



Agenda Item No:	9
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<b>Report to:</b>	Humber and North Yorkshire Integrated Care Board
<b>Date of Meeting:</b>	13 March 2024
<b>Subject:</b>	<b>Voice of the Lived Experience</b>
<b>Director Sponsor:</b>	Anja Hazebroek, Director of Communications, Marketing and Media Relations
<b>Author:</b>	Mark Williams, Head of Community Engagement and Insight, Jonathan Brooks, Senior Evaluation and Insight Officer

**STATUS OF THE REPORT:** *(Please click on the appropriate box)*

Approve  Discuss  Assurance  Information  A Regulatory Requirement

**SUMMARY OF REPORT:**

Meaningful engagement with our communities and people is vital to truly understand local sentiment, need, priorities, and concerns in Humber and North Yorkshire.

This dashboard report captures the key themes for engagement, insight and patient experience work undertaken in the ICB and by Healthwatch over January and February 2024 and highlights the key themes being:

- **Cost of living & transport:** The cost of public transport, increased fuel prices and taxis means some people can't attend medical appointments, which is particularly an issue for those living in a rural area. There are also increasing reports of patients refusing treatment due to not being able to travel to their appointment.
- **Mental health:** Issues with getting access to CAMHS, particularly for children with autism and/or ADHD; crisis line issues - long waiting times for the phone to be answered. Long waiting lists for support, particularly for NHS Talking Therapies.
- **Access to GP and Dental services:** Online systems and digital access not always working effectively. When people can get an appointment, they are often happy with the quality of care – however, there are reports of long waits for an appointment in some areas/cases. General dental access and lack of NHS capacity.

As summary of more focused engagement activity with the following groups is also included:

- Students at the University of Hull
- Members of the West African community in North East Lincolnshire
- The HNY Patient Engagement Network

A brief update from the last report on the successful relocation of the Hull Walk In Centre (Story Street to Hull Royal Infirmary) is also included.

**RECOMMENDATIONS:**

Members are asked to:

- Note and discuss the key themes.

