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healthwatch
York

Your spotlight on local services

Hello,

Welcome to the January 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 February 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



New Report: Listening to Neurodivergent Families in York

Healthwatch York has just published its latest report: 'Listening to Neurodivergent Families in York'. Working with partners The Land, York Disability Rights Forum, York Carers Centre and Parent Carer Forum York, the report explores the experiences of neurodivergent families in York and provides an insight into the challenges these families face.

The full report is available on our website, via the link below..

[HWY website](#)

Healthwatch York starts care home visits in York

Healthwatch York's trained volunteers are visiting care homes across the city as part of our assessors' programme. The aim is to get a snapshot of the care or nursing home based on their observations, conversations with residents and feedback from staff and residents' family and friends.

Following each visit, we will prepare a report summarising what we found and including people's feedback.

When we have a care home visit scheduled, we will post information on our website including surveys for staff and residents' family and friends to complete. The surveys will be open for two weeks before the visit and one week after each visit.

Following the visit, we will publish a report on our website.

If you have any suggestions for care homes we should visit or feedback about care homes or care provision in York, please get in touch on healthwatch@yorkcvs.org.uk or 01904 621133. For more information about our next visit, please visit our website.

[HWY website](#)

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:

Lack of information and support following life changing diagnosis

We have heard from someone who was diagnosed with a genetic condition, after a family member was also diagnosed. They were given the news about the diagnosis in a very brief telephone conversation, was told they would be urgently referred to a specialist and have heard nothing since. The only information they have about their condition has been from searching the internet. This is a life changing condition and they have been left worried and disappointed about the lack of care.

Good experience with bowel screening and follow up

We received feedback from a person who went for a colonoscopy after doing a bowel screening test at home. The whole process from getting the testing kit to the follow up after the colonoscopy was great. The speed was good and the way it was handled was outstanding. The staff at York Hospital were caring and informative.

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
- Long waiting times for 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.

[Share your experiences with us here](#)

Royal College of Nursing publishes report on 'corridor care' crisis in the NHS

The Royal College of Nursing (RCN) has published a report on the NHS's corridor care crisis. The term 'corridor care' is a catch-all referring to care that takes place in a setting not designed for patient care such as a corridor, storage area, waiting room, office or car park.

The report draws on evidence shared by more than 5000 nurses across the UK. 66% of nurses who responded to the RCN's survey said that they had to deliver care in an inappropriate setting daily and 90.82% said that care provided in these settings compromised patient safety.

Overall, the report warns that 'corridor care' puts patients at risk as staff are unable to access vital equipment such as oxygen, heart monitors and suction equipment, and do not have the time and space to provide CPR.

Read the full report on the RCN's website, link below.

[RCN website](#)

Change NHS: help build a health service fit for the future

The government is seeking your views on how we can make a health service fit for the future.

The 10 Year Health Plan is part of the government's health mission to build a health service fit for the future. The first step was Lord Darzi's independent review of the NHS, and the government is now seeking to develop a plan to tackle the challenges the review identified.

The government is seeking to co-develop the plan with the public, staff and patients through a detailed engagement exercise and have launched 'Change NHS: help build a health service fit for the future'. This is a national conversation to develop the 10 Year Health Plan.

As part of this, they want the public and health and care staff in England to share their views, experiences and ideas at the Change NHS online portal. The portal opened on 21 October 2024 and will run for several months.

This portal is alongside a series of events for people across the country to share their ideas and views over the coming months. This includes a number of regional events with the public and health and care workers to hold more detailed discussions on how we can fix the NHS.

Follow the link for more information and to take part.

GOV.UK

House of Commons Select Committee begin inquiry into SEND crisis

The Parliamentary Committee for Education tasked with solving the SEND crisis has published a call for evidence.

A number of recent reports have set out in detail the extent of the crisis in the Special Educational Needs and Disabilities (SEND) system, which is letting down children and their families, creating intense pressure on local authority funding and on schools.

