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healthwatch
York

Your spotlight on local services

Hello,

Welcome to the February 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 March 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



published

Healthwatch York has now officially started it's Enter & View visits of care homes around the city.

Enter and View visits are conducted by a team of our authorised trained representatives to find out how services are being run and to make recommendations for improvement.

Our first visit was to Ebor Court Care Home during which we gathered feedback from residents, their family and friends, and staff, about the services and care provided.

At the time of our visit, we found that Ebor Court was operating to a very good standard. These findings were based on our observations and reflect the general happiness of residents, family and friends of residents and staff members. The home had recently changed ownership with some slight staffing issues which had been quickly addressed.

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

We will be visiting Rawcliffe Manor Care Home in March. If you have any experience of this care home that you would like to share, please get in touch.

Report

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:

Problems getting on-going medication when in hospital

We heard from a person who went into hospital for an operation. Despite talking to staff on the ward and the pharmacist, their ongoing medication was forgotten about, not ordered and eventually it ran out. There was on-going confusion about whether the medication had been given, wrong information marked on their notes, and a refusal to count the tablets as proof they hadn't been received. The person never received their correct medication.

NHS App very useful for quick results and information

We received feedback from a person who was impressed by how quickly information is shared through the NHS App. They said that they had a blood test in the morning and the results were available on the same day. It is also possible to read letters from the hospital and see notes from GP consultations.

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

Healthwatch York Quarterly Report

Want to read more about what we're hearing? Our October to December 2024 report is now available on our website, follow the link below.

HWY Report

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](#)

Health and Social Care News

Older people urged to get respiratory syncytial virus (RSV) vaccine

The NHS is urging older people who have not yet had the respiratory syncytial virus vaccine to get jabbed, as health service chiefs warn it is “not just a winter illness”.

Invitations are being sent to people not yet vaccinated against RSV who are aged 75-79 or turned 80 after 1 September 2024, encouraging them to book an appointment with their GP.

RSV spreads all year round and affects the airways and lungs, and for older adults can lead to severe lung infections like pneumonia or other life-threatening conditions.

The vaccine will reduce the risk of severe symptoms and only one dose is needed.

Government announces 3% real terms increase in the public health grant

The Government have announced that the public health grant allocated to local authorities to fund services such as health visiting, smoking cessation and addiction services will increase by £200 million in 2025/6. This marks a 3% real terms increase in the grant.

The public health grant had previously been cut by around 28% per person in real terms over the last decade meaning that many local authority commissioned health services are severely stretched. While this year's increased expenditure does not compensate for large real terms cuts in recent years, it is welcome news that the Government is investing in public health.

Details will be published shortly on how the public health grant will be allocated to local authorities.

Read more on the GOV.UK website.

GOV.UK

Better Health Smoke free

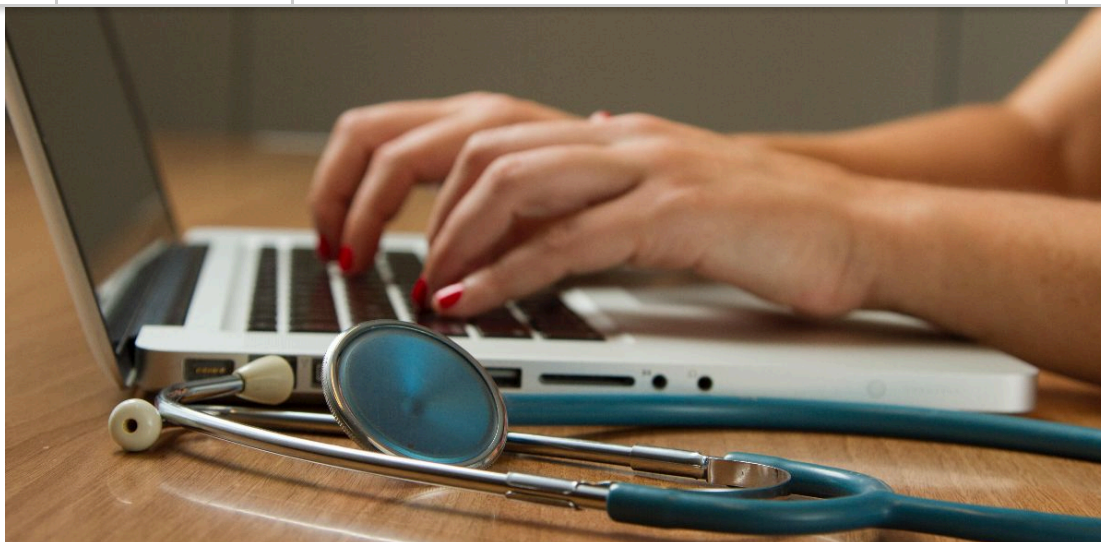
NHS

“Since quitting, I’ve got extra money to put towards a trip away.”

