care homes** as well as engaging with various local hospitals and services



Our reports have tackled issues ranging from **Safeguarding to Mental Health Services**



We've had **6 media** appearances including newspaper features and radio interviews.

We've conducted **5 surveys** and received **1802 responses**



# Who we are



Healthwatch North Yorkshire works as a watchdog for NHS and Social Care Services. We are driven by the views and experiences of both patients and the public, standing as both the independent voice on Health and Social Care, and as a key information point for service users across North Yorkshire.

We recognise that people need services that work for them, their friends and family. That's why we want people to share their experiences of using health and social care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

## Health and Social Care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

## Our purpose

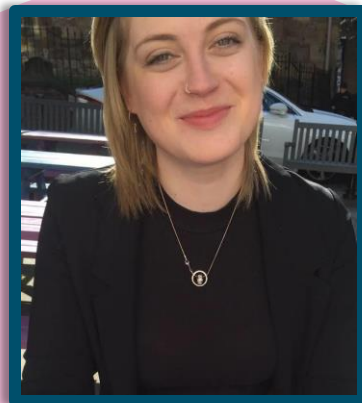
To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

# Meet the team



**Nigel Ayre**  
Delivery Manager



**Rebekah Shirley**  
Project Support Officer



**Claire Ferguson**  
Research and Intelligence  
Officer



**Beverley Johnston**  
Volunteer Coordinator



# Your views on health and care



## Listening to people's views

At Healthwatch North Yorkshire, we aim to collect information from the public and present it to decision making bodies in meaningful ways. Over the last year, we produced five reports that involved the public and reported on their experiences and opinions:

- + In order to guide our workplan over the year, we surveyed our volunteers, stakeholders, and members of the public to inform our priorities (94 responses).
- + We collaborated with Airedale, Wharfedale and Craven CCG for Community Care in Craven (296 responses for Engagment, 975 responses for Consultation). Much of our work in this area was done with older members of the community in Craven, as they had a high level of interest in projects pertaining to palliative care.
- + As a contribution to the Transforming Mental Health Care Consultation in Hambleton and Richmondshire, we conducted 20 interviews. We were particularly invested in working in a responsible and ethical manner with individuals struggling with their mental health.
- + Working with the North Yorkshire Safeguarding Adults Board, we created a survey to assess public and service provider understanding of the role of Safeguarding (309 responses).
- + We were commissioned by Harrogate and Rural District CCG to conduct a survey regarding Access to Urgent Care, with a special focus on reaching rural populations (130 responses).

- + Volunteers continue to raise about the experiences of the people in their community regarding Health and Social Care settings.
- + Relatives of individuals moving into a care setting have relayed great feedback alongside stories of poor treatment in hospital services. We record all feedback and signpost to services where appropriate. Additionally, we follow up CQC requests for information ahead of all inspections to ensure that intelligence is not ignored or forgotten.
- + Concerns raised about care planning & access to dentists have fed into our workplan over the course of the year.
- + Events we attended such as North Yorkshire's *Bring Me Sunshine* Dementia Conference in March & *The Yorkshire Spinners* Support Group Meeting in January, afforded HWNY an opportunity to raise awareness of our service and a chance to listen to their stories.
- + Our stall at the North Yorkshire Youth Conference, was a great opportunity to start asking young people about their experiences as we begin our journey with Youthwatch North Yorkshire! Those views have already had an impact, contributing to the funding proposal made to the Local Authority, to deliver a Healthwatch for young people.



(Left) Our Volunteer Coordinator Beverley braving the rain to talk to the public, with David a Healthwatch volunteer at a market stall in Northallerton.

## Making sure services work for you:

Our 25 active volunteers allow us to reach wider into North Yorkshire and ensure we work with the public and professionals effectively, and in a timely manner.

We are particularly grateful to the volunteers who attend the Local Safeguarding Adults Group; their participation in these quarterly meetings ensures that all regions of North Yorkshire are represented. The intelligence they bring from the meetings can be shared with the wider public, and they have brought us new links with the Local Authority & other professionals including the Police, Safeguarding & Health.

In return, the volunteers were able to share with the group HWNY findings on the Safeguarding Report completed last winter, face to face, and topics of interest/concern from the public, during planning for Safeguarding Week 2018.