This inquiry will focus on how to achieve both short term stability and long-term sustainability for the SEND system to improve experiences and outcomes for children and young people. To inform this, they are welcoming evidence from parents and carers, early years settings, schools, local authorities, voluntary sector organisations, professionals, sector bodies and anyone else with an interest in the system of support for children and young people with special educational needs and disabilities.

More information is available on the UK Parliament website, and you can read the terms of the call for evidence via the link below.

Parliament.UK

Government announces funding for hospices

Hospices across England will receive £100m in capital funding for this year and next, the government announced in December.

The funding is designed to help refurbish bathrooms and bedrooms and other parts of their buildings, upgrade IT and improve outdoor spaces. It will be spread over the remainder of this financial year and 2025-26. A further £26m will be allocated during 2025-26 to help hospices for children and young people with running costs. This funding will come through local integrated care boards under their remit to commission palliative care services.

Around 170 hospices provide end-of-life care for adults, and around 40 for children and young people in England, with some providing care to both. Most are charitable organisations that receive some but not full statutory funding for providing NHS services.

The hospice sector has welcomed the extra funding but there are still concerns about the impact of National Insurance increases, as the £100m will not go towards running costs

The parliamentary statement can be found on the Hansard website, link below.

[Hansard website](#)

Health and Social Care Committee launch inquiry into community mental health services

The parliamentary Health and Social Care Committee will undertake an inquiry into people's experience of community mental health services. The inquiry will consider how service users' wider health and social needs can be addressed, including in employment and housing, and to understand what policy interventions are required to improve how these needs are met. The inquiry will focus particularly on people living with severe mental health needs including bipolar disorder, schizophrenia, and severe depression.

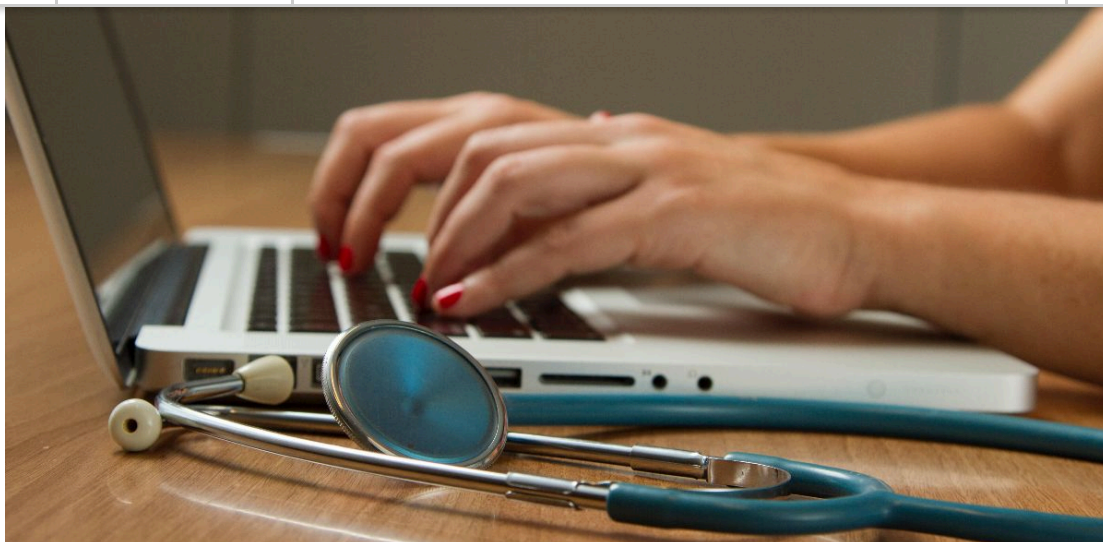
The inquiry will examine a range of subjects including waiting time and access standards, how community mental health teams work with social care providers and inpatient mental health providers, and what integrated person-centred care should look like.

The committee is seeking views and welcoming submissions from anyone with answers to the questions in the call for evidence, see the link below. You can submit evidence until **Tuesday 4 February 2025**.

Read more on the parliament.uk website, link below.

