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healthwatch
York

Your spotlight on local services

Hello,

Welcome to the March 2025 edition of Healthwatch York's monthly e-bulletin. Here's what's coming up in this month's bulletin:

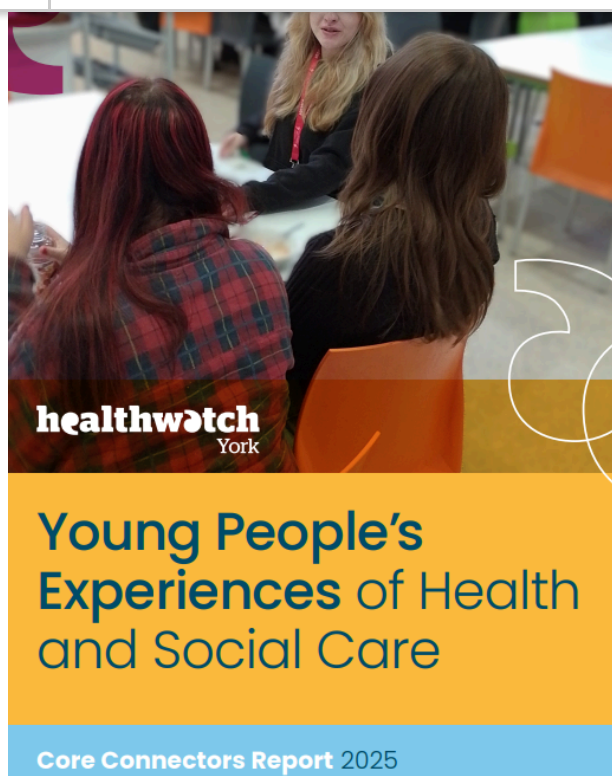
- [Healthwatch York News](#)
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If you would like to include an update in the April edition, please email healthwatch@yorkcvs.org.uk.

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



Core Connectors Report Launch

Join us for the launch of our Core Connectors' report 'Young People's Experiences of Health and Social Care' on 25th March, 10am-12 noon, at the Priory Street Centre.

The Core Connectors team interviewed over 130 young people from across the city about their experiences of health and social care. They heard about what had a positive and negative effect on the health of young people, the impact of the cost of living, and they sought ideas about what would help to make York a healthier city.

We want to say a big thank you to all 14 of our Core Connector volunteers, we couldn't have done this without them!

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

Core Connectors Report



Healthwatch England National Impact Awards - Healthwatch York commended

Healthwatch York has been recognised at the national Healthwatch Impact Awards. The awards highlight outstanding examples of where the views and experiences of local people have been used by their local Healthwatch to make care better.

Up against 17 other shortlisted projects from across England, we at Healthwatch York were commended for our independent evaluation of a pilot pathway assessing adult ADHD and autism.

Commenting on the news, Siân Balsom, manager of Healthwatch York, said:

“Obviously we’re delighted that our work has been acknowledged in this way. But this report was a joint effort, with York Disability Rights Forum and the Neurodivergent community in York. The most powerful thing in the report were people’s words – their anguish and despair when they learned there was nowhere to turn if you didn’t meet the new criteria. We have always known that the best people to shape health and care services are those using, or trying to use, them. So this commendation is for everyone who shared their story, and gifted us the power of their words.

“I hope this encourages more people in York to share their experiences of health and social care with us. This project shows what’s possible when the community speaks up and health and care services listen.”

Praising the team at Healthwatch York, Chief Executive of Healthwatch England, Louise Ansari, said: “Every year, we are consistently impressed by the quality of entries for our Impact Award, and this year is no different. “However, this project really stood out because it shows exactly why listening to local people and acting on their views is key to helping unlock better health and social care services. Congratulations to everyone involved.”

[Read more](#)

Enter and View Care Home Reports - Birchlands Care Home and Riverside Care Complex

Our care home visits continue. In January our team of volunteers visited Riverside Care Complex which offers residential care services for older people, including people with dementia. They found the home was operating to a good standard, and staff showed very good care and interacted well with residents. The environment was good, clean and spacious, and there was a variety of activities offered within the home, including some for people with mobility issues.

In February the team visited Birchlands Care Home which offers nursing, residential, dementia and respite care services for older people (60+). The team found that the home was operating to a good standard with friendly staff who were welcoming and interacted well with residents. The home was clean and in a good state of repair and residents seemed happy with the care they were receiving and activities offered.

Both reports are on our website, links below.

