

The value of listening

Healthwatch Kingston Upon Hull
Annual Report 2023-2024



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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chief Executive Officer

This year Healthwatch Kingston upon Hull have continued to represent the views of our local community on health and care matters. This has been achieved through gathering public feedback, analysing trends and highlighting issues to service providers. Healthwatch Hull is driven by a passion to reduce health inequalities and we do this by ensuring that we engage with the most vulnerable, marginalised groups in our area. We want to ensure that those who are the most seldom heard know that their views and experiences matter – and can make a difference.

Our Independent status means we are a trusted source of advice and support to the people of Hull, and through our dedicated engagement work, we have continued to ensure that residents are at the heart of all our activities. This has been particularly important, as the way in which services are planned and delivered continue to undergo significant change and challenges. As the landscape of Health and Care continues to change and develop, we will be there to make sure that no one gets lost along the way.

Over the past year we have worked alongside local stakeholders on projects such as access to Yorkshire Ambulance Service for people experiencing homelessness, and the recommissioning of Housing Related Support with Hull City Council. Through our role as a critical friend, we have been able to make sure we are an important link between those who are users of health and care services and those who are delivering and commissioning them.

I would like to thank all staff and volunteers for their continued commitment to improving health and care services in Hull. I would also like to extend my gratitude to every person who has contributed to the work of Healthwatch Hull over the past year. By providing feedback, sharing experiences, liking and sharing our social media posts, you are all playing your part in helping to change and improve services—and we cannot do it without you!



“it has been a very busy and successful year for Healthwatch Hull. The excellent work with the homeless population has demonstrated our ability to reach out to people who are considered ‘hard to reach’ and ensure their voices are at the driving force behind meaningful change”



Helen Grimwood
Chief Executive Officer
Hull CVS

About us

Healthwatch Kingston Upon Hull is your local health and social care champion.

We make sure NHS 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

High quality, equitable Health and Care services that meet the needs of every person within our community.



Our mission

To give every person in Hull the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.



Our values are:

- We are proud to be independent, and not afraid to speak up and challenge decisions that do not meet the needs of our communities.
- We operate a culture of transparency and openness, ensuring we are accountable to the communities in which we serve.
- Our work is evidence based – led by public voice and need.
- We are collaborative, working with organisations that share our vision of equitable health and care services that meet the need of every person within our communities.



Year in review

Reaching out:

1,404 people

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

13,529 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.



Making a difference to care:

We published

18 reports

about the improvements people would like to see in health and social care services.

Our most popular report was

Financial Hardship (Cost of Living)

which highlighted the struggles people face relating to the Cost-of-Living Crisis.



Health and social care that works for you:

We're lucky to have

31

outstanding volunteers who gave up 25 days to make care better for our community.

We're funded by our local authority. In 2023 - 24 we received

£136,436

which is the same as the previous year.

We currently employ

4 staff

who help us carry out our work.



How we've made a difference this year

Spring



We supported Hull City 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. This helped to shape future services.



We completed our meet and greet service at Orchard medical centre and signposted 84 people over a 4-week period. There was a reported reduction in complaints during this period.

Summer



We attended Hull University fresher's week and the OPP community event and spoke to over 150 people. This included signposting people to local services and providing information about local health and social care services.



We collaborated with HNY ICS on a survey about accessing mental health services in Hull and East Riding, receiving over 100 responses from children and young people and over 250 from parents and carers. This feedback is informing future ICS services.

Autumn

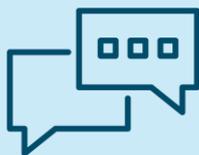


We worked with Yorkshire Ambulance Service to highlight the experiences of those accessing Yorkshire Ambulance Services who are experiencing homelessness or are rough sleeping.



We engaged with residents at extra care facilities to understand how documents and letters can be made more accessible for people with a learning disability. This information led to easy-read documentation to be sent out, as well as reading support where required.

Winter



We took part in an interview with BBC Radio Humber to share our views on the closure of pharmacies in the area, sharing our concerns for people with limited mobility.