[Parliament.UK](#)

[Call for evidence - terms of reference](#)



Healthwatch England consider how can people be better supported to stop smoking and vaping?

Smokers and vape users can struggle to access stop-smoking services and education. Their feedback reveals poor promotion, long waits, and inflexible support and outlines steps that could help more people kick the habit.

The Government wants to create a smoke-free generation. Included in their policy package is proposed legislation to stop young people from starting to smoke, a ban on single-use vapes, as well as a ban on the marketing of nicotine products to children.

The NHS is also investing more in services and initiatives to help people who already smoke or vape to stop. However, if we are to reduce the number of current and future smokers radically, policymakers must learn from people's experiences of existing stop-smoking support.

Feedback people have shared with us about smoking, vaping and stop smoking services highlights that while good work is being done to support people to quit, promotion of these services and general attitudes towards smokers and their health could be improved.

Read more on Healthwatch England's website, link below.

[Healthwatch England](#)

Local Health and Social Care News

HAVE YOUR SAY

on pharmacy services in North Yorkshire and York



**Please fill in this survey
so we know your views
on pharmacy provision.**

Your feedback will help us to review current services and to plan and shape services in the future.

Findings will be published in the next Pharmaceutical Needs Assessment.

Complete our survey before
Sunday 2 March 2025 online at
www.northyorks.gov.uk/nypna
or scan the QR code



Paper copies are available in North Yorkshire Council libraries, York Explore, Acomb Explore, Clifton Explore and Tang Hall Explore.





Who powers **York's** VCSE sector?

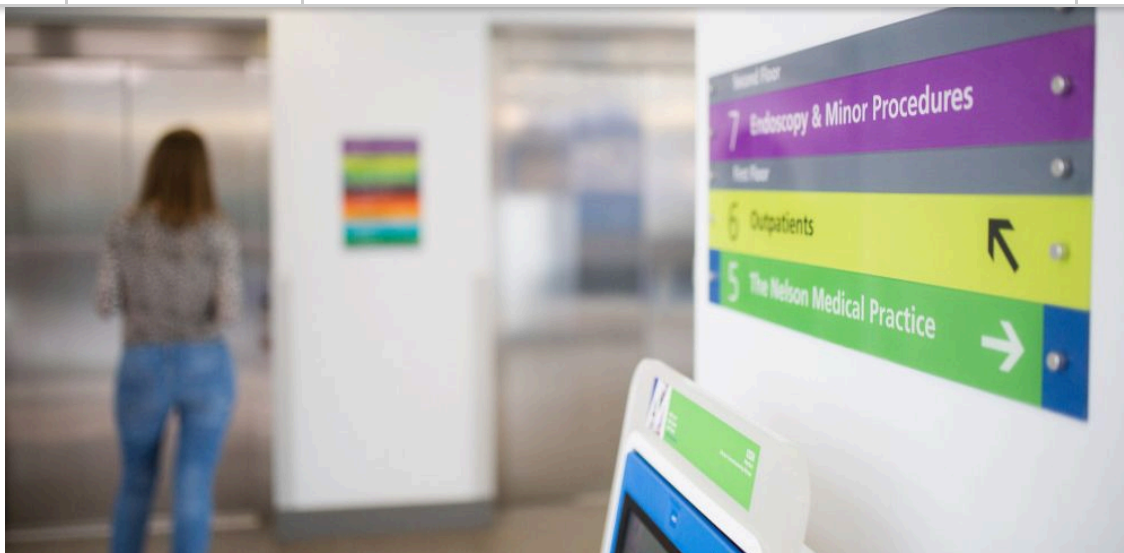
Help map our
sector's
workforce to
support future
investment!

SCAN ME



Find out more by visiting:
HumberAndNorthYorkshire.org.uk/our-work/vcse/





Hospital Emergency Departments exceptionally busy: NHS urges kindness and patience

The local NHS in Humber and North Yorkshire is calling for “patience, kindness and understanding” as hospitals, GP practices and ambulance services continue to deal with a surge in flu and other winter illnesses.