Thanks to the excellent communication and commitment from a volunteer interested in the future of Whitby Hospital, we have been able to keep the public updated on developments, attend meetings to hear public opinion, and contribute to publicising events where their views can be heard.

Our links with the CQC have strengthened due to a mutual commitment to share information in a timely and professional manner, for the benefit of the public. Quarterly meetings have ensured that both the CQC and HWNY now have direct lines of communication for sharing intelligence, and HWNY responds to every request for intelligence ahead of CQC inspections.



# Helping you find the answers



## How we have helped the community get the information they need

- + Healthwatch North Yorkshire ensures that all communication with services users and the general public is logged accordingly - including correspondence via our website, social media channels, emails and over the phone. We can then lobby services using feedback we have received directly from the public.
- + Gaining funding from North Yorkshire County Council has allowed Healthwatch North Yorkshire to design and build a new website - which includes an all new feedback centre making it easier for service users to feedback on their experiences of Health and Social Care services.
- + We work closely with key communications teams across Health and Social care to make sure the public are receiving the correct information and are fully aware of engagement opportunities within their local community.
- + We continue to put out a monthly newsletter to a substantial list of subscribers, informing local people about our latest work in the community and of news and events across North Yorkshire.

- + We work closely with partner organisations to promote events and campaigns via social media. Ensuring that online content is kept up to date is a focal point for HWNY and we aim to inform the public regarding any news surrounding Health and Social Care. Social media continues to work as an excellent platform for direct engagement with the public and we continue to build our content and follower base.

## Who we have worked with

We have worked with various groups and forums across local communities, including:

- Friends of St Monica's
- Parents4Parents
- Scarborough Older Peoples Forum
- Safeguarding Adults Board
- Phoenix Group
- Hambleton and Richmond Mental Health Forum
- Harrogate Service User and Carer Involvement Group
- Yorkshire Ambulance Service
- Scarborough and Ryedale CCG
- Hambleton Richmond and Whitby CCG
- Vale of York CCG
- Bradford Districts CCG
- Harrogate and Rural District CCG
- Harrogate and Rural District Patient and Public Involvement Meeting
- Yorkshire Spinners
- Northern Cancer Care

HWNY joined colleagues from the Police, Fire, Community and Voluntary services, along with staff from Ryedale District Council, to promote awareness for Safeguarding Week in North Yorkshire.



# Making a difference together



## How your experiences are helping to influence change

As a part of Healthwatch North Yorkshire's aim to influence change and represent public voice in Health and Social Care policy decisions, we are consistently communicating with key decision makers across the area. Over the past year, we have worked hard to establish a better foundation of engaging with the public and accurately reporting their views to relevant bodies.

- + We have worked closely with North Yorkshire Safeguarding Adults Board (NYSAB). In order to establish the level of public and service provider understanding of Safeguarding and contribute to targeted future education, we designed and distributed a survey. The results were shared with the Board and will be incorporated into future directions for NYSAB.
- + Our work regarding the Transforming Mental Health consultation in Hambleton and Richmondshire was presented to the North Yorkshire County Council (NYCC) Health and Scrutiny Committee. One of our core recommendations- the necessity of viewing mental health service provision across the entire area, rather than just in CCG boundaries- contributed to the NYCC's decision to host a Mental Health Summit in May 2018.

We have a very productive relationship with Healthwatch North Yorkshire. They worked very closely with us during the consultation on adult and older peoples' mental health services ensuring that the voice of patients and the public, including those harder to reach, were heard. They arranged patient focus groups which created another forum for discussion and produced an excellent summary report which we shared at the end of the process to help inform a decision.»

- Janet Probert, Chief Officer of NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group (CCG)

## Working with other organisations

We have worked closely with service providers and statutory organisations to influence the delivery of care. In addition to working with the North Yorkshire Safeguarding Adults Board and Health and Wellbeing board, we have collaborated with:

- + The Care Quality Commission (CQC) in choosing our E&V locations.
- + Airedale, Wharfedale & Craven CCG to foreground public opinion on Castleberg
- + The Mental Capacity Safeguarding Board to consult on survey design and public consultation methods
- + Harrogate and Rural District CCG to inform decisions about Urgent Care provision

"Staff from Healthwatch North Yorkshire recently helped us to summarise, understand and document the comments and concerns of people who responded to a consultation on service change. The ensuing reports were professional, easy to understand and truly representative of local people's hopes and fears for health and care services in their area."

