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**healthwatch**  
York

## Your spotlight on local services

**Hello,**

Welcome to the May 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 June edition, please email [healthwatch@yorkcvs.org.uk](mailto: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**

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## Healthwatch York News

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## GP surgeries in York: accessibility audit findings

Healthwatch York has just published two reports on accessibility audits of local GP surgeries. The first focuses on the physical accessibility of GP surgeries, and the second looks at GP practice websites and how effective they are in accessing healthcare in the city.

GP surgeries are vital for people to access the healthcare and treatment they need. They are effectively the gateway to our health and care system. However, this is made more difficult if surgeries are not accessible or do not provide information in a way that works for their individual needs.

Our accessibility audits sought to understand how accessible surgeries are for a range of people, including wheelchair users, those with mobility issues, blind and partially sighted people, those with hearing loss, including British Sign Language users, and people for whom English is not their first language. The audits were not a test, but rather sought to understand what is and isn't provided at different surgeries across York.

The results gave a varied picture with some good practice and some areas for improvement. Many of the improvements we identified are simple to rectify. We hope that our audits and reports will help to raise awareness of what GP surgeries in York are already doing to make their services accessible and provide ideas for simple and low or no cost things they can do to improve this.

The full reports are available on our website, via the links below.

[GP surgeries in York: accessibility audit findings](#)

[GP practice websites in York: audit findings](#)

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Healthwatch York volunteers will be visiting South Park Care Home on Friday 23rd May. They would be delighted to talk to you as either a staff member or family member or friend of a resident. If you are working or visiting on that day, please do talk to our volunteers about what you think and your experiences.

If you will not be there on the 23rd May, but have feedback to give on the care home, we have two online surveys, one for staff members and one for family and friends of residents, the links are below.

The surveys are anonymous and the closing date for responses is 6th June.

[South Park staff survey](#)

[South Park family & friends survey](#)

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## 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:

### Excellent treatment from the eye clinic

We heard from a person who received excellent treatment at the eye clinic at York Hospital. They had a tumour under one eye and it was all sorted very quickly with a biopsy, removal and then follow up care, all within six weeks of first talking to their GP.

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

### Difficulties getting GP appointment

We received feedback about a person who saw their GP and was told they should book a follow up appointment in four weeks. They tried to make an appointment on the NHS app but was unsuccessful, despite having filled in a form. They then contacted the GP practice direct and was told they don't make advance appointments and they would have to ring on the day. The person was then concerned that if they phoned on the day, they would be told it is not urgent and not get an appointment. They feel there should be a way of booking a follow up appointment when it is required by the GP.

[Share your experiences with us here](#)

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## 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](mailto:healthwatch@yorkcvs.org.uk).

[Share your experiences with us here](#)

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## Health and Social Care News

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### NHS prescription charges frozen for 2025-26

The government has announced that NHS prescription charges would not go up this financial year. This is a welcome move, especially as we have noted that some people chose not to pick up all their prescriptions due to cost-of-living pressures.

The Department of Health and Social Care have said:

- the single NHS prescription charge would remain at £9.90
- the three month pre-payment certificate (PPC) will stay at £32.05
- the annual PPC is held at £114.50
- the annual HRT PPC is also frozen, at 19.80.

All of the exemption groups and all of the wigs and fabric support charges also stay the same.

The NHS Business Services Authority website provides more detail about the help available for NHS prescription costs, link below.

[Help with prescription costs](#)

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### Children's Commissioner highlights variation in mental health care across England

wide regional variations in waiting times.

Children in the ICB area of Leicester, Leicestershire and Rutland waited just six days for treatment on average, while children in Hampshire and Isle of Wight waited up to 17 times longer, for 103 days on average. In Humber and North Yorkshire ICB area, the wait was recorded as 27 days.

Nationally, 958,200 children had been referred to mental health services at the end of March 2024, up by 10,000 from the previous year. Children aged 13 to 15 made up 35% of young people accessing treatment, despite making up just 18% of all children in England.

Anxiety was the most common referral reason.

Nearly 60,000 children – 7.7% more than the previous year – were referred for being in crisis, and most were Black children, older teenagers and girls.