Flu, norovirus, COVID and RSV infections – dubbed a “quad-demic” – are putting a significant strain on health services. In local hospitals, there are 280 patients with flu, eight times the number from this time last year, 14 of whom are in critical care.

Emergency Departments remain exceptionally busy, with a number of Trusts in our region on the highest alert. They are asking people with flu or norovirus symptoms not to attend hospital unless it’s essential or an emergency situation, with staff and patients now being encouraged to wear face-coverings in some areas in an effort to curb the spread of winter viruses.

Hospitals are particularly concerned that people with flu symptoms are attending Emergency Departments when they don’t need to be there, or visiting relatives and may pass infections on to people who are already very unwell.

To read more, follow the link below.

Humber & North Yorkshire Health and Care Partnership

Visitors to York Hospital urged to 'keep winter illness away'

York Hospital is asking visitors to help protect patients from highly contagious winter infections by not visiting friends and relatives in hospital, when they have been unwell or in close contact with someone with flu or norovirus.

environment they can easily spread to staff and vulnerable hospital patients.

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

York Hospital



What should adult social care look like in York?



Please take part to make sure that your voice and ideas are included.

 **Call 01904 551550**
 **Scan this QR code**


 **Visit www.york.gov.uk/AdultSocialCareStrategyConsultation**

Pick up a paper form from West Offices or Acomb, Clifton, Tang Hall or York Explore libraries.

If you need this consultation in a different format such as Easy Read, Braille or large print, please contact us. **Join in before 9 March.**

Latest CQC Reports

We publish all the CQC reports for the month as they are released on our website. Follow the link on our homepage for the most recent reports.

[Visit our website](#)

Local Projects

Bereavement Café

Come along to one of our cafés for bereaved people, to help you understand what you are going through.

When you are bereaved of someone you love, the emotions you feel can be confusing. Bereavement counsellors and other helpers will be there to listen to people's stories.

Each person's grief is unique, but we will teach a little about the grief journey most people go through, and you may recognise yourself in what we say.

We also warmly welcome anyone interested in helping family and friends with their grief, as well as anyone interested in learning more about bereavement support.

The group may not be helpful if your grief is recent, and you think you might get very distressed in public. However, grief can take any of us by surprise. If you do get distressed, don't worry. One of us will take you to a quiet space to talk.

Bereavement Café sessions are held on Wednesdays from 1.00 to 3.00pm, every month. To check dates for our upcoming sessions, please visit our website here: yorks.ac.uk/bereavement-services

“

This was a really welcoming and useful session, we shared a lot together in a short time.

Bereavement Café
Attendee

”

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YORK ST JOHN
COMMUNITIES
CENTRE

E: ysjcc@yorks.ac.uk | T: 01904 876072 | www.yorks.ac.uk/ysjcc

The Bereavement Café is held every month from 1pm - 3pm.

Session dates and further information are on their website, link below.

Upcoming Café Dates:

- 12 February 2025
- 12 March 2025
- 9 April 2025
- 14 May 2025
- 11 June 2025

Bereavement Cafe

Kirsty's Menopause Socials in York

Kirsty holds regular menopause socials in York, below are events coming up soon. For more information see Eventbrite (link below) or their Facebook page: [Feel Good Menopause: Let's walk and talk in York FB](#).

Menopause Cafe

Saturday 25 January - 11.30am - 1pm followed by guest speaker at 1.10pm

Come along for a natter and a cuppa in a safe, confidential and super friendly space. No agenda and open to all regardless of age or gender.

The Cafe is followed by a Guest Speaker, Sally Duffin, who will be talking about nutrition and lifestyle during menopause. You can come to just the Cafe, the talk or both.

The Cafe's are always held on the last Saturday of the month. Same place, same time - Acomb Garth Community Care Centre, 2 Oak Rise, Acomb YO24 4LJ between 11.30am - 1.30pm, unless there is a guest speaker. Changes in times will be advertised.

Future guest speakers in 2025:

Saturday 22 February - Cher Casey will be talking about decluttering for our health

Saturday 29 March - Rachel Clark-Wilson will be talking about mindfulness for menopause wellbeing

Eventbrite

Latest free cancer champion awareness sessions

Would you recognise the signs and symptoms of cancer?

