

# Engagement and Insight - a snapshot

January 2024

## What are the key themes we are hearing?

During this period, much of our engagement has been focused around the proposed changes to how some urgent and emergency services are delivered in Hull (new UTC at Hull Royal Infirmary) and Northern Lincolnshire (Humber Acute Services) and therefore feedback captured has largely related to these proposals

- Transport and access issues – mainly due to proposed repositioning of some of our services, particularly during cost of living challenges (related to HAS and Hull UTC engagement)
- A concern that emergency departments will become even busier, and further 'bed blockages', following proposed changes (related to HAS and Hull UTC engagement)
- A feeling of multiple changes happening at once, 'losing' local services, with a concern that 'this is just the start' (across the patch).

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# Patient engagement – new group is formed

## Patient Engagement Network launched!

We were delighted to launch our inaugural Patient Engagement Network on November 22, with more than 70 attendees from residents, Patient Participation Group (PPG) members and public network members across HNY.

Delegates were warmly welcomed and received updates on the following:

- General welcome and overview – Mark Williams (Head of Community Engagement and Insight)
- How our ICS and ICB are working – Cllr Jonathan Owen (ICP Vice Chair)
- Let's Get Better – Anja Hazebroek (Executive Director for Communications, Marketing and Media Relations)
- Stop Smoking campaign – Dave Jones (NHS Long-Term Plan Lead for Tobacco)

We have received more than 10 **positive** emails since the meeting. A number of resulting telephone conversations have taken place with individuals – building healthy relationships with the residents and patients we serve.

At the end of the meeting, members were sent a survey to fill in to help us create the best possible meeting space for them. Questions included: Preferred time of day; length of meeting; preferred topics; when to meet in person and when to meet virtually and more.

We have had more than 50 responses to this survey.

### Moving forward:

- Next meeting will be held on 21 February – GP access and above-mentioned survey results to be discussed
- We will share the patient survey results with you in our next update.



# Patient engagement – in focus with **Hull Champions**



## Membership

- **More than 100** VCSE organisations or individuals from across the city make up the membership of Hull Champions
- Members live, work, and/or access health care in Hull and want to get more involved in shaping local health and care services.

The Community Champions programme is a community initiative aimed at empowering individuals to make positive changes in health and social care within their communities. It brings together people from diverse backgrounds who are passionate about improving health and wellbeing for their communities.

## Key positive aspects of the Champions programme include:

1. **Community Engagement:** The programme encourages active participation and engagement of local residents in shaping and enhancing health and social care services
2. **Support and Training:** Champions receive training, resources, and ongoing support to develop skills and knowledge required to make a meaningful impact in their communities
3. **Diverse Representation:** The scheme values diversity and inclusivity, welcoming individuals from various backgrounds, ages, and experiences to contribute their unique perspectives
4. **Advocacy and Influence:** Champions act as advocates, representing the voices and concerns of their communities to influence decision-making processes within health and social care services
5. **Empowerment and Collaboration:** Through collaboration and teamwork, Champions are empowered to create positive changes, promoting health and wellbeing initiatives tailored to the specific needs of their communities
6. **Impact and Recognition:** The programme acknowledges and celebrates the contributions of Champions, recognising their efforts in driving positive change and improvements for the health of local people.

# Voice of Lived Experience workshop



Humber and North Yorkshire  
Health and Care Partnership

## Voice of Lived Experience (VOLE), December 2023

Up to 40 partner patient/community experience colleagues from across HNY attended HNY HCP's second VOLE workshop.

### Aims:

- Updates on the progress of the project so far
- Activities and discussion to develop action plans and ideas
- Key stakeholder mapping
- Sign up opportunities to programmes of work that feed into the wider project
- Networking with colleagues across Humber and North Yorkshire

### Initial outcomes:

- The workshop included representation from ICB, providers, collaboratives, local authorities, Public Health and VCSE colleagues
- 19 colleagues signed up to key programmes of work to support the project moving forward
- Positive feedback from partners in relation to the insight bank
- Additional key stakeholders and key lines of enquiry were identified
- Ideas were generated to bridge the gap between community voices and leaders.

### Next steps:

- Workshop outcomes will be written up in full and will feed into key workstreams
- Smaller working groups will be created to focus on key actions
- Third workshop to take place summer '24.

## A closer look at our developing insight bank...

The Voice of Lived Experience project team gave a demonstration of the HNY insight bank at the workshop.

The aim of the bank is to host as much public intelligence from across our ICS as possible – aligning our public engagement approach and improving our understanding of what our communities are saying when it comes to health and social care.

This not only means directorates within the ICB working closer together, whether it be patient experience, complaints and serious incidents or the intelligence the engagement team is gathering when out in our communities, but also as many organisations as possible from across the system. Such examples are Healthwatch, local authorities, providers and VCSE.

The bank has been developed to become a central point for accessing anonymous public insight. It's hosted on NHS Futures and is accessible to all partnership organisations.

- A searchable library of ICB engagement intelligence has been developed, and the feedback on this was very positive; people could see how this would make information much more accessible to colleagues than it is currently
- The development of the bank as an 'engagement hub' where colleagues can discuss engagement projects with other professionals through an online forum, share details of upcoming work via a calendar, and access a staff engagement 'toolkit' which will support them to develop their skills and knowledge of public engagement, was welcomed
- A Steering Group will be developed early in the new year, which will include several attendees from the workshop.



