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healthwatch
York

Your spotlight on local services

Hello,

Welcome to the September 2025 edition of Healthwatch York's monthly e-bulletin. Here's what's coming up in this month's bulletin:

- [Healthwatch York News](#)
- [Health and Social Care News](#)
- [Local Health and Social Care News](#)
- [Local Projects](#)
- [Training and Resources](#)
- [Key Dates](#)

If you would like to include an update in the October edition, please email healthwatch@yorkcvs.org.uk.

If at any time you would like to stop receiving these bulletins, please use the unsubscribe link below or email us direct.

Many thanks,

Healthwatch York Team

Healthwatch York News



Petitions

UK Government
and Parliament

Petition to save the independence of local voices in health and social care - please sign!

The parliamentary petition launched by local Healthwatch, including Healthwatch York, is live and we urge everyone to sign it! The petition calls on the government to review the decision to abolish the independent way for people to feedback about health and care services.

People need an independent voice in the future of health and care. Sign and share the petition, link below.

[Sign the petition](#)



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Feedback Centre

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Contact Details

07587 155678

[Visit website](#)

Address

20 St Saviourgate, York, YO1 8NS

[Abbeyfield House - York →](#)

Contact Details

01904 704500

Address

Regency Mews, Dringhouses, York, North
Yorkshire, YO24 1LL

[Acomb Dental Practice →](#)

Contact Details

01904 794021

[Visit website](#)

Address

16 Front Street, Acomb, York, North Yorkshire,
YO24 3BZ

Focus on our new website Feedback Centre

great way to share your experiences of health and social care in York.

From the home page, you will see the Feedback Centre on the index bar at the top of the page. Click on this and it will take you to the Feedback Centre page, as in the picture above. You will see that you can filter your searches, with our most commonly used options available as buttons, or search by typing in the name of the service. The services are all listed alphabetically, so you could just scroll to the service you are looking for.

Once you have found the right service, click on the name and it will take you to a feedback form for that individual service where you will be able to read about the service, read reviews left by others and leave your own feedback.

The website is still very new and we are working hard to make it easy to use and accessible. If you have any comments or feedback, please get in touch.

Healthwatch York new website

Do you have experience of using hospital transport?

Working with Healthwatch North Yorkshire, we have published a new survey about hospital transport. We would like to hear about your experiences of travelling to medical appointments in York & North Yorkshire.

Recent changes to the national eligibility criteria for NHS-funded patient transport means some people no longer qualify. We want to understand how this affects people — whether it makes it harder to get to appointments, and what alternatives (if any) are being used.

Your answers are anonymous. They will help Healthwatch York & Healthwatch North Yorkshire to highlight issues and improve support.

The survey is available via the link below.

Survey: Your experience of hospital transport

Forthcoming care home visit - The Lodge Care Home, Heslington

Our September care home visit will be to The Lodge Care Home, Heslington on Tuesday 30th September. If you want to give feedback about The Lodge as a resident, a member of staff or family member or friend, there are feedback surveys available below. The closing date for both surveys is 14th October.

Staff survey

What we've been hearing

Healthwatch York is your way to influence local health and social care services – hospitals, GP surgeries, home care services and many others. Here are some key issues we are hearing about in York:

Mixed experience at hospital

We heard from a person who had been seen by the audiology team at the hospital a number of times. Most recently they went and had a thorough review, the consultant was charming and all the staff were lovely. However, no follow up appointment was arranged and they felt they needed this. They tried to get in touch 10 days later, but couldn't get through. They have found it is really difficult to get in touch by phone or any other way.

Confusion over appointment

We received feedback from a person who has two broken teeth and an abscess which cause constant pain, The only emergency dentist with availability is in Leeds and they don't have transport or the money to get there. They live on painkillers as they can't get any other help.

If you have an experience you would like to share, please get in touch.

[Share your experiences with us here](#)

Things we are aware of and would like to hear more about...

The feedback we receive covers a wide variety of themes and issues, but sometimes we start to hear more about new issues that we would like to examine further. If you have any experience to share about the following, please get in touch:

- Reports of perceived differences in treatment for men and women
- Support for men's mental health
- Accessing gender identity clinics
- Waiting for social care
- Experiences of seeking adult ADHD and Autism assessments

Contact us through our website (link below) or by email: healthwatch@yorkcvs.org.uk.

Health and Social Care News

there is no evidence it causes autism in children

The government Medicines and Healthcare products Regulatory Agency has confirmed on the government website GOV.UK, that there is no evidence that taking paracetamol during pregnancy causes autism in children.

