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healthwatch
York

Your spotlight on local services

Hello,

Welcome to the April 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 May 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

Rawcliffe
Manor Care
Home



Enter and View Care Home Reports - Rawcliffe Manor

Healthwatch York has just published it's latest care home report following a visit to Rawcliffe Manor Care Home in March.

Healthwatch York's trained volunteers are visiting a care home every month 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.

At the time of our visit to Rawcliffe Manor we found that the home was operating to a very good standard. The building was found to be very well maintained, staff were friendly and welcoming, and there were a range of activities on offer.

Our team were impressed with all the staff and had excellent feedback from residents and family members about the staff. The manager, Shane Talbot, was praised by a number of people who said he has made a significant difference in the six months he has been there.

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

[Rawcliffe Manor Care Home Report](#)

Healthwatch York volunteers will be visiting Mossdale Residence Care Home on Monday 28th April. 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 28th April, 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 Friday 9th May.

[Mossdale Residence staff survey](#)

[Mossdale Residence family & friends survey](#)

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:

No information after diagnosis

We heard from a person who was diagnosed with MS a few years ago by a neurologist at York Hospital. They didn't receive any information, or direction as to where to go for information and support. They were left unsure as to what would happen next, and didn't know that they wouldn't see a neurologist again.

They now see an MS nurse who is excellent, and who has made referrals to other services, but it has taken a long time to get support in place. It would have been very useful to have received more information at diagnosis.

Difficulties getting compression stockings

We received feedback from a person who saw their GP and then a specialist who said they needed full length compression stockings. They were informed that they no longer issue prescriptions for them, but they could get them from the pharmacy. The person then visited two pharmacies, who both said that to measure them for compression stockings they would need a prescription.

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

[Share your experiences with us here](#)

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

Supreme Court rule on definition of terms 'man', 'woman' and 'sex'

Last week the Supreme Court made a ruling which has implications for health policy and the duties of all public bodies. The court ruled that 'the terms "man", "woman" and "sex" in the Equality Act 2010 refer to biological sex'....[and]... 'a person with a Gender Recognition Certificate (GRC) in the female gender does not come within the definition of a "woman" under the Equality Act 2010'.

The ruling aimed to clarify whether people with legal Gender Recognition Certificates can use or work in legally-defined single-sex spaces (like hospital wards) even if they are not the same sex as other users of that space.

In a summary of its ruling the court added that its judgement 'does not remove protection from trans people, with or without a GRC. Trans people still have Equality Act protections from the 'gender reassignment' characteristic and also from direct or indirect sex discrimination ie 'a trans woman can claim sex discrimination because she is perceived to be a woman'.

Healthwatch England, along with other public bodies, government departments, and the NHS are now awaiting updated guidance from the Equalities and Human Rights Commission to its code on how the Act and the Public Sector Equality Duty should be adhered to.

Read the summary from the Supreme Court via the link below.

Patients get care closer to home as GP scheme expanded

The Government has confirmed an expansion of the Advice and Guidance scheme, to enable more patients to receive care closer to home.

Tens of thousands of patients are receiving care closer to home, so they do not have to be added to lengthy NHS waiting lists, as the government confirms the expansion of a GP scheme to shift care from hospital to community.

The Advice and Guidance scheme sees GPs working more closely with hospital specialists to access expert advice quickly and speed their patients through the system, so they get care in the right place as soon as possible.

This means patients are being directed to more appropriate care - such as being prescribed medication, accessing blood tests or scans through their GP, or receiving care in a local women's health hub or community physio service - rather than being put on long NHS waiting lists.

Read more on the GOV.UK website, link below.

GOV.UK



Government partners with young people to help develop new national youth strategy

Ahead of the development of the National Youth Strategy, those aged 10-21 years old, and up to 25 years old for those with special educational needs and disabilities (SEND), will be asked to take part in a survey to hear what support services, facilities and opportunities they need outside the school gates to benefit their lives and futures.

people, and how money should be spent in their area – delivering on the government's Plan for Change to spread opportunity across the country.

For more information, see the GOV.UK website, link below.