We have seen a significant rise in the number of referrals and waiting times for adult assessments for both autism and ADHD in North Yorkshire and York because many more people are coming forward for an assessment. Since the service was reprocured in 2021 referrals have risen from an average of 60 per month to an average of over 300 a month. There is an impact of these long waits for assessment on our residents and we, as an ICB, want to understand better:

- How we can ensure people with the most urgent need get help sooner
- How we can support people better both before and after diagnosis
- If an assessment and diagnosis is essential to ensuring people access the support that they need

To help transform and develop a sustainable adult autism and ADHD assessment service in York and North Yorkshire members of the neurodiverse community were invited to take part in public events to share experiences and learn more about service developments.

The first event was held face to face the afternoon of Tuesday 12 December at York Community Stadium. This included a marketplace event with information about services and with health care professionals on hand to speak to participants before and after. The second event was held virtually the evening of Thursday 14 December. Both events included breakout discussions related to current services and the direction of travel in York and North Yorkshire. Nearly 100 members of the community participated over the two events.

Both events proved successful in that they enabled participants to get involved, share experiences, make connections and take part in active and robust conversations.

- **Main themes so far:** Initial outtakes from the engagement include *significant concern* about the lack of support both pre and post diagnosis and a strong commitment to the benefits of a diagnosis. There was also substantial useful feedback on the current pilot approach to adult autism and ADHD assessments in York and North Yorkshire which commenced in March 2023 and will run into the spring. Finally there was a strong call to work with local groups and the volunteer and community sector to connect people, personalise the service and help provide the support needed.

Further analysis of the outputs of the event will take place and the conversation with the neurodiverse community will continue in 2024. **We are currently also working with North Yorkshire and York councils as they develop their all ages autism strategy to help build connectivity between services.**





## Hull UTC – the results from our engagement activity...

The ICB carried out public and patient engagement between 22 August and 13 October 2023 to support the move of Story Street Walk-in to establish an urgent treatment centre for Hull

We have received **492 responses** and free comments – with these being themed around areas that included:

- **Access (including parking) and convenience** - Some comments mention that the new location at HRI is closer to their homes, making it more convenient for them. A number of other comments highlight concerns about parking at HRI in comparison to Story Street. Story Street is more accessible, located in the city centre with good public transport connections and ample parking close by.
- **Quality of service being maintained** - the service at Story Street is clearly valued and some comments highlighted the potential impact on vulnerable populations, such as those with disabilities, limited access to transport, or those who live in the city centre.
- **Impact on A&E** - a few comments expressed concerns that adding an urgent care service at HRI could lead to overcrowding and confusion, potentially increasing the workload and waiting times at the hospital. The importance of maintaining adequate capacity at both A&E and the new UTC was expressed.

**Based on the overall response, more than half the respondents would support a walk-in centre being set up at Hull Royal Infirmary, a third of people were not in support, with the remainder undecided.**

Our equalities impact assessment identified groups who may potentially be negatively impacted if the Story Street walk-in minor injury and illness service is relocated to the Hull Royal Infirmary site approximately one mile away. These included: people living in the city centre near the walk-in centre; people who share protected characteristics from the most impacted groups or from health inclusion groups and people who link in with support agencies (including addictions and homeless support)

Targeted engagement took place with these groups to allow us to understand any key barriers or difficulties they may experience with the move, to allow us to mitigate for them. Sessions at one-off events like Peel Street festival and Older Peoples Week plus Humber All Nations Alliance (HANA), Emmaus, Renew/Addictions services, the Ghanian church on Newland Avenue, users of The Quays Medical Practice and Hull University Freshers Fair. Additional areas of focus for the public survey also included people in other areas that may be impacted, including areas east of the city in Holderness, and west of the city in North Ferriby, Hessle, and Brough. Primary care (GP, dental and pharmacy) were targeted with a separate survey. The survey poster was translated into the top alternative languages used by Story Street patients: Kurdish Sorani; Romanian; Spanish; Farsi; Ukrainian; Polish and Latvian

**You can read the full engagement report with conclusions and recommendations, the news release and the frequently asked questions at [humberandnorthyorkshire.org.uk](https://humberandnorthyorkshire.org.uk).**



## HAS consultation - key issues and questions arising so far (via our engagement)

NOTE: themes are provisional and subject to further analysis/validation – these are not necessarily reflective of all engagement undertaken and feedback provided to date.

Some of the key questions and issues raised through engagement:

**Travel and access –  
impact on ambulance  
service/performance**

- Concern that the proposal would worsen performance of the ambulance service leading to longer wait times for an emergency ambulance.
- Concerns that the proposed changes could worsen “bed blocking” at Grimsby and lead to further delays.

**Travel and access –  
impact on carers, visitors and  
families**

- Concerns regarding the cost and practicality of visiting loved ones in hospital if they were further away.
- Worry and anxiety expressed by residents without access to a car and/or those on low/fixed incomes (e.g. pensioners).

**Future of Scunthorpe  
Hospital**

- Why couldn't some services be brought together in Scunthorpe and some in Grimsby (why not have two each rather than everything going to Grimsby)? Sense of loss from local community.
- Concern that this is the first of many changes – ‘what services will be next?’

**Future of Goole Hospital**

- Concern that Goole Hospital is not mentioned in information about the consultation.
- Anxiety around the future of services for the Goole population.
- Concerns raised regarding current provision (in particular the UTC and hours of service).