

Together

healthwatch
North Yorkshire

**we're making health
and social care better**

Annual Report 2022–23



Contents

Message from our Chair	3
About us	4
Year in review	5
How we've made a difference this year	7
10 years of improving care	8
Listening to your experiences	9
Hearing from all communities	13
Working together with our Healthwatch partners	15
Advice and information	18
Volunteering	19
Finances and future priorities	21
Statutory statements	22
The way we work	23
Enter and view	24
2022 – 2023 outcomes	25



"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Healthwatch North Yorkshire has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

Reflecting on the last year and looking ahead to our future at Healthwatch North Yorkshire

We have had a very productive year, which this report reflects on.

None of this would be possible without the hard work of our amazing staff, Ashley our CEO and Lada, Craig, Alicia, Helen & Lily. I thank them for all for their commitment over the last twelve months.

Can I also thank our trustees who have been a great support to the organisation over the year around our governance and leadership. I am also pleased to say that we have had several new trustees join us, who we welcome and look forward to working with.

We have continued to work collaboratively with our health and social care partners across the county. I would like to thank these colleagues, including those in the NHS (acute & mental health trusts), primary care, North Yorkshire Council, and Humber & North Yorkshire Health & Care Partnership, as well as our colleagues in West Yorkshire (includes Craven), the Care Quality Commission and the voluntary and community sector.

Our unique role is to listen and gather the views of the public about health and social care and public health in North Yorkshire, and to inform commissioners, policy makers and providers so they can make sure they respond to people's views and needs effectively. We are deeply committed to equality, celebrate diversity and prioritise those most in need and who are often without a voice.

We go into the future reinvigorated, ambitious for our work and confident of helping to bring about improvements in health and care. Our new 3-year strategy sets out our values, our objectives and our ambition. We will continue to work hard to reflect the views and experiences of all people in the county and beyond in terms of the NHS, primary care, social care and the public health. I am very proud to chair Healthwatch North Yorkshire.



**Lee Adams, Chair
Healthwatch North Yorkshire**

healthwatch
North Yorkshire

About us

Healthwatch North Yorkshire is your local health and social care champion.

We make sure NHS, social care and public health leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

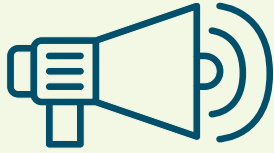


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out



5,314 people reached

The number reached and who we spoke with and raised awareness about who Healthwatch are and how we can help

3,094 gave feedback

Spoke to us through our website, events, phone and surveys about health and social care issues

Making a difference to care

We published **17 reports** about the improvements people would like to see to their health and social care services.

Our most popular report with the public and local media was our:

care staff crisis

which recommended more funding and staffing to deliver better care.



Health and care that works for you



We're lucky to have **77** volunteers and **8** trustees (Lee, Pat, Linda, John, Derek, Amy, Laura & Kacie) who support our work.

Together they committed **234** day's work to support Healthwatch North Yorkshire and make care better for our community.

We're funded by North Yorkshire Council. In 2022-23 we received **£167,459** which is the same as last year.

We currently employ **6 staff** who help us carry out our work.

Our digital reach, 2022 – 23

Thousands of people have engaged with us online and on social media

Our website – www.healthwatchnorthyorkshire.co.uk



49,044 visits

Thousands of people accessed news about local health and social care services plus our advice and information articles

Social media



Twitter

Our tweets were seen **73,100** times in 2022/23



Facebook

Our regular posts reached **159,025** people

Our targeted (paid) posts through Meta reached another **24,552** people as we worked to engage people in North Yorkshire about their experiences of local services.



Instagram

Excluding the paid posts highlighted above, we engaged **16,341** people with occasional image-based posts.

Email newsletter



We issued **12** email newsletters, which were viewed a total of **3,607** times. Read and subscribe at www.healthwatchnorthyorkshire.co.uk

How we've made a difference this year

These are some of the projects we worked on from April 2022 to March 2023.

Spring



Our [digital access](#) report highlighted the benefits and challenges that people face in using & accessing digital care.



We worked collaboratively with the NHS in Selby to support their review of urgent care services by undertaking public consultation.

Summer



We called for NHS England to do more to help patients who need [information in an accessible format](#).



We supported the #BecauseWeAllCare campaign which saw 54,000 people come forward nationally to tell us about the issues they are facing.

