



An independent evaluation  
of the service provided by  
Healthwatch York from the  
stakeholders' perspective.

April 2024 to March 2025

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## 1. Executive Summary

This evaluation demonstrates that the stakeholders interviewed regard Healthwatch York as an integral systems partner, gaining widespread recognition for its exceptional value and impact across York's health and social care landscape. Despite operating with limited resources, the organisation consistently delivers high-quality services that bridge gaps between communities and decision-makers.

Healthwatch York has made considerable progress in expanding collaborative partnerships over the past twelve months. Stakeholders describe working with them as a "privilege" and "joy," highlighting their transformation from being perceived as a service that mostly deals with complaints to becoming a valued research and improvement partner. They are embedded in professional networks, with healthcare commissioners seeking deeper involvement in neighbourhood team integration.

The team demonstrates exceptional effectiveness in reaching under-represented groups and vulnerable populations. Their work spans diverse communities including neurodivergent families, refugee groups, families struggling with gender care issues, and those facing healthcare stigma or literacy barriers.

Healthwatch York has gained recognition as a trusted research partner by stakeholders, including University of York, where their collaboration resulted in a successful funding application. Their evidence-based approach and ability to facilitate engagement with people with lived experience positions them as ideal partners for future research initiatives.

Stakeholders consistently praise Healthwatch York's reports as "very readable and impactful" and they are driving tangible service improvements. The neurodiversity work is shaping new strategies and feeding into national policy discussions. The team excels at explaining complex health information accessibly while maintaining professional standards. Their multi-channel approach includes face-to-face engagement, a digital presence, and traditional paper-based leaflets, ensuring inclusivity across the whole community.

The organisation brings "definite strategic focus" to decision-making forums, sitting on various Integrated Care Board (ICB) and partnership boards while maintaining strong links with local MPs and adult social care directors. The team does not merely identify problems; they offer collaborative solutions and alternative perspectives that help develop future service models and care strategies.

Healthwatch York provides meaningful volunteering opportunities that allow community members with professional and lived experience to contribute to systems change. Volunteers report feeling appreciated and supported, providing further evidence of the organisation's inclusive culture.

While widely regarded as providing exceptional "value for money," stakeholders consistently highlight the need for more realistic funding to increase capacity and expand its collaborative scope. The current funding model represents a barrier to achieving long-term sustainability.

Stakeholders have recommended specific development areas for the year ahead including:

- Embed Healthwatch York within the neighbourhood integration work.
- Investigate gaps in health and social care for people with multiple complex needs who avoid services until they reach crisis points.
- Diversify communication through podcasts, social media content, and accessible summaries, alongside traditional reports.
- Recruit volunteers with health conditions as "secret shoppers" to experience patient journeys.

Healthwatch York represents an exemplary service model that balances professional expertise with genuine human connection. Its unique position bridges professional, educational, political and community boundaries, enabling meaningful collaboration across the city.

## **2. Context**

Healthwatch York helps local residents share their thoughts on health and social care services, such as hospitals, mental health services, community services, care homes, GP surgeries, dental care, pharmacies, opticians and home care services. Healthwatch York encourages everyone to get involved in improving these services. It provides information about what's available locally, makes it easier to access services, guides people to independent complaints advocacy, collects feedback on local services, and ensures this feedback is taken into account when planning and delivering services.

Healthwatch York has been in place since 2013. It is a project that sits within the independent charity York CVS, with a 'Steering Group' that acts as an advisory board. Ultimate accountability sits with the Trustees of York CVS.

Healthwatch York operates under a contract from City of York Council, with the equivalent of 2.7 full-time equivalent paid staff and 30 volunteers, who carry out roles as engagement volunteers, research volunteers, readability volunteers, representatives, communications volunteers, care home assessors, and members of the Steering Group.

Healthwatch York's Mission Statement:

"Healthwatch York puts people at the heart of health and social care services, enabling you to be heard. We believe that together we can help make York better for everyone".

Healthwatch York's aims:

- responsive to the needs of York residents.
- understands what is happening in relation to health and social services in York.
- speaks up about the provision of health and social care services in York.
- uses the reviews, words, and stories of service users to show the impact of health and social care services in York.
- involves the public in the work they do.
- advocates for people's active involvement in their health and social care.
- provides an effective service for the people of York using health and social care services.
- understands what is happening in relation to health and social services in York.
- reaches new people and partners.