The Commissioner, Dame Rachel de Souza, called for the upcoming 10 year plan to put children at its centre and to address regional variations.

Read the full report on the website below.

### Children's Commissioner

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## New endometriosis pill on the NHS could benefit more than 1,000 women a year

**NHS England have reported that a new daily pill for endometriosis has been approved for use on the NHS and could help over a thousand women in England every year manage the symptoms of the debilitating condition.**

The once-a-day pill, linzagolix, will soon be available for NHS patients in England who have had previous treatment for endometriosis, following approval by the National Institute for Health and Care Excellence (NICE).

It will be used to manage symptoms of endometriosis and will be available to NHS patients across England in coming months.

It is the second take-at-home treatment to be approved to treat endometriosis, after relugolix combination therapy – the first long-term pill licensed to treat the condition – was approved for NHS use in March.

Around 1.5 million women in the UK are living with endometriosis, which can cause chronic pain, heavy periods, and extreme tiredness when tissue similar to the womb lining grows elsewhere in the body. It is estimated that more than 1,000 women a year will benefit from the new treatment.

## Men's Health Strategy for England - share your views

**The Government launched a call for evidence to inform the development of a men's health strategy for England. Share your views by 17 July 2025.**

The Government has launched a call for evidence to inform the development of a Men's Health Strategy for England. It seeks the views of the public, health and social care professionals, academics, employers, and stakeholder organisations.

Men face unique challenges throughout their lives:

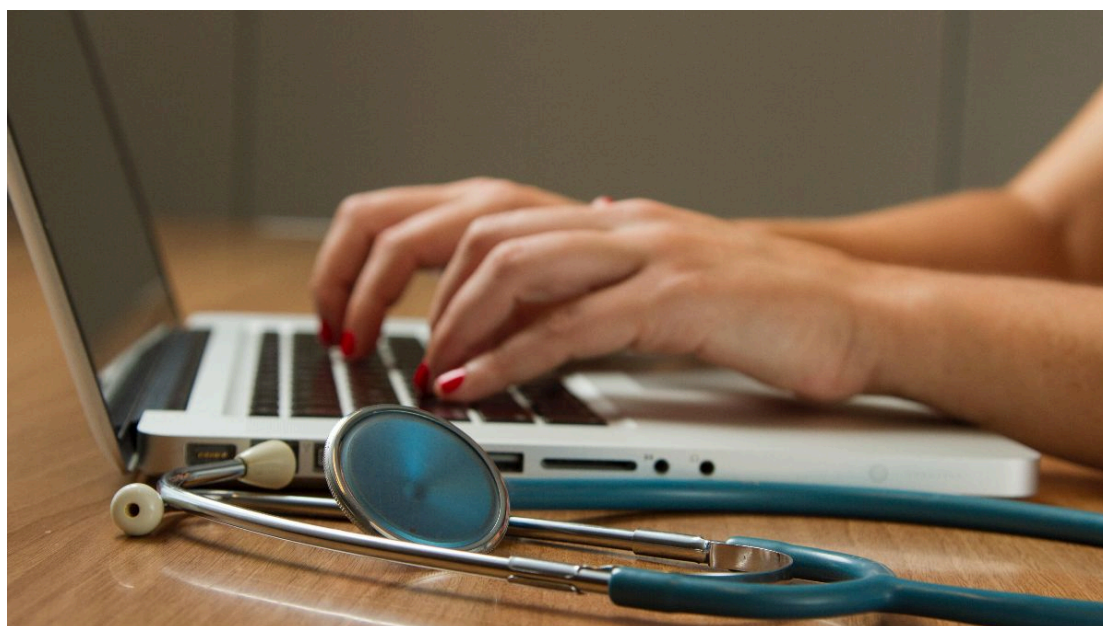
- Men are disproportionately affected by a number of health conditions, including cancer, cardiovascular disease and type 2 diabetes.
- Life expectancy data also shows that men live on average four years fewer than women (79.1 versus 83.0 years in England, respectively).

The Government will use your ideas and evidence to help inform the strategy.

Read more on the GOV.UK website.

