

HEALTHWATCH HUB REPORT

August & September 2024

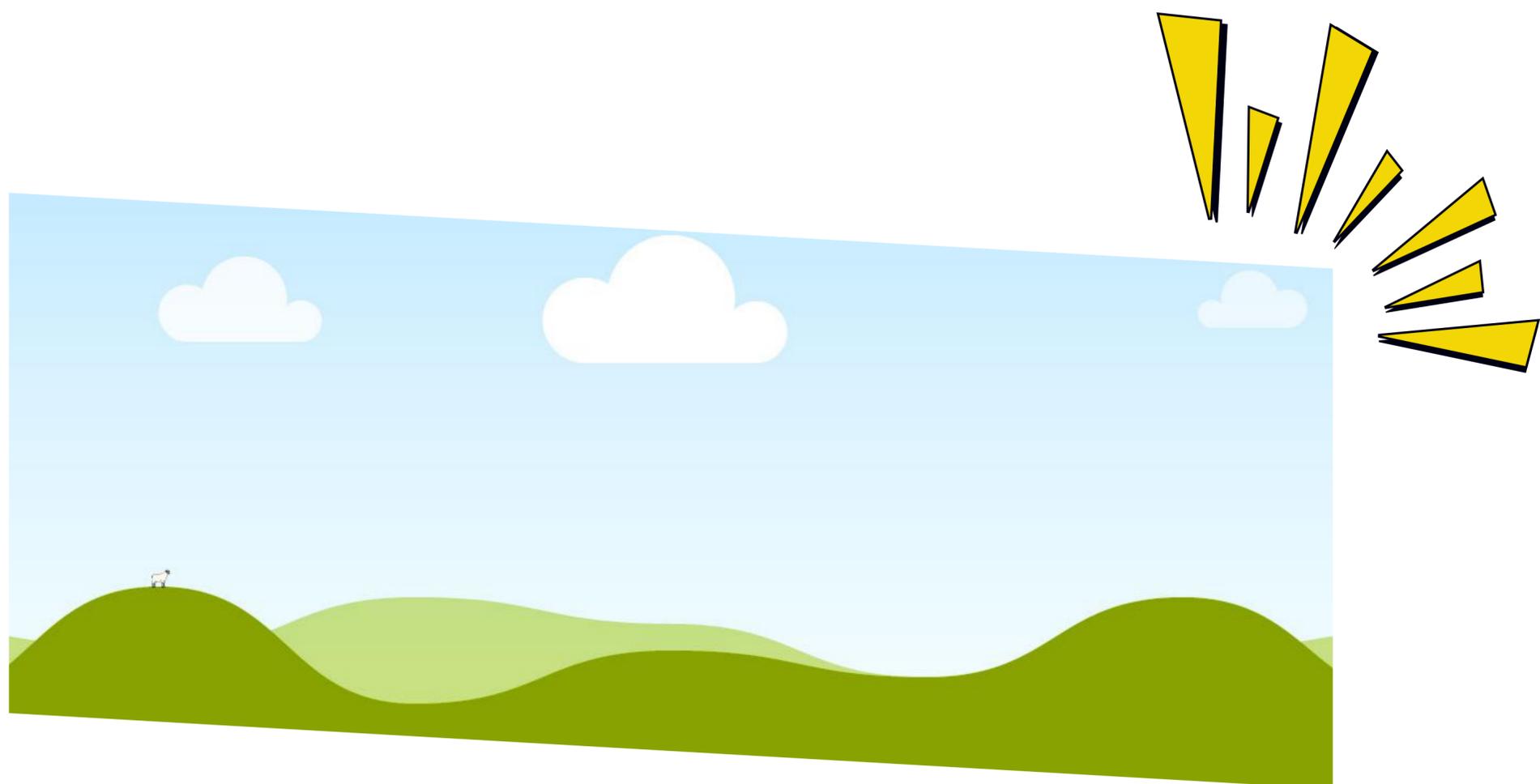


Introductions

Healthwatch Kingston upon Hull

We are the independent champion for people who use health and social care services. We exist to make sure that people are at the heart of care. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to make sure that people's voices are heard by the Government and those running services. As well as seeking the public's views through regular engagement we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.



Partners

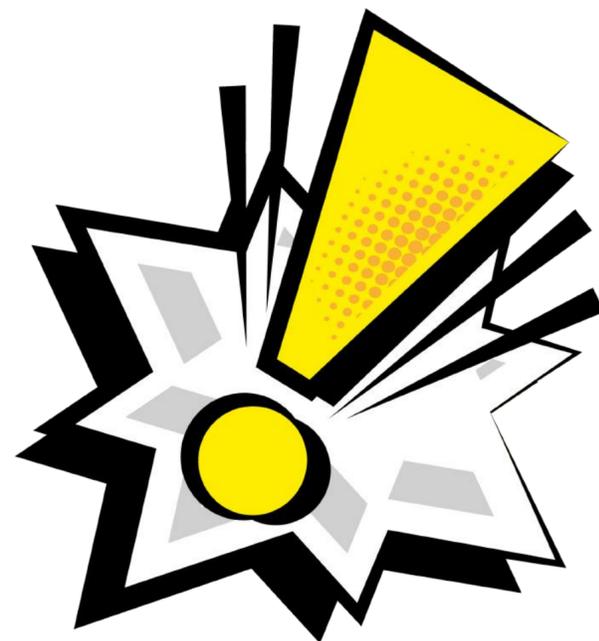
We work with partners across not only health and social care but the wider community and national charities to promote the many different opportunities which young people can take part in and also these "partners" help and support us in collecting feedback from children and young people using their services.