The purpose of this evaluation is to explore:

- the value that stakeholders have placed on Healthwatch York's contribution to the local health and care system.
- how Healthwatch York has been able to meet its aims and outcomes.
- suggestions from stakeholders for Healthwatch York's focus in the coming year.

Healthwatch York provided a list of key stakeholders with whom they have worked during the past year. The sample came from statutory partners, voluntary and community sector organisations, and volunteers. Interviewees are listed in Appendix A.

Information has also been taken from this year's publications which are listed in Appendix B.

### **3. Reflections on progress: recommendations from last year's evaluation.**

#### **a) Advocate for sustainable funding**

The majority of stakeholders interviewed highlighted the need for more realistic funding to increase Healthwatch York's capacity and broaden its scope for collaboration. Despite being widely regarded as providing "value for money" and delivering high-quality services on a limited budget, their current funding model could be seen as a barrier to achieving long-term sustainability. While they have successfully demonstrated their impact and built a strong case for increased funding, this has yet to result in the sustainable funding model that is needed.

*"Healthwatch York provides a vital, valuable resource to the city that we cannot afford to lose. They are great value for money." (Miles Goring and Astrid Hanlon, Directors, Lived Insights.)*

#### **b) Expand collaborative partnerships**

This area demonstrates Healthwatch York's greatest progress over the last twelve months. The organisation is now embedded in professional networks, with healthcare commissioners wanting deeper involvement in neighbourhood team integration. The evidence demonstrates that Healthwatch York has shifted from a community champion role, dealing mostly with complaints, to become active system partners. Comments like "privilege to work with them," "invaluable sounding board," and "joy to work with" show valued relationships. Stakeholders expressed an interest in joint research, shared improvement initiatives, and collaborative problem-solving.

*"Healthwatch York is a critical friend and is being seen as an equal system partner within the statutory bodies. Healthwatch colleagues bring that direct connection into the community and they bring that into our conversations, giving us some real insight into population-based need. Having a neutral body in the room that can provide some checks and balances is helpful." (Shaun Macey, Assistant Director of Neighbourhoods, York Health and Care Partnership.)*

#### **c) Deepen engagement with under-represented groups**

Healthwatch York is successfully reaching vulnerable populations, with particular strength in mental health service user engagement. The neurodiversity work highlights deep community connection with impactful, personal stories. This year the team engaged with 14 young people to research health and social care across their peers. Their report has highlighted key areas for focus in the future, an area of work that has rarely been carried out before.

*"They have done a lot of work with the neurodivergent community in response to some big service challenges that we have had locally for that community in terms of access to assessments." (Shaun Macey, as before.)*

*"Their approach and techniques used often unearth findings that other research may not." (Miles Goring and Astrid Hanlon, as before.)*

#### **d) Explore long-term service provision studies**

Healthwatch York is being recognised as a research partner by multiple stakeholders. Comments about being an "ideal partner for us to do more research" and their evidence-based approach suggest foundations are being developed for this work. Work with University of York resulted in a successful, significant funding application. It involved helping gain access to decision makers, reality checking research plans, having a good understanding of 'grey' literature and facilitating engagement with people who have lived experience.

*"Their research is high quality and they are skilled collaborators." (Krishna De, Head of Patient Engagement, York and Scarborough Teaching Hospitals NHS Trust.)*

*"Healthwatch York colleagues' local and national knowledge of critical issues is excellent. There's rarely a topic to which they don't make a contribution. They have become central to our processes for addressing national research priorities commissioned by our funder. Because of their local and national connections and networks, all projects have benefitted from engagement and input that have strengthened the outputs we produce. These have impact on health and social care policy and practice decision-makers nationally." (Professor Rachel Churchill, Professor of Evidence Synthesis, University of York.)*

#### **e) Expand regional influence**

Healthwatch York has achieved influence beyond local boundaries. The neurodiversity work is described as feeding "into other work of national importance" including judicial reviews, indicating their local insights are contributing to national policy discussions and service development. The consistent quality and approach of their work, combined with stakeholder recognition of their expertise, positions them for broader influence.

### **4. Findings**

#### **4.1 The value that stakeholders have placed on Healthwatch York's contribution to the local health and care system**

The public sector stakeholders interviewed regard Healthwatch York as an equal system partner, respected for its direct connection into local communities. Staff attend ICB-wide meetings, provide valuable scrutiny, hold executives accountable, and bridge the gap between leadership and the genuine experiences of service delivery.

