



# Healthwatch Hull

Quarter 1 Report  
April to June 2023

**healthwatch**  
Kingston upon Hull

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# Quarter 1 April to June 2023

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## The Highlights

We have reached out to people with learning disabilities and mental health conditions living within Hull, to understand the challenges that these communities continue to face, when accessing and using healthcare services in Hull. Feedback we have gathered has been shared with boards such as learning disability, adult social care and health and wellbeing. With a view to addressing health inequalities we identified.

We have identified communication problems at GP surgeries for those people whose first language is not English. We shared this feedback with GP surgeries. As a result interpreters have been used at front desk services to make it easier for staff to understand the healthcare needs of people using the service.

We completed our meet and greet service at Orchard medical centre. We signposted 84 people and gathered 35 experiences during a four week period. We also saw a reduction in complaints related to communication and access to services during this period.

During this quarter we have visited residential care homes and listened to carers and residents who shared their experiences with us, as a result of the feedback we received, we helped the home to identify agency carers who could potentially work for the home directly. The care home manager invited those carers to job interviews. All of the agency staff invited to interviews were successful in gaining full time employment.

# Review of Projects

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## GP's

We have an ongoing project relating to GP's. This work will look to identify if there have been any improvements of people trying to access GP services. We will continue to monitor feedback and identify any new or repeat trends. We are continuing to help people by signposting them to services. We are also working with providers to improve access for people. We are currently conducting a meet and greet service at various locations around Hull. This service will look to help people navigate the services they are using and understand changes that have taken place.



## Dentistry

We have an ongoing project relating to dentistry. This work will look to identify if there have been any improvements of people accessing dental services. We will continue to monitor feedback and identify any new or repeat trends. We are continuing to help people by signposting them to services which can provide emergency dental treatment and registering for dental services.



## Housing Related Support (HRS)

This project is near completion with only the final report left to complete. The main objective of this project was to gather the opinions of people and staff, in relation to housing related support. The project looked at what works well and what can be improved upon. The project also tried to understand how the person receiving the support, can feel confident in terms of moving on, once the two year period of support comes to an end. All engagement activity has been completed, this includes group and individual interviews. We also conducted face to face and telephone interviews. This was done to ensure that all people could share their experiences and we were flexible in our approach to gathering information.



# Review of Projects (Cont.)

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## Hull Royal Infirmary (HRI)

The aim of this project is to work with the quality assurance team at HRI to gather patient's experience of the Emergency Department and Surgery Health Group at Hull Royal Infirmary. The engagement process will be conducted over several months, with our focus on measuring the impact of changes as outlined in the action plan. Following CQC's visit in November 2022 they have made recommendations to the hospital for areas of improvement and from this the hospital have compiled an action plan which details the progress made to date. Contact has been made with the quality assurance team and dates have been set for the joint work to be conducted until October 2023.

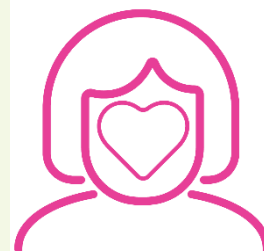


## Maternal Mental Health

Initial planning has been conducted to look at mental health support being provided to people during pregnancy, labor whilst in hospital/home birthing and post natal. Experiences will be gathered via planned engagement, survey and group/forums.

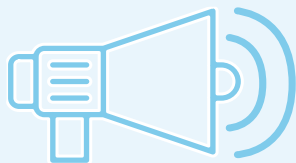
The following organisations will be visited to gain access to support groups to improve intelligence gathering;

- Midwifery service
- NHS Maternity unit at Hull Royal



# Information Breakdown

## Reaching out



**318 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**3375 people**

came to us for clear advice, signposting and information about healthcare and social care services in Hull.

Our social media posts reached

**14,875 people**

**169 people**

Liked or commented on our online social media posts.

**35 new followers**

joined our social media platforms on Facebook, Instagram and twitter.

## Online interactions



## Volunteering at Hull Healthwatch



We're lucky to have

**10 active**

volunteers who gave up 30.25 hours to help us in our engagement activities.

During this quarter we recruited in total

**4 new volunteers**

Of the four recruited

**2 new volunteers**

Who will help us with interpreting, which will help us to reach out to those communities who first language is not English.

# How we've made a difference this quarter

April



We helped 62 who came to us for advice and we signposted them to healthcare services within Hull.

May



With online appointments becoming the norm, we helped 26 people and explained how they can use NHS websites and mobile apps to book appointments.

June



We started an engagement program at hospitals in Hull and found despite long waiting times people felt staff exceeded their expectations. We shared this feedback with hospital staff.

# How we've made a difference this quarter (cont.)

April



We highlighted to GP's the difficulties people with learning disabilities were facing with letters they could not read, Easy read letters are now sent to people as a result of our work .

May



We supported the local council with the My life survey where over 100 people came forward to tell us about the changes they would like to see with healthcare services in Hull.

June



We helped 42 people to find a NHS dentist to get emergency treatment or to register for services .



# Patient Experience

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We continue to complete our monthly Intelligence Reports and this quarter we produced a further three reports. These reports provide information on what people told Healthwatch Hull about their experience of health and social care services and helps us to identify trends and themes on a month-by-month and quarterly basis:

## Intelligence report for April

In April, we were contacted by 120 people and gathered 67 experiences. We went onto record 46 experiences which were researched online. A total of 113 experiences were recorded for the month of April.

## Intelligence report for May

In May, we were contacted by 99 people and gathered 57 experiences. We went onto record 43 experiences which were researched online. A total of 100 experiences were recorded for the month of May.

