

WINTER WISHES



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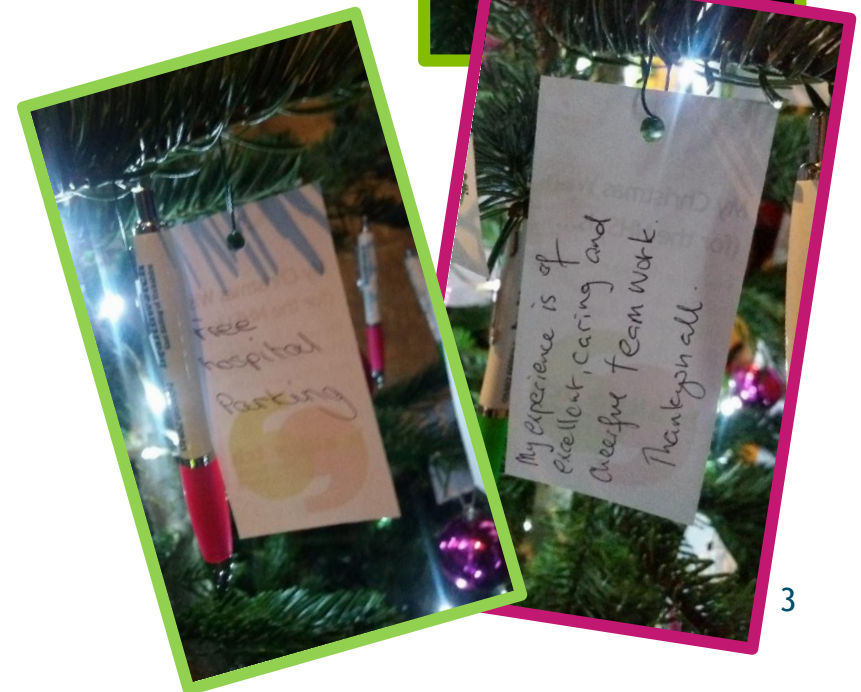
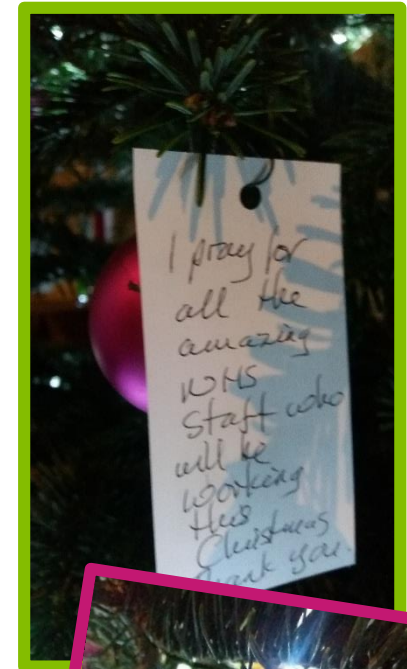


Background and methodology

In December 2016, Healthwatch were invited to participate in the Beverley Christmas Festival. One of the attractions for the festival was a Christmas tree display that would take place in Beverley Minster.

Participants were encouraged to think of unique ways to decorate their trees for the public to see over the weekend. Healthwatch decided to make the tree interactive and decorate it with blank pieces of paper and pens. The public who passed the tree over the next few days were asked to write down their Christmas Wish for the NHS and hang it back on the tree.

Wishes came from people of all ages, genders and backgrounds and covered a wide range of issues and topics.



Findings - Key themes

The key themes were:

- For the NHS to prosper and remain free at the point of use (15%)
- Positive messages and support for frontline staff (23%)
- More funding (16%)
- Innovate and join up services (6%)
- Don't privatise (4%)
- Responsible use of services (2%)
- Improve access to services; keep services open (12%)
- Cure disease and/or that people will get better (15%)
- General well wishes (7%)

Total responses = 179

For the NHS to prosper and remain free at the point of use (15% of responses)

- Free at point of delivery for everyone
- For the NHS to thrive into the future
- We need the NHS
- Free healthcare at the point of need

