



Healthwatch Hull

Quarter 3 Report
October– December 2023

healthwatch
Kingston upon Hull

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Quarter 3 –October- December 2023

The Highlights

This quarter Healthwatch Hull have completed 4 primary care engagements at health centers in Hull- Alexandra Health Centre, Elliott Chapel, Wilberforce and Newington. These engagements provided insight into people's experiences of primary care.

Work and engagement has continued on the LGBTQIA+ project looking at barriers to healthcare, this project will be ongoing through quarter 4.

Work is ongoing 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 are engaging with the rough sleeper community in Hull, those with lived experience of rough sleeping, YAS staff members and stakeholders.

3 engagements have taken place at Riverside Group 'extra care' facilities during quarter 3- Redwood Glades, Harrison Park and Cecil Gardens. These engagements focused on adults with a learning disability looking at how comfortable tenants with learning disabilities feel when/if they handle their own finances and if they are able to understand what letters and documents received from either Riverside and Hull City Council say.

Our volunteers have continued to provide invaluable support to the work of Healthwatch Hull and have kindly given up 38 hours of their time to support us this quarter.

Quarter 3 –October- December 2023

The Highlights

In November Healthwatch were contacted by Radio Humberide to share our views on the closure of pharmacies in the local area. Over 300 Boots pharmacies were set to close nationally, and a number of local pharmacies were also set to close. Some pharmacies are no longer sustainable due to increased costs, increased workload and inability to maintain staffing levels. Healthwatch told Radio Humberide that we were concerned particularly for those with limited mobility who were not able to travel further for pharmacies, and that we would continue to monitor the situation in the coming months to see what the impact is on the local population.

Events attended

This quarter Healthwatch Hull have been lucky enough to attend some brilliant community events:

Hull CVS-Be Connected Conference – Hull CVS

On November 10th, Healthwatch Hull attended the Hull CVS Be Connected Conference at the University of Hull. There were a large range of community sector organisations in attendance to share good practice and develop ways to address loneliness and isolation throughout the city.

CHAMP care awards- Healthwatch Hull attended the CHAMPs carers awards to show our support and to help thank all of the amazing work that is done by carers across Hull. We were happy to be invited to this event, and will continue to show our appreciation in 2024.



ReNew Christmas party- In December we attended the Christmas Party hosted by ReNew at Jubilee Central, this event was for rough sleepers and those who are currently experiencing homelessness in Hull. We helped to serve the 3 course Christmas lunch, enjoyed live music and lots of engagement and interaction with attendees about their experiences with health and social care in Hull.

Review of Projects

AA Global:

During quarter 3 the Adult Social Care Project Officer formalized the arrangement with AA Global.

The partnership between Healthwatch Hull and AA Global allows for Healthwatch Hull interpreter volunteers to be referred to AA Global for paid work. AA Global can also send individuals who may not have the necessary work experience to Healthwatch Hull to volunteer and gain experience to be put into a paid role. The partnership allows for Healthwatch to reach the wider community, especially those who do not speak English, and for AA Global to expand their business by offering experienced volunteers to support their client base.

LGBTQIA+ engagement.

Healthwatch has continued work on a 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, LGTBQIA+ 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 4.

Review of Projects (Cont.)

Access to ambulance services for rough sleepers

Work has continued on the access to ambulance services for rough sleepers project in quarter 3, which Healthwatch Hull are undertaking with Yorkshire Ambulance Service. This quarter we have conducted a vast array of engagement for this project: engagement with Yorkshire Ambulance Service 999 staff at Hull Royal Infirmary, a visit to Wakefield YAS headquarters to speak to 111, 999 and patient transport service staff about their experiences of supporting rough sleepers. Engagement with stakeholders has taken place in the form of meetings and focus groups. The engagement with rough sleepers has been very successful through visits to drop in breakfast clubs, soup kitchens, activity sessions and a visit to a hostel. Further engagement is planned for quarter 4, the project will conclude in March 2024 culminating in a wrap up event, which will include a video produced from engagement and a human library approach with people sharing their stories and experiences.