The Humber and North Yorkshire Cancer Alliance's free cancer awareness sessions can teach you about what to look for, cancer prevention, the national cancer screening programmes, and much, much more.

Join over 6,900 others and sign up for a **free** face-to-face or virtual awareness session. Alternatively, they can offer a bespoke session for your team, group or organisation. Please visit their website for further information, link below.

If you have any queries, please email the team at hny.cancerchampions@nhs.net or call 07519 120809.

Dates for sessions – virtual part one (one and a half hours):

- Monday 27th January, 11:00-12:30
- Thursday 30th January, 14:00-15:30
- Tuesday 4th February, 09:30-11:00
- Wednesday 5th February, 13:00-14:30
- Thursday 13th February, 14:00-15:30
- Monday 17th February, 10:00-11:30
- Friday 21st February, 12:00-13:30
- Wednesday 26th February, 15:00-16:30

Cancer Alliance

Training and Resources



York VCSE Assemble Meeting - Health and Care

York VCSE Assembly meetings bring the sector together to discuss key local health and care issues, and to engage and connect with the [Humber and North Yorkshire Health and Care Partnership](#) and the [NHS Integrated Care Board](#), in order to be a key partner in the design and delivery of health and care in York.

The following items will be covered at the meeting:

- **Dragons Den-style Pitch** – Pitch from York Carers Centre
- **What next?** Update from Sexual Trauma in Substance Misuse Population pitch
- **VCSE Representation** – Set of Representation Principles
- **Mapping the VCSE sector workforce** – Update from the VCSE Collaborative

For more information and to book a place, follow the link below.

Eventbrite

Cultural Traditions & Customs

4th February, 10am – 12noon, Priory Street Centre

This training serves as a foundation for promoting empathy and diversity as we explore the largest ethnic group's traditions and customs in the City of York including the Chinese, Muslim, Hindu & Sikh communities. We will also provide a short overview of practices around death and dying for the smaller Afro-Caribbean and Jewish communities.

For more information and to book a place, follow the link below.

Eventbrite

York Volunteering Fair

27th February, 3pm – 5pm, Priory Street Centre

Looking to make a difference in your community? Come along to the York Volunteering Fair to:

- Meet local charities and good causes.
- Explore a wide range of volunteer roles.
- Learn how you can get involved, gain new skills, and give back.

For Visitors:

The event is free to attend, and while no ticket is required, registering helps us plan for numbers.

For Stallholders:

VCSE organizations recruiting volunteers in York are welcome to book a stall.

For more information and to book a place, follow the link below.

[Eventbrite](#)

Social Media Training

5th March, 9:30am – 12 noon, Priory Street Centre, York

A workshop designed for York's VCSE sector to explore what's next for your social media strategy.

Led by York CVS's Communications Team, this workshop will focus on developing your organisation's social media strategy. We'll look at getting the most out of your content, how to build social listening into your strategy and how to use technology to support your content creation.

There will be a focus on developing your organisation's social media strategy rather concentrating on specific channels. If you have any questions ahead of the workshop, please get in contact with York CVS's Communications Team via comms@yorkcvs.org.uk

For more information and to book a place, follow the link below.

[Eventbrite](#)

Ask the Expert: Anxiety in pregnancy and motherhood

Tuesday 11 March 2025 7-8pm

Do you want to know more about anxiety in pregnancy and motherhood? Join this free NIHR online talk to put your questions to an expert. Open to all.



Professor Colette Hirsch,
Honorary Consultant Clinical Psychologist at South London and Maudsley NHS Foundation Trust, will answer your questions.

Register to attend the webinar:

Scan the QR code or visit:

<https://tinyurl.com/mrtmmaxn>



Key Dates

City of York Council Health and Wellbeing Board - 22nd January 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.

of York website, link below.

CYC

Get in touch

Healthwatch York

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Website: www.healthwatchyork.co.uk



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