Dr Alison Cave, the Chief Safety Officer made the following statement:

"Patient safety is our top priority. There is no evidence that taking paracetamol during pregnancy causes autism in children.

"Paracetamol remains the recommended pain relief option for pregnant women when used as directed. Pregnant women should continue to follow existing NHS guidance and speak to their healthcare professional if they have questions about any medication during pregnancy. Untreated pain and fever can pose risks to the unborn baby, so it is important to manage these symptoms with the recommended treatment.

"Our advice on medicines in pregnancy is based on rigorous assessment of the best available scientific evidence. Any new evidence that could affect our recommendations would be carefully evaluated by our independent scientific experts.

"We continuously monitor the safety of all medicines, including those used during pregnancy, through robust monitoring and surveillance. We encourage anyone to report any suspected side effects to us via the Yellow Card scheme."

Read the full statement and advice on the GOV.UK website, link below.

Full medical guidance about taking paracetamol whilst pregnant and breastfeeding can be found on the NHS website.

The advice makes it clear that:

"Paracetamol is the first choice of painkiller if you're pregnant. It's commonly taken during pregnancy and does not harm your baby.

"You can take normal doses of paracetamol if you're breastfeeding.

Paracetamol is a first-choice painkiller during breastfeeding. It passes into breast milk in very small amounts. The amount of paracetamol your baby gets is far less than what they would get from a dose of paracetamol given to them directly.

Read the full NHS Guidance on the NHS website via the link below.

GOV.UK

NHS.UK

Martha's Rule rolled out to all acute hospitals

NHS England has announced that Martha's Rule is being expanded to every acute hospital in England, as new data shows hundreds of patients have benefitted from potentially life-saving changes to their care thanks to the scheme.

Martha's Rule is a major patient safety initiative in hospitals encouraging patients, families and carers to speak to the care team if they notice changes in someone's condition.

It also provides them with a way to seek an urgent review if their or their loved one's condition deteriorates – and they are concerned this is not being responded to.

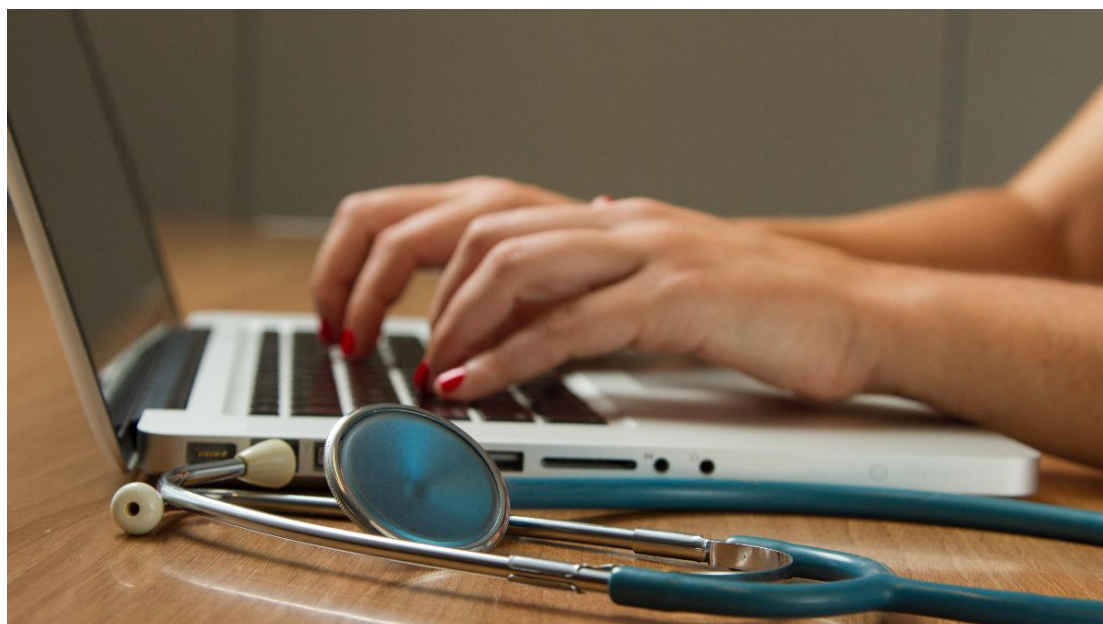
Staff can themselves ask for a review from a different team if they are concerned the appropriate action is not being taken.

Between September 2024 and June 2025, there were 4,906 calls made to Martha's Rule helplines to escalate concerns about care – leading to 241 potentially life-saving interventions being triggered.