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 has taken place at parent and baby groups across Hull and the East Riding in quarter 3, an insight report will be completed in the new year.

Review of Projects (Cont.)

Commissioning of dental services

During quarter 3, Healthwatch (East Riding / Hull) were involved in the review of bids for new NHS dental contracts in Pocklington, Bridlington and Hull.

Our role was to evaluate the bids against the service specification for patient involvement.

Bidders were expected to explain how they intend to listen to patient feedback and how they will use this to inform service improvement. They were also expected to detail how they would communicate with and involve patients in decisions about their care and treatment.

We were required to score the answers in line with set criteria and provide a rationale of how we produced those answers.

Following this, we attended a consensus meeting whereby we discussed our rationale, compared scores with other evaluators and agreed a final score for that element of the bid. A decision is due to be made in the coming weeks.

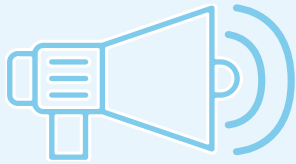
Review of projects continued

LD engagement Riverside group:

Healthwatch Hull worked with Riverside Group who manage several ASC (adult social care) facilities across Hull including three extra care facilities called Harrison Park, Redwood Glades and Cecil Garden which looked at supporting tenants with Learning disabilities with their own finances and housing. Healthwatch and Riverside devised a survey looking at and asking how comfortable tenants with learning disabilities are when/if they handle their own finances and if they are able to understand what letters and documents received from either Riverside and Hull City Council say. The majority of responses received stated that extra support is needed, this comes in the form of reading support, large print text, and easy read documents; these responses were for both Riverside Group and Hull city council letters and documents. This information has formed a report which has been shared with the manager of the Riverside Group.

Information Breakdown

Reaching out



438 people

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

20 people

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

This quarter our social media posts reached

4083 people

144 people

Liked or commented on our online social media posts.

Online interactions



Volunteering at Hull Healthwatch



We're lucky to have

21 active

volunteers who gave up 38 hours to help us in our engagement activities.

During this quarter we recruited in total

11 new volunteers who will be starting to volunteer with us from January 2024.

Of the 11 recruited

1 new volunteer

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 October

In October, we were contacted by 69 people and gathered 99 experiences. We went onto record 48 experiences which were researched online. A total of 147 experiences were recorded for the month of October.

Intelligence report for November

In November, we were contacted by 90 people and gathered 203 experiences. We went onto record 40 experiences which were researched online. A total of 243 experiences were recorded for the month of November.

Intelligence report for December

In December, we were contacted by 25 people and gathered 51 experiences. We went onto record 33 experiences which were researched online. A total of 121 experiences were recorded for the month of December.



Keeping the public up to date

Between October and December 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.

