



Healthwatch Hull

Quarter 2 Report
July- September 2023

healthwatch
Kingston upon Hull

Contents

Quarter Highlights	3
Review of Projects	4
Information Breakdown	6
Patient Experience	7
Keeping the public up to date	9
Raising Awareness of Healthwatch	10
Partnership Working	11
Plan for the next 3 months	12
	13

Quarter 2 - July to September 2023

The Highlights

This quarter we have reached out to residents in residential homes and have acted on intelligence gained through engagement around social worker communication. We have also spoken to managers and senior staff members in residential homes about their experiences.

We have reached out to a number of youth groups and LGBTQIA+ groups, to understand any barriers which the LGBTQIA+ community face accessing health and social care services.

Work has begun on an exciting project which Healthwatch Hull are completing with Yorkshire Ambulance Service looking at rough sleepers' experiences of accessing the ambulance service. During this project we will be engaging with the rough sleeper community in Hull, YAS staff members and stakeholders.

Healthwatch Hull and Humber and North Yorkshire care partnership worked together to build a survey which looked at how people access specifically mental health services in Hull and the East Riding of Yorkshire, we received over 100+ responses from CYP (Children and young people) and over 250+ responses from parents and carers.

We attended Hull University fresher's week and the OPP community event and spoke to over 150 people. This included signposting to local services and listening to experiences.

Volunteering hours have increased this quarter and stand at 48.4 hours which is an increase of 18.15 hours from quarter 1.

Review of Projects

Social worker project:

Through our engagement activity in residential homes in Hull we identified issues around communication between care staff, social workers and residents. We developed a questionnaire to gather the experiences of care home managers and are now working with Hull city council and ASC team to obtain feedback from social workers across Hull to ensure a rounded view.

In the coming months we will use this feedback to highlight key issues with the aim of fostering a more connected relationship which will benefit the home, social workers and for the residents and those who receive ASC services.

LGBTQIA+ engagement.

Healthwatch started a new small project which is currently ongoing, looking at the barriers to health and social care for the LGBTQIA+ community in Hull. The purpose of the project is to identify any issues that the community is facing in Hull in relation to health and social care access. It includes a general survey for the community to complete. Alongside this we have been regularly attending Youth groups, LGBTQIA+ groups and other relevant groups to run a more targeted engagement with a focus on gender identity awareness and use of pronouns by NHS staff. This work will continue into quarter 3.

Review of Projects (Cont.)

Access to ambulance services for rough sleepers

In quarter 2 we launched our project to investigate the experiences of rough sleepers when accessing ambulance services. This project has been commissioned by Yorkshire Ambulance Service charity who aim to improve services for rough sleepers in Hull.

The project involves taking a full 360-degree approach to understanding the issues faced, not only by the rough sleepers themselves, but also by ambulance staff and wider stakeholders. During quarter 2 our focus was gathering the views of paramedics, support staff and people who support rough sleepers in the community.

We conducted 4 engagement sessions at Hull Royal Infirmary, and delivered 1 focus group. Further focus groups and engagement activity is planned in quarter 3.

Rough sleeper engagement is also set to take place from the beginning of the quarter.

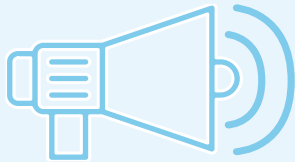
Maternity services HRI

Following the recent inadequate rating of the Hull Royal Infirmary maternity services, Healthwatch Hull and Healthwatch East Riding have embarked on a joint project to gather the experiences of women who have recently given birth at HRI.

Engagement is taking place at parent and baby groups across Hull and the East Riding in quarter 3, with the aim of an insight report being completed in the new year.

Information Breakdown

Reaching out



220 people

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

57 people

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

Our social media posts reached

7794 people

106 people

Liked or commented on our online social media posts.

48 new followers

joined our social media platforms on Facebook, Instagram and X (formally Twitter).

Online interactions



Volunteering at Hull Healthwatch



We're lucky to have

19 active

volunteers who gave up 48.4 hours to help us in our engagement activities- this is up 18.15 hours from the previous quarter.

During this quarter we recruited in total

4 new volunteers

Of the four recruited

2 new volunteers

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

Patient Experience

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 July

In July, we were contacted by 139 people and gathered 109 experiences. We went onto record 49 experiences which were researched online. A total of 158 experiences were recorded for the month of July.

Intelligence report for August

In August, we were contacted by 63 people and gathered 104 experiences. We went onto record 41 experiences which were researched online. A total of 145 experiences were recorded for the month of August.

Intelligence report for September

In September, we were contacted by 18 people and gathered 59 experiences. We went onto record 41 experiences which were researched online. A total of 100 experiences were recorded for the month of September. Healthwatch also signposted and spoke to people at the OPP community event and Hull University freshers where we spoke to approximately 150 people across both events about Healthwatch, what we do and where we can support the students and signposted people to services in Hull such as foodbanks and more.



