



# Healthwatch Hull

Quarter 1 Report  
April- June 2024

**healthwatch**  
Kingston upon Hull

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# Quarter 1 April-June 2024

## The Highlights

### Voices of the street project with Yorkshire Ambulance Service

Healthwatch Hull worked with Yorkshire Ambulance Service (YAS) to conduct engagement with people experiencing homelessness in Hull about their experiences of Yorkshire Ambulance Service. The project was kindly funded by Yorkshire Ambulance Service Charity. Over a period of 24 weeks Healthwatch Hull carried out engagement with those who experience homelessness, Yorkshire Ambulance Service staff and those stakeholders who support the homeless population. Our engagement approach included individual interviews, focus groups and surveys. The project steering group and those with lived experience helped us to form our engagement approach and highlighted the need for building relationships with people experiencing homelessness prior to engagement where possible.



### Over the course of our engagement, we spoke to:

- 78 people who are currently experiencing homelessness or are sleeping rough.
- 70 members of Yorkshire Ambulance Service staff: 999 ambulance crews, 111 call handlers, Patient Transport Service and operational staff.
- 3 people with lived experience of homelessness and rough sleeping.
- 28 stakeholders, people who work with people experiencing homelessness.

# Quarter 1 April-June 2024

## The Highlights

### Voices of the street project with Yorkshire Ambulance Service continued...

#### What we found out:

Feedback from people experiencing homelessness about Yorkshire Ambulance Service was largely positive; they were happy with how they were treated by staff at the ambulance service. There was, however, often a fear of health services and professionals which meant they were less likely to want to be treated on an ambulance or attend the Emergency Department.

Many people experiencing homelessness we spoke to were unaware of or had not used NHS 111 and Patient Transport Service. There was a lack of understanding of how to access these services, what services were provided, as well as physical barriers such as not having access to mobile phones and not having an address. A small number of people we spoke to had used NHS 111, some had a positive experience and had been supported with emergency prescriptions and appointments. However, people told us physical barriers were present in the form of a lack of transport and funds to access transport as highlighted by someone who told us they were offered an emergency dental appointment over 25 miles away, in Goole, which for them as a rough sleeper in Hull was not accessible.

Stakeholders told us they generally had positive interactions with emergency services but also told us there were some issues within other services that create barriers and gaps. Issues highlighted were around wait times for ambulances and lack of estimated time of arrivals which often causes strain on services such as hostels who often have many residents to support and a limited number of staff.



# Quarter 1 April-June 2024

## The Highlights

### Homeless Voices Showcase event



As part of the project Healthwatch planned the Homeless Voices showcase event to bring together Yorkshire Ambulance Service staff, stakeholders and people with lived experience of homelessness and rough sleeping. The event took a 'human library' approach where one person from each table told their story, the idea of this is to 'get everyone on the same level'. We organised speakers from Yorkshire Ambulance Service, Changing Futures, Amanda Hailes who has lived experience of homelessness and is now part of 'an untold story voices' and Healthwatch Hull to present the findings of the engagement and show the video.



# Quarter 1–April-June 2024

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## The Highlights

This quarter Healthwatch Hull continued to expand our Healthwatch Hub provision within secondary schools, colleges and Hull University. We have spoken to .... Young people about their experiences of Health and Social Care.

Our Secondary Care and Mental Health project officer has been making regular visits to departments within Hull Royal Infirmary and Castle Hill Hospital to listen to patient experiences.

Healthwatch Kingston Upon Hull annual report has been completed detailing our work and outcomes over the past 12 months.

Healthwatch Hull have published a report this quarter, Hull Royal Infirmary's Big Push, looking at patient experiences of maternity services. We have 2 further reports which will be published in quarter 2 following some delays due to the purdah (pre-election) period of sensitivity.

Following the success of the Homeless Voices Showcase event, Healthwatch Hull were lucky enough to present to colleagues at Healthwatch England during a lunch time talk regarding the Voices of the Street project, Ellie Whitfield, Delivery Manager, Healthwatch Hull was joined by Amanda Hailes who has lived experience of rough sleeping and homelessness. We presented the project and Amanda shared her experiences in a poignant talk.