Autumn



We shared the feedback we received from people we spoke with at the stalls and events we attended with NHS & social care decision makers.



We urged the Government to act after reporting a 452% increase in people struggling to see an NHS dentist locally.

Winter



We highlighted the affect that the cost-of-living crisis was having on people's health and wellbeing across North Yorkshire.



We partnered with York St John University to undertake a comprehensive research project to understand the impact that living in rural North Yorkshire has on accessing healthcare.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all the people that have stepped up and inspired change. Here are a few of our highlights:

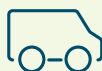
Vaccine confidence

Our research exploring vaccine confidence with people from different backgrounds provided vital lessons for public health campaigns.



Patient transport

NHS England announced improvements to non-emergency patient transport services thanks to public feedback.



NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.



Social care

We highlighted the issues impacting the social care sector, such as limited workforce and access issues and have continued to champion for improvements to be made.



Waiting list support

After we and other organisations called for an urgent response to hospital waiting lists, and better interim communication and support, the NHS set out a recovery plan to address the backlog.





Listening to your experiences

Services in North Yorkshire can't make improvements without hearing or listening to your views. That's why over the last year we have made listening to feedback from all areas of the community and encouraging the involvement of people in the planning, design and evaluation of services our priority.

Advocating for improvements in social care across North Yorkshire

Social care is in desperate need of reform and this year we have successfully moved this issue up the political agenda both locally and nationally to help bring about improvements in workforce, funding and services.

We used our statutory powers to undertake enter & view visits to care homes to gather the views of residents and their relatives. The insight gathered has helped to bring about service changes to improve support for dementia patients, information provision, catering and increased activities for residents.

We asked our local MPs to act on behalf of their constituents and those people working in social care to bring about urgent reforms to the social care system nationally. This included increased recognition and investment for social care as a profession and career opportunity.

We worked collaboratively with North Yorkshire Council to hear from registered managers working in care homes to explore how they could be better supported, what training they might need and what improvements could be made to their roles. Subsequently, they set up a group to begin working on an action plan to action the key recommendations highlighted in the report.

Changes to support workforce

Findings from our 'Care staff crisis: exploring its impact' report highlighted that shortages in care staff was detrimentally impacting on people's care. In response to this and as part of North Yorkshire Council's drive to support the care sector they invested an additional £6m of local funding to bring forward increases to care worker pay, to recruit new social workers and care staff. They have prioritised the care home & domiciliary care sector with a key focus on workforce, recruitment and retention.

What difference will this make?

Highlighting the urgent need for reform in social care – has ensured that it has remained on the top of people's priorities, whether that is with the public, North Yorkshire Council, or the Humber & North Yorkshire Health & Care Partnership. It has helped to shine a light on the important work that staff across the sector contribute – and this has helped to highlight the innovation and improvements already undertaken within social care to ensure the wellbeing of patients, residents and the public is paramount.



"There needs to be a culture shift about care worker roles. They need to be seen for what they are. They are not unskilled workers."

"We have empty beds. We are ready to take more people, but we can't accept anyone when we don't have the staff. So, we are turning people away. If we can't resource it, we can't offer it."



Advocating for fairer NHS dentistry

NHS dentistry is in desperate need of reform and this year we have been advocating for NHS dentistry to be moved up the political agenda, so it is easier for people to find a dentist taking on NHS patients.

In May 2022, we published a [report](#) that highlighted the detrimental impact the oral health crisis is having on both the mental and physical health of adults and children across North Yorkshire.

Through the 80 case studies we gathered we found many people have been forced to pay for private treatment where they can afford it or take drastic actions, from using DIY tooth kits to pulling out their own teeth. The findings also revealed how the oral health crisis is further exacerbating health inequalities amongst the population.

Over the past year we have worked collaboratively with the Humber and North Yorkshire and West Yorkshire Healthwatch to ensure dentistry remains a top priority.



“I am really starting to struggle with my mental health due to being unable to access NHS or Denplan treatment after 4 years of trying to get my teeth treated. My teeth are loose and about to fall out, I can't eat out of worry, I feel so depressed and embarrassed about my other bad teeth and gum disease getting worse. I am only 52 and starting to refuse photographs or smiling, I am losing confidence and getting very depressed. I don't fit the III category so my teeth are going to rot and fall out, I will never go out in public again”.

