

Engagement and Insight - a snapshot



Humber and North Yorkshire
Health and Care Partnership

November 2023

What are the key themes we are hearing?

- ❑ Access to services – mainly primary care and mental health; travel to appointments (inc. impact of cost of living)
- ❑ Waiting times
- ❑ Difficulties making appointments

Key sources include:

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

Healthwatch (six across Humber and North Yorkshire) – Key findings from September - October 2023



Our public memberships:

The ICB boasts **six** 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**
Hull Champions (Hull) – **90 groups**
The Loop (North Yorkshire & York) – **350**
Involve (East Riding) - **224**
Working Voices (Humber) - **over 30 employers**



Public membership Spotlight

Citizens panel

Since the launch of the Humber Acute Services programme several years ago, 4 of our Accord members have represented North East Lincolnshire residents by sitting on the Citizens Panel for the review of hospital services. Along with community members from other areas of the Humber region, panel members have been involved in early discussions about the options which were on the table and the impact that any changes could have on people in Grimsby, Cleethorpes, and the surrounding areas.

Membership

- Over **1200 members** in North East Lincolnshire
- Members live, work, and/or access health care in NEL; and want to get more involved in shaping local health and care services.
- Members can get involved as much or as little as they want:
 - receive email bulletins
 - attend meetings and focus groups
 - help the ICB to develop the scheme by joining the Accord Steering Group.
- Members receive regular updates via email, quarterly electronic and paper newsletters.

Accord Steering Group

Set up nearly 10 years ago by North East Lincolnshire CCG, 8 Accord members form the Accord Steering Group; they are people who wish to be more involved in shaping how Accord operates and involves its wider membership in shaping local health and care services.

The Steering Group takes a leadership role in developing the Accord scheme, and play a key role in its promotion, recruitment of new members, and keeping Accord members informed of the latest developments in North East Lincolnshire.

During the pandemic, they worked with the Engagement Team to develop a series of online engagement events; these events gave local people an opportunity to keep up to date on the latest developments locally during Covid, when face-to-face meetings were not possible – which was welcomed by local health leaders.



Let's take Pride in our Health 2023

- **Over 2000 people** attended HNY HCP's 'Let's take pride in our health' stalls across local Pride events.
- **Over 200 people** representing health and care in HNY marched in local Pride parades.
- We received **over 60 Pride Pal letters** that included themes such as: fears of coming out, being your true self, improving mental health and wellbeing, loneliness, and being out and proud.
- **338 people voted** on how can we improve LGBT+ experiences of health and social care in HNY.

182 people completed Pride in our Health survey across HNY. Key themes:

1. Improve access to appointments – specifically GP.
2. Improve training, education, and awareness of inclusivity and LGBT+ for healthcare staff – specifically Primary Care.
3. Improve mental health support locally.
4. Improve local Trans health care.
5. Improve inclusivity across health care.

Read more about the project [here](#)



Patient Engagement Network

We are delighted to launch our inaugural Patient Engagement Network on November 22, with more than 60 sign ups from residents, Patient Participation Group (PPG) members and public network members from across HNY to receive information on:

- latest ICB updates
- how our ICS is taking shape
- our achievements, both as an organisation and a system
- early challenges we face

Moving forward:

- Quarterly, 2-hour meetings.
- Interactive and engaging format with breakout rooms for each sub system to speak about more local news, ask questions and speak about concerns in their own patch.
- Opportunities for us to broadcast key preventative messaging, especially during winter, and for members to return to their communities to help us spread the word.

This group will be a focal point for our ICB's engagement and involvement.

In time it can act as a sense-check, advisory group before marketing campaigns go live, it could mark our engagement work with certain projects and of course it can be our first port of call for general health surveys, health census' and more.



Healthwatch: common themes across our 6 places



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Primary care:

Poor access and long waits on the phone and for appointments. Online booking systems have been praised when they work and are user friendly.

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.

Hospital care:

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

Positive feedback about caring staff.

Residents in North Lincolnshire have contacted Healthwatch with concerns about the changes to hospital services, proposed as part of the HAS programme

Mental Health

Difficulties accessing services have been reported across the region; including long waits for support, long waits for crisis line phones to be answered, and difficulty accessing children and young people's services (in particular, access to CAMHS for children with Autism & ADHD).

Travel & Transport

Patients are reporting issues with transport to community appointments in Northern Lincolnshire – in particular, long waits when returning home after an appointment.

Increased cost of living is impacting people's ability to access appointments due to the cost of travel, as well as parking expenses.