# Volunteer Spotlight

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## Kayleigh Spriggs



This quarter our new social media, marketing and graphic design volunteer has supported us with creating social media posts, community events, partnership support and so much more. We have the privilege of supporting Kayleigh with her aspirations of working in marketing. She has been an amazing support for us and has created some amazing posts and graphics, we look forward to continuing in supporting her journey to further her career.

*"I enjoy being a Healthwatch volunteer as it is fulfilling to work for an organisation that is also passionate about local health and social care services, whilst also giving me the freedom to be creative and gain real world work experience."* -**Kayleigh.**

# Events attended

## Hull City Council, Tenants Forum

Healthwatch Hull were invited to speak at the Hull City Council Tenants Forum at The Guildhall, in May and gave a presentation about Healthwatch, the work we do, current projects and activities. The forum expressed interest in Healthwatch, and we have since been invited to run Hubs/workshops at the MLS (multi storey living) high-rise blocks in the city. The Tenants Forum have been very supportive in promotion of engagement and the work of Healthwatch. We have carried out our first engagement with residents at Bayswater Court with the support of the Tenant and Residents Association (TARAs). This engagement was well received, and we are planning to make this a regular engagement and continue to build this relationship as well as extend this engagement to other MSL's across the city.

## Neighbourhood Network & Community Champions Health and Wellbeing Event

Healthwatch Hull attended the Neighbourhood Network & Community Champions Health and Wellbeing Event at North Point Shopping Centre. The event was a great opportunity to engage with members of the community about their experiences of health and social care and to network with other organisations. Over the course of the day, we provided signposting information and listened to the experiences of the community.

# Events attended

## Carers Week Market Place Event

As part of Carers Week on the 11<sup>th</sup> June 2024 Healthwatch Hull attended the carers week stall holder event at The Guildhall. This event was to help carers be informed of what services are available for them to access and was also a chance for them to network. We attended this event from 11am-2pm to share the work of Healthwatch and the support we can offer to carers. This event was also a good opportunity for Healthwatch to network with colleagues within the home care sector and create new relationships to further our ability to provide support to those who receive care and those who provide care services.



# Events attended

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## Over 50s fun day- Springhead Golf Club

This was an event held at the Springhead Golf Club, hosted by Groundwork Yorkshire. The purpose of the day was to bring together local services that those in the area aged 50 years or over may benefit from. The attendance on the day was very good despite the rain and wind that was persistent throughout the day! Healthwatch Hull attended alongside Health Captains, and we managed to spread the word about both services very efficiently to all those that approached us. Signposting advice was provided to attendees as well an opportunity to listen to and gather feedback.

## TIC Family Fun Day

Our connection to T.I.C (Tourette's syndrome) started through our preliminary investigation as part of our project on how those with Autism gain access to mental health services. The T.I.C day was a very worthwhile engagement. It was very well attended by those with Tourette's syndrome and their families, one of the chairs of the service engaged in a 'Brave the Shave' in aid of the service and for the Little Princess Trust. There was an air of absolute joy throughout the day, it is clearly a very comfortable space for those with Tourette's and their families, there were sensory toys available for children to use, as well as quiet rooms and other spaces. There was food and drinks available throughout the day as well as a local business selling fudge. All of the money raised that day was put back into T.I.C to allow them to continue to assist service users and their families.

# Events attended

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## Learning Disability week Picnic in the park event

We attended the Picnic in the Park Learning Disability event on the 19th June. It was a really great turn out by many care homes, day care centres and supported living groups. The event took place at East Park with everyone setting up within their own groups, but in close proximity to one another so they could all interact. There were games, singers, stalls and a café close by.

Some residents had lived together previously and met up to have a chat and catch up. One care home brought bean bags and a hoist so their residents could spend the afternoon out of their wheelchair. Care home staff were dressed in summer/Hawaiian outfits and brought flower necklaces for the residents to enjoy. As the afternoon progressed and the singers started, many of the residents had a sing and dance together.

The atmosphere for the afternoon was relaxed, joyous and wholesome. Upon arrival we were greeted by Nathan (senior at Fernleigh Day Centre) who introduced us to all the seniors there that day. This was a great opportunity to introduce Healthwatch to services and give them a better understanding of our work as well as making key connections that we can utilise for engagement days and any upcoming projects.