Engagement began with the LGBTQIA+ community to understand barriers to healthcare that they may face. Work is continuing to understand trends and themes to enable future focused work and signposting and advice has been provided.

Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in Healthwatch East Riding of Yorkshire's influence decisions made about services at Humber and North Yorkshire's Integrated Care System (ICS) level.

This year we've worked with Healthwatch across Humber and North Yorkshire to achieve:



Achievement one: Local Healthwatch representatives have been recruiting Community Connector volunteers, between the ages of 14 and 25, to explore the experiences of health and social care services of other young people within local areas. Under the CORE20PLUS5 initiative, we have been focussing on experiences relating to Asthma, Diabetes, Epilepsy, Oral Health and Mental Health.

Achievement two: Representatives from Healthwatch attended a workshop to contribute to the Equality Delivery System 2 (EDS2) for Humber and North Yorkshire ICS. The main purpose of the EDS2 is to help NHS organisations to review and improve their performance for people with protected characteristics. The role of Healthwatch was to discuss, challenge, assess and score the evidence presented to us. This was an opportunity to formally influence the ICB's approach to commissioning services which are equitable.



Achievement three: Local Healthwatch across the ICB now attend meetings representing all Healthwatch in the area and report back and share information. This collaborative efficiently enables Healthwatch to have a much stronger voice across numerous meetings in the region.



Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Improving Housing Related Support

In February 2023, Hull City Council's Service Development Commissioner asked Healthwatch Hull to engage and report on Housing Related Support (HRS), focusing on feedback from service users and staff supporting people with learning disabilities and mental health conditions.

What did you tell us about housing related support?

People were worried about having to move out of housing related support after 2 years

"I didn't like being told I will have to move out in 2 years, it makes me feel uneasy, I often worry when I am on my own about what will happen to me once I have to move out. I find it upsetting and all I want is to stay as I am. I can't live on my own it's too scary when someone isn't helping you with things you don't understand." **Resident.**

Housing shortages and council bands mean people's needs are not prioritised

"Not enough council housing available, takes too long to get any response or answers. Sometimes it's too late within the timescales we work to, things need to be in place, so we can arrange to move a person who is ready for independent living. Why aren't people with learning disabilities given higher priority by the council?" **Staff member of a service.**

Lack of staff and service providers in the HRS sector causes a strain

"Lack of staff and service providers in our sector, which is a strain on employees and frustrating for them. We should be allocated more support staff and therefore provide a better service to people, as there is plenty of demand out there for the service we provide and other support networks. Most of the people we support require long term care before they are ready to move to independent living, we need more time to develop the skills to build people's confidence. We often see people going around in circles between services." **Staff member of a service.**

Improving Housing Related Support

We found most people were happy with the support provided by HRS providers. Most wanted the opportunity to live their lives with the freedom that independent living brings. However, it became clear for some people the support has not been enough to enable people to fully transition into independent living.



Healthwatch Hull made several recommendations to enhance Housing Related Support (HRS) services. These include improving communication and links between services and commissioners, undertaking a complete review of HRS, establishing clear pathways for service users, enhancing staff wellbeing and retention, and expanding HRS to potentially include new providers to meet demand. The report's findings were shared with Hull City Council and contributed to the development of a new service specification for HRS in the city.

To read the full report, please visit [Housing-Related-Support-HRS-Report.pdf \(healthwatchkingstonuponhull.co.uk\)](https://healthwatchkingstonuponhull.co.uk/Housing-Related-Support-HRS-Report.pdf)

Hull City Council have responded to Healthwatch Hull and told us:

"The Healthwatch report was a big part in getting us to agree to increase the volume of units, we currently have 141 units, and we are going to 200 units, and we have doubled the number of hours for floating support".

"We are looking at integrating the referrals through our own front door at ASC which will mean more direct communication with the providers which was a common theme".

"The Hull integrated Health and Care Partnership board really liked that we used Healthwatch and would be keen once we have remodelled the service following the procurement process that you would come back (maybe late 2025) to get an independent view on how successful we have been".