Scarborough resident



What difference did this make?



- The report has contributed to the development of a new oral health strategy for Humber & North Yorkshire.
- The findings from the report, along with work by other local Healthwatch across England influenced £50 million extra funding from NHSE to support NHS dentistry.
- The report has contributed to the work of the North Yorkshire Scrutiny of Health Committee around dentistry.

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Young people's mental health

It's important that all voices are heard. Over the past year we have been exploring young people's experiences of accessing mental health services.



Healthwatch North Yorkshire asked young people (16-24) to share their experiences of mental health and well-being, including where they would go for support if they needed it. 72% of our sample said they had experienced mental health or well-being issues in the last 12 months. The feedback was shared with mental health and education providers across North Yorkshire. The more feedback we receive the greater chance we have in influencing change, so it is vital as many voices as possible are heard.

Public involvement is service delivery

Providers and commissioners need to understand the benefits of involving local people to help improve health services.



Working with Craven Communities Together Partnership, we ensured that the public voice was heard by those involved in the commissioning and delivery of services. We carried out extensive engagement with a wide range of communities cross Craven, such as the farming community and LGBTQ+ communities. Our work, for example, highlighted that accessing mental health support, dentistry, GPs, hospitals and pharmacies were issues effecting the local population.

Improving care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.



Our volunteers (including trustees) have been involved in several NHS projects as well as our enter & view visits to ensure that Healthwatch and the voice of local people are included in the development of services. These include the redevelopment of Whitby Hospital, the development of Catterick Integrated Care Campus and more recently a review and strategy development of autism services.



Hearing from all communities

Over the past year we have worked hard to make sure, we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities, for example:

- By talking to people about their experiences of accessing and using mental health services. We heard from a wide number of communities including: the farming community, veterans and their family members, older people, carers, neuro-diverse people and people living in temporary accommodation.
- We heard from older people and those living with dementia as part of our enter & view visits at care homes across the county.
- We heard from people living in poverty to understand how the cost-of-living crisis had affected them.

Accessible information

Everyone has the right to receive information in a format they can access and understand.

To explore whether people in North Yorkshire receive this we engaged with individuals who have a range of different information and communication support needs including people with sight loss, hearing loss, a learning disability/difficulty, physical disability, autism and neurological conditions.

Through this engagement we found that many people are not getting information from GPs, hospitals, dentists, care providers and others in a format that they can access without help.

We called for health and care providers to do more to help patients who need information in an accessible format.



“It should be a standard question asked at the start of any process: ‘What is your preferred means of communication.’ Please do not assume”.