## Intelligence report for June

In June, we were contacted by 170 people and gathered 86 experiences. We went onto record 53 experiences which were researched online. A total of 139 experiences were recorded for the month of May.



## Keeping the public up to date

Between April and June 2023, we have helped raise the awareness of services offered by other organisations and campaigns they are running.

We have used our social media platforms to keep the public up to date on a range of healthcare related issues. These range from information about services to important updates on changes to services.

Our engagement programme has also been another work stream which has been used to keep the public up to date on healthcare issues. Our staff have attended events held by Hull City Council, NHS and other healthcare providers to promote our work and we also use events to keep people updated around local issues.

We have also worked with our partners such as NHS and local authority to help promote campaigns and important surveys which are designed to improve the healthcare in Hull.

# Raising Awareness of Healthwatch

## Engagement

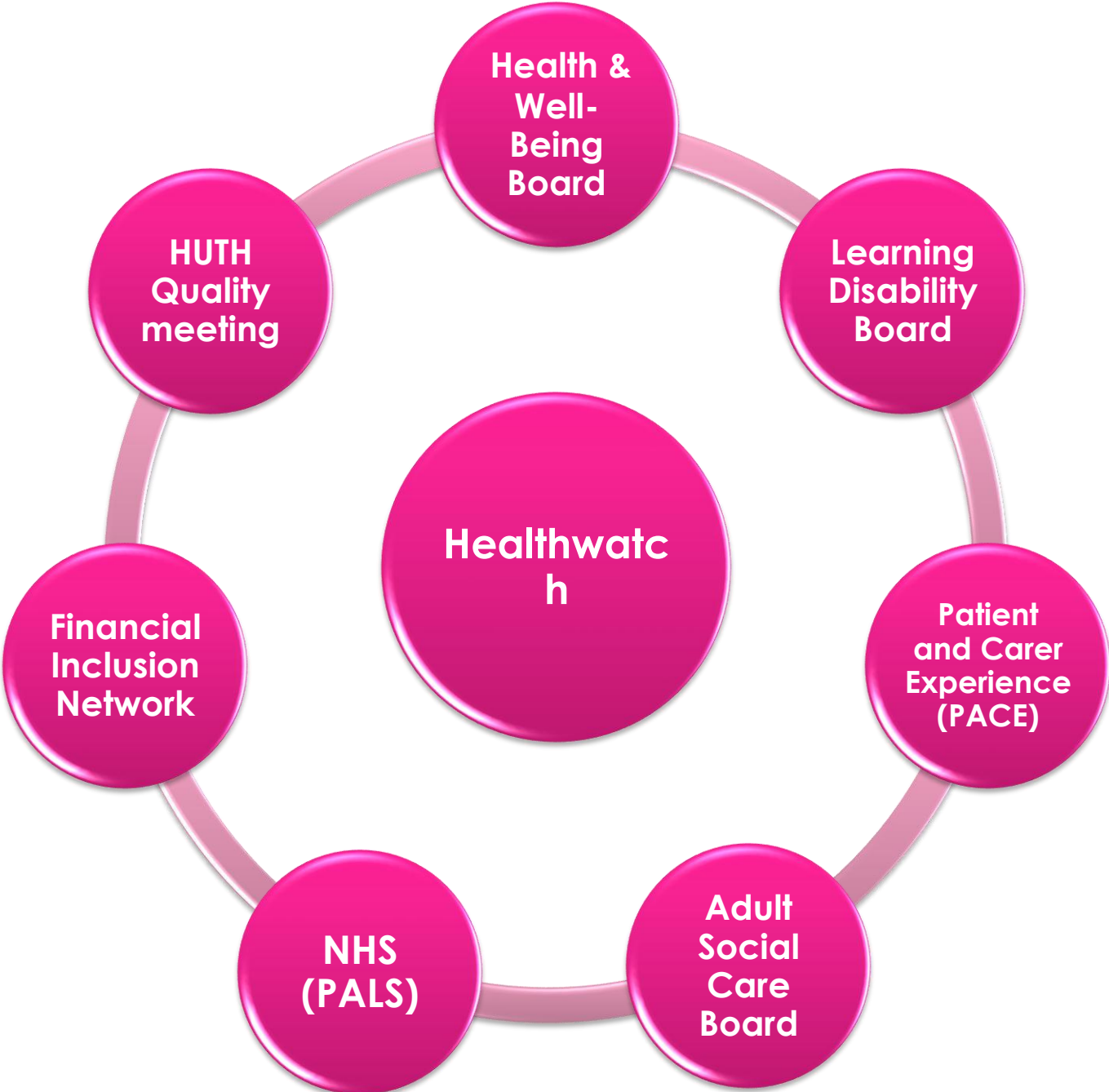
Healthwatch have engaged with the following networks/groups this quarter:



# Partnership working

## Meetings attended

During this quarter Healthwatch have attended a range of system and strategic meetings.





## Plan for Next 3 Months

Our plans for the next 3 months are as follows:

- Gather intelligence, around people's buying habits of medicines due to pharmacy shortages
- Continue our work with Hull Royal Infirmary and the Quality Assurance Team to understand where improvements can be made.
- Continue to review if maternal mental health support has improved in Hull
- Monitor and develop our meet and greet service at medical centres
- Complete our report on Housing Related Support (HRS)
- Plan and deliver a programme of engagement with the rough sleeper population in Hull to understand their experiences of accessing ambulance services.
- Develop volunteer roles and opportunities including planning and delivering enter and view activity

# healthwatch

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