



Healthwatch York and Loneliness

AWOC Meeting 13/09/23

healthwatch

Our Team

We are a small but busy team at Healthwatch York, we love our work and are very passionate about making a difference. This is our current team:

Sian Balsom- Manager

Emily Douse- Deputy manager

Roger Newton- Research Officer

Rachael Reeves- Information and Signposting Officer

Olivia Cadman (me)- Volunteering and Engagement Officer

Who are we?

Healthwatch York is your way to influence local health and social care services – hospitals, care homes, GP surgeries, Home care services and many others.

Healthwatch York can help you and your family get the best out of your local health and social care services. You can be involved in shaping these services according to what your community wants or needs. We want to put you at the heart of health and social care services in York.

What we do?

Information and Advice-

We can offer you information and advice around Health and Social care on our website: <https://www.healthwatchyork.co.uk/about-us/useful-links/> With information around accessing services, contact details and news and events.

You can also phone or email us if you need further information through our information and signposting officer. Phone us here: 01904 621133 Or email us here: healthwatch@yorkcvs.org.uk

Feedback-

We take people's feedback on health and social care services in York. This can be positive or negative feedback, we take this through our feedback centre or you can also email or phone us your feedback. This feedback is fed back through to the services and is used to make our reports.

Feedback centre: <https://www.healthwatchyork.co.uk/your-feedback/>

6 What we've heard...

What we've heard July

- We continue to receive feedback from people referred to the do it profiler for autism and ADHD assessments. We have heard from people who have completed the profiler but do not know whether they will receive any follow up, despite the profiler indicating traits of autism and/or ADHD.

What we've heard...

What we've heard August

-People have let us know they feel let down by doctors surgeries expecting them to understand the online forms.

-We have heard about a person who called 999 in the early hours experiencing severe chest pain, and was told that no ambulances were available for at least an hour.

What we do?

Research and reports-

We conduct research and use this information, alongside the feedback we receive, to make reports on current issues. We have created reports on mental health crisis care, children's mental health, dentistry, doctors, ADHD and Autism and many others. All of our reports can be accessed through our website:

The aim of these reports is to shed light on current issues effecting people in York, this report is taken to health and wellbeing board meetings and in some cases has been taken to the Houses of Parliament. Using people's voices to influence the change they want to see.

Engagement Events/Stalls-

We offer advice and information, guides and support at stalls and talks throughout the city. Making sure people know who we are and how they can access our service.

How can we help you?

- Access our website for information and advice around Health and Social care.

- Contact us for further advice and information around services such as dentists, doctors, hospital, mental health services, charities and signposting.

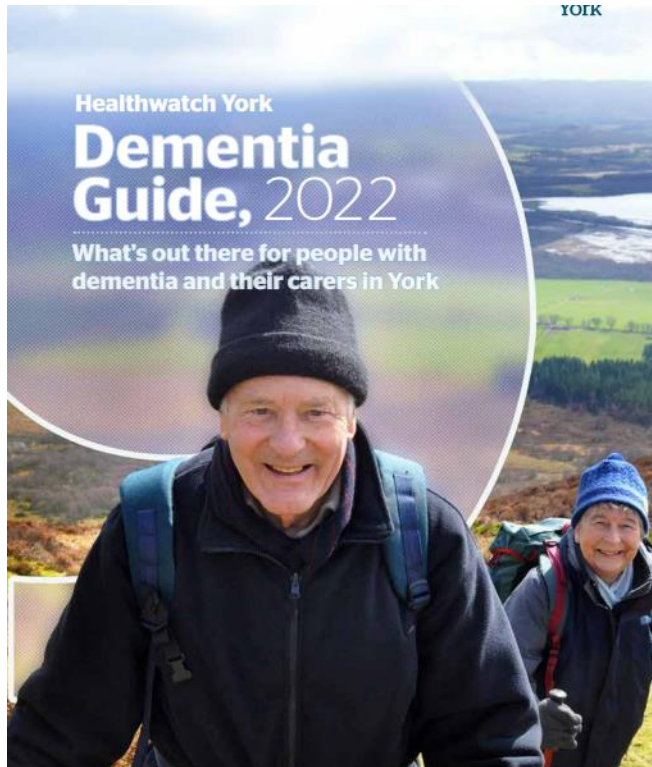
Ring us: 01904 621133

Email us: healthwatch@yorkcvs.org.uk

Post/visit: 15 priory street YO1 6ET

- By feeling heard when you feel let down by services you have accessed, having a space to unload your frustrations and receive guidance on next steps.

- Providing supportive and useful guides.