Mental health

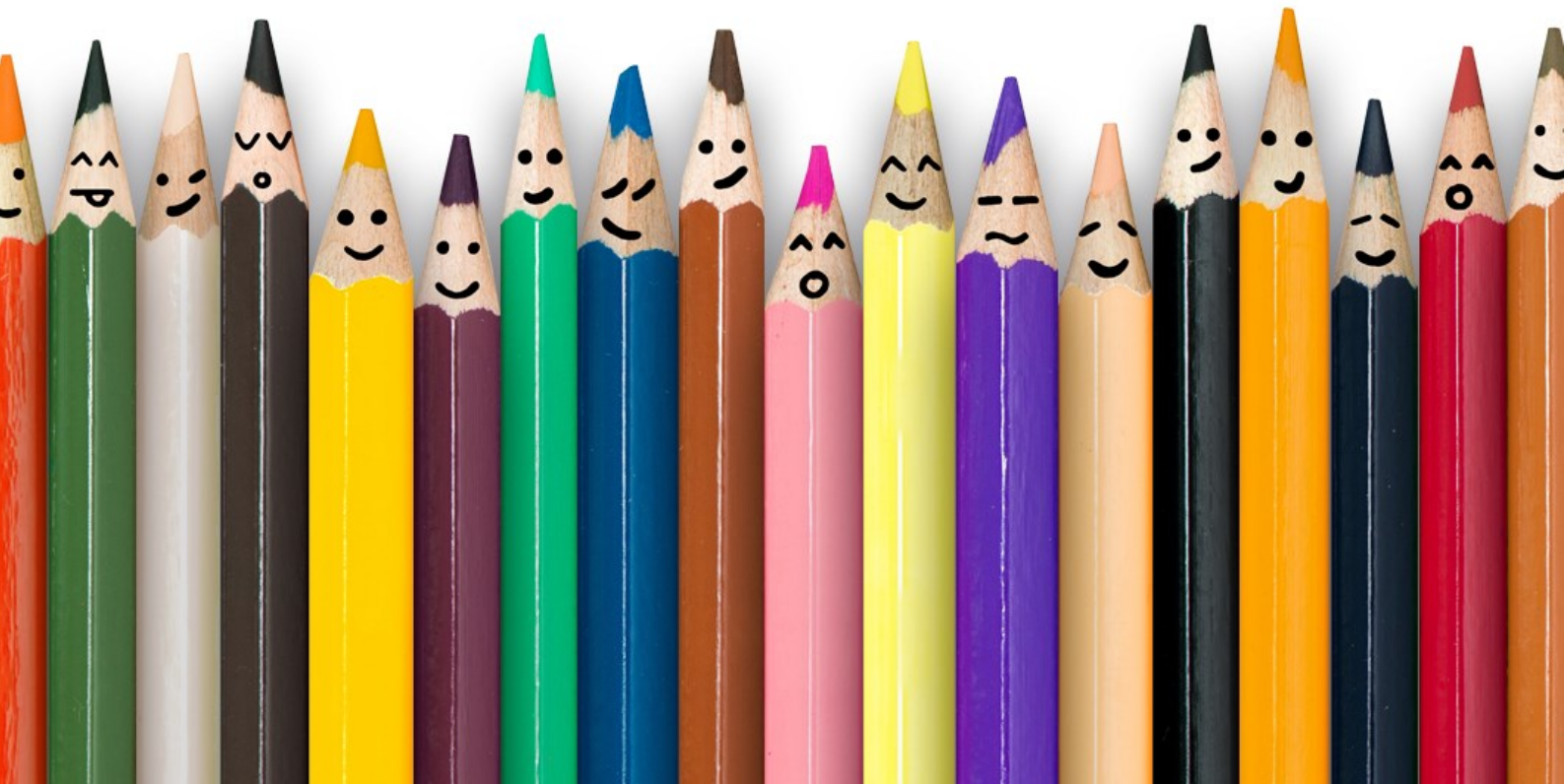
We worked with the North Yorkshire & York Leadership Alliance Board to understand what helps people’s mental health and wellbeing and how mental health services are being used by local people. To ensure we captured the views of seldom heard communities we engaged with seven distinct groups of people via 20 focus groups. These included:

- Members of the farming community
- Young people transitioning into adult mental health services (aged 16-24)
- Neurodiverse people
- Veterans and members of the armed forces community and their family members
- Older people
- People living in temporary accommodation
- Carers



The findings of this work highlighted fundamental issues with the entirety of the mental health system, particularly for those who are recognised as seldom heard.

“Farmers won’t seek support and don’t know where support is available. It’s expected of us to ‘man up’ and ‘get on with it’. There is also an element of embarrassment, and this can be passed down from previous generations”.



Working with our Healthwatch partners

The six local Healthwatch in West Yorkshire have collaborated for over 7 years, learning from each other, and coordinating activities. We have ensured that people's voices and experiences are heard across the health and care system. The West Yorkshire Integrated Care Board (ICB) recognised the crucial role that Healthwatch has and can play in bringing public insight to decision makers and has supported us with resource and funding to help coordinate this.

Healthwatch North Yorkshire has played a crucial role over the last year by ensuring that the voice of people from Craven has been heard.

This year we've helped people by:

- Produced and shared reports about what people told us is important to them when accessing health and care services.
- Fed into the refresh of the 5-year strategy.
- Developed a People's Panel for West Yorkshire.
- Held engagement sessions on key topics such as GP access and dentistry with members of the integrated care board.
- Represented Healthwatch on West Yorkshire boards and committees.
- Carried out work to find out about people's experience of health and care services across West Yorkshire.

In partnership with West Yorkshire Health and Care Partnership and other local Healthwatch in West Yorkshire, we have...

Helped to shape the strategy refresh

Healthwatch played a key role in helping to refresh the West Yorkshire Health and Care Partnership 5 year strategy. As part of the working group, we shared our insight report highlighting local people's issues.