- Sue Jones, Head of Communications, Airedale, Wharfedale and Craven CCH

## How we've worked with our community

We have also worked to develop community links by engaging in such activities as:

- + Working closely with service user groups such as the Harrogate Service User group and Phoenix Group in Northallerton
- + Giving presentations about the role of Healthwatch in the community (e.g., at the Scarborough and Harrogate Older People's Forum).
- + Developing a presence on the Local Safeguarding Adults Groups through representation by our dedicated volunteers.

# Published Reports

Appendix R

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## Transforming Mental Health Services in Hambleton and Richmondshire

An Information Gathering Report



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Improving Health & Social Care Together

**NHS**  
Airedale, Wharfedale  
and Craven  
Clinical Commissioning Group

Community care services for people living in Craven (including the future of Castleberg Hospital): outcome of consultation

### Introduction

Between 14 November 2017 and 27 February 2018 we consulted on community care services for people living in Craven, including the future of Castleberg Hospital. This followed a pre-consultation engagement period that took place between 7 August and 15 September 2017.

During the pre-consultation engagement period, we asked people in Craven about what options we should consider when consulting about the future of services at Castleberg Hospital. We asked about how we should consult with people once final options had been identified.

From the initial engagement, it was abundantly clear that there was a high degree of interest and emotion regarding the future of Castleberg Hospital. Residents of Craven – particularly those who live in Settle and surrounding areas – were most concerned about continuing to have access to local, good quality care. They said that the consultation should ideally focus on having clear, accessible information regarding future plans, with a range of opportunities for feedback, and evidence of having taken the views of local people into account.

As a result of the engagement, we consulted on two options:

- continuing to provide inpatient care in the community and repairing/restoring Castleberg Hospital, and
- providing care in people's homes or in an alternative community setting (such as a care home), and close the hospital.

Whilst a third option, to build a new facility, was popular with local people it was discounted before consultation on the grounds of affordability. After engagement had closed it was confirmed by NHS Property Services that any funds released from the potential sale of Castleberg Hospital and surrounding land would be retained by the NHS centrally and would not, therefore, be readily available for new purpose-built premises in the Craven area.

### Consultation

This consultation took place to help NHS Airedale, Wharfedale and Craven Clinical Commissioning Group to determine the future of services until recently provided at Castleberg Hospital in Giggleswick, Settle. In this second of two stages, we asked people to tell us about their preferred future service option and why they had made this choice.

Feb 2018

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### Safeguarding Adults Awareness Survey — Healthwatch North Yorkshire

Healthwatch North Yorkshire is an organisation dedicated to representing patient voice in matters of health and social care across North Yorkshire.

Working with North Yorkshire County Council Safeguarding Adults Board, Healthwatch North Yorkshire created three surveys to address the question of safeguarding awareness. Each survey was intended for a specific audience, as it was felt that a different level of base knowledge could be inferred for each group: the general public, individuals working in the care sector, and managers of care homes.

Data collection was carried out from September through to December of 2017. Survey links were distributed through mailing lists and the Healthwatch Newsletter, along with Healthwatch social media. Surveys were also administered in person at various dates and locations throughout the County (e.g., Whitby, Skipton, Easingwold, etc). Respondents were assured that the process was entirely anonymous. 309 surveys were collected overall.

Numerical responses to the multiple-choice questions are tabulated below. Free response questions were coded thematically and then grouped into categorisations that are discussed in further detail in each section.

#### GENERAL PUBLIC

It was assumed that awareness of safeguarding policies would be low to moderate in the general public. As such, questions were written in language that would be easy for a layperson to understand. The survey length was also kept short, as this was likely to lead to a greater number of responses and a wider overall reach.

A total of 93 surveys were collected from the general public. There will be situations where the answers do not add up to this number; this is due to invalid answers or questions being left blank.

