



# Engagement and Insight - a snapshot

March 2024

## What are the key themes we are hearing?

- **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.
- **GP 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.

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# Patient Engagement Network – new group grows

The ICB held its second **Patient Engagement Network** on **February 21**, with **more than 100 attendees** from residents, Patient Participation Group (PPG) members and public network members across HNY. This was a significant increase on the 70 people who attended the first meeting in November. The meeting was held on Zoom, with invites sent out electronically to all the ICB's public membership schemes.

**Sue Symington, Chair of the ICB**, gave her thoughts on 'what good public involvement looks like'. This was followed by an update from **Dr Faisal Baig, GP & Medical Director for NHSE North East & Yorkshire**, who discussed some of the key facts about Primary Care in the region, the challenges it faces, and the opportunities to improve access to general practice through the Access Recovery Plan. **Iquo Ema, Marketing Manager for the ICB**, discussed the Primary Care Access communications and marketing campaign, which has recently been launched across Humber & North Yorkshire.

Since the meeting, the Engagement & Insight Team have received lots of useful Insight and comments from attendees, covering themes including **Primary Care access, the role of PPGs**, and **access to hospital services** – particularly in rural parts of the region, where public transport is less established.

Some comments received in the feedback:

*"Practices need to do more meaningful engagement with their PPGs."*

***"Our small isolated coastal town and surrounding villages, have very poor public transport links, with no direct public transport links to any hospitals."***

*"When we were offered a rebuilt Whitby hospital we were promised digital access to consultants. The hospital reopened in 2022, but we are still waiting for digital appointments. With very restricted public transport to any hospital from Whitby and with an ageing, often infirm population, we see this as an essential service."*

***"In North Lincolnshire, I have seen a massive improvement in access to primary care."***

*"This is a great meeting with passionate speakers, free of NHS speak."*



# Speaking to our local student community in Hull

On 22 February 2024, the Community Insight and Engagement team attended **Hull University** Students' Union Safety Day, speaking to **30 students** – 10 of whom were from an ethnically diverse background. We attended this event with the intention of developing a better understanding of the perception students have of local health services, what they value about the NHS, and any areas they could see for improvement. **On whole, we have found that students experience of accessing the NHS, is like that of many other communities within Humber & North Yorkshire.**

## What do students value about the NHS?

### Quality of care

- “Pay attention to the smaller details and help patients to get better”
- “I have found that follow-up care is very good”

### An NHS for everyone

- “I am proud to have an NHS, it is free for everyone and it's always there to help people when they need it”
- “They provide treatment to anyone and everyone”

### Staff

- “The receptionists are really helpful”
- “Helpful Staff”



## How do they think the NHS could improve?

### Access & waiting times

- “GP appointments sooner - I would like to be seen within 3 days not 3 weeks!”
- “My GP Practice is so hard to reach, the phone line is always busy at 8am and then by the time you do get through, all the appointments have gone”

### Funding & resource

- “Improve mental health services”
- “The physio department is under-resourced and under-funded. I didn't feel supported after my initial appointment”

### Organisational structure

- “Too top heavy and the management are not in tune with the staff on the ground”

### Valuing the workforce

- “Need to value HCAs more, they deserve to be paid more than a B2 salary”
- “Staff are under too much pressure and not able to spend the time and give the care they want to patients as they are always chasing their tails”



# Speaking to our local student community in Hull



Humber and North Yorkshire  
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## How do students usually access medical treatment?

Over **50% of respondents** told us that they access medical care through their **GP Practice**, with some comments referring to the ease at which they can get to the health centre, and others who see it as their first port of call when ill, or who were not aware of any other services.

**Nearly a quarter** said that they use **NHS111** – comments included how easy it is to get through to someone for advice over the phone, and the **benefits of having an interpreter service when students may not speak English as their first language.**

## What is the best way to share information about health campaigns, service changes etc with students?

The students we spoke to, told us that **Instagram and Facebook** are their most popular methods for sharing information. They prefer information which is **‘short, sharp and concise’**, and which has **‘less words, more imagery.’**

This information is particularly helpful and will be factored into the development of future marketing and communications plans.

## Where do they access health information?

**Most of the students we spoke to, told us that they would use Google, to find health information, with one saying that they ‘instinctively default to Google as it’s quick and easy’.**

The second most popular option was the NHS website, closely followed by asking friends or family for advice.