This plan will shape how health and care services will work together to ensure people have long and healthy lives.

Launched the West Yorkshire Voice

We developed and launched a people's panel called West Yorkshire Voice. This is a network that brings together local people and organisations to ensure their voice influences health and care decision-making.

We involved local people and groups in helping shape what the panel should look like, how they would like to get involved and what it should be called.



"As the independent champion for anyone using health and care services, Healthwatch is a key partner within WY HCP and ideally placed to do this essential work on our behalf. We really want to reach as many people as possible to make sure people's feedback and experiences of local services are heard at the highest level. This is ultimately all about making the right decisions and ones that make a positive difference to everyone's lives".

Cathy Elliott, Chair of the NHS West Yorkshire Integrated Care Board

Shared your voice locally

This has involved producing reports and videos, listening to and inviting people to come along and talk to members of the Integrated Care Board (ICB). Some of the topics covered have included:

- GP access
- Children and Young People's Mental Health Support
- NHS Dental services

People's experiences have contributed to key discussions in the ICB meetings. We will also provide feedback on how this makes an impact.

Listened to your experiences of palliative and end-of-life care

We looked at how well end-of-life care services are looking after people and what they can do better. We hope that the final report and people's stories will contribute to better services and support for everyone.



"We are committed to learning from people experiencing palliative and end-of-life care. We are especially interested in hearing from people who may find it hard to access services and people experiencing health inequalities. We are so pleased Healthwatch, in partnership with our VCSE colleagues, is leading discussions about how support and services could be improved".

Charlotte Goulding, Palliative and End of Life Care Programme Manager, West Yorkshire Health and Care Partnership.

Dealing with the issues at hand

We provide monthly updates to our NHS Trusts and health and care providers to ensure they receive the latest feedback and issues that we have gathered.

Our updates include all the feedback we have heard directly via people getting in touch through our website, phone line, at engagement events and indirectly via Care Opinion (another organisation that captures patient feedback).

All information is anonymous and shared by location and issue. Pleasingly, those organisations that we send our updates to regularly respond to let us know what actions they have or are taking as a result of the feedback. Often issues and complaints are raised with teams, and actions agreed to deal with the specific issues.

For example, members of a vision support group in Harrogate shared with us their struggles when trying to navigate leaving Harrogate hospital after their eye clinic appointments and asked for signage to be improved. We passed this information on to Harrogate and District NHS Foundation Trust who let us know they have put in place new exit signage to better support blind and partially sighted people to leave the hospital from the eye clinic.

Helping residents to engage with the NHS app

Humber and North Yorkshire Health and Care Partnership commissioned Healthwatch North Yorkshire to help [with the promotion of the NHS app](#).

We have been sharing these materials to raise awareness of the NHS app and share the benefits to encourage people to download and use the app. We have been actively promoting the app through our social media channels – including Facebook and Twitter – sharing articles in our monthly newsletter and speaking with people at the many events we have attended over the past 5 months.

The aim of this work was to raise awareness of the NHS app and online options, following up on a survey we did previously which showed the majority of respondents were using the phone to contact GP practices. Feedback in this earlier survey and report ([The Public Experience GP Appointments](#)), showed that those who used online options often had a better experience of booking GP appointments.



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust.
- Helping people access the services they need.
- Helping people access NHS dentistry.
- Supporting people to look after their health during the cost of living crisis.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote their local Healthwatch and what we have to offer.
- Collected experiences and supported their communities to share their views.
- Carried out enter and view visits to local services to help them improve.
- Reviewed GP and dentist websites to review accessibility.
- Collected the most up-to-date information on changes to services, such as whether NHS dental appointments were available at a practice.

Lily

"I have been involved in the literature review of one project examining the mental healthcare needs of certain groups, and another literature review and focus groups activities for a project investigating the prospect of including rurality as a health inequality. I have enjoyed both, though was already passionate about health care inequalities, and coming from a rural area I was eager to contribute to this project".



John

"My family has been a grateful recipient of the indispensable service we get from our NHS and I joined Healthwatch as a Trustee to do 'my bit' and attempt to give something back. The organisation provides a vital conduit between the NHS and the North Yorkshire population. Most importantly we listen, consider, and then act utilising that feedback to improve the daily lives and healthcare of the wider community".