"We are looking at the new service commencement beginning 1st December 2024".

Core 20+ Connectors– Healthwatch Hubs

Work is currently ongoing with the Core 20+ Connectors project, funded by NHS England. This project is modelled on the success of Young Healthwatch projects that are active across the Humber region, whereby young people are recruited as ambassadors/ engagement volunteers for Healthwatch teams.

Healthwatch Hull chose to deliver this project through Healthwatch Hubs in Hull University, colleges and secondary schools across the city. These hubs are run by our staff and young volunteers (connectors) to collect health and care experiences specifically around diabetes, epilepsy and asthma, however experiences of any kind are valued in order to build up a wider picture of inequalities in this age group. Connectors are provided with a package of training that will equip them to carry out their role confidently.

What difference did this make?

- **Through our Healthwatch Hubs, over 120 young people aged 14–25 shared their experiences of health and social care in Hull with us and what they felt could be improved.**
- **The hubs are providing ongoing volunteering opportunities for young people within Hull, providing experience and improved confidence and skills.**

Key themes identified through the Healthwatch Hubs have been; access to mental health support, sexual health, and the need for inclusivity, specifically around disability and young people who identify as LGBTQIA+.

Moving forwards the Healthwatch Hubs will continue, and feedback will be shared with the NHS and local providers to ensure young people have their voices heard.



“It has been great to see so many young people being able to have the opportunity to engage in honest and rich discussions regarding health and social care within the city. Allowing them to share their views and be more in tune with what they want from healthcare”.

Andrew McCartney, Deputy Leader of Safeguarding, Hull College

A 'big push' for improved maternity services in Hull and the East Riding of Yorkshire

In August 2023, the CQC published a report on the Maternity services at Hull Royal Infirmary (HRI), rating the service as inadequate. Between August and December HRI made significant improvements to their department, however we wanted to ensure that patient feedback would continue to contribute to ongoing improvement plans.

Healthwatch Kingston Upon Hull and Healthwatch East Riding of Yorkshire worked together on a project to understand the experiences of patients who have used the service. The two Healthwatch worked together on this project as patients from across the two areas use the Women and Children's Hospital at Hull Royal Infirmary (HRI).

Through our engagements and research, we identified several issues throughout HRI's maternity care, as reported by patients:

- Long wait times in the Antenatal Day Unit (ADU). Some patients would end up waiting 7 hours for their scheduled appointment.
- Patient's notes being incorrect or even being confused with another patient.
- A lack of staff training in certain areas. For example, only 39% of staff had completed their perinatal institute growth assessment protocol training.

“My notes it said I was Bangladeshi!!! The Indian doctor said when she saw me, oh you're not Bangladeshi! They'd messed my notes up which explains why I was sent for random blood tests without anyone knowing what it was for.”

Our report with recommendations was shared with Hull University Teaching Hospitals Trust who have responded to our recommendations and have committed to continuous improvement within the service.

Healthwatch Kingston Upon Hull and Healthwatch East Riding continue to attend monthly Quality Assurance visits in the maternity department as part of Hull University Teaching Hospitals quality assurance measures.

A copy of the report with responses to recommendations is available on our [website](#)



Three ways we have made a difference in the community

Throughout our work we support people with signposting, information and clear advice

Healthwatch Hull supported someone who is experiencing homelessness in Hull to access their medical records.

In our engagement with the rough sleeper community, we assisted an individual in accessing his medical records for his housing application. With his permission, we contacted his GP, who required a written request for the records. The individual struggled with reading and writing, so we helped him write the letter and arranged for it to be sent from the Changing Futures Hub in Hull City Centre. After delivering the letter, the individual successfully obtained his medical records to support his housing application.



Getting services to involve the public

Healthwatch Hull and Healthwatch East Riding were involved in a review of bids for new NHS dental contracts in Pocklington, Bridlington and Hull.