1. Would you know what to do if someone you care about was being abused?



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**NHS**  
Harrogate and Rural District  
Clinical Commissioning Group

Public  
Experience

In Accessing  
Urgent Care

Published reports can be found via our website

@ <https://healthwatchnorthyorkshire.co.uk/our-work/published-reports/>



# Our plans for next year



## What next?

2017-18 was a year of growth for Healthwatch North Yorkshire with the introduction of our first research and intelligence manager and dedicated volunteer support officer.

Now that we have a full compliment of staff we will be able to expand the research work we do and are looking to significantly increase the amount of community engagement we are able to do across the county both online and face to face.

We have been successful in bidding for additional funding from our commissioners at North Yorkshire County Council. This will see the launch of our new website as well as increased capacity in our community engagement work and also our work with seldom heard voices.

As well as increasing our contact with the general public we will be looking to launch a new Youthwatch for North Yorkshire and do more focused research with identified communities of interest alongside our colleagues in health and social care.



Our volunteers remain crucial to our ability coming 18 months. We are working closely to deliver across the wide geographical mass with our lead mental health provider Tees that is North Yorkshire. We will continue to Esk Wear Valley to support their review of support our existing volunteers and look to the Care programme approach ensuring the recruit more as well as looking to gain views of service users are at the heart of better representation from across their care plans. Following agreement with demographics of the county. York Hospital Trust we will conduct our review of A and E to specifically look at the

We will continue to work with our key experience of patients and carers during stakeholders to ensure that public voice delayed ambulance handovers. remains at the heart of any changes to services in our area. Consultations are well on the way regarding changes to the Friarage hospital and inpatient mental health facilities in Harrogate as well as potential future changes at hospitals such as Scarborough.

in 2017/18 we conducted our first work plan survey. This information along with feedback from our AGM, our volunteers, board and key stakeholders has highlighted the key areas we want to focus on for the



## **Our top priorities for next year**

- 1. Mental Health Care Plans**
- 2. Ambulance Hand Overs**
- 3. Crisis Care for Mental Health**
- 4. Seldom Heard Voices**
- 5. Youthwatch**
- 6. Do not Attends – GP's**



# Our people



## Decision making

Healthwatch North Yorkshire is an important source of information to the county's health and social care system's decision making. We have a strong respect for robust research and facts in decision making.

## How we involve the public and volunteers

The effectiveness of Healthwatch North Yorkshire relies on its independence. Since our transition into independence in April 2017 we have been focused on preserving the role of services users and volunteers in our governance.

Our Board of Trustees is made up of 5 local representatives from across North Yorkshire each with specialist knowledge of their area meaning Board members are able to bring specific issues and matters on interest to the Board's attention.

As a champion for Health and Social care and a the voice for local communities to share experiences and express opinions about services we aim to involve the public in decisions made about the organisations project priorities as much as possible.

In August 2017 we designed an online *Work Plan Survey* which received a total of 94 responses from both stakeholders and the public. The survey asked for feedback on what Health and Social care issues people felt mattered the most - we then used the feedback to structure our work plan for the upcoming year.



# Our finances





<b>Income</b>	<b>£</b>
Funding received from local authority to deliver local Healthwatch statutory activities	£142,459.00
Additional income	£27,965.00
Total income	£170,424
<b>Expenditure</b>	<b>£</b>
Operational costs	£15,849
Staffing costs	£75,393
Office costs	£9,391
Total expenditure	£100,633
Balance brought forward	£69,791



# Contact us

## Get in touch

Address: Healthwatch North Yorkshire, The Priory Street Centre, 15 Priory Street, YO1 6ET

Phone number: 01904 683802

Email: [admin@healthwatchnorthyorkshire.co.uk](mailto:admin@healthwatchnorthyorkshire.co.uk)

Website: [www.healthwatchnorthyorkshire.co.uk](http://www.healthwatchnorthyorkshire.co.uk)

Twitter: @HealthwatchNY

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committee's, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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**healthwatch**  
North Yorkshire

Healthwatch North  
Yorkshire

The Priory Street  
Centre  
15 Priory Street  
York

North Yorkshire  
YO1 6ET

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

t: 01904 683802

e: [admin@healthwatchnorthyorkshire.co.uk](mailto:admin@healthwatchnorthyorkshire.co.uk)

tw: @HealthwatchNY

fb:

[facebook.com/HealthwatchNorthYorkshire](https://facebook.com/HealthwatchNorthYorkshire)