Lesley

"It has allowed me to still feel involved in the health and social care sector, but from the other side of the fence. I've had to look at issues as a consumer rather than someone who delivers services. It's been a steep learning curve in some ways but it's been one that I have enjoyed and found very fulfilling".



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

 www.healthwatchnorthyorkshire.co.uk

 **01423 788 128**

 admin@hwny.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from NYC & WY ICS grant	£172,459	Expenditure on pay	£171,633
Additional income	£64,749	Non-pay expenditure	£80,674
Total income	£237,208	Total expenditure	£252,307

Note: this reflects a planned spend from our reserves of £15,099.

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Continue to build on the work that we have already championed such as GP access, dentistry, social care and mental health.
2. Expand our reach and engagement with those communities who aren't always listened to or involved in their health and social care.
3. Establish a people's voice network for North Yorkshire to ensure people are at the heart of decision making.



Statutory statements

Healthwatch North Yorkshire, 55 Grove Road, Harrogate, HG1 5EP.

Healthwatch North 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 Healthwatch board consists of 8 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met six times and made decisions on matters such as the recruitment of new trustees, a new three-year strategy, governance and policy reviews and finance.

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

We used the opportunity of public events fully restarting in 2022 following the pandemic to go out to shows, market stalls and events across the county to hear about people's experiences of health and care services. We heard from over 1,800 people.

We held our final Board meeting of the year in public where we shared our work and priorities with the public as well as hearing first hand from them about the concerns and challenges, they were facing. We will continue across 2023/24 to hold all our Board meetings in public.

We have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We have worked collaboratively with partner organisations to hear from as many communities across North Yorkshire, we have involved and listened to our volunteer network, undertook a consultation exercise on our new three-year strategy, and worked with York St John University to seek the views of the public.

Taking people's experiences to decision makers

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

In our local authority area, we share a monthly insight register of public feedback with partner organisations such as North Yorkshire Council, NHS Trusts (acute & mental health), primary care, CQC etc. This is alongside sharing the reports that we produce across the year.

We also take insight and experiences to decision makers in the Humber & North Yorkshire Integrated Care System and the West Yorkshire Integrated Care System (includes Craven) such as the ICBs, ICPs, Quality Committees, and Quality Surveillance Groups. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

We work closely with care and nursing homes to hear the experiences of residents, staff and families. This year, we made **seven** visits. From speaking with staff, residents, and their families, and observing the care services in action, we made several recommendations to providers to improve facilities and standards.

Location	Example of recommendations & action taken
Craven Nursing Home July 2022	<p>Recommendation: (1) provide opportunities for residents to have more active lifestyles.</p> <p>Actions taken to-date:</p> <ul style="list-style-type: none"> - An activity co-ordinator has been allocated to each unit. - The home has purchased a minibus to use for resident trips and activities. - An activity plan has been developed for each unit to support and encourage participation in outdoor and indoor activities. These include 1:1 room visits assisted by residents, clay modelling, star gazing in the garden, bird box building, massage therapy, exercise class, and music activities.
Thistle Hill Care Home August 2022	<p>Recommendation: (1) improve quality and variety of food to a good standard and (2) improve staff notice board in the reception area</p> <p>Actions taken to-date:</p> <ul style="list-style-type: none"> - A new head chef has been recruited, who has attended residents' meetings to involve them in new menu choices. - The staff notice board has been developed, such as including all staff names.
Hambleton Grange Care Home August 2022	<p>Recommendation: (1) encourage agency staff to wear name badges to help the residents interact with them</p> <p>Actions taken to-date:</p> <ul style="list-style-type: none"> - The home has introduced name badges for all agency staff. Additionally, recruitment and reliance on agency staff has reduced.
Firth House August 2022	<p>Recommendation: (1) improve signage for visitors allowing access to the different units and garden.</p> <p>Actions taken to-date:</p> <ul style="list-style-type: none"> - Residents and families have been consulted to establish how the home can improve its signage, which has been implemented.
Scorton Care Village August 2022	<p>Recommendation: (1) update the decoration in Elizabeth House and include dementia friendly elements, including colour contrast on toilet seats, switches, and rails.</p> <p>Actions taken to-date:</p> <ul style="list-style-type: none"> - Elizabeth House has an action plan in place to improve the decoration and dementia elements, this includes creating five new bedrooms, a laundry section, staff/training room, administration office, maintenance section.
Rivermead Care Home August 2022	<p>Recommendation: (1) review communal toilets in the dementia unit and introduce grab rails and colour contrast toilet seats.</p> <p>Actions taken to-date:</p> <ul style="list-style-type: none"> - All communal toilets in the Memory Lane community have had grab rails fitted. - All our communal toilets have been decorated/furbished following dementia research (from the Kings Fund).
Scarborough Hall Care Home October 2022	<p>Recommendation: (1) review mealtime protocols and staffing levels to ensure sufficient staff are available in the dining room throughout the meal rooms.</p> <p>Actions taken to-date:</p> <ul style="list-style-type: none"> - Staff rotas have been reviewed at lunchtime to ensure no staff have dinner breaks during resident mealtimes, as well as host staff being available to help during mealtimes.