GOV.UK

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**healthwatch**

## the 10-Year NHS Plan

**The Government has promised to put in place a 10-Year Health Plan to fix the NHS in England. Healthwatch England have outlined the following four priorities highlighted by the public feedback they have collected.**

### **1. Putting patients first**

The Government has set out three shifts to help reform the NHS over the next decade. These are:

- Moving more care from hospitals to communities.
- Making better use of technology and shifting from an analogue to a digital NHS.
- Focusing on preventing sickness before people need treatment.

These shifts align with what lots of people want to see from the NHS in England, with easy access being the main thing people tell Healthwatch they want. However, people's needs, preferences, and choices must underpin these shifts. This includes a choice of where to be treated and options for digital and offline communications and services from NHS teams.

### **2. Getting the basics right**

Although the NHS is made up of many organisations, it should feel like one coordinated and connected service to people accessing it.

But people have said that they can find it difficult to understand and navigate an often complicated and confusing health system. This includes people feeling bounced between teams who lack understanding of who does what, and what support people may need to access their care.

### **3. Tackling health inequalities**

People who already face inequalities are more likely to be affected by problems in the NHS. Access to NHS services should be equitable, and everyone should have equal opportunities and support to get the help they need.

### **4. Measuring people's experience of care**

Reducing waiting times for planned NHS care and in A&E departments has been a key focus for NHS leaders in recent years. This is important, and matters to patients, but it won't happen overnight. Patients' experience of waiting, comfort, choice of care, and communication with services are just as key.

NHS performance should be formally measured against patient experiences to understand where and why poor experiences exist – and, importantly, whether 10-Year Health Plan policies are working for people.

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

**Healthwatch England**

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## York Human Rights City Network publish 'State of the City 2024' report

The **York Human Rights City Network (YHRCN)** has released its 2024 *State of the City* report. The report, led by the University of York and York CVS, provides a detailed snapshot of the current state of human rights across the city and highlights areas of concern as well as instances of positive progress.

Now in its ninth year, the report tracks progress and challenges across five priority rights: equality, education, health, housing and a decent standard of living.

Key findings include:

- There is continued reliance on food banks, with over 2,800 food vouchers issued by York Foodbank in 2024
- A decline in healthy life expectancy for both men and women
- A growing educational attainment gap for disadvantaged pupils
- A fall in child poverty rates
- Homelessness remains comparatively low

YHRCN has made several recommendations aimed at policymakers and local organisations, encouraging action on the gender pay gap, temporary accommodation and collaborative approaches to improving public health outcomes.

Read the full report via the link below.

[YHRCN State of the City 2024 report](#)

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## Latest CQC Reports

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

[Visit our website](#)

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## Local Projects

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## Celebrate Carers Week 2025 with York Carers Centre

York Carers Centre has a full line-up of activities planned for Carers Week, including a special celebration event on Wednesday 11 June, in Museum Gardens, 10 - 6 pm.

Carers, along with their friends and families, are invited to bring a picnic, enjoy games, chat with their team, and connect with other carers who understand the realities of caring. It's an opportunity to meet Carer Support Workers, share experiences, and learn more about the support available to carers in York.

There's something for everyone, from a drop-in session at our city centre office and Carers Connect – a social group for unpaid carers – to volunteer and information stalls, mental health carer support groups, secondary school drop-ins, and much more.

In response to recent announcements on changes to health and disability benefits, they are also offering appointments with their Benefits Worker, Andrew, on Wednesday 11 June, 9.30 – 3 pm. Andrew will be available to provide guidance for carers looking to understand how the changes may impact them.

Additionally, they are hosting a Legal Clinic with Crombie Wilkinson Solicitors on Friday 13 June, offering free 30-minute appointments online or in person for advice on wills, probate, and power of attorney.

View the full details in the Carers Centre Spring Newsletter, link below. You can book activities or appointments by email: [events@yorkcarerscentre.co.uk](mailto:events@yorkcarerscentre.co.uk) or call 01904 715 490.

**York Carers Centre**

Young people with special educational needs and disabilities (SEND) in York, and their parents and carers, are being asked to share their views on the work of the city's SEND partnership, the Education, Health and Care Teams which plan and organises SEND services.