The service demonstrates exceptional effectiveness in strengthening patient and community voices. They successfully reach communities that other organisations struggle to engage with directly, including women facing healthcare stigma, people with literacy barriers, and those unable to access traditional feedback mechanisms. This intermediary role enables more honest conversations and authentic feedback that would not otherwise reach decision-makers. Stakeholders interviewed highlighted that Healthwatch York's work helps them to understand their communities better. They create better communication between services and the public, making sure both sides are better informed, leading to service improvement.

Rather than simply identifying problems, Healthwatch York works collaboratively, offering alternative perspectives and potential solutions. They work closely with partners and can explain complex issues in ways that make sense. They are supportive rather than confrontational, which makes people more likely to listen and act. People regularly turn to Healthwatch York when they are not sure how something works or need advice. The staff help them understand the system, connect them with decision-makers, and provide useful resources such as the various publications they produce. They are often the first place people go for independent advice.

Healthwatch York offers meaningful volunteering roles, allowing people opportunities to improve services and contribute to systems change. Volunteers report that they feel appreciated, supported and fully involved in the tasks that they undertake.

Overall, Healthwatch York makes a real difference by ensuring that residents' voices are heard in health and care decisions, helping public sector organisations to understand their communities better, and working with everyone to find practical solutions to problems. They are trusted by both the public, and health and social care services, which makes them effective at bringing positive change.

*"I think the officers of Healthwatch are very responsive, very keen to get our volunteer help and involve us in a number of ways and that feels positive... You can feel there is trust between the volunteers and the team." (Peter Smith, Volunteer, Healthwatch York.)*

*"For the women who use our service, being able to feel listened to is a massive thing and Healthwatch has been brilliant in just giving the women space to talk about their experiences with health and social care because a lot of the time, women we support face a lot of stigma when they are accessing healthcare." (Sofia, Women's Centre Manager, Changing Lives.)*

*"The Healthwatch York team work from a values and a strengths base. Their values really shine through, and they bring expert knowledge of health and social care." (Abby Hands, Programme Director, ADASS Yorkshire and Humber.)*

## **4.2 How well does Healthwatch York represent public voices?**

Stakeholders consistently report that Healthwatch York makes a real difference by listening to patients, carers and local residents. They bring valuable insights to meetings, asking important questions and sharing what they have learned from talking to the public. This feedback directly influences how services are planned and delivered. Healthwatch York does not just collect complaints, they work with services to learn from them and make things better. For example, one GP surgery installed a doorbell and ensured wheelchair space in waiting rooms. One stakeholder noted: "I could see things being changed even before the report was submitted."

Their reports have real impact. A mental health services report from 2023 was described as "very powerful" and still receiving publicity, leading to improvements in patient care. Healthwatch York's work on neurodiversity is helping to shape new strategies. These reports give communities a stronger voice when challenging services.

Healthwatch York has made notable contributions to work on emergency care following incidents of self-harm. One stakeholder explained that they were able to build on existing experience and local knowledge provided by Healthwatch York "to amplify patient and public voices and embed these in the ongoing work."

Over the last twelve months, Healthwatch York has reintroduced its volunteer-led visits to care homes. These inspection visits are helping care homes to improve, with managers viewing their feedback as positive and actionable.

Stakeholders praise Healthwatch York's careful consideration of equality, diversity and inclusion. Staff are described as using "caring and compassionate language" and making adjustments for people's individual needs. For example, by checking volunteers have what they need before meetings, providing information in different formats, and ensuring research includes people with lived experience from diverse backgrounds. They demonstrate real cultural awareness and sensitivity.

Staff think carefully about making scenarios and materials accessible to everyone. When asked to take on a piece of work, Healthwatch York actively considers who they might be missing. As one stakeholder noted: "They are constantly thinking about who they don't hear from and how they can hear from them more." They adapt their approach, formats, and locations to bring more people in. Over the last twelve months, they have done significant work with neurodivergent people, helped refugee groups connect to services, and supported families struggling with gender care and women's health issues. Staff are recognised for going out into communities rather than waiting for people to come to them.

The overall message from stakeholders is that Healthwatch York actively seeks out different voices and work hard to ensure everyone's voices can be heard.

*"Healthwatch York is an independent voice for patients, carers, communities. They can raise things through Healthwatch that they may not feel comfortable in raising with our organisation directly, and they often represent communities that we may struggle to reach."*  
(Helen Embleton, as before.)