The positive results from the first year have led the NHS to expand its use to an additional 67 sites – meaning all 210 acute inpatient sites in England will offer the service.

Read more on the NHS England website.

NHS England



healthwatch

What are people saying about prevention and early intervention?

prevent ill health are not missed? Healthwatch England have published a blog which examines why prevention matters and the barriers that exist.

Health leaders often discuss the importance of prevention and early intervention services in helping people avoid ill health or death or identify problems early to prevent them from worsening.

These services not only benefit patients, they can also reduce the demand for care on an NHS that is already under pressure.

The NHS Ten Year Plan sets out an ambitious agenda for healthcare in England, with prevention of ill health and early intervention as central pillars. The plan includes aims to reduce smoking and problem drinking, tackle obesity, improve children's mental health, access to vaccines, and screening opportunities.

People tell us how prevention can be life-changing. Done right, it can help people avoid complications, stay out of the hospital, and get support when it's needed most. But positive experiences are not universal.

Healthwatch England have analysed stories people have shared that indicate that there are four key barriers to accessing prevention and early intervention services: poor information and promotion, inaccessible services, inflexible services, and missed opportunities for earlier intervention.

Read the full blog on the Healthwatch England website, link below.

Healthwatch England

Local Health and Social Care News

York Hospital joins coordinated national effort to trial cancer vaccine

Patients at York Hospital being treated for advanced head and neck cancer will be able to access a trial for a potential ground breaking cancer vaccine.

York and Scarborough Teaching Hospitals NHS Foundation Trust has been selected as part of a national expansion by the NHS Cancer Vaccine Launch Pad (CVLP),

The CVLP was launched by NHS England and is coordinated by the Southampton Clinical Trials Unit, based at the University of Southampton.

This latest trial to be included in the CVLP programme is an investigational cancer vaccine, clinically known as AHEAD-MERIT (BNT113-01). It's a pioneering mRNA vaccine designed by multinational company BioNTech.

It is the latest cancer vaccine trial to use cutting-edge microbiology. The vaccine is designed to help the immune system recognise and kill cancer cells which express human papillomavirus (HPV) proteins.

identified by the Trust's Head and Neck Team during discussions around their cancer treatment. They will then be referred to St James' University Hospital, Leeds, to take part.

Read the full article on the York Hospital website, link below.

York Hospital



Have you been an inpatient in York or Scarborough Hospital recently?

York and Scarborough Teaching Hospitals are reviewing the questions used in their "Mealtimes Matter" survey. This survey is used by staff twice a year to observe mealtimes on wards across the Trust's hospitals. Results from the survey help to identify things that are working well and areas that could be improved.

The Trust wants to make sure the questions in the survey reflect what matters most to patients at mealtimes, as well as covering what the NHS and Care Quality Commission say a good mealtime looks like. To help the Trust review the survey questions, we are running a patient engagement event to hear from people about their recent hospital mealtime experiences – what works well, what doesn't and what could be improved. Information from participants will be used to shape the questions in the next "Mealtimes Matter" survey.

The event will take place on **Friday 10 October from 10am until 12pm at the Priory Street Centre in York** (15 Priory Street, York YO1 6ET), in partnership with Healthwatch York. Complementary refreshments (a selection of tea, coffee, and herbal teas with biscuits) will be provided on arrival.

If you are interested in taking part or if you would like to find out more, please contact Healthwatch York: healthwatch@yorkcvs.org.uk / 01904 621133

Places at the event will be offered on a first come, first served basis.

Toddlers to get free flu nasal spray in pharmacies for the first time

Community Pharmacy England has announced that toddlers are now able to get a free flu nasal spray from certain pharmacies. You can book an appointment through the NHS website, where you will also find details of which pharmacies are offering the nasal spray locally

Janet Morrison, Chief Executive of Community Pharmacy England, said:

"Community pharmacies are pleased to now be able to offer NHS flu vaccination to 2- and 3-year-olds, as well as adults. With a network of pharmacies in key locations where people live, work and shop, this new service should make it easier for parents to get their children protected. Increasing vaccination rates will help keep flu at bay in our communities this winter".

NHS.UK - Vaccination and booking service

groups

You are invited to attend one of the patient focus groups which forms part of an independent review that the Trust has commissioned in relation to its leadership and governance arrangements.

The Hospital has commissioned an external partner (NHS Providers) to undertake this review which will look at how the Trust is led and governed. The review team want to hear from our patients and carers about how organisation is led in demonstrating delivery of these areas based on your experience.