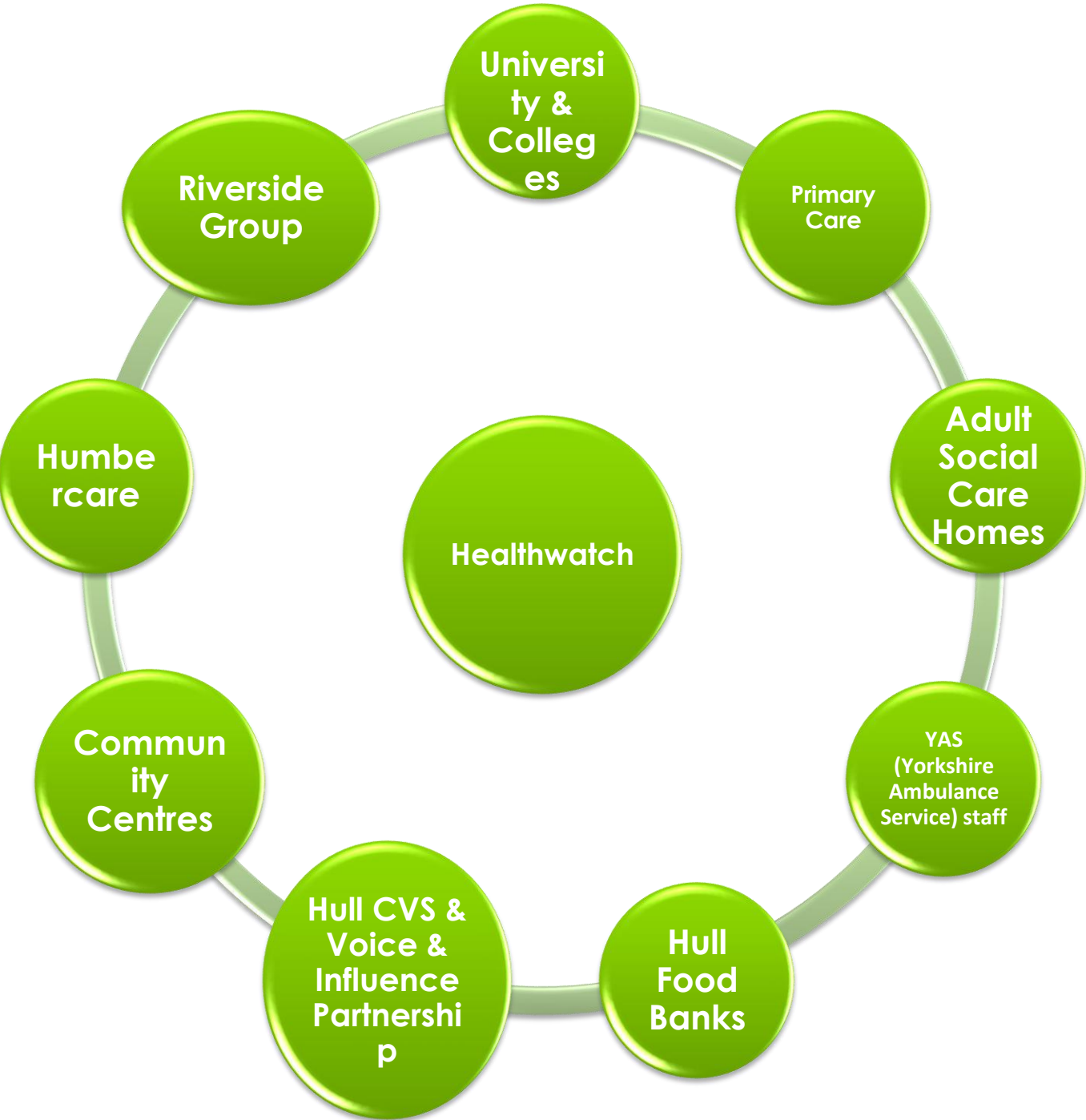
Our engagement programme has also been another work stream which has been used to keep the public up to date on healthcare issues. Our staff have attended events held by Hull City Council, NHS, other healthcare providers and charities to promote our work and we also use events to keep people updated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