*"They bring professional and personal experience as well as sharp, intelligent analysis, good intuition and a real ability to collaborate. They are able to deliver nuanced messages in a skilled and supportive way, with the end goal of influencing positive change for, and amplifying the voice of people in local communities."* (Abby Hands, as before.)

*"We particularly value that they are connected across the system, they listen and seek to understand and represent the voice of patients and carers on all topics related to health and care."* (Krishna De, as before.)

### **4.3 Information and support services - what stakeholders say**

Stakeholders consistently praise Healthwatch York's reports as "very readable and impactful" and "fantastic for being able to see how things are going." The reports are described as accessible and well-presented, with people actively reading and sharing them. Complicated health information is shared in a way that's easy to understand. Stakeholders trust the information they provide.

Information is shared in a variety of ways:

- a) Website with a range of information to help patients, carers and residents to navigate services.
- b) Regular reports that are widely shared.
- c) Face-to-face engagement with visits to public places such as libraries and community events.
- d) Social media presence, including newer platforms like Bluesky.

Staff visit libraries and other public places on a regular basis to talk to people individually. People say they "leave feeling lighter" after these conversations. The staff listen to people's concerns and point them towards the right help.

Staff demonstrate a clear commitment to accessibility. They work hard to include people with different needs. Their website is easy to use, and staff are "very accommodating to service users' needs." They involve disabled volunteers and support people from different cultures and backgrounds.

Paper copies of information are still provided, which is hugely valued by people without computers or smartphones, or those who struggle to use them. Having real people to talk to makes a huge difference, especially for people who need extra support.

*"If I am going to a meeting as a volunteer, they check that I have everything I need beforehand, and they check in. That has helped me massively because I'm not used to people making allowances for me. They consider any adjustments that I need." (Carrie Mitchell, Volunteer, Healthwatch York.)*

*"Their volunteer reading panel plays a key role in supporting the Trust reviewing our patient information leaflets and provide valuable feedback to ensure that our leaflets are accessible and able to be understood by patients and carers." (Krisha De, as before.)*

*"Not everything from Healthwatch is digital and that is good because a lot of our service users don't have access to technology. The fact that things are still provided on paper is helpful." (Sofia, as before.)*

*"Generally their website is easy to access and also when you are speaking to someone from Healthwatch, they are very accommodating to the service users' needs. They have pop ups all over the city, I think they are very accessible." (Bethany Thompson, Volunteer, Healthwatch York.)*

### **4.4 How well does Healthwatch York work at a strategic level?**

Stakeholders say that the organisation brings a "definite strategic focus" to meetings. They ask important questions and share what they've learned from talking to local people. This helps shape decisions about future services. Partners say that they "really do advocate for their residents" and "strive really hard to raise issues where things are not at an acceptable level."

Healthwatch York has "worked hard to become an active partner" in decision making forums. The local authority trusts them enough to rely on their contract visits to care homes. They have a strong presence at strategic level by sitting on various ICB and partnership boards, have good links with their local MPs and work directly with the organisation supporting directors of adult social care in this region.

Statutory stakeholders say the organisation helps shape:

- How people first access adult social care services.
- Future models of care across the region.
- Plans to move services from hospitals into neighbourhoods and communities.
- Strategies for supporting underrepresented groups.



Their reports don't just sit on shelves. The ADHD and autism work went to the ICB at the highest level, and some of their work has reached parliamentary committees. Their mental health report gained significant publicity and helped to focus on improving services.

Senior managers and decision-makers trust Healthwatch York because their feedback is direct evidence from local residents. They bring "a sense of realism" to strategic discussions, they are seen as professional and reliable, and they advocate strongly for residents while being realistic about what is possible.

*"Healthwatch York has worked hard to become an active partner, and I would certainly reach out to them if there was something that I wanted to work with them on and gain further insights/feedback." (Helen Embleton, as before.)*

*"They strive for improvement and don't rest on their laurels. The work they have done with us has helped directors of adult social care to consider their strategic impact in supporting the wellbeing of local populations, specifically looking at the information and advice offer, and its success in preventing, reducing and delaying people needing social care involvement." (Abby Hands, as before.)*

*"Healthwatch York always brings additional value and a sense of realism into some of those conversations because their work is evidenced based. They are advocating for the residents of York." (Shaun Macey, as before.)*

#### **4.5 Overall organisational strengths- celebrating success**

Healthwatch York is a great example of putting people first in service delivery. Feedback highlights how they treat everyone "like a human being" and create "a beautiful atmosphere around them," showing they have found the balance between being professional and genuinely caring. This approach is especially impressive in this area of work, where it's not easy to combine expertise with sincere connection.