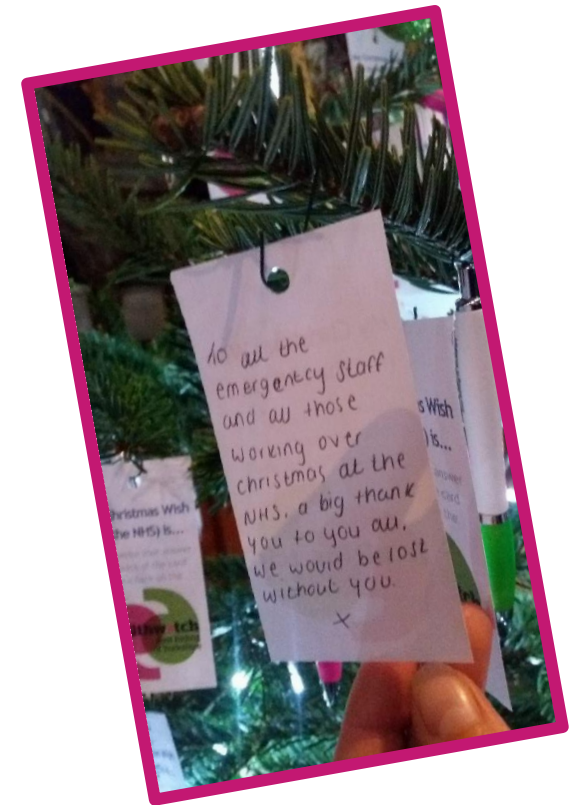
- Long live our NHS
- Save our NHS
- NHS is fab. Make it continue to be free
- Stay free for all as intended
- That all of those that need it can have the care that is necessary
- Keep going - you're great
- It remains free at the point of service
- That the NHS becomes the great service it can be
- Remain free - no private charges
- For it still to be in existence in 2017 (from an overworked employee, but I do love my job)
- That it continues
- That we all appreciate more what we have in the NHS and fight for the future
- That it remains free at point of service
- Best thing that ever happened to England. Do not allow NHS to be ruined - Save it
- Sufficient funding to return to 'free at the point of care' for all
- Continued support from all of us who use and appreciate the NHS so much
- Survive and prosper
- Hope that the NHS will be here for years to come
- To stay free at the point of use
- The NHS is precious and much in need of saving, I pray that it is saved

- To always be there for everybody
- For it to continue to heal and support us for many years to come. Without the NHS our 2 year old daughter would have died from sepsis this year. We cannot thank you enough
- That they keep saving lives

Positive messages and support for frontline staff (23% of responses)

- to support the brilliant work done by dedicated people
- That all doctors and nurses will get to spend some quality time with their family at Christmas
- Less stressed members of staff and healthy patients
- Thank you to all doctors and nurses who care for so many
- That doctors are treated fairly
- Less working hours and more pay for the wonderful people who save lives and make the sick better
- To all staff in the NHS - you are fab
- That you value your staff
- For Jeremy Hunt to see the destruction he is making in the frontline of hospital staff
- Thank you to all the NHS staff
- Be patient, they do well
- Castle Hill are wonderful
- Carry on giving an incredibly brilliant service
- A very big thank you for HRI and its staff

- My experience is of excellent, caring and cheerful team work
- Many thanks to HRI eye hospital, staff and surgeons
- Christmas wishes to all NHS nurses working over Christmas
- To wish that our caring nurses were better valued and supported in hospitals
- A heartfelt thankyou to the gynaecologist who saved my life when my daughter was born
- The NHS needs to love and respect its hard working and dedicated staff and keep striving to be the best
- Higher staffing levels leading to better service
- Look after all the staff
- A wonderful job by all NHS staff
- For people to respect the ones saving their lives
- To be truly appreciated for the wonderful work you do - unsung heroes
- Carry on appreciating all the wonderful employees who care so well for us all
- I pray for all the amazing NHS staff who will be working this Christmas
- Continue to fight for your NHS - love your nurses
- Great service from Primary & Secondary care
- To all the nurses
- Thank you Doctors
- No to seven day week
- You all do your best in these hard times for you



- Keep up the hard work
- Keep up the good work through all of the stress
- For our daughter Becky and all who work in the NHS
- You all get the recognition you so richly deserve and treasure this service. Long may it last.
- To make it a happy place for the nurses and doctors
- Wishing all those working over Christmas the best and you all do a great job 365 days a year
- To all the emergency staff and all those working over Christmas at the NHS, a big thank you, we would be lost without you
- Do keep up your good communication skills. Thank you

More funding (16% of responses)

- More funding
- That politicians would recognise the wonderful work the NHS do and more money to be given
- More funding for our brilliant NHS
- To have more staff within the NHS and to have more money put into it like we was supposed to, well done all
- Funding for mental health increases
- That Hull finally receives funding for a bereavement midwife
- Appropriate and sufficient funding as a priority in the national budget
- More money
- That the government will commit enough long term funding to sustain NHS
- Allocation of more resources - Government has a choice

- More funding. Pay your staff better and make sure that there are enough people to do their job properly
- Enough funding
- Lots more money for the NHS
- Need more money
- That the government fund it properly and not cutting funds
- That the NHS is not stripped of its resources and staff. Give them the funds to treat people
- That the government realises it needs to invest in the NHS
- That the government funds it properly. It is the most wonderful service
- More funding please
- That the government give you all the £ they promised through Brexit
- Good health to everyone and more money from the government.
- The government would put the sick first
- To get the funding they deserve, to do the job they want to do for everyone
- More money for staff, less waste
- May your funding become abundant
- Increased resources for orthopaedic trauma care
- Bursaries to be reintroduced for student nurses
- Fund it through ring-fenced taxation

Innovate and join up services (6% of responses)

- To be organised better for the patients, not managers
- The ability to change
- One budget for Health and Social Care
- Community and hospital services working together
- More effective sensible ways to spend the NHS budget
- Budgets that support long term planning
- Take it out of party political arena - cross party approach & have an honest debate about how we fund it so it remains free at the point of use. Bring Health and Social Care budgets together
- That they see the individual, not keep generalising - we don't all fit within parameters
- My wish for the NHS is for it to use the most cutting edge technology as soon as it arrives in our world.
- Support and co-operate with charities that focus on sight impairment, such as AMD
- Clean up the hospitals Florence Nightingale style - bring back matrons