March 12 Take back your life this **No Smoking Day.**

Search **Better Health** quit smoking for free quitting support.

A smiling woman with curly hair, wearing an orange jacket, holds a blue folder with a white card inside. The background is a solid red color.



Patients put off seeking care due to 'dysfunctional' NHS admin

Healthwatch England have published a joint report with The King's Fund and National Voices highlighting the scale and impact of administrative issues facing patients and their families.

The key findings include:

- Of those who had used the NHS in the last 12 months, either for themselves or someone they care for, nearly two in every three, 64%, said they had experienced at least one issue with NHS admin or poor communication.
- 32% of patients have had to chase results following tests, scans or X-rays
- 32% of patients have not been kept updated on how long they have to wait for treatment or care
- 23% of patients don't know who to contact while waiting for care
- 20% received an invitation to an appointment after the date of the appointment.

Led by The King's Fund, the study also highlighted that poor admin drives a perception of NHS waste.

Read more on the Healthwatch England website.

Healthwatch England

Local Health and Social Care News



**Are you living
with metastatic
(secondary)
cancer?**

**Help us improve the personalised care available to
people living with metastatic cancer.**

Please complete our short survey by scanning the
QR code or following the link .
<https://shorturl.at/Ynlrm>

For further information about this survey please
contact:

zoe.bounds@nhs.net or karenlindley@nhs.net



Humber and North Yorkshire
Cancer Alliance



Do you look after someone who relies on your help?

If you or somebody you know give unpaid care to another person, please tell us how we can improve support for carers in York.



Visit york.gov.uk/CarerSurvey



For a paper copy, visit West Offices or Acomb, Tang Hall, Clifton, or York Explore Libraries, or email carersurvey@york.gov.uk or call **01904 551550**.



Contact us if you need the survey in a different language or format such as Braille or large print. **Please take part before 16 March.**





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.**

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.



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

YORK **VOLUNTEERING** **FAIR** 2025

Thursday
27 February
3pm – 5pm

Join us at the
Priory Street Centre,
York YO1 6ET

- Meet local good causes you can be a part of
- Learn new skills and enhance your CV
- Join a group and meet new people
- Make a difference



Scan here to book



or visit www.yorkcvs.org.uk/york-cvs-training-and-events



York International Women's Week 3rd - 9th March

This year, York International Women's Week (YIWW) marks International Women's Day on March 8th with a vibrant programme of events celebrating 'Looking Forward, Moving Forward.'

The 2025 Programme offers an inspiring range of over 40 events which will include exhibitions, activity days, talks, crafting, open mics, comedy workshops, music and dancing, clothes swaps, woodland activities, performances, sustainable period kit sewing, and patch-working as part of a global peace project.

Follow the link to see the full programme.

[York International Women's Week programme](#)

(How) does gender affect medical care?

Thursday 6th March 4-6pm, Acomb Methodist Church, YO24 3BX

York Disability Rights Forum (YDRF) are hosting a discussion as part of York International Women's Week.

Join them to discuss how gender affects medical care and the experience of disabled people. For example, considering how who you are might have affected how you were treated.

For further details and to book a place, follow the link below.

[Ticket Tailor](#)



Feel Good Menopause: Let's walk and talk in York

FB QR code below

Sunday walks for 2025
10.30am meet up

19 January - Knavesmire
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



menopause cafe 2025 dates

Last Saturday of the month at Acomb Garth Community Care Centre, Oak Rise, Acomb, York YO24 4LJ from 11.30am - 1.30pm.

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.

25 January - Nutrition*
22 February - Decluttering*
29 March - Mindfulness*
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.

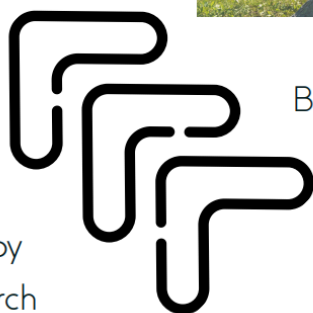
For further information, contact Kirsty on 07871 183939
or see Eventbrite collection:



TIME OUT FOR COUPLES



Scan for FAQ's and
to book your free tickets



Want to stay connected as a couple?
Better understand and accept each other?
Communicate well?
Connect at a deeper level?

Aroma Cafe. Haxby
Saturday 29th March
7.30-9.30pm

Any questions? contact Emma:
07491 910239 - emmammarshall@fmy.org.uk



Training and Resources



Getting the most out of your appointments

The Patients Association has launched two resources, an animation and a guide, to provide information and tools to help you get the most out of your care. This includes:

- preparing for your appointment
- guidance on how you can prevent things going wrong
- steps you can take at each stage of your journey through the healthcare system.

The resources can be viewed and downloaded on the Patient Association website, link below.

Patients Association

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.

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

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

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 - 19th March 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.

York website, link below.

CYC

Get in touch

Healthwatch York

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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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