

# Engagement and Insight - a snapshot



Humber and North Yorkshire  
Health and Care Partnership

September 2023

## What are the key themes we are hearing?

- ❑ Access to services – mainly primary care and dentistry
- ❑ Waiting times
- ❑ Difficulties making appointments

## Key sources include:

**HNY ICB Engagement and Insight** - A summary of our activity between June - September 2023

**HNY ICB PALs and Complaints** – 2022-23 data

**Healthwatch (six across Humber and North Yorkshire)** – Key findings from June - August 2023

**National GP Patient Survey** - January-April 2023

**British Social Attitudes Survey (national)** – September - October 2022

## Our public memberships:

The ICB boasts **five** public membership schemes - all of which are pivotal mechanisms for involving our local population. We meet regularly with these groups, who also receive newsletters and early opportunities to take part in local, regional and national health surveys. We are committed to increasing membership numbers and will update you on the activity and progress of these groups moving forward. Below is a list of the groups and current membership numbers:

- Accord** (North East Lincolnshire) – **1283**
- Embrace** (North Lincolnshire) – **270**
- The Loop** (North Yorkshire & York) – **350**
- Hull Champions** (Hull) – **90 groups**
- Involve** (East Riding) - **224**



# Engagement and insight summary

## NHS75 engagement

- More than **750** responses
- **20 face to face sessions** across HNY

### Key themes:

Concerns about **lack of access particularly to GPs and NHS dentists.**

Feeling that **primary care appointments are less available**, and people **want face to face appointments**. Care navigators are viewed as a barrier to getting care, and **alternative appointment methods are not always accepted by patients.**

Desire for **clear and transparent communication from the NHS** – especially waiting times and support to ‘wait well’.

Important to **publicise the good work taking place** across the health and care system.

People need **educating and supporting to use the NHS responsibly.**

**People want services in their local community** - concern that travelling to other areas for care is widening health inequalities.

- **The full report to NHS75 can be read with September’s Board papers.**



## Humber Business Day (June 2023)

**700 business leaders attended the event.**

**60 businesses** visited our stand and **talked about workplace health and how to support employees with health and wellbeing.**

**26 businesses** expressed interest in our **Working Voices Scheme.**

**35 businesses** attended **breakout sessions** led by Dr James Crick to hear about the HCP’s Strategy and the role employers can make to improving health.

**Key employer concerns: workforce mental health; high levels of smoking** (manual occupations); **low levels of physical activity** (sedentary occupations).



## Hull Pride

Full report will be presented to Board in November

**1,800 people** attended Hull’s health and care tent.

338 people voted on how they think health and care can be improved for LGBT+ people in the future:

**40% voted for ‘LGBT+ awareness and education for health and care staff**

28% voted for ‘improve inclusivity across health and care’

27% voted for ‘increase the promotion and awareness of services and support

5% suggested ‘improving equality, better LGBT+ work rights, increased LGBT+ education in schools, and listen more.





## PALS and Complaints insight 2022-23

The ICB's Experience of our Population Annual Report shows that the organisation has received the following contact through its Experience Team during 2022-23.

The key themes identified across all contact types during this period were:

**Communication**  
**Quality of care**  
**Continuing Health Care**

Contact Type	North Yorkshire	York	Hull	East Riding of Yorkshire	North Lincolnshire	North East Lincolnshire	Total
Formal Complaint	21	23	10	20	13	34*	121
Concern	97	184	140	222	38	425*	1106
Comment	0	11	29	0	14	0	54
Compliment	1	10	11	11	4	45	82
Enquiry	127	104	132	0	52	0	415
MP	35	18	50	19	50	9	162
<b>Total</b>	<b>281</b>	<b>349</b>	<b>372</b>	<b>253</b>	<b>171</b>	<b>513</b>	<b>1940</b>

\* Inclusive of both health care and Adult Social Care

EXPERIENCE TEAM	
01/04/2023 - 24/08/2023	
	TOTALS
Complaints	124
PHSO	4
MP	62
PALS	358
Other*	466
Compliments	24
<b>OVERALL TOTAL ACROSS ABOVE DOMAINS</b>	<b>1038</b>

\*Includes enquiries, comments etc

## Healthwatch - common themes across our six places (June-August)

### Primary care:

Poor access and long waits on the phone and for appointments.

### **Challenges of using online systems.**

Time-limitations on GP systems e.g. only being able to phone between 7.30am – 9.30 am for appointments.

**Once people get an appointment, they're often happy with the quality of the care which they receive.**

### Dentistry:

Issues are regularly being raised regarding a lack of access to NHS services, with many on waiting lists for years.

**Practices are either closing or only offering private care.**

Impacting on people's mental health and wellbeing.

### Hospital care:

Long waiting times at A&E, for operations/follow up appointments and for test results.

**Positive feedback about caring staff.**



## Coming up...

Regional PPG Chairs Forum launch

Humber Acute Services consultation

Hull UTC Engagement

Community Diagnostics Hub N. Lincs

Creation of ICS public insight bank

Wolds Pride- September 17