We evaluated bids against the service specification for patient involvement, assessing bidders on their methods for listening to patient feedback and involving patients in care decisions. Bidders were expected to explain how they intend to listen to patient feedback and how they will use this to inform service development. Our scoring, based on set criteria and rationale, contributed to awarding new dental contracts in Hull.



Improving care over time

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

Healthwatch Hull focuses on reducing health inequalities by engaging seldom-heard groups on issues like digital inclusion, travel to appointments, and service access. We use a variety of approaches such as Healthwatch Hubs, interpreter volunteers, and collaboration with local stakeholders. Feedback is shared with providers to highlight areas needing focused work.





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 by:

- Creating the volunteer interpreter programme in partnership with AA Global to allow us to gather valuable insights from communities that speak English as a second language.
- Engaging with the homeless population and those who are rough sleeping to learn about their experience of using Yorkshire Ambulance Service. We visited hostels, breakfast clubs and soup kitchens to speak to people about their experiences.
- The creation and roll out of Healthwatch Hubs in Hull University, colleges and schools allowed us to hear from young people aged 14-25 years old with over 100 young people sharing their views with us so far.

Exploring the views of the homeless population

Healthwatch Hull worked with Yorkshire Ambulance Service (YAS) to understand the experiences of the homeless population when accessing ambulance services. The project was 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 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. Co-production and collaboration were key to the success of the project. Working closely with stakeholders allowed us to initiate conversations with people who use the service as well as gather experiences and views from staff. Working collaboratively opened up some insightful opportunities to gain a deeper understanding of the challenges faced by people experiencing homelessness and the systems in place to provide support.

Over the course of the engagement, we spoke to:

- **78** people who are currently experiencing homelessness or are sleeping rough through visits to hostels, breakfast clubs, and street outreach activity.
- **70** members of Yorkshire Ambulance Service staff: 999 ambulance crews, 111 call handlers, Patient Transport Service and operational staff at Hull Royal Infirmary and YAS Headquarters.
- **3** people with lived experience of homelessness and rough sleeping, through the rough sleeper project group.
- **28** stakeholders, who work with people experiencing homelessness, through focus groups and 1-1 interviews.

“The work that Healthwatch have undertaken has provided us with incredibly rich insight into the needs of one of our most vulnerable populations. They connected with agencies on the ground supporting rough sleepers, they talked to our front-line staff about their experience of providing care to rough sleepers and they talked to rough sleepers about their experience of us. These stories have helped us understand how and why we can improve our services and care for this population, and we will be carrying forward work to respond to the findings of the engagement”.

Lewis Etoria Senior Community Engagement Manager, Yorkshire Ambulance Service NHS Trust

Exploring the views of the homeless population

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 YAS staff and crews. There was a fear of health services and professionals which meant they were less likely to want to be treated in an ambulance or attend the Emergency Department.
- Many homeless individuals we spoke to were unaware of NHS 111 and Patient Transport Services, facing barriers such as lack of mobile phones and home addresses to be picked up from. Some had positive experiences with NHS 111, receiving emergency prescriptions and appointments. However, physical barriers, such as lack of transport and funds, made accessing services like emergency dental appointments in different areas impractical.
- 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 waiting 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 have a limited number of staff.
- All groups we spoke to told us about issues they had experienced when attending the Emergency Department.

Our recommendations

We proposed several recommendations to address these challenges, including investing in specialist liaison roles with the homeless population, enhancing technology for signposting advice, and improving staff training on issues related to homelessness and trauma. Enhanced communication mechanisms and better collaboration among services are also recommended.

The recommendations aim to reduce pressure on emergency services, reduce hospital admissions, and improve the overall well-being of both people experiencing homelessness (PEH) and Yorkshire Ambulance Service (YAS) staff.

"The project was expertly managed by Carrie and Ellie who ensured that not only were the aims and objectives met but that this was done with the voice of those with lived experience at the heart. The recommendations made both for YAS and the wider health care system in Hull were presented in a number of formats including a powerful video and a face to event which the Healthwatch team hosted. It has been a pleasure to work with the Healthwatch Hull team on this project and I hope we can work together on other projects in the future".