2022–2023 outcomes

Project/ activity	Changes made to services
<p>The public experience – digital access to health services (April 2022)</p>	<ol style="list-style-type: none"> 1. York and Scarborough Hospitals NHS Trust have adopted the principles outlined in the report to support people in accessing their digital records and information online. 2. The report has helped to inform & contribute to the Humber & North Yorkshire Health & Care Partnership’s Digital strategy.
<p>Young people’s experiences of mental health and well-being report (May 2022)</p>	<ol style="list-style-type: none"> 1. The report has contributed to a review of children and young people’s services in North Yorkshire. 2. The report’s findings have fed into the development of a new Humber & North Yorkshire Health & Care Partnership strategy for younger people’s mental health.
<p>An oral health crisis: The impact on people’s health and well-being (May 2022)</p>	<ol style="list-style-type: none"> 1. The report has contributed to the development of a new oral health strategy for Humber & North Yorkshire. 2. The findings from the report, along with work by other local Healthwatch across England influenced £50 million extra funding from NHSE to support NHS dentistry. 3. The report has contributed to the work of the North Yorkshire Scrutiny of Health Committee around dentistry.

2022–2023 Outcomes

Project/ activity	Changes made to services
<p>Accessible information (June 2022)</p>	<ol style="list-style-type: none"> 1. York and Scarborough Hospitals NHS Trust have undertaken work to implement improvements to its information provision. The Trust has put the implementation of the Accessible Information Standard as a key priority for the organisation over the next two years. 2. Harrogate District NHS Foundation Trust have agreed to put accessible information at the heart of their key priorities and confirmed that accessible information will be a priority in the Trust’s new patient experience strategy. 3. The North Yorkshire Safeguarding Adults Board agreed to prioritise the implementation of our recommendations and support all partner organisations to fulfil the report’s principles. 4. The Director of Public Health annual report (2021-22) for North Yorkshire included accessibility as a core feature of its communication recommendations.
<p>Registered managers in adult social care: support and development requirements (November 2022)</p>	<ol style="list-style-type: none"> 1. North Yorkshire Council (who commissioned this report) have established a multi-agency group to implement the key findings and recommendations from the report. 2. The group has developed an action plan and begun to work with partners, including Registered Managers to implement these recommendations.

2022–2023 Outcomes

Project/ activity	Changes made to services
Your voice and views (November 2022)	<ol style="list-style-type: none"> 1. This report contributed to the insight gathering as part of the development of the new North Yorkshire Joint Health & Wellbeing strategy.
The care staff crisis: exploring its impact (December 2022)	<ol style="list-style-type: none"> 1. The report and its findings were presented on BBC Look North where Ashley Green, CEO, was interviewed. 2. Andrew Jones MP and Robert Goodwill MP agreed to highlight the issues raised in the report within parliament. 3. North Yorkshire Council have made the care home & domiciliary market a strategic priority, with a focus on workforce, retention and quality provision.
The cost of living: its impact on health, finances and well-being (December 2022)	<ol style="list-style-type: none"> 1. The report contributed to the insight gathering as part of the development of the new North Yorkshire Joint Health & Wellbeing strategy.
Being healthy – Ideas and reflections from Selby (April 2023)	<ol style="list-style-type: none"> 1. The report contributed to the development of priorities for the new Selby Vale Local Care Partnership. 2. The report contributed to the insight gathering as part of the development of the new North Yorkshire Joint Health & Wellbeing strategy.



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