Keeping the public up to date

Between July and September 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 health and social care in Hull.

Raising Awareness of Healthwatch

Engagement

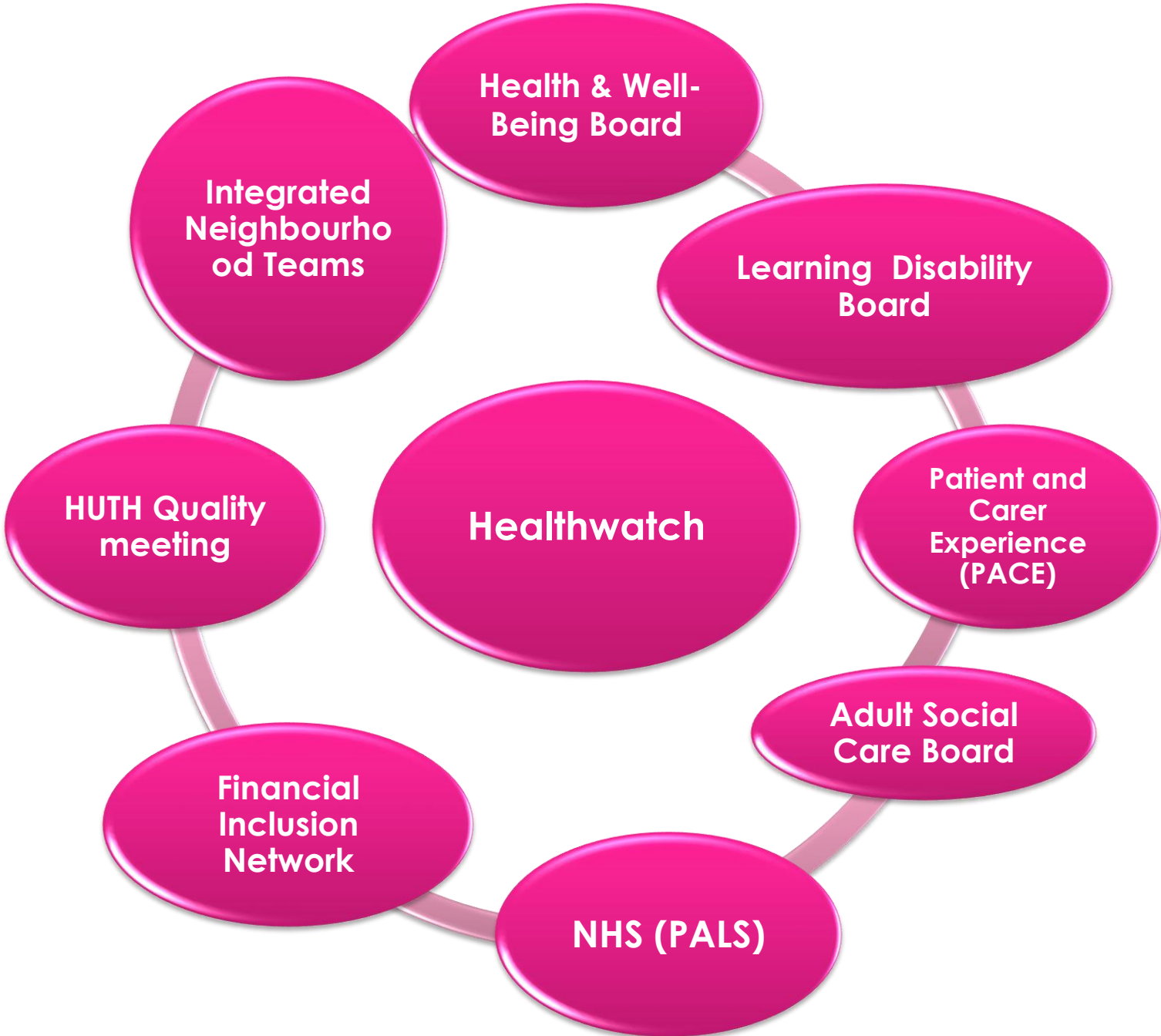
Healthwatch have engaged with the following networks/groups this quarter:



Partnership working

Meetings attended

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





Plan for next 3 Months

- Continue our programme of engagement with the rough sleeper community in Hull to understand their experiences of accessing ambulance services.
- Partnership working to begin with AA Global- this partnership will be supporting with interpreter volunteers for Healthwatch whilst providing valuable work experience which can then lead into paid roles with AA Global.
- Work to continue on the LGBTQIA+ project looking at barriers to health and social care access.
- Gain intel and insight around those who use home care services and carers-both paid and unpaid through engagement
- To continue with our program of engagement to gather intel and listen to experiences.
- Develop volunteer roles and opportunities including planning and delivering enter and view activity

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