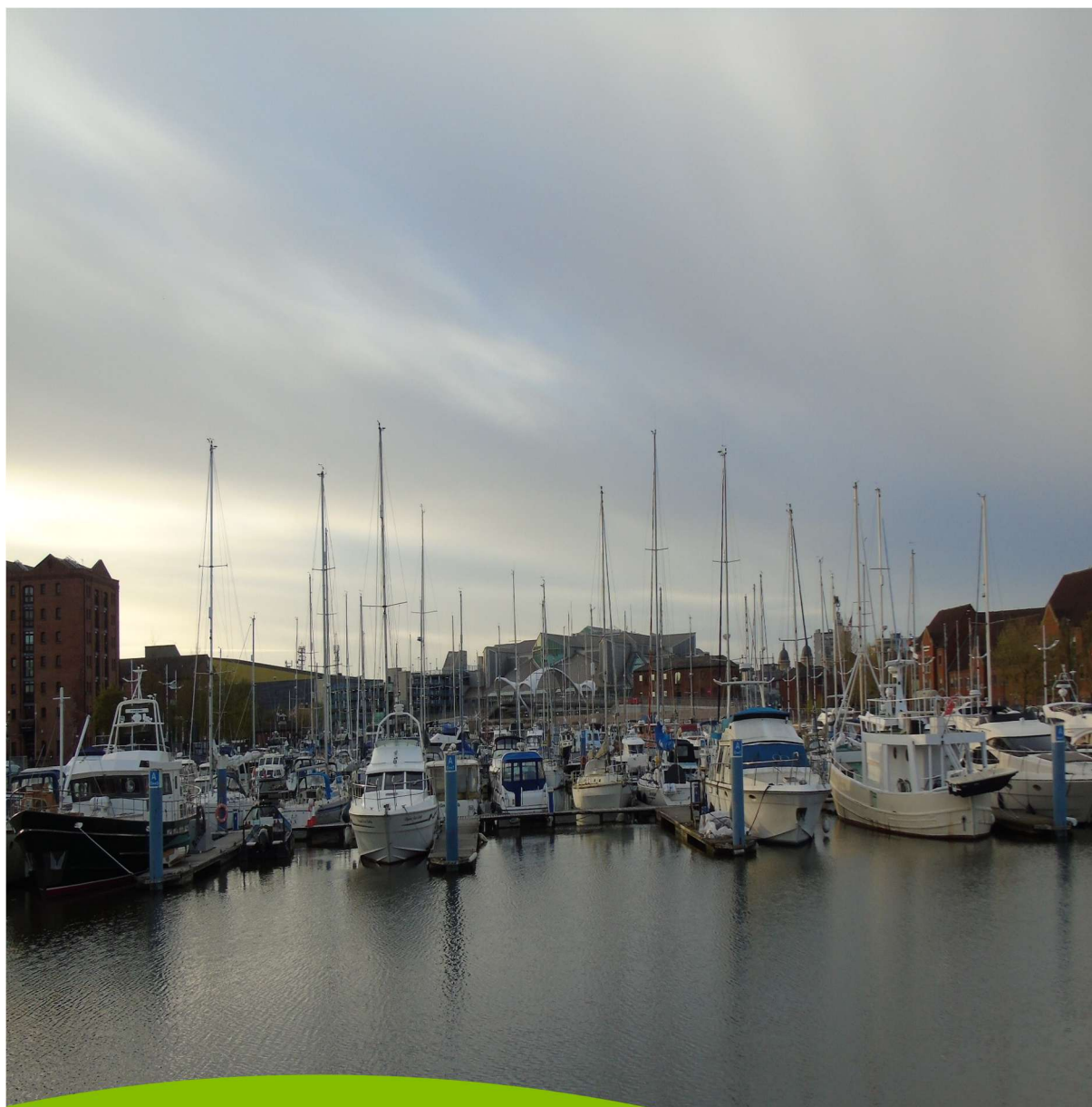




Healthwatch Hull

Quarter 4 Report
January – March 2026

healthwatch
Kingston upon Hull

1. Summary of the quarter

Quarter 4 has remained challenging for the team. However, we now have a new manager in place and have recruited a new Project Officer who will be starting in April.

Recruitment is ongoing for an additional Project Officer.

Despite being short staffed, the Autism and Mental Health Support project was completed in the quarter and was shared with the Local Authority.

The key focus area this quarter has been in Adult Social Care including Enter and Views at local Care Homes and General Practice engagements. This provided the opportunity for the service user's voice to be heard, a report was shared with the providers, and recommendation will be included in future service improvements.

Healthwatch Hull has also supported the local Healthwatch teams with a Yorkshire Ambulance Study to gain feedback on non-emergency transport in the area. This will allow us to monitor improvements and feedback into the partnership.