# Events attended

## Volunteer Week Market Event

During Volunteers Week we attended the Volunteer Week Market Event. The event was organised by Hull CVS and held at Trinity Market. The day was attended by Healthwatch Hull., Hull CVS, Citizens Advice, Age UK, Open Spaces and Health Captains. The day offered a great opportunity to network with other local organisations as well as to showcase the wide range of volunteering opportunities which we offer.



# Review of Current Projects

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## Core 20 community connectors

This quarter we have been expanding our Young Healthwatch offer, which offers the opportunity for young people aged 16-25 to become volunteers with Healthwatch and gain valuable skills. Our Healthwatch Hubs have continued to run across the city in secondary schools, colleges and Hull University. These Hubs have fed into the Core 20 Community Connectors project which is funded by NHS England. The project is taking place across the ICB footprint and Healthwatch in East Riding of Yorkshire, North Lincolnshire, Northeast Lincolnshire, York and North Yorkshire are involved in the project. Healthwatch Hull have currently spoken to 201 young people across the course of the project and have 11 young volunteers who are community connectors. The project will be ongoing into early 2025. The project is focusing on 3 main clinical areas of the 'Plus 5' areas.

- Asthma
- Diabetes
- Epilepsy

This quarter Healthwatch Hull have attended the diabetes clinical network on behalf of all 6 Healthwatch involved and will be attending the epilepsy and asthma clinical networks over the next few months to speak about the project and encourage the networks to promote this opportunity to their patients.

## Healthwatch Hubs- MSL (Multistorey Living)

Work has begun on an exciting new project, working with the MSLs and Tenant and Resident Associations (TARAs). Healthwatch and TARAs worked together to set up a Healthwatch Hub at Bayswater Court in Hull which gave residents the opportunity to receive signposting information and clear advice as well as share any insights into Health and Social care that they have experienced. We are hoping to roll this out across more MSL blocks across Hull to allow us to gain further insight. Our volunteering opportunities are also promoted through these hubs.

# Review of Current Projects (Cont.)

## Autism and Mental Health

Through our attendance at the LGBTQ+ forum for Hull and the East Riding of Yorkshire we were given information around those with Autism having issues and barriers to receiving and accessing mental health support, this led to us working on a new project looking at barriers to access and support from mental health services for the Autistic community. We are meeting and attending social groups, colleges, university and more looking to talk those with Autism about their experience of using and/or accessing mental health services in Hull. We have met with Hull City Council to discuss their work in creating the new Autism strategy for Hull and have begun to map out ways in which we can work together.

## GP engagements

Healthwatch Hull have continued our programme of engagement with GP practices across Hull. We are working to visit all practices across the city and are currently doing this one PCN (Primary Care Network) at a time to allow for a deeper understanding of any issues as well as highlighting areas of good practice. This quarter we have visited practices from the Modality and ACCLAIM PCNs to speak to patients about their experiences and provided feedback to the practice managers. We have also attended PPG's (Patient Participation Groups) as well as SUV (Service User Voice) meetings to support people to have their voices heard.

# Review of Current Projects (Cont.)

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## NHS 111 engagement with young people

Healthwatch Hull were approached by Humber North Yorkshire ICS in May 2024, to compliment a national campaign about NHS 111 and to hear the local populations' views and experiences of using NHS 111, the Engagement Team from NHS Humber and North Yorkshire Integrated Care Board have been going out to speak to people across our area. The team have been asking people about where they see or hear key information about NHS 111 and if they know when or how it can be used. They have also been listening to where people turn to for help with urgent but non-life-threatening medical care. The ICB have enlisted the assistance of Healthwatch Hull to speak to younger people (aged 16-19 years old). The engagement will be to gather a more in depth understanding of any barriers this group of people face when accessing NHS111 and what the NHS can do to reduce those barriers in the future.

.The HNYICB will be providing us with a toolkit, and we are planning to engage with young people in this age group through Healthwatch Hubs which were running in schools, colleges and Hull University. We will also be utilising our youth and community group connections over the summer holiday period to widen our reach and enable us to gather views.