The sessions will take place virtually on Teams and there is no need to prepare anything in advance of the focus group.

The options for the meetings are:

- 7 October, 2 - 3.30 pm
- 27 October, 11 am - 12.30 pm.

The session will provide a safe and open space for discussion, focussing on how the Trust is led and governed. All feedback will be treated confidentially, and nothing will be attributed to anyone. Analysis of the themes from the focus groups will be used to inform the review findings.

The Hospital would be delighted if you could join one of the focus groups. You can indicate which of the sessions you would like to attend by completing this form **by 5 pm on 1 October 2025** <https://forms.office.com/e/rQm1Hbz44b>

If you have any questions, please do not hesitate to contact the patient experience team on yhs-tr.ppi@nhs.net.

Patient and carer focus group form

Recruitment for co-opted independent members for North Yorkshire Police, Fire and Crime Panel

The North Yorkshire Police, Fire and Crime Panel is seeking three individuals with the necessary skills, enthusiasm and commitment to join as independent co-opted members of the Panel to bring a fresh, external perspective to its work.

This role will involve supporting the Panel in providing important 'checks and balances' around their work to secure an efficient and effective police and fire service.

The role of the Panel includes some statutory duties such as:

- Reviewing and making recommendations on the Mayor's draft police, fire and crime rescue plans
- Reviewing and making recommendations on the proposed level of Council Tax to be set locally for policing and fire and rescue services

Further information on the role is available on their website, link below.

For an informal conversation about the role, or to request information in an alternative format, please contact Diane Parsons (Panel Secretariat) at North Yorkshire Council on 01609 532750 / nypfcp@northyorks.gov.uk

PFC Panel Recruitment information

CYC Consultation on anti-poverty strategy

City of York Council is inviting residents, businesses and community organisations to help shape its new Anti-Poverty Strategy, with a public consultation which is now open.

The draft strategy sets out how the council, working with partners and communities, will tackle the root causes of poverty, reduce inequality and support those most at risk across York. The consultation runs until Monday 29 September.

Take part in the consultation via the link below.

CYC Consultation

Latest CQC Reports

All CQC reports can be accessed through the CQC website. Follow the link for the most recent reports.

CQC

Local Projects

Report Street Harassment Anytime, Anyday

Residents and visitors in York & North Yorkshire can now report street harassment using the Stop Hate UK **Start Safe Stay Safe 24HR Helpline app**.

Download here

FOR ANDROID



FOR iOS



Start Safe, Stay Safe - New app to improve street safety in York and North Yorkshire

A new app, Start Safe, Stay Safe, has been launched to improve street safety in York and North Yorkshire. It offers a straightforward, and confidential way for members of the public to report street, town and city centre incidents. It also enables authorities to quickly identify patterns of abuse and criminal behaviour and help them to respond more effectively.

The app developed by Stop Hate UK was funded by the York and North Yorkshire Combined Authority and supported by City of York Council, North Yorkshire Council, North Yorkshire Police and Leaders Unlocked.

The app is free to download and available 24-hours a day to people affected by street harassment in public places to report their experiences and get independent support and advice.

It will enable users to:

- Report anonymously for information only
- Access specialist support
- Capture audio, video and picture evidence
- Report the incident for formal investigation by police or council
- It also provides a route through to Stop Hate UK 24/7 helpline providing further guidance on support and reporting.

Download the app from Apple Store: <https://apps.apple.com/gb/app/start-safe-stay-safe>

Download the app from Google Play: <https://play.google.com/store/apps/details?id=com.stophateuk>

For more information, see the Stop Hate UK website, link below.

Stop Hate UK

GET HOME SAFE

WITH KYRA WOMEN'S PROJECT



Join us at the fundraiser and launch event for the KYRA's Women's Project & Streamline Taxis' initiative enabling women to access free taxi journeys.

There will be drinks, snacks and a range of autumnal and Halloween goodies and art available to buy. See you there!



5-6.30pm, 1st October
@ SPARK
17-21 Piccadilly, York,
YO1 9NX

 **kyra** women's project
supporting women to make change

Coffee Morning Mondays

10am-12pm



Buy any coffee for £3.25 and
enjoy your choice of cake or
scone for just £1



Wilberforce House
The Grove, York



For Your Convenience - CYC scheme to make York more accessible

As part of work to make York more accessible to families, City of York Council (CYC) have been working with city-wide partners to give people more information about where they can find a seat or toilet whilst out and about.