‘Can the NHS work more closely with the University to ensure students are getting the right information and support on how to register with a GP and access alternative health services, as many of us aren’t from the local area and don’t know here to go apart from a GP or A&E?’



# Engaging with The Health Gospel, North East Lincs

On 22<sup>nd</sup> February we met with over 50 people from Nigeria, Zimbabwe and Uganda, who are now living in North East Lincolnshire.

We wanted to find out:

- some of the challenges this community face when understanding about and accessing healthcare.
- how easy or difficult they felt it was to access health advice, and information about local services on the NHS 111 website and on our Let's Get Better website.

## What did we find out?

- The **feedback on our website was positive**, most people said information was easy to find and easy to understand.
- We were asked to add **more information about vaccination schedules for people new to the country and for more information about emergency dental care.**
- We found that some new arrivals in North East Lincolnshire are **struggling to understand how vaccine schedules work.**
- The group said they had found our visit useful and informative and wanted us to attend again to talk about other topics like **health screening.**



# Update on Hull Walk In Centre relocation to HRI

A previous report has detailed the engagement activity undertaken in relation to **move of the Hull Walk in centre from Story Street to the Hull Royal Infirmary Site**. The results of the engagement exercise **reported no significant negative issues**, however there were a few **concerns raised around accessibility and convenience** of the location and **potentially longer waiting times**. The engagement findings were used to inform the decision-making process, and once a decision to relocate was taken, feedback was factored into the service relocation planning.

To ensure the public were informed of the change of location, an **extensive communications campaign was delivered during January and February** including local radio, posters, print publications and social media advertising. There was widespread reporting on the move in local media.

The new service on the Hull Royal Infirmary site opened its doors to patients at the beginning of February and is regularly seeing over 120 patients a day, which is an increase on the previous Story Street numbers. Approximately 25% of the daily activity is being streamed from the emergency department, demonstrating the co-location is realising the aim to ease pressure on the emergency department and ensuring the treatment of patients in the most appropriate services for their needs.

**Very high levels of patient satisfaction with the service are being reported** with 100% of those completing the Friends and Family Test survey reporting a good or very good experience, with nearly 94% rating as very good.

A range of positive written comments have been received from users of the service including many praising the quick service and the helpful and caring staff as well as citing the convenient location and the pleasant environment, demonstrating potential concerns raised during the engagement have been successfully mitigated and failed to materialise. The ongoing review of patient feedback will ensure the service remains responsive to patient needs.





# A round up from Healthwatch – Jan-Feb 24

- **Access to services**

- Access to GP services is an ongoing concern; long queues on Practice phonelines, and reports of long waits for an appointment (up to 9 weeks, in some cases)
- Issues with online systems and digital access not always working effectively
- There has been an increase in people commenting on not being able to travel for appointments and deciding to refuse treatment because of this
- Delays in receiving call-backs from NHS 111
- Ongoing concerns about lack of support for trans / non-binary people including safe, non-stigmatising mental health support, long waiting times for Gender Identity Clinics, and people accessing black market medications

- **Mental Health**

- Issues with getting access to CAMHS, particularly for children with autism and/or ADHD
- Long waiting times for mental health crisis lines to be answered
- Long waiting lists for support, particularly for NHS Talking Therapies

- **Quality of care**

- When people can get a GP appointment, they are often happy with the quality of care
- Crisis lines – reports of inappropriate support being offered

- **Cost of living crisis**

- Concerns for those most vulnerable within society such as people with a long-term health condition or disability – factoring in cost of living challenges such as fuel and public transport prices



# An update from the ICB Experience team – January 24

## Themes:

- General dental access and lack of NHS capacity
- Continuing Healthcare (CHC) outcomes and process
- Access to GPs

20 new formal complaints

274 informal contacts including concerns

13 MP complaints regarding patient specific cases

In addition, our Communications Team has received **21 political enquiries**, with **15 of these being directly from MPs** in the Humber and North Yorkshire region. These are enquiries which are not related to a specific patients care and are generally about service provision. **Dental Services was the most common topic**, with 7 separate enquiries during January. Other key themes included ADHD assessments, Diabetes health checks, the Humber Acute Services Programme, and medicine provision.