They have built an impressive level of trust with a range of stakeholders. Whether it's vulnerable individuals or senior decision-makers, people feel heard and valued in their interactions. Their ability to connect with everyone is proof of their strong communication skills and emotional intelligence.

Rather than relying on assumptions or outdated information, they collect current, relevant data through direct community engagement. Facilitating meaningful participation from diverse community members as volunteers provides further evidence of their inclusive culture.

Stakeholders report that they are reliable and consistent - always there when needed, keeping the same familiar faces involved, and providing regular support to those dealing with challenging systems. The trust they've built across political, professional, and community boundaries positions them uniquely to bridge gaps and facilitate strong collaborative relationships.

Stakeholders send a clear message that Healthwatch York provides a valued, effective service that needs scaling up through sustainable funding.

*"Healthwatch York demonstrate professionalism with a personable side. They are a joy to work with. They have a can-do attitude in a very challenging resource environment" (Jed Meers, York Law School, Administrative Fairness, University of York.)*

*"The Healthwatch staff member is really good at relating to the women and making them feel comfortable and she also offers that consistency- visiting every month. We couldn't ask for anything better, she is brilliant." (Sofia, as before.)*

*"They are very professional, and respectful. They listen to people, are realistic, pragmatic and enthusiastic about what they do." (Helen Embleton, as before.)*

#### **4.6 Suggestions for improved working between Healthwatch York and its partners**

##### **a) Evaluating new community services:**

Partners have expressed a wish for Healthwatch York to help evaluate the new neighbourhood-based services. They are especially good at gathering patient stories, which show the real impact on people's lives rather than just data. One stakeholder said: "The high impact stuff is the stories and how their lives have been affected."

**b) Improving complaints processes:**

Stakeholders are keen to involve Healthwatch York in improving how complaints are handled, bringing an independent perspective to the process.

**c) Expanding social care focus:**

While Healthwatch York works in both health and social care, stakeholders suggest having more dedicated conversations about social care as "people sometimes think it's just about health."

**d) Funding and resource sharing:**

Stakeholders have spoken about submitting joint funding bids, sharing capacity, resources, knowledge, findings, and working together on specific issues.

**e) Improved publicity of campaigns:**

Councillors are keen to receive advance notice of future campaigns so they can input and support them.

**f) Innovation showcase:**

Healthwatch York's success stories deserve wider recognition. Systematically documenting and sharing the achievements could inspire similar approaches elsewhere while building a reputation as thought leaders in its practice. One stakeholder suggested an online hub for Healthwatch organisations in the region to share all their resources on a single site.

**4.7 Reports produced**

Healthwatch York produces excellent, clear reports that give their partners solid information to work with. They put real effort into their research, meeting people at different times and places to get a good mix of views. Their reports get outstanding response rates because of how much work they put in. People might not always like what the reports say, but they trust that the findings are accurate. A number of stakeholders highlighted that the reports could reach more people by using modern formats like podcasts and short videos. Significantly, the reports are connecting local experiences to national policy discussions, with one stakeholder noting they "feed into other work of national importance that has happened in this area".

- **GP access and primary care:**

The GP access report receives consistent praise from stakeholders for addressing a critical system pressure point. Many of those interviewed mention using this report to "correlate where there are wider issues" and support their own feedback patterns. For NHS managers removed from front-line delivery, these reports provide essential insight into "how service issues are affecting people across the city".

- **Listening to neurodivergent families:**

Multiple stakeholders highlight the outstanding value of this report. One manager noted how the stories "really stay with you," demonstrating the report's ability to create lasting emotional impact. It is described as providing "fascinating reading" and "really serious insight into the issues faced by families in the city".

- **Care Homes:**

Healthwatch York's inspection visits help care homes improve, with managers viewing their feedback as positive and actionable.

- **Core connectors**

Healthwatch York's Core Connectors program engaged 14 young people aged 16-25 to research health and social care experiences among their peers. The team surveyed 152 young people across various York locations, including colleges, community spaces, and LGBTQ+ venues, producing a comprehensive report on healthcare challenges facing young people in the city. The research stresses the need for systemic improvements in healthcare funding, communication, and youth-focused service delivery across York.

- **Migrant Healthcare experiences:**

The report highlights various challenges faced by migrants and stresses the need for improved access, language support, and culturally sensitive care for migrants.