This work will begin early Quarter 2 (July 2024)

# Review of Current Projects (Cont.)

## Secondary care and Mental Health engagements

Healthwatch Hull have developed a robust programme of engagement within secondary care. This engagement across Hull Royal Infirmary and Castle Hill hospital allows for a deeper understanding of patient experience from a cross section of secondary care areas. The intelligence gathered from these engagements is analysed and trends and themes are identified to assist with intelligence gathering. Feedback is escalated through appropriate channels where required. These engagements help to build a picture of secondary care in the area. Our project officer visits the following wards/areas on a regular basis:

Newbridges Acute MH unit  
HRI Main reception (Tower block)  
The Emergency Department  
Women and Children's Cafeteria  
Labour Ward  
Labour Triage  
Paediatrics (Woodland's ward)  
Baby Carousel- a monthly event at Hull Royal Infirmary for expectant parents to gain knowledge and information about maternity care and services.  
Allam Diabetes centre  
Castle Hill – Cardiology  
Outpatients  
Queens Centre

# How we made a difference in Quarter 1, April-June 2024

Quarter one



We have attended multiple community events to promote and raise awareness of Healthwatch across the city as well as providing signposting and clear advice.



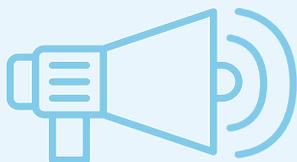
We promoted our wide range of volunteering opportunities during volunteer's week and celebrated our Healthwatch Hull volunteers.



Healthwatch Hull have championed the voice of children and young people through the Healthwatch Hubs at Hull College and have spoken to over 200 young people about their experiences of health and social care.

# Information Breakdown

## Reaching out



**310 people**

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

**244 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

**4,107 people**

## Online interactions



**59 people**

Liked or commented on our online social media posts.

**28 new followers**

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

## Volunteering at Hull Healthwatch



We're lucky to have

**32 active**

volunteers to help us in our engagement activities and work.

**61 hours**

During this quarter we recruited in total

**4 new volunteers** who will be starting to volunteer with us from July 2024.

We are lucky to have a further 12 volunteers that are young people aged 16–25 years old who support us through engagements within our Young Healthwatch volunteering offer

# 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 **126** people and gathered experiences. We went onto record **17** experiences which were researched online. A total of experiences **143** were recorded for the month of April.

## Intelligence report for May

In May, we were contacted by **43** people and gathered experiences. We went onto record **36** experiences which were researched online. A total of **79** experiences were recorded for the month of May.

## Intelligence report for June

In June we were contacted by **64** people and gathered experiences. We went onto record **24** experiences which were researched online. A total of **88** experiences were recorded for the month of June.



## Keeping the public up to date

Between April and June 2024, we have helped raise the awareness of services offered by other organisations and campaigns they are running, this in turn has assisted with our signposting for the public.

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.