[Riverside Care Complex Report](#)

[Birchlands Care Home 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:

Lack of continuity of care impacts support received

We have heard from a person who was in York Hospital and found that care was disjointed as there wasn't sufficient handover between nursing shifts. They also noted that the computers at the hospital and the GP surgery are not connected, so staff are unaware of their full history. They said that everyone seems to work in specialisms and holistic care is being missed.

Lack of transparency about ADHD waiting lists

We received feedback from a person who saw their GP in 2021 and completed a form for an autism assessment. They thought they had been referred for assessment at that stage. In 2022 they went through the same process for ADHD. They have never heard anything back about either referral and do not know what is happening. They have contacted the Retreat, by email and in person, but no one has been able to confirm whether they are on the waiting list. They feel like

[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](#)

Health and Social Care News

The Prime Minister Keir Starmer and the Health and Social Care Secretary Wes Streeting last week announced plans to abolish NHS England (NHSE). This will bring the NHS back under the control of ministers as part of plans to reduce bureaucracy, make savings and deliver better care for NHS patients. It is hoped it will end the duplication of the two organisations and tackle the inefficient bureaucracy.

Healthwatch England's chief executive Louise Ansari responded to the news:

“People want changes that mean better access to and experience of care for everyone, in particular those facing health inequalities, including disabled people, carers, and those on low incomes.

“During the period of change for NHS England, it's important that everything possible is done to ensure that patients' care is not disrupted and that the progress the NHS has been making in some areas is not reversed. Going forward, any changes in structures need to have improvements in patient access to and experience of care at their heart.”

Read the full government announcement on the GOV.UK website, link below.

GOV.UK

GP contract agreed for 2025-26 and includes a new 'patient charter'

The government has announced it has struck a deal with the British Medical Association on the GP contract for the coming financial year, which it claims will 'fix the front door of the NHS'.

The deal involves an extra £889 million, bringing the total spend on the GP contract to £13.2 billion in 2025/26. Nearly half of the current targets for GPs (32 out of 76) will be scrapped to help free practices from 'burdensome red tape'.

In exchange, practices will be required from 1 October this year to keep certain online consultation services switched on during core opening times of 8am-6.30pm and publicise how online services work to patients.

A letter sent out to GPs states: 'NHS England will publish a patient charter which will set out the standards a patient can expect from their practice, as outlined in the GP contract. The charter will need to be published on the practice website. This will improve transparency for patients and make it easier for them to know how practices will handle their request and what to expect from their practice.'

The BMA have confirmed that it has now paused the GP 'collective action' ahead of further talks about long-term funding for GP services.

NHS dental changes to increase by 2.4% from April

The government has announced that NHS dental changes will go up from 1 April by 2.39%

The exact increases are listed by bands below:

- Band 1 and urgent care, will go up from £26.80 to **£27.40**
- Band 2, up from £73.50 to **£75.30**
- Band 3: from £319.10 to **£326.70**

The NHS website provides information about what treatments each band covers (which will be updates in due course with the 2025-26 charges). Follow the link below for details.

The exemption scheme that gives certain people free NHS dental care and the NHS Low Income Scheme will continue unchanged.

NHS dental charges

Royal College of Obstetricians & Gynaecologists - Women's Health Research Priorities

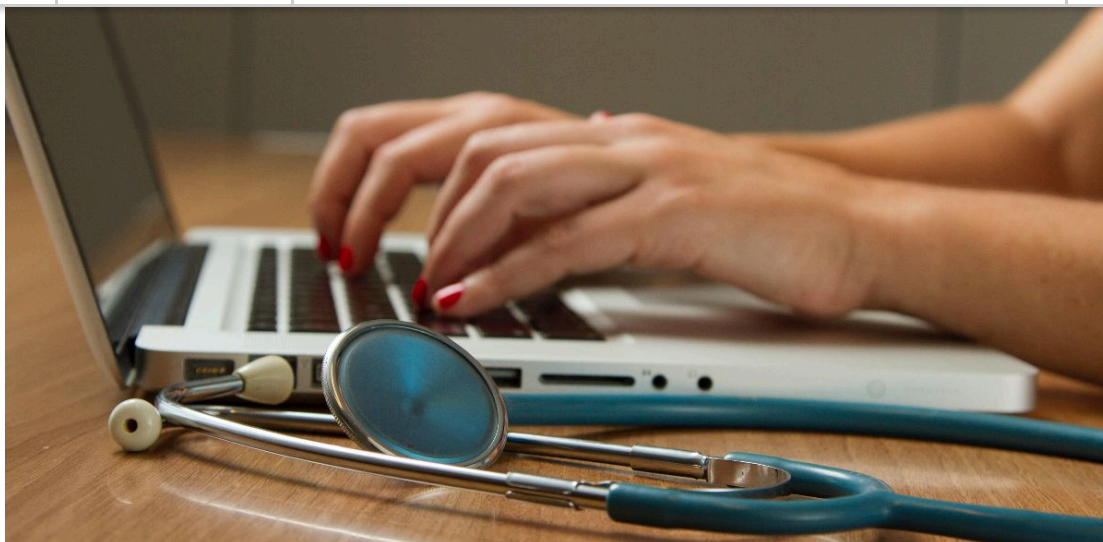
The Royal College of Obstetricians & Gynaecologists are inviting participants from diverse backgrounds across the UK to take part in the Women's Health Research Priorities (WHRP) project.