**Lesley Butterworth Head of Nursing and Patient Experience,
Yorkshire Ambulance Service NHS Trust**

Bringing it all together

It was important for Yorkshire Ambulance Service that staff were able to directly hear from people experiencing homelessness to improve the service they offer. We did this in two ways...

Video production:

We created a video with Hebb and Griff Videographers to showcase people's experiences in a visual format and create a deeper understanding of the homeless community and their access and experiences of Yorkshire Ambulance Service. The footage was shot at several locations and has speakers from Yorkshire Ambulance Service, stakeholders, and people who have lived experience of rough sleeping. The video brought the project to life and added a deeper level of insight into people's experiences. To watch the video, click here -

<https://www.youtube.com/watch?v=Rd-WDPem9HA&feature=youtu.be>



Homeless Voices Showcase Event:

We planned a homeless voices showcase event to bring together Yorkshire Ambulance Service staff, stakeholders and people with lived experience of homelessness and rough sleeping. Speakers included staff from Yorkshire Ambulance Service and Changing Futures, and people with lived experience of homelessness. It was an ideal opportunity for Healthwatch Hull to present the findings of the engagement and show the video.

This allowed those working in the service to understand first-hand what it is like to experience homelessness, and the challenges of accessing services.

Interpreter volunteers – Partnership with AA Global

Hull residents have expressed that they felt there was often poor communication between themselves and healthcare providers, particularly ethnically diverse communities and groups where English isn't their first language.

Through speaking with several organisations who run food pantries, foodbanks and GP services in Hull, Healthwatch were able to identify service users who use the organisations and don't speak English or speak very limited English. Engagement carried out across Hull highlighted barriers people faced, when they did not speak English as a first language.

The main issues highlighted to us were:

- Updates and cancellations are often sent out in English from hospitals and GP's
- Language barriers and issues accessing translators who are available for booking appointments
- Healthcare information not readily available in different languages to support patients' needs

In response to this feedback Healthwatch Hull began to work in partnership with AA Global to develop Healthwatch Hull interpreter volunteer roles.

Although AA global offer paid roles as translators, there is often a gap in the skills and experience required to be proficient in the role. Healthwatch can help to bridge the gap by offering meaningful work experience, engaging with members of the community whose first language isn't English. This not only helps to improve the confidence and skills of volunteers, but it enables our team to reach directly into communities that are otherwise hard to reach.

In turn, the partnership helps to develop career pathways for volunteers of Healthwatch Hull to move into paid roles with AA Global if they wish.

The partnership also allows AA Global access to a wide range of volunteers who will have gained experience from volunteering at a variety of services across Hull such as GP's, medical centres, community centres, hospitals and office-based work including translating documents and surveys.

This partnership benefits the people and communities of Hull who are seldom heard or are unable to speak up for themselves as well as benefitting both organisations by increasing service reach, deliverability, brand awareness and impact. We are continuing to grow and develop this partnership into 2024-2025.

Interpreter volunteers, Partnership with AA Global

The project so far:

- We currently have **4** active interpreter volunteers who are supporting the Healthwatch Hull team and have participated in engagement with their communities.
- We are also lucky to have **3** young interpreter volunteers (aged 16-18) who are volunteering as community connectors through the Core 20+ connectors programme as well as supporting us as interpreter volunteers.

Our volunteer interpreters speak the following languages:

- Russian
- Spanish
- Turkish
- Arabic
- Ukrainian
- Romanian

Activities and Impact:

Our interpreter volunteers have taken part in engagement and interpreting support at a GP practice with a high proportion of patients who are Romanian. Our Romanian volunteer has been able to offer support to people from the Romanian community in registering with the GP practice and filling out registration forms to ensure they are registered correctly with the GP and understand the process.

Our interpreter volunteers have provided support to the GP in house interpreters with helping patients to check in using the digital screens where needed and assistance in booking appointments with the surgery.