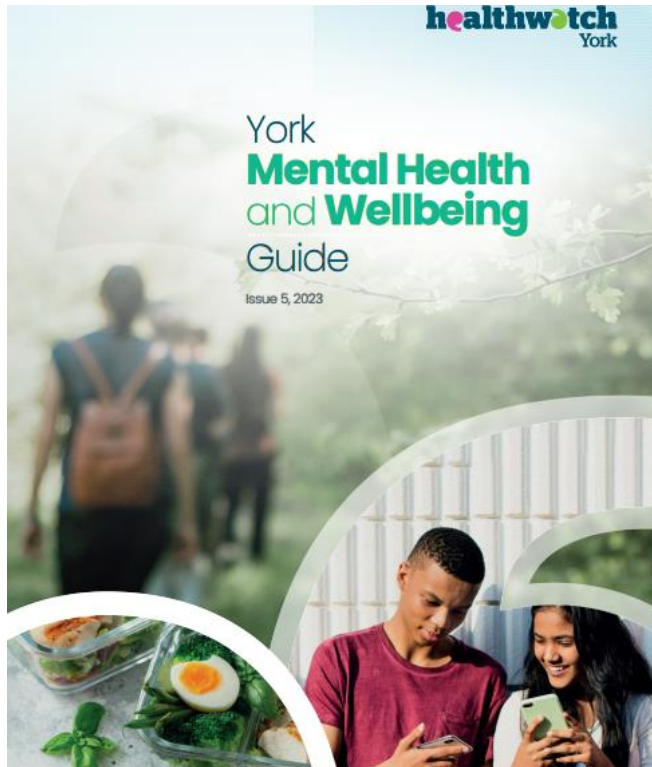
Our Guides

Dementia Guide 2022

We have a dementia guide that has information on supporting a person living with dementia and also support for their carers and families.

Full of support around the care that can be available in York. Including advice around at home support and care homes.

I have brought some copies with me, please feel free to take one. If you need one in the future just email Healthwatch York. I have also brought some A5 leaflets with our contact details on so you know where to contact us at anytime.



Our Guides

Mental health and wellbeing guide

Our most popular guide is our Mental Health and Wellbeing Guide this guide offers mental health services and wellbeing services in York.

It is a great tool to have for work or family, it can also offer places to combat feelings of loneliness as it offers groups for socialising.

I have brought these with me too, please feel free to take one. All of these guides are accessible via our website too so you can download a pdf copy.

Loneliness Resources

Charity	Website	Number
Live Well York	https://www.livewellyork.co.uk/	<u>01904 551006</u>
Mind	https://www.mind.org.uk/need-urgent-help/using-this-tool/	01904 643364
Campaign to End Loneliness	https://www.campaigntoendloneliness.org/feeling-lonely/helpful-links/	07850 531 094
Campaign Against Living Miserably	https://www.thecalmzone.net/	0800 585858
Age UK	https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/	01904 627995
The Silver Line	https://www.thesilverline.org.uk/	0800 678 1602

Number for Local Area Coordinators

Local area coordinators support people who feel vulnerable. This could be due to age, disability, mental health needs of money worries.

They will take the time too:

- help you to explore, think and plan for the future.
- Access relevant information, advice and support from the appropriate services.
- help you to meet new people and connect you to your local community.
- Get your voice heard so that you are involved in your choices.

You can email them individually (next page) or ring the service provider here: 07833 049036

Local Area Coordinators

Area	Local Area Coordinator	Email
Acomb into Holgate	Marie Addy	marie.addy@york.gov.uk
Fishergate, Fulford and Heslington	Ellen Vipond	ellen.vipond@york.gov.uk
Heworth	Peter Roberts	peter.roberts@york.gov.uk
Tang Hall	Jennie Cox	j.cox@york.gov.uk
Clifton	Anna Harrison	anna.harrison@york.gov.uk
Guildhall	Siobhan Moore	siobhan.moore@york.gov.uk
Huntington and New Earswick	Sarah Charlton	sarah.charlton@york.gov.uk
Westfield	Penny Hutchinson	penny.hutchinson@york.gov.uk
Dringhouses and Woodthorpe	Catherin Claudius-Cole	catherine.claudius-cole@york.gov.uk
Haxby and Wigginton	Natalie Greaves	natalie.greaves@york.gov.uk
Micklegate	Sarah Furness	sarah.furness@york.gov.uk

Local Area Coordinator Phone Numbers

Area	Local Area Coordinator	Number
Acomb into Holgate	Marie Addy	07768 812993
Fishergate, Fulford and Heslington	Ellen Vipond	07775 026102
Heworth	Peter Roberts	07947 410362
Tang Hall	Jennie Cox	07795354468
Clifton	Anna Harrison	07813 993832
Guildhall	Siobhan Moore	07534434759
Huntington and New Earswick	Sarah Charlton	07500997556
Westfield	Penny Hutchinson	07903868742
Dringhouses and Woodthorpe	Catherin Claudius-Cole	07769 640241
Haxby and Wigginton	Natalie Greaves	07957 455359
Micklegate	Sarah Furness	07506 725470

York Groups/communities

- Menfullness- <https://menfulness.org/>
- Kyra Women's Project- <https://www.kyra.org.uk/> **01904 632332**
- Move Mates- <https://movemates.org.uk/york/> **01904 373017**
- St Nicks- <https://www.stnicks.org.uk/> **01904 411821**
- The Conservation Volunteers- <https://www.tcv.org.uk/yorkshire/tcv-York/>
01904 414927
- York Learning- <https://yorklearning.org.uk/> **01904 554277**
- Explore Libraries- <https://exploreYork.org.uk/> **01904 552 828**
- York Neighbours- <https://yorkneighbours.org.uk/> **01904 891627**
- Age UK York- <https://www.ageuk.org.uk/york/> **01904 634061**
- York Men's Shed- <http://www.yorkmensshed.co.uk/community/york-men-shed-13105/home/> **0772-518-3456**
- Good Gym York- <https://www.goodgym.org/v3/areas/york> **01904 552300**

Community Cafes and Foodbanks

Community cafes and Foodbanks are a lifeline to many. Throughout the week foodbanks and community cafes are open every day in different parts of the city.