Have your say and help shape future plans. The survey is available via the link below and closes on 6 June.

### CYC SEND survey

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## I'm Me Festival - Exploring Identity, Representation and Voice with Learning Disabled and Autistic Artists

Learning disabled and autistic artists from across the UK are set to perform at a trailblazing creative arts festival in York. **I'm Me Festival** at York St John University will feature theatre, dance, music, film and more, in a fresh exploration of identity and representation.

The I'm Me Festival takes place on Thursday 19 June and Friday 20 June in the York St John Creative Centre, York. Tickets are free and the events are open to all. To reserve tickets visit their Eventbrite page via the link below.

### Eventbrite - I'm Me Festival

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**Raise York**  
Your Family Hub Network

## Things to do in York this half-term

There's a range of free and paid activities available in York for families this half-term.

Free activities include a Family Croquet drop in, a Clifton Community dance workshop, drama workshop, York's Festival of Ideas and much more.

For full details, see the Raise York website, link below.



*Let's Walk and Talk in York*

**Sunday Walks 2025**

**16 February:** Acomb  
**23 March:** Bootham Bar to walk the walls  
**13 April:** Poppleton  
**18 May:** Tower Gardens in York City Centre  
**22 June:** Pool Bridge Farm  
**20 July:** NEW WALK - Stockton on the Forest  
**17 August:** Knapton to Rufforth  
**21 September:** Shipton Road, Rawcliffe  
**19 October:** NEW WALK - Heslington  
**16 November:** Museum Gardens  
**14 December:** New Earswick



**2025 Dates**

Last Saturday of the month from 11:30am - 1:30pm.:  
Acomb Garth Community Care Centre, Oak Rise, YO 24 4LJ

Menopause Cafe's are open to all regardless of age or gender. There is no agenda or need to book. Just turn up, grab a cuppa and chat away.

**22 February:** Nutrition\*  
**29 March:** Decluttering\*  
**26 April**  
**31 May**  
**28 June**  
**26 July**  
**30 August**  
**27 September:** Nutrition\*  
**25 October**  
**29 November**  
**27 December**

\*Indicates guest speaker after the Cafe




For further information, contact Kirsty on 07871 183939 or see Eventbrite collection

## Training and Resources



## The National Lottery Community Fund Presentation

Join Beth Maguire, Funding Officer from The National Lottery Community Fund outlining the recent refresh of Reaching Communities and the new community led mission priorities, including an overview of future funding streams and Awards for All.

If you are thinking of applying for funding or simply want to know more, come along and find out more.

Book a place via the link below. There will be a limited amount of bookable slots after the presentation with Beth and her colleagues to answer any questions you may have. If you require a slot please email [lisa.thurlow@yorkcvs.org.uk](mailto:lisa.thurlow@yorkcvs.org.uk)

[Eventbrite](#)

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## VCSE Training: How to Best Utilize Student Volunteers in York

**Friday, June 20 · 10am - 12:30pm, Priory Street Centre**

York CVS are excited to offer this training session on how to maximize the potential of student volunteers within your organization.

This session is ideal for anyone in York's voluntary, community, and social enterprise (VCSE) sector who wants to better understand the dynamics of student volunteering. It will provide key insights into the opportunities and challenges of working with students from York St John University and the University of York.

Book a place via the link below.

[Eventbrite](#)

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## York VCSC Assembly - Health and Care

**Wednesday 2nd July, 9.30-11.30am, Main Hall, Priory Street Centre**

The York VCSE Assembly - Health and Care meetings bring York's voluntary, community and social enterprise (VCSE) 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 agenda will be shared closer to the meeting date.

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

[Eventbrite](#)

## Key Dates

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### City of York Council Health and Wellbeing Board - 16th July 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 16th July 2025 at 4.30pm. For more information, see the City of York website, link below.

CYC

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## Get in touch

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### Healthwatch York

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**Website:** [www.healthwatchyork.co.uk](http://www.healthwatchyork.co.uk)



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We will no longer be posting on or using X.



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