The Young Healthwatch Interpreter Volunteers have been supporting the work of the Core 20 Connectors Healthwatch Hubs allowing us to engage with young people where English is a second language and has opened up further opportunities to understand the challenges faced by young people in Hull. They have gathered experiences and intelligence around Health and Social Care services across Hull with a focus around the key areas of: Diabetes, Epilepsy, Asthma, Mental Health and Oral Health which has fed directly into the Core 20 Connectors project.

We are continuing to grow and develop this work stream into 2024-2025.

Interpreter volunteers, Partnership with AA Global

Case study- Hadeel

“Volunteering as an interpreter with Healthwatch organisation has significantly benefitted my personal development and future career prospects by providing practical experience, enhancing my skills, and expanding my professional networks.

Volunteering as an interpreter offers numerous benefits, both personally and professionally for example:

It has improved my language skills, deepened cultural understanding, and enhanced my ability to communicate.

It has provided me with the real-world interpreting experience, which is invaluable for building a resume.

I have had the chance to meet professionals who were so supportive and understanding and provided me with the great guidance through my experience with them.

Furthermore, helping others can be deeply rewarding and can increase one's sense of purpose and satisfaction.

I am really satisfied with the experience with Healthwatch and its members. I believe they will make the necessary change in the health sector professionally led by its trained and experienced team”.



Hadeel, Arabic Interpreter Volunteer



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, making 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 mental health services
- Supporting people to look after their health during the cost-of-living crisis

Increasing awareness around accessibility

It is important that people are provided, clear, concise and accessible information about their health.

Following engagement work carried out in community groups and supported living settings, we learnt that many people with a learning disability were not able to understand letters and communications that were sent to them by their GPs which often contained important information.

We highlighted to GPs within Hull, the difficulties people with learning disabilities were facing with letters that they could not read or understand. This was often causing people to miss important information or cause worry and concern due to not understanding the content of the letter. As a result of this piece of work Easy Read letters are now sent to people, improving the accessibility of the service for those with a learning disability.

How the Cost-of-Living crisis is affecting Hull residents

Through speaking to Hull residents, 84% of people we spoke to told us the Cost-of-Living Crisis had negatively affected their lives .We learnt how residents were not always aware of the help that was available to support them, and that people were worried about the future.

Healthwatch Hull wanted to make sure everyone could access the support available

Through our engagement work with the public and work with stakeholders we:

- Provided information on prescription prepayment certificates
- Promoted the use of official warm spaces
- Signposted individuals for help and support with finances
- Provided information around the NHS Low Income Scheme (LIS)



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 Healthwatch Hull and supported them to share their views.
- Interpreter volunteers played an important role in collecting feedback from those who speak English as a second language.
- Our Young Healthwatch volunteers (aged 16-25) supported us with the Healthwatch Hubs program in Hull College as well as becoming core 20 community connectors.



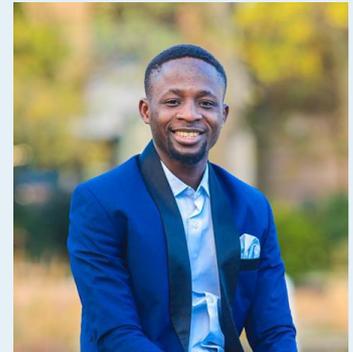
"Volunteering with Healthwatch Hull enables me to make a real impact on my community, especially through my involvement with the food bank. Every engagement, every contribution, brings hope and support to those in need. Giving back is one aspect of it; another is connecting with people, understanding their challenges and working together to create positive change. I am reminded that even little deeds of kindness may have a profound effect on someone's life by becoming a part of Healthwatch Hull. It's a privilege to lend a hand where it's needed most, to be part of a community that cares"



Emmanuel-
Healthwatch Hull



"I have learned more about the services of the NHS because I volunteer for Healthwatch, and I believe service to humanity is the best work of life. It's exciting to engage with different people, making them aware that the solution to some of their concerns is within their reach".



Dayo –
Healthwatch Hull

Do you feel inspired?