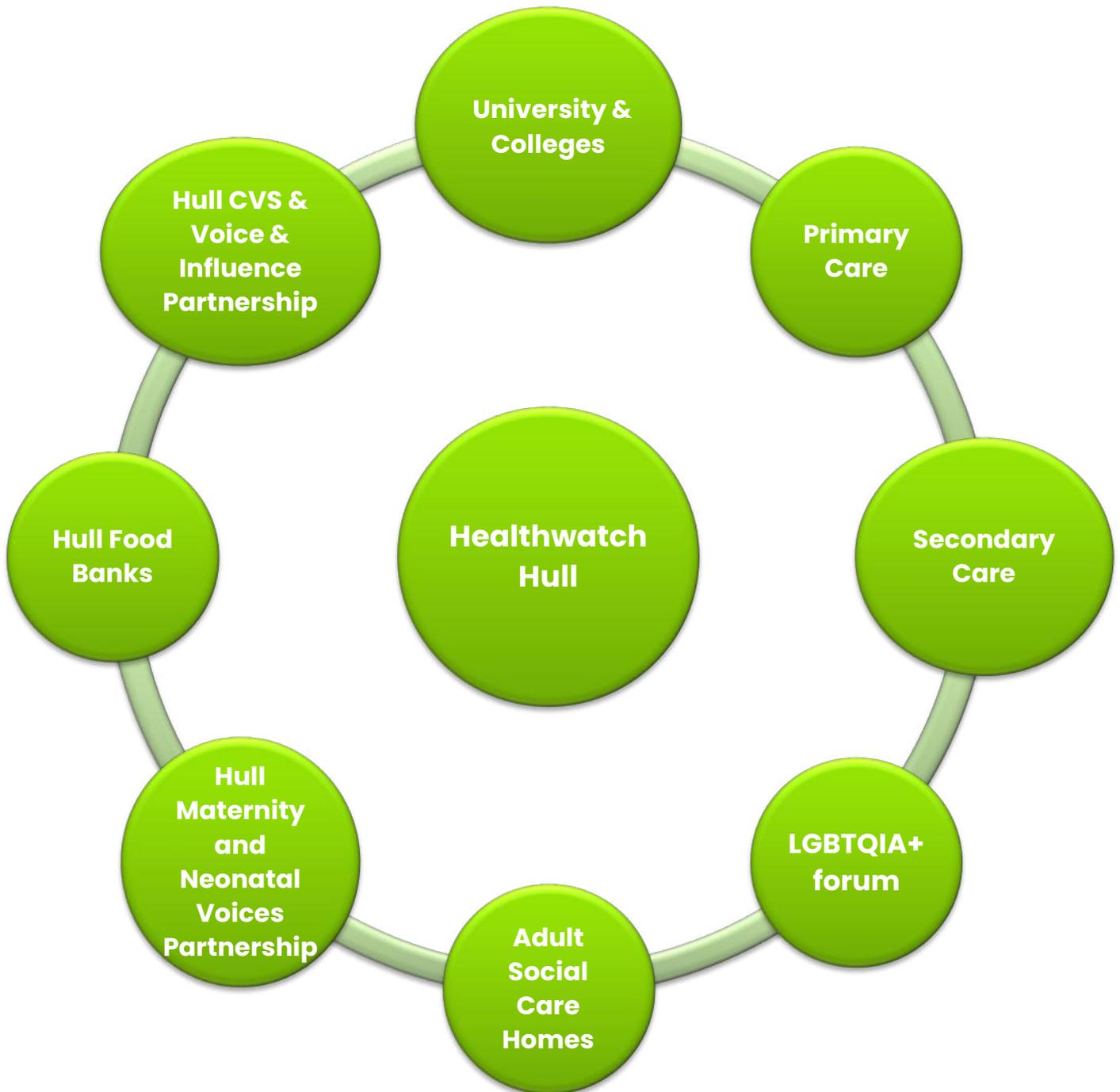
We have worked with our partners such as NHS and local authority to help promote campaigns and important surveys which are designed to improve health and social care in Hull.

# Raising Awareness of Healthwatch

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## Engagement

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



# Partnership working

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## Meetings attended

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

Adult Social Care Board

Humber and North Yorkshire Digital Inclusion Shared Learning Group

NHS (PALS)

Patient and Carer Experience (PACE)

Health and Well-Being board

Hull/East Riding PLACE meeting

SEND Development and Improvement Board Meeting

Integrated Neighbourhood Teams

A 'good experience' steering group

Hull and East Riding Care Homes Steering Group

Humber and North Yorkshire Digital Inclusion Shared Learning Group

Learning Disability Board

Financial Inclusion Network

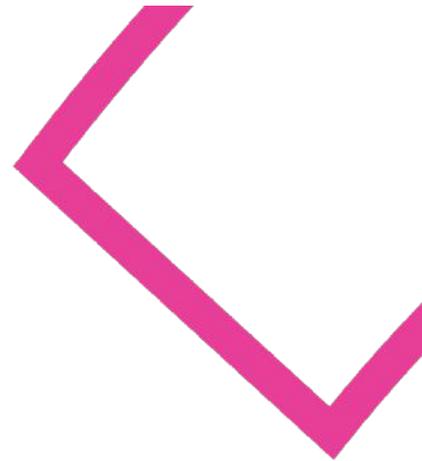
HUTH Quality Assurance Visits

Service user voice meeting



## Plan for next 3 Months

- Work to continue on the Autism and Mental Health project through engagement with people, staff and stakeholders.
- To continue to grow our partnerships within Hull, with local and national charities to create opportunities for collaboration as well as create pathways into work for volunteers if they wish.
- Work to continue on the Core 20+ connectors project.
- To begin engagement with young people about their knowledge and experiences of NHS III.
- To continue to grow our engagement with the Tenant and Resident Associations to listen to their experiences of Health and Social Care.
- To increase our Enter and View workstream.



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