*"The report on mental health services was very powerful and it got a lot of publication and was widely publicised. It pushed a lot more people to look into it and it got me into volunteering for them." (Bethany Thompson, as before.)*

*"The 'What we are hearing' reports give you a feel for what is coming through the front door and for what the public are prepared to share with Healthwatch... They are very good at bringing people together and explaining the sort of research that is being done and the findings from that research... Where we do make recommendations (arising from the Care Home visits), there is a real feeling that it is done professionally and that information is listened to by the organisation and so I think it has got a powerful role." (Peter Smith, as before).*

## **5. Recommendations for 2025-2026**

### **5.1 Transform reports into accessible formats to attract a wider audience**

In addition to detailed, printed reports, a variety of content formats will meet the needs of wider audiences.

- Create summaries with key bullet points, using clear headings, easy to understand statistics, and formats that recognise time constraints and reading preferences.
- Create podcast-style audio summaries lasting 15-30 minutes to attract younger audiences and busy officers who can listen in the car or between meetings.
- Create bite-sized content for platforms where younger audiences are active such as TikTok-style videos highlighting key statistics, recommendations, and key messages.

This approach will ensure that the information reaches more people while maintaining the in-depth analysis of traditional reports intact.

### **5.2 Neighbourhood team integration**

Healthcare commissioners want support "socialising changes to the way we are delivering care" and "reaching into communities to test out ideas for integrating neighbourhood teams." This represents an opportunity for Healthwatch York to support major system transformation initiatives. Rather than external oversight, stakeholders would like to involve Healthwatch York in supporting major system changes as neighbourhood teams and ICB structures develop. This represents an opportunity to influence system design from inception rather than responding to problems after implementation. It also raises the question of who will fund this work.

### **5.3 Investigate the population who present with complex and multiple needs/dual diagnosis**

Healthwatch York to investigate how people with multiple complex needs can avoid “falling through the cracks”. Stakeholders consistently highlight that this group requires more holistic approaches. The feedback emphasises how a whole host of barriers to accessing care are faced, combined with funding reductions that limit accessible support. This group includes people who are "not coming onto anyone's radar" until crisis points, often presenting at A&E rather than engaging with primary care. The stigma and judgment they face when finally accessing healthcare compounds their vulnerability.

### **5.4 Recruit volunteers who are already accessing healthcare**

Healthwatch York to recruit volunteers who are using healthcare services to report back on each stage of the process from making the first appointment through to treatment and beyond. It will be vital to consider and manage personal privacy throughout the process.

Suggestions include:

- Recruiting volunteer "secret shoppers" with health conditions to experience the full patient journey and identify accessibility barriers.
- Doing more work specifically around hearing or vision impairments.
- Conducting "spot checks" across different parts of the health system to assess accessibility.

## Appendix A: Participants

Vanessa Beckett	The Land Haxby CIC	Parent and manager
Councillor Ben Burton	City of York Council	Councillor
Sarah Carter	Office of Luke Charters MP	Case worker
Professor Rachel Churchill	University of York	Professor of Evidence Synthesis
Krishna De	York & Scarborough Teaching Hospitals NHS Trust	Head of Patient Engagement
Helen Embleton	Tees Esk and Wear Valleys NHS Foundation Trust	Urgent Care Pathways Lead
Miles Goring and Astrid Hanlon	Lived Insights	Directors
Abby Hands	ADASS Yorkshire and Humber	Programme Director
Shaun Macey	York Health and Care Partnership	Assistant Director of Primary Care Transformation & Pathways
Dr Jed Meers	University of York	York Law School Administrative Fairness
Carrie Mitchell	Healthwatch York	Volunteer

Peter Roderick	York Health and Care Partnership / City of York Council	Director of Public Health
Alicia Rose	Healthwatch North Yorkshire	Research and Projects Coordinator
Peter Smith	Healthwatch York	Volunteer (care homes Enter and View)
Bethany Thompson	Healthwatch York	Volunteer
Sofia	Changing Lives	Women's Centre Manager

## Appendix B: Reports

- Responses to recommendations July 2024
- Migrant Healthcare Experiences June 2024
- What we are hearing June 2024
- Exploring Access to GP services in York September 2024
- What we are hearing September 2024
- Services available over the festive period December 2024
- What we are hearing December 2024
- Listening to neurodivergent families January 2025
- Ebor Court Care Home visit February 2025
- Birchlands Care Home visit March 2025
- Core Connectors Report March 2025
- Riverside Care Complex visit March 2025