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



healthwatchkingstonuponhull.co.uk



01482 595505



enquiries@healthwatchkingstonuponhull.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 Government	£136,436	Expenditure on pay	£107,749.91
Additional income	£45,100	Non-pay expenditure	£7463.48
		Office and management fees	£66,185.24
Total income	£181,536	Total expenditure	£181,398.63

Additional income is broken down by:

- £15,000 received from Yorkshire Ambulance Service Charity for the rough sleeper project.
- £12,500 received from NHS England for the core 20+ connectors project

ICS funding

Healthwatch across also receives funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Research Engagement Network (REN) project	£7,500
total	£7,500

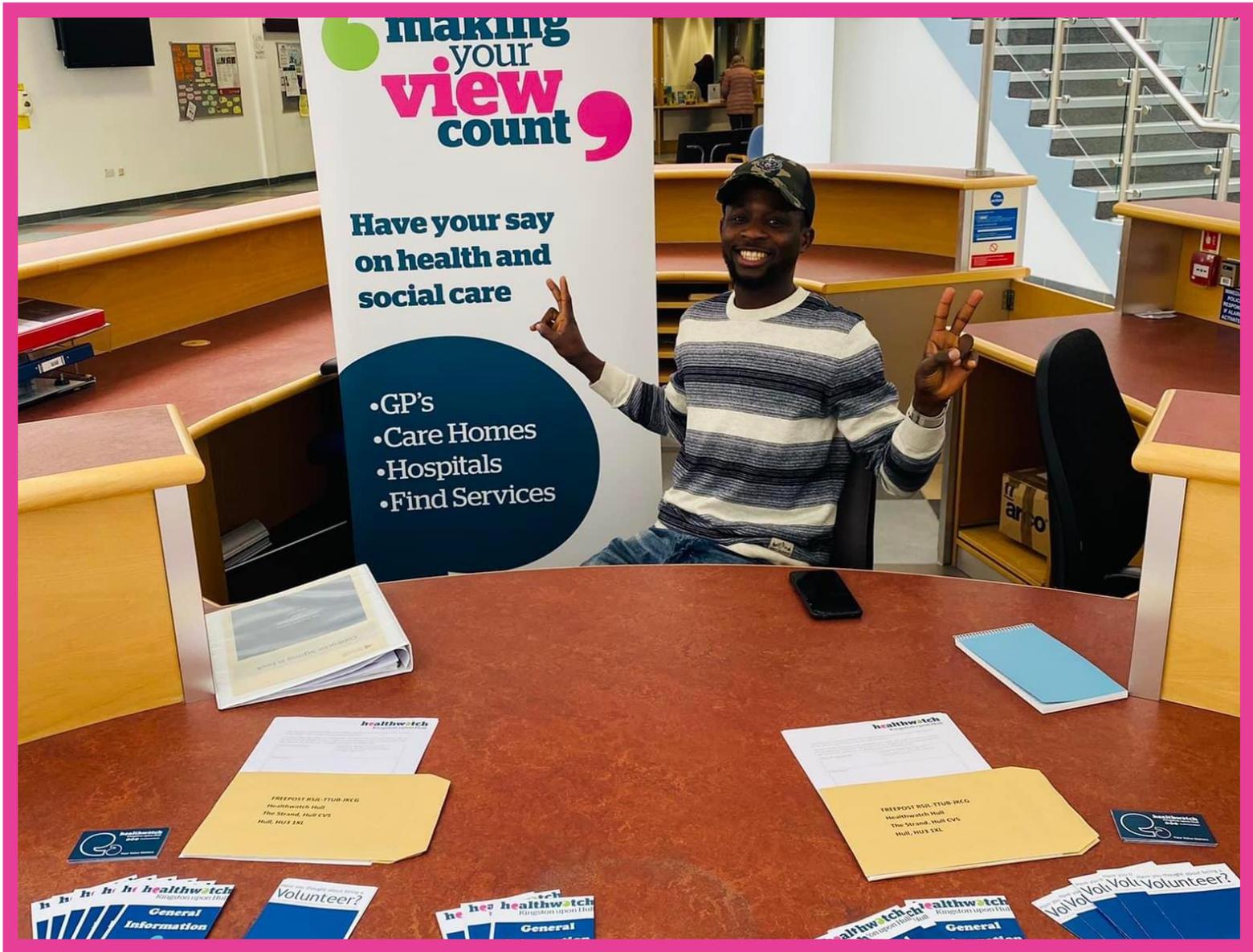
Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Work with Public Health to increase uptake of the national child measurement programme, and subsequent support.
2. To understand the issues and barriers around women's health and contribute to shaping women's health hubs.
3. To begin a series of enter and view visits in adult social care.