2. KPI Performance Overview

Outcome 1: Health, Social Care and Public Health Services are improved and influenced

- **Annual Work Plan:** Updated to reflect new priorities.
- **Intelligence Reports:** 1 produced this quarter

Outcome 2: Clear processes to involve local people

Engagement Activities:

Total number of activities this quarter = 16

Total number of activities that focused on the seldom heard population= 7

Engagement location	Population focus	Engagement type
Wheeler ST GP	GP practice population	Face to face conversations- specific issue
Allam Centre – Hull Royal		Face to face conversation – intel gathering
St Marys care home (E+V)	Older population People with long term conditions	Enter and view
Orchard Centre		Face to face conversations –intel gathering
Queens Centre		Face to face conversations –intel gathering
Age UK	Older population	Face to face conversations –intel gathering
Butterflies Garden Village	People living with dementia	Face to face conversation – care home project
Baby Carousel	Expectant parents	Face to face conversation – intel gathering
Giving Every Child The Best Start in Life		Face to face conversations – intel gathering / awareness raising

Hull Voice Meeting	Children and Young People	Face to face conversations – intel gathering / awareness raising
Job Centre Engagement		Face to face conversations – intel gathering / awareness raising
Social Prescribing Day		Face to face conversations – intel gathering / awareness raising
Community Champions Meeting		Face to face conversations – intel gathering / awareness raising
Your Voice Matters – Hull & ER PACE Forum		Face to face conversations – intel gathering / awareness raising
Volunteer Managers and Coordinators update		Face to face conversations – intel gathering / awareness raising

Engagement Reports (to include intelligence reports and enter and view)

Type of report	Number of views gathered	Demographic groups represented
Enter and View	16	• Older people • People living with a long-term condition • Care staff

Wheeler Street engagement project	32 – face to face 700+ survey respondents	• 7% of people over the age of 80 • 37% between the age of 17 and 49 • 57% between 50 and 79 • 88% of respondents were white British
Autism and Mental Health Project	19 – face to face 16 – responses to survey	• Members of the public with lived experience within the services • Ages ranged between 22 and 60 years
Intelligence Report – combined Jan-Feb	10 – Website / Telephone 71 – face to face	• Older People • Members of the public

Outcome 3: Recruitment and support for volunteers

Volunteer Breakdown:

- Total number of active volunteers within the quarter is 6.

Outcome 4: Accessible advice and information

Monthly Intelligence Reports: Summary of issues raised and shared with providers/commissioners.

- The intelligence reports for January, February and March have been combined into a single report.
- This covered **81** experiences, key points were;
- **Overall** – Parking and transport were highlighted as the main concerns for this period.
- Caring kindness respect and dignity were the positive comments received for this period.
- **Adult Social Care** – Staffing levels and training were the most negative comments received
- **Hospital Services / Opticians** – Communication with patients' treatment, explanation, verbal advice were the most negative comments
- Caring, kindness, respect and dignity were the positive comments received for Adult Social Care, Hospital Services and Opticians.
- **Patient Transport and NEPTS** – Waiting times– punctuality and queuing on arrival were the most negative comments received
Pharmacy – Communication with patients treatment explanation, verbal advice were the positive comments received.

Outcome 5: Strong and effective relationships

- **Strategic Meetings Attended:**
 - Health overview and Scrutiny
 - Health and wellbeing board
 - Neighbourhood health and care delivery group
 - Adult social care improvement board
 - VAWG (violence against women and girls) group
 - Maternity voices partnership
 - Urgent and emergency mental health steering group
 - Health inclusion steering group
 - Prevention Concordat – Hull & ER

- Veterans Patient and Carer Experience Forum
 - Hull & East Riding Quality Care Group Meeting
 - Humber Co-production Network Forum
 - Enhanced Help in Care Homes
 - Hull Children and Young People Neighbourhood Health and Care Workshop
- **Organisations Engaged With:** List and breakdown by sector (NHS, council, voluntary)

Name of organisation	Sector
Hull Royal infirmary	NHS
Age UK	VCSE
Butterflies Garden Village	ASC
Baby Carousel	NHS / partners
Forum	VCSE
Job Centre	Council

4. Risks & Mitigation

Staffing continues to be the biggest risk for the team. The announcement of the abolishment of Healthwatch in June 2025 has led to uncertainty and the loss of an additional staff member in this quarter.

Following an update from DHSC, whereby we were given an update on the timeframes for abolishment gave us confidence to recruit new fixed term roles.

Recruitment took place in Q3 and we were successful in recruiting a new Manager who starter in Q4 and one new Project Officer who are due to start in Q1 2026.

5. Next Quarter Priorities

- There has been an increasing trend in negative PALS experience feedback from the public. A project will be completed collaboratively with the PALS team to understand any issues and agree a joint improvement plan. The scope of this work is currently in progress, updates will be provided in the next Quarterly report.

6. Appendices

- Copies of intelligence reports produced