GOV.UK

NHS encourages eligible people to get their COVID-19 booster jab

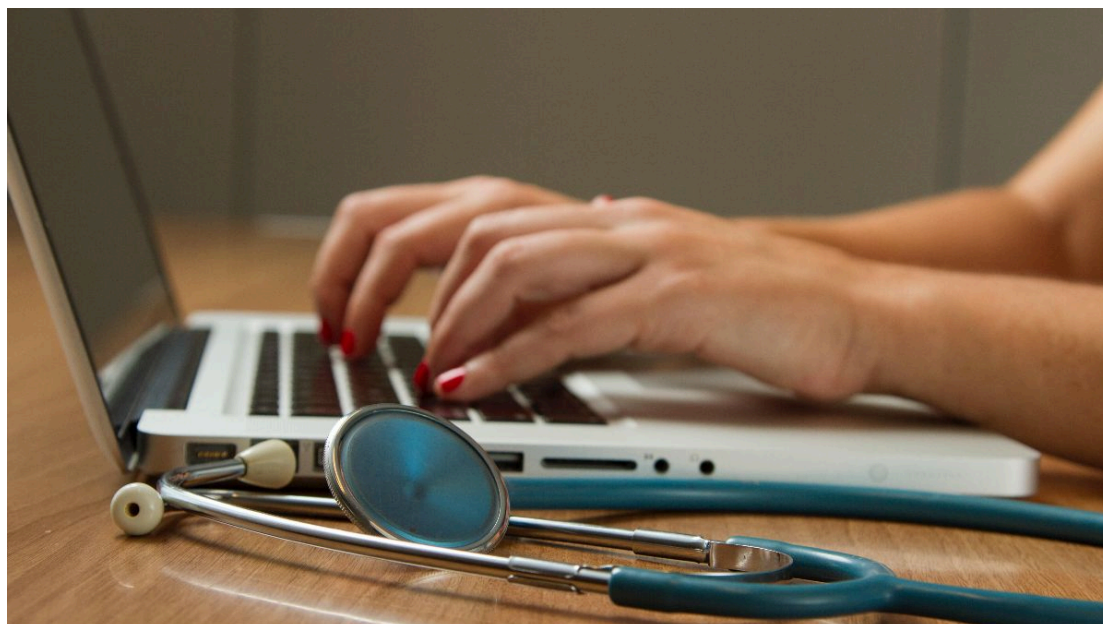
Those who are eligible are now being invited for their free COVID-19 booster vaccine. The vaccine is being offered to adults over 75 years of age, residents in care homes for older adults, and people aged six months and over with a weakened immune system who are at greater risk from severe illness.

The vaccine provides vital protection against different strains of the COVID virus and helps reduce the risk of catching and spreading it, as well as the risk of serious illness or needing to go to hospital if you do catch it.

The NHS has sent millions of invites out via text, email, NHS App messages and letters to remind those who are eligible to come forward. Appointments can be made through the online national booking system at nhs.uk/bookcovid, through the NHS App or by calling 119.

See the NHS website for more information.

NHS.UK





Healthwatch England report: eye care costs a barrier for people on low incomes

An estimated 50% of sight loss is avoidable, which is why it's vital that people can have their eyesight tested regularly and get the help they need if there is a problem.

Yet new research by Healthwatch England found that costs associated with visiting opticians are deterring those on the lowest incomes from getting regular eye tests.

Healthwatch England carried out an online survey of people's eye care experiences between July and September 2024, following concerns people shared with them about the cost of eye care. They found one in seven, 14%, of people who responded to their survey had avoided eye care due to cost in the last two years.

As people face rising eye care costs and lack of financial support, many high street opticians, which are private businesses, increasingly rely on generating income through offering services in addition to eye tests. The survey found that of those who had attended an eye test in the last two years, 72% had experienced staff offering additional services at a cost.

This practice has made some people reluctant to visit optician services at all. Those who said that opticians had offered them additional paid services were twice as likely to say they had avoided getting eye care in the last two years compared to those who had not experienced this (17% vs 8%).

Most (84%) of the respondents to our survey were eligible for free eye tests. However, as the results of the survey show, many people eligible for financial support for their eye care may find it difficult to afford additional costs. They may put off getting eye care because they are concerned about being pushed into paying for products or services they can't afford.

In recent years, the real-terms value of NHS optical vouchers has also dropped by over 30%, and the value of the NHS sight test fee by even more. This, alongside significant changes to eligibility for some benefits, puts pressure on both customers and opticians.

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

Healthwatch England

Local Health and Social Care News

York Hospital launches carers survey

of the role unpaid carers have in supporting patients when they are in hospital and are interested in learning what they need to help shape hospital improvement plans.

If you would like to share your experience as a carer, follow the link to the survey below. The survey closes at the end of April.