Don't privatise (4% of responses)

- An NHS not privatisation
- Don't privatise services
- Please stay as you are NHS - do not privatise
- Not to use agencies - give the workers a fair pay - cut out the middle man
- Less private sector commissioning

- Survival against the private providers
- Source drugs from ethical, cheaper companies
- That all the drugs companies charge the NHS fairly for drugs

Responsible use of services (2% of responses)

- That only people who really need it use the service
- For the public to use the hospital emergency departments appropriately
- To stop NHS tourists

Improve access to services; keep services open (12% of responses)

- For all the hospitals not to close for strike action
- No waiting in ambulances at HRI and elderly people cared for and more space for people at doctors surgeries
- Cut waiting times
- Access to same day GP appointments
- That you can see patients in a timely fashion
- How many more times will I get my surgery cancelled?
- Save the labs in York from moving to Newcastle
- Keep the hospital open
- Keep the pharmacies everywhere open
- We must always think of the patient and not haphazardly close facilities

- For Hornsea Cottage to remain open
- Save Hornsea MIU
- Save Hornsea Cottage Hospital MIU
- Save Withernsea MIU - we need it
- Save Withernsea beds and MIU
- Save Withernsea MIU and Beds unit
- Save Withernsea Minor Injuries Unit and Community Beds
- Keep all the Minor Injury Units to save lives
- For Driffield Minor Injuries Unit to be left open
- Please keep the Minor Injury Units, Driffield, Brid, Beverley - so much needed
- Free hospital parking
- Free parking for patients who have a long-term condition. Long live the NHS

Cure disease and/or that people will get better (15% of responses)

General

- My wish for the NHS is to save the lives of many people
- Children get better in hospital
- Make people better
- Save the patients of our NHS
- For everyone to get better

- Good wish for people in hospital
- I hope that the patients get better
- Make everyone better
- I hope who are poorly get better
- I want everyone to feel better
- That they can look after my family
- I wish for everybody who is hurt should still have a happy life
- I wish for all the people to get better
- For everyone to feel better and thank you

Cancer

- To help people with cancer to survive
- To find a cure for cancer
- Stop cancer
- For everyone with cancer to get better
- People to get better from cancer
- To find a cure for cancer
- Please cure cancer

Other conditions

- That my son's eyesight and **diabetes** will not get any worse

- Find a cure for **dementia**
- Help my friend **have a child**
- I wish to make **heart attacks** better
- Find a cure for **MND**

General well wishes (7% of responses)

- Love and Peace at Christmas
- Merry Christmas to the really homeless people who don't have a home
- Help for everyone in 2017
- I hope all people have a good life
- Health, wealth and happiness for all my friends and family
- Please help people to have a better Christmas
- Happiness and hope for all those in need of love
- Good health for all
- Everyone will love
- Happiness to all in need
- Health and happiness to all
- For everyone and my family to have a good time
- May all people have a healthy life

Conclusions and next steps

Healthwatch strive to be the voice of the public to help shape and improve Health and Social Care services. The public directly shape the way we work and what areas of research Healthwatch will investigate during the coming months.

This piece of engagement is valuable for two reasons

- *The public are given a platform in which they can freely give their thoughts and opinions to better their services*
- *Healthwatch consult with the public about areas of work HWERY could investigate during the next 12 months.*

Appendices

A copy of the Christmas Tree Tag and instructions that
Hung from the tree.

**My Christmas Wish
(for the NHS) is...**

Please write your answer
on the back of the card
and place back on the
tree!



The logo for Healthwatch East Riding of Yorkshire features the word 'healthwatch' in a bold, lowercase font. The 'h' is green, 'e' is pink, 'a' is green, 'l' is pink, 't' is green, 'h' is pink, 'w' is green, 'a' is pink, 't' is green, 'c' is pink, and 'h' is green. Below this, 'East Riding of Yorkshire' is written in a smaller, black, sans-serif font. The logo is set against a background of two overlapping circles: a pink one on the left and a green one on the right.



A large, bright pink Christmas bauble with a silver cap and a black string loop at the top. The bauble is centered on a white background. Inside the bauble, there is text in black and green. At the top, the Healthwatch East Riding of Yorkshire logo is displayed. Below the logo, there are three paragraphs of text. The first paragraph explains the organization's mission. The second paragraph describes how to participate in the Christmas Wish campaign. The third paragraph is a closing statement. At the bottom of the bauble, the words 'Thank you!' are written.

healthwatch
East Riding
of Yorkshire

Healthwatch East Riding of Yorkshire works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow, Healthwatch East Riding of Yorkshire is all about local voices being able to influence the delivery and design of local services. Not just people who use them now, but anyone who might need to in the future.

Healthwatch is here to help you get the best out of your local health and social care services.
Tell us what your Christmas Wish for the NHS would be by taking a card and a pen from the tree, writing your ideas on the back and hanging it back onto the tree to help us gather your views.

Your voice will make a difference.

Thank you!