The project aims to identify the most pressing unanswered questions in women's health from the perspective of women themselves.

To take part in the survey follow the link in the button below.

The closing date for the survey is Sunday 23rd March.

Survey



What do dying people and their families want from end of life care? Healthwatch England Report

Many people could benefit from end-of-life care, but access to and quality of this care can be variable. Healthwatch England look at what matters most to dying people and their relatives or carers.

A recent report commissioned by Marie Curie highlighted that 90% of people who die each year could benefit from end-of-life care.

However, access to and the quality of this care is variable, with people reporting long waits for referral, understaffed teams, and a lack of advanced care planning.

End-of-life care is currently under scrutiny as parliamentarians debate proposed legislation on assisted dying and the creation of a Commission on Palliative and End-of-Life Care. Healthwatch England therefore looked at what people are saying about the topic.

They identified four key theme that matter most to dying people and their relatives or carers:

1. Timely access to end of life care
2. Good coordination between different services
3. Rapid and round the clock access to pain and symptom control
4. The importance of staff attitudes.

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

Healthwatch England

New oral health campaign launched in Humber and North Yorkshire

NHS Humber and North Yorkshire Integrated Care Board (ICB) have launched a new campaign aimed at improving dental health across the region.

Targeting parents of children aged seven and under – as well as teenagers and young adults – the campaign seeks to encourage parents and carers to introduce healthy teeth habits from a young age and persuade younger adults on the importance of oral health and how to improve it.

Using primarily social media and music streaming platform Spotify, the campaign launches on 14 March for an initial 4-week period.

[Read more on their website.](#)

H&NY ICB

City of York Council secures more than £3.4 million funding for warmer homes

Council leaders have confirmed that City of York Council (CYC) will receive more than £3.4 million of funding thanks to 2 separate grants.

The funding, announced this week by the Department for Energy Security and Net Zero, will be used to upgrade around 280 homes over the next 3 years, to reduce carbon emissions and fuel poverty and improve the comfort and health of council homes.

The first grant of around £1.4 million will be used to improve the energy efficiency of around 140 council homes via the Warm Homes: Social Housing Fund.

The second grant of around £2 million will be used to improve the energy efficiency of around 140 homes for lower income homeowners through the Warm Homes: Local Grant Scheme.

[Read more on the CYC website.](#)

CYC

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.

Local Projects



Take the Green Route



Enjoy our **FREE** Spring Nature Programme!

You'll feel better, relax and recharge, and enjoy learning in small friendly groups from 18 March to 7 May 2025.



Nature in the Week

Tuesday Nature Rides at 12.30

Tuesday Cycling Without Age Rides

Wednesday Nature Walks at 12.30 from the Millennium Bridge



Nature on Weekends

Saturday 5 April
Urban Wildlife Gardening

Saturday 26 April
Spring Nature Ride

Saturday 3 May
Nature Walk and Social



We offer joining support for all ages and abilities, including cycle hire. Booking needed for all rides and weekend events.

Talk to us at: takethegreenroute@gmail.com
07493 692490 | yorkbikebelles.community

Everyone welcome!



Yorkshire Wildlife Trust



YBB
York Bike Belles





**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

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

Mental Health Conversation Cafe - Connecting our city project

Wednesday 23rd April, 10:00am – 12:30pm, 30 Clarence Street, York YO31 7DE

Conversation Cafes are run monthly at 30 Clarence Street. Firstly, and most importantly, there's always lots of refreshments, sandwiches and cake provided!

Each Conversation Café will have different topics to cover, with the questions sent a week or two before the event so there's plenty of time to prepare answers and not feel like you have been put on the spot.

It's a relaxed, non-judgemental space, which allows for people with lived experience and people who run services to come together and have a chat. Everyone in these sessions will have an equal chance to share their view, as everyone's view is equally important. If, however, you don't feel comfortable in sharing your view, that is all good too.

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.

The next meeting is on 19th March 2025 at 4.30pm. For more information, see the City of York website, link below.

CYC

Get in touch

Healthwatch York

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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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