We hope to continue to build on this list of organisations to continue to share with young people what is available for them to take part in and access for support!

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- Hull University students union
 - Hull food partnership
 - The warren
 - Citysafe & SaferHull
 - MIND
 - Diabetes UK
 - Youth Leads UK
 - Epilepsy action
 - Life skills hub
 - Humber job hub
 - Asthma and Lung
 - Hull Fc
 - Hull Kingston Rovers

We worked with:

Hull College
Hull University
Wilberforce College
The Warren
Hull KR



During August & September we spoke to
Children and young people

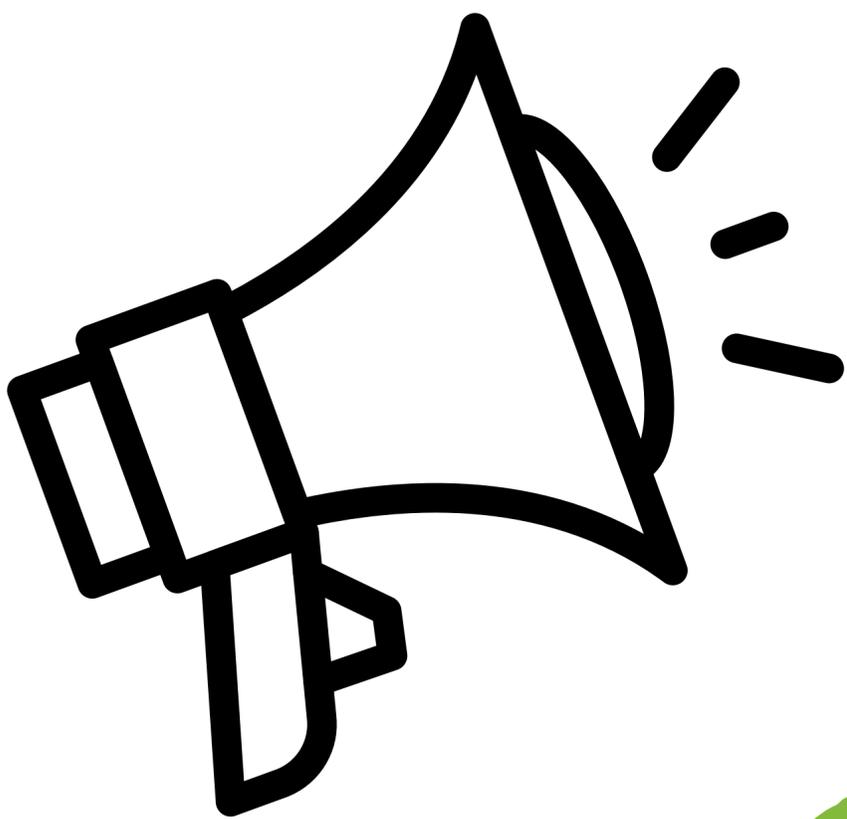


130

We spoke to Children and young people about their health and social care experiences as well as providing signposting advice.

Key themes

- 6 Mental Health Support
- 6 Neurodiversity support
- 6 Access to dentistry
- 6 Long waiting times for services



Feedback from young people

"Better training needed around autism"

"Stop telling me to just lose weight when I go to the GP with a health issue"

"Use people's chosen pronouns, be more patient with people who are neurodiverse and offer more solutions"

"It has been hard to access services because I have moved around a lot due to being in care and now I can't get registered with an NHS dentist they have said the waiting list is over 2 years"

"Wait times for all NHS services are so long, GPs, dentists, A&E, ambulance waits they all have such a negative impact on people's health and wellbeing"

"Improve waiting lists for surgery"

"Mental Health Services have really long waiting times"

"Better, more trained mental health professionals"



The professionals

After speaking to the professionals who actively work with and support children and young people and this is what they had to say.....

“Better mental health support is needed along with earlier intervention, many young people’s mental health declines significantly and there is a lack of support whilst waiting in a lot of cases”

“Services need to work together more effectively to ensure young people are getting the support they need”

“Referral pathways could be improved and made more clear”

“More flexible approaches needed such as face to face, online, mobile app or live chat to ensure services are as accessible as possible especially for mental health”.

“Waiting times can be a barrier to people accessing services either in good time or at all”.

Freshers events!

We have attended Freshers week events at both Hull College 'Hullraisers' and Hull University during Freshers week. Across the 2 events we spoke to **111** young people and provided signposting support to a further **84** young people.

The events were a great chance to speak to new and returning students about their experiences of using health and social care services as well as speak to students about our range of volunteering opportunities.

We look forward to continuing our engagements with the students within Hull University and Hull College, through our Healthwatch Hubs, class visits and through volunteering opportunities.



A special thank you to Hull University and Hull College for their support and we look forward to continuing to grow our relationship.





Impact

Our engagement with young people will continue throughout the year. We are keen to coproduce our work with young people; with them inspiring and designing our work and engagements to increase the positive impact we can make on young people's services in Hull.

We will continue to champion young people's voice and challenge services to improve the quality of care and the access to care that young people have in Hull. The hubs and engagements will continue to show what young people are saying and what they need to be fully supported the NHS and the community

with the 'Lundy model of participation' underpinning all of the work we do with children and young people