[Carers survey](#)

Increasing biodiversity at Foss Park Hospital

A project has been launched at Foss Park Hospital in York to create green spaces for patients, carers and staff to enjoy. This includes tree planting, habitat creation, nature connection and the simplicity of a picnic in the hospital's secluded Secret Garden.

Led by Natural England the project has been supported by staff working at Foss Park Hospital, St Nicks green corridor habitat officers and eco therapist as well as Lower Derwent Valley National Nature Reserve staff and volunteers. It's aim is to evidence the positive impact of green therapy on patient wellbeing, while supporting nature recovery in the area.

[Read more below.](#)

[TEWV news](#)

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



**Royal Association
for Deaf people**



Wednesdays, 10am - 4pm

York 1:1 Advice Service

Advice services for deaf and hard-of-hearing people living in the York area.

We can support residents with:

- Filling in forms for benefits
- Translating English into BSL
- Making telephone calls
- Understanding bills

- Contacting local councils
 - Signposting to support services
- and much more.

For full details, visit our website.

Location:

**Wilberforce Trust, Wilberforce
House, The Grove, Dringhouses,
York, YO24 1AN**



royaldeaf.org.uk

For more information, please email or send a BSL video to advice@royaldeaf.org.uk

CYC Falls Prevention Service - Slipper Socials

It is estimated that 1 in 3 adults over the age of 65 and half of those over 80 will fall at least once in a year. Falls risks and the many problems related with falling increase as we age. Simple pro-active measures can help reduce falls in the home, for example, through footwear.

City of York Council Falls Prevention Service is working in partnership with the Community Hubs and Age UK York, to hold a series of Slipper Socials in various locations in York throughout the year.

practitioners about how to reduce falls in the home. It will also serve as a valuable time for customers to socialise with others over a cup of tea and to make links with their local community and services that are available to support their safety and independence at home, such as North Yorkshire Sport and North Yorkshire Fire and Rescue.

The first two events are:

- 28th April 10.00am–12.00pm at Marjorie Waite Court Community Room
- 8th May 1.30– 3.30pm at Acomb Methodist Church

Future dates to be confirmed.

For further information contact the Falls Prevention Service on 01904 552300.

CYC Falls Prevention Service


Call for Participants

My name is Dr Joanna Malone and I am a researcher in the Department of Sociology at the University of York. I am currently undertaking a research project called *'Living and Dying Well in Old Age: Spiritual Needs in a Non-Religious Future'* which is funded by the Leverhulme Trust.

I am looking for non-religious or not traditionally religious (e.g. spiritual) older adults (over 65) to interview as part of a research project. I am interested in understanding what 'living well' and 'flourishing' looks like in later life. I am also interested in understanding what 'dying well' means for people too. This study also aims to understand what forms of emotional, pastoral, and/or spiritual care older adults wish to experience as part of 'living' and dying 'well'.

If you are **aged 65 and over**, identify as **non-religious (or are not traditionally religious)** and you think you'd be interested in taking part, please contact me. I am happy to answer any questions and give you more details about the project.

Email address: joanna.malone@york.ac.uk 

Phone number: 01904 325698 

Please leave me a voicemail and I will get back to you



Scan this QR code to get more
information or visit
[www.sites.google.com/york.ac.uk
/living-and-dying-well-project](http://www.sites.google.com/york.ac.uk/living-and-dying-well-project)



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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 Homelessness Support Network Event

Wednesday 30 April, 1.30pm – 4.30pm, Main Hall, Priory Street Centre

VCSE organisations who support people experiencing homelessness are invited to the **York Homelessness Support Network Event**, taking place on Wednesday 30 April, 1.30pm – 4.30pm at the Priory Street Centre.

York CVS is facilitating this event to bring Voluntary, Community and Social Enterprise (VCSE) organisations in York, who support people experiencing homelessness, together to discuss forming a more formal network going forward.

The event will include networking time, presentations and an opportunity for your organisations to share your activities and to explore how a York network could work going forward.

.Book a place via the link below.

York VCSC Assembly - Health and Care

Wednesday 7th May, 10am-12, 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.

This meeting will cover:

- Integrated Neighbourhood Teams
- Information update from York Older People's Assembly (YOPA)
- VCSE Collaborative Communications Update

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

Eventbrite

Key Dates

City of York Council Health and Wellbeing Board - 7th May 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 7th May 2025 at 4.30pm. For more information, see the City of York website, link below.

CYC

Get in touch

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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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