

## Summary workplan for 2024/2025

| Priority Area                   | Description and activity                                                                                                                                                     |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Exploring access to care        | Access to GP services – work to understand what matters to people with regards to GP access.                                                                                 |
| Exploring access to care        | Recruiting and supporting volunteers aged 16–25 to hold peer conversations about what matters to young people when it comes to health and care services.                     |
| General engagement              | Healthwatch York Awareness Survey 2024. Contract requirement to demonstrate that local people feel we accurately represent their views. For launch at our Annual Meeting.    |
| Connecting with key initiatives | Offering support for engagement around York's Neurodiversity Strategy.                                                                                                       |
| Emerging issue                  | Gender health – beginning work to explore this, with a view to this being a key priority area for 2025/26.                                                                   |
| Explaining the system           | Using our magazines to provide insight into different aspects of the health and care system.                                                                                 |
| Ongoing work                    | Signposting service – listening to people in York, understanding their experiences, connecting them with advice and information services as required.                        |
| Ongoing work                    | Readability work – continuing to encourage local providers and commissioners to 'sense check' their information work through our panel of volunteers.                        |
| Ongoing work                    | Improving our website to provide easy to access information around key signposting questions.                                                                                |
| Work to re-establish            | Working with Healthwatch North Yorkshire on developing our Care Home visiting programme.                                                                                     |
| Additional areas to consider    | Supporting plans for engagement across Humber and North Yorkshire. This includes work with or for the Integrated Care Board and work with ADASS Y&H around mystery shopping. |
| Additional areas to consider    | Working alongside the city's Universities to support opportunities for people in York to be involved in national research.                                                   |