We have 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

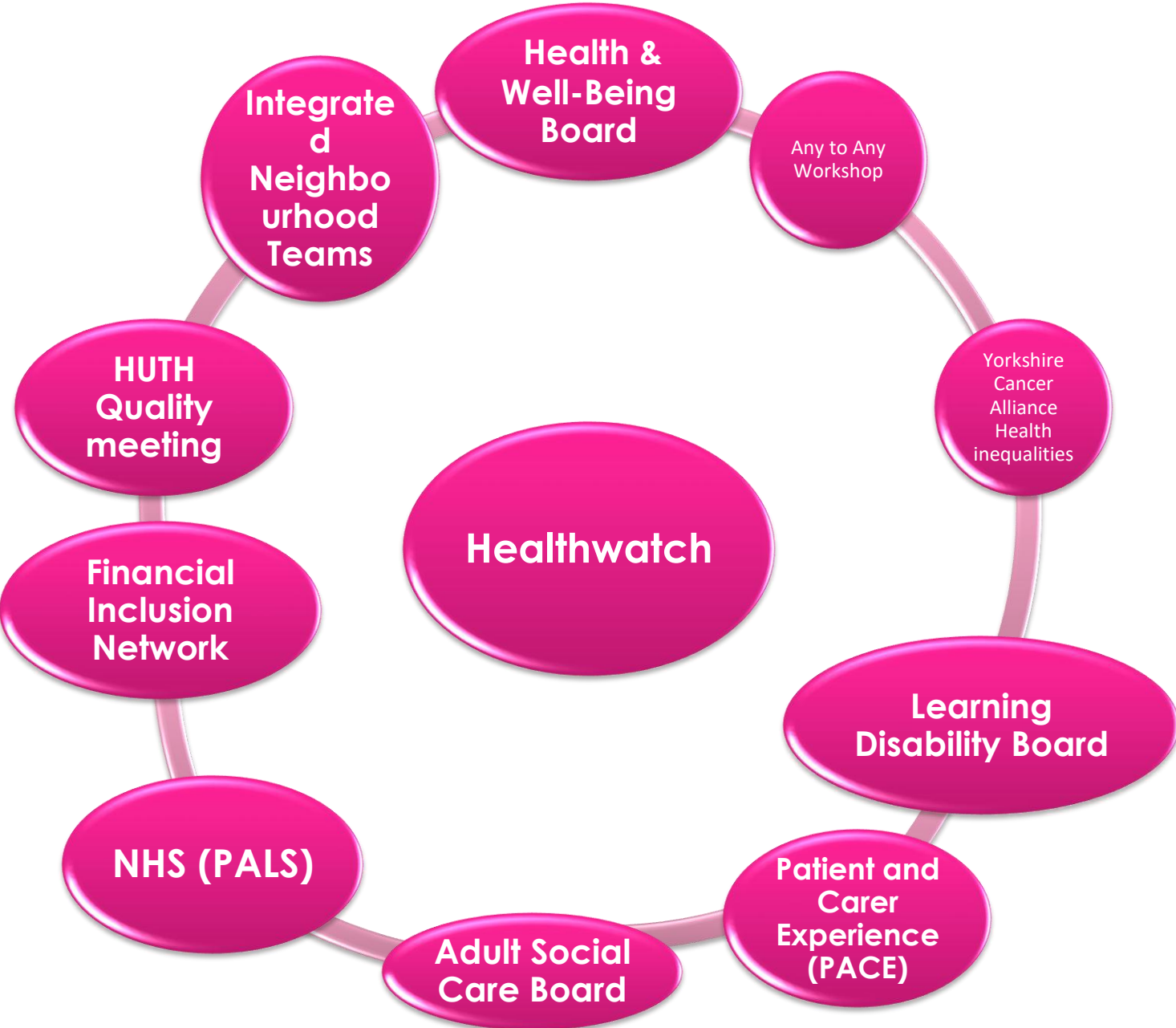
Healthwatch have engaged with the following networks/groups this quarter:



Partnership working

Meetings attended

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





Plan for next 3 Months

- **Conclude our program of engagement with the rough sleeper community in Hull to understand their experiences of accessing ambulance services. Including the wrap up event.**
- **Work will begin with Sight Support to understand accessibility to healthcare for individuals with sight loss or visual impairment Healthwatch have met Sight support Hull & East Riding and have made an action plan to complete a mystery shopper engagement at GP's and Health centers across Hull.**
- **Work will start on a new project around loneliness and mental health in adult social care.**
- **Work will continue on the LGBTQIA+ project looking at barriers to health and social care access.**
- **To continue with our program of engagement to gather intel and listen to experiences of the public.**
- **Develop volunteer roles and opportunities including planning and delivering enter and view activity.**
- **Begin the delivery of the core 20+ connectors program in Hull.**

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