'For Your Convenience' partners display stickers in their windows inviting adults and children with long-term health conditions to use the locations' seats and/or toilets without obligation to make a purchase.

For Your Convenience

PLAY - TALK - SUPPORT

BOOT the BLUES



FOUNDATION

Weekly men's recreational football session and peer support group, providing a safe space to play and share. Improving well-being through the power of football.

Take some time out of your week to enjoy a game in a friendly, welcoming environment. Connect with like-minded men, chat and support others.

WHEN	Every Thursday Night
WHERE	LNER Community Stadium, 3G Mini Pitches
TIME	8.00 - 9.00pm
WHO	Men aged 18+



Supported by:



IT'S OK TO NOT BE OK

For further details please call **01904 559508** or contact us on inclusion@yorkcityfcfoundation.co.uk

Celebrate life, connections and creativity at York's only festival dedicated to the over 50s!

York Older People's Assembly (YOPA) and Age UK York are collaborating to host the York 50+ Festival - a unique, 10-day event featuring an exciting mix of talks, performances and social activities. The only festival in York dedicated to those over 50, it's a fun social event where 50+ individuals, along with their friends and families, can explore available offers and enjoy free or low-cost activities.

This year's festival theme is Celebrating and Connecting. With 77,030 residents aged over 50 in York, their goal is to highlight the evolving and diverse experience of growing older. Since YOPA's inception in 2001, views around ageing have changed significantly - people are living longer, spanning multiple generations, and redefining what it means to be 50+. Twenty years ago, no one was playing walking football or pickleball. Expectations of later life are shifting dramatically.

For more information, see their website, link below.

50+ Festival

Training and Resources



Community Mental health Transformation Grant Programme 2 - information and support session

Thursday 2nd October 1pm Online

Are you a VCSE organisation in York considering applying for the Community Mental Health Transformation Grant – Programme 2? Join one of the informal online drop-in

These sessions are designed to support York's Voluntary, Community and Social Enterprise (VCSE) sector in accessing funding to deliver mental health and wellbeing activities in York.

Book a place via the link below.

[Eventbrite](#)

VCSE Webinar Series: County lines (what's happening locally?)

Wednesday 8 October, 10am – 11am, online

This 1 hour webinar, delivered by North Yorkshire Police, will provide your voluntary, community or social enterprise organisation (VCSE) with practical guidance to support the people you work with.

We'll find out what is happening locally in York, what we need to look out for when supporting our members and how we can access support.

There will be time at the end of the session to ask questions.

Book a place via the link below.

[Eventbrite](#)

VCSE Training: Writing a Volunteering Role Description

Friday, 10 October 2025 10:00am – 12:30pm, Priory Street Centre, York YO1 6ET

Eligibility: Open to voluntary, community, and social enterprise (VCSE) organisations based and operating in York

This practical session is designed to help VCSE organisations write clear, engaging volunteer role descriptions that attract a diverse range of applicants and support long-term volunteer retention.

Whether you're creating a new role or refreshing an existing one, this training will guide you through what to include, how to make roles more inclusive, and how to communicate expectations effectively. We'll also explore how well-written descriptions can help match the right volunteers to the right roles.

Book a place via the link below.

Community Mental Health Transformation Grant Programme 2 - Info & Support

Monday 13 October 11.00am Online

Are you a VCSE organisation in York considering applying for the Community Mental Health Transformation Grant – Programme 2? Join one of our informal online drop-in sessions to ask questions, explore the application criteria and process, and chat with us about how your work may align with the programme.

These sessions are designed to support York's Voluntary, Community and Social Enterprise (VCSE) sector in accessing funding to deliver mental health and wellbeing activities in York.

Book a place via the link below.

[Eventbrite](#)

Key Dates

City of York Council Health and Wellbeing Board - 19th November 2025

The purpose of the Health and Wellbeing Board is to bring together key partners from the NHS, public health and local government, including Healthwatch York as the patient's voice, to jointly plan how best to meet local health and care needs.

The next meeting is on Wednesday 19th November 2025 at 4.30pm. For more information, see the City of York website, link below.

[CYC](#)

Get in touch

FREEPOST RTEG-BLES-RRYJ

15 Priory Street
YO1 6ET

Telephone: 01904 621133**Email:** healthwatch@yorkcvs.org.uk**Website:** www.healthwatchyork.co.uk

We've moved to Bluesky!

Come join us @healthwatchyork.bsky.social

<https://bsky.app/profile/healthwatchyork.bsky.social>

We will no longer be posting on or using X.



Facebook Instagram

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