Statutory statements

Healthwatch Kingston Upon Hull, Kingston Upon Hull, The Strand, 75 Beverley Road, Hull HU3 1XL.

Healthwatch Kingston upon Hull 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 Board of Trustees provide direction, oversight, scrutiny and governance to the work of Healthwatch Hull, ensuring we meet our statutory requirements.

In addition to this, our Independent Advisory Group consists of two members who work on a voluntary basis to add an additional layer of expert advice to help shape our work plan and activities. Our group also ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2023/24 the Board of Trustees met four times. The Independent Advisory Group have been involved in shaping the work of Healthwatch Hull through several mechanisms, including meetings and involvement in work planning. We will be developing the model further and looking to expand the membership in the coming year.

We ensure wider public involvement in deciding our work priorities through engagement and observation of trends and themes of intelligence.

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

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and communicate to stakeholders and partner organisations.

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision-makers

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

In our local authority area, for example, we take information to Health and Wellbeing Board, Adult Social Care Continuous Improvement Board, Learning Disability Partnership and Care and Support Services Board. We also take insight and experiences to decision-makers in Humber and North Yorkshire Integrated Care System (ICS). For example, we attend, Hull Place Quality Group, monthly meetings with Humber North Yorkshire ICS, Primary Care Quality Group, and Humber North Yorkshire Experience of Care Forum. The Humber and North Yorkshire ICS groups and forums are attended by all 6 Healthwatch within the ICS area. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made 0 Enter and View visits. We made no recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
N/A	N/A	N/A

Healthwatch representatives

Healthwatch Kingston Upon Hull is represented on the Hull City Council Health and Wellbeing Board by Ellie Whitfield, Delivery Manager. During 2023/24 our representative has effectively carried out this role by contributing to discussions, challenge and attending strategic meetings.

Healthwatch Kingston Upon Hull is represented on Humber and North Yorkshire Integrated Care Partnership by Ashley Green, Healthwatch North Yorkshire CEO and Humber and North Yorkshire Integrated Care Board by Helen Grimwood Hull CVS CEO.

2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Hull City Council Mental Health Strategy development group.	Working with Hull City Council Public Health and VCSE partners to shape the new Mental Health Strategy for Kingston Upon Hull. Once finalised the strategy aims to improve the mental health of Hull residents.
Service User Voice (SUV) meetings and Patient Participation Groups (PPGs) for Primary Care in Hull.	Monthly attendance at the SUV and PPG meetings to discuss issues around access and experience of primary care in Hull using a solution focused approach to issues to support Primary Care improvement. Healthwatch involvement supports the group to remain patient focused. We have had 2 GP surgeries come forward to Healthwatch for support in developing their PPG.
Hull University Teaching Hospitals (HUTH) Quality Assurance Visits	Healthwatch Hull and Healthwatch East Riding have attended the HUTH Quality Assurance Visits for Maternity Services and the Emergency Department and contributed towards HUTH's quality audits of the services on a monthly basis to ensure continual improvement of the services and ensure patient voice is at the forefront.
Research Engagement Network (REN) programme	Healthwatch Hull worked with other Healthwatch across the region; East Riding or Yorkshire, North Lincolnshire and North East Lincolnshire to train members of the community as Research Champions, who will be working on projects within Hull.

healthwatch

Kingston upon Hull

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