Community cafes offer meals and often food support on a pay as you feel basis. You kind find these places through this link: <https://www.livewellyork.co.uk/what-s-on-hubs-clubs-and-services-directories/>

A link to York Foodbanks can also be found here: <https://york.foodbank.org.uk/locations/>

[Phone them here: 07871 610894](tel:07871610894)

Warm Spaces

There is now a network of warm spaces across York. In addition to the 15 Explore Libraries and family friendly reading cafes across York, numerous community groups are opening their doors to provide community warm spaces.

For more information and to access these warm spaces look through the link to find your local space:

<https://www.york.gov.uk/WarmPlaces>

Contact your local area coordinator for this information: 07833 049036

Acomb, Bishopthorpe, Clifton and Copmanthorpe

Acomb- Explore library, Gateway church atrium, Acomb Methodist Church, Sanderson House, Foxwood Community Centre, Acomb Garth Community Centre.

Bishopthorpe- Bishopthorpe Village Hall, Bowling Club, Middlethorpe Badminton Club, Tennis Club, Local History Group, Camera Club, Appleton Road Allotments, Explore Library

Clifton- York Travellers Trust Open Living room, Yearsley Swimming Pool, Bellfarm Social Hall, Clifton Explore Library, Clifton Badminton Club.

Copmanthorpe- Temple Lane Allotments, Explore Library, Happy to chat bench (Main Street), Recreation centre.

Dringhouses, Woodthorpe, Fishergate and Fulford and Heslington

Dringhouses- Explore Library, Scarcroft and District Allotments, Hob Moor Allotments, Clements Hall, Dringhouses Sports Club, Mayfield Public Open Space.

Woodthorpe- Woodthorpe Community Beds

Fishergate- Fishergate Postern Tower, the Crescent Community centre.

Fulford- Fulford Social Hall, Explore Library.

Heslington- University of York Open Lectures and open grounds, York Sport Village, Centre for Lifelong Learning.

Guildhall, Haxby and Wigginton, Heworth, Holgate and Hull Road.

-Guildhall- Allotments Wigginton terrace and Road, Red tower.

-Haxby and Wigginton- Oaken Grove Community Centre, Haxby and Wigginton Methodist Church, Explore Library, Sleeper Path Community Garden, Greenfields Community Gardens.

-Heworth- Heworth Community Centre, Heworth Methodist Church.

-Holgate- Holgate Community Gardens, Lidgett Grove Community Centre and garden.

Huntington and New Earswick, Micklegate, Osbaldwick and Derwent

-Huntington and New Earswick- NELLI, New Earswick Folk Hall, New Earswick Explore Library, Huntington Explore, Huntington Sports and Social Club.

-Micklegate- Micklegate Social, Micklegate Singers, Priory Street Centre.

-Osbaldwick- Osbaldwick Bowls, Sports Club, Allotments-Pitt Lane and Intake Lane.

-Derwent- Derwent Senior Common Room.

Rawcliffe, Rural West York, Strensall, Westfield and Wheldrake

-Rawcliffe- Rawcliffe Pavillion.

-Rural West York- Poppleton Community Centre, Poppleton library.

-Strensall- Explore Library, Northfield Lane Allotments, Tennis Club, bowling club.

-Westfield- Sanderson House, Westfield marsh.

-Wheldrake- Pool Bridge Farm, Village Hall.

Any groups or information you'd like to share with me?

Any community groups you know of?



Community groups in York

Online Groups

- Facebook Groups are good for connecting to events.
- Next door allows you to keep up to date with events/social news happening in your local area.
- Sign up to York Human Rights City Network Calander- up to date events from the university and around online and in person.

Well being Apps

- Bright Sky
- Calm Harm
- Distract
- Feartools- Anxiety Aid
- #StayAlive
- Sleepful
- Mindshift CBT
- Worry Tree

How can you support us?

Please share your feedback of accessing (or not) services in York. Do this through our feedback centre, email us or ring us we are always happy to take any form of feedback.

Share our leaflets and work with friends and family.

If you have social media please follow us and share our content.

Thank you so much for inviting me here and listening to me talk!!!!

York Voices Event

Raising people's voices in York- 25th September 13:00-15:00 priory street centre

An informative in-person event where Health and social care providers and York residents come together to share their experiences.

This event is hosted by Healthwatch York. The theme for this event is how you access your doctors, pharmacy, dentist and eye care.

Come and share your experiences!! Please book onto the event via Eventbrite here: <https://www.eventbrite.co.uk/e/york-voices-tickets-698926125857?aff=oddtcreator>

Ring us here to book a place: 01904 621133



Any Questions?