

Want to know more?

More information on what people said can be viewed on our website at the address below:

website www.humberandnorthyorkshire.org.uk/we-need-to-talk

What happens next?

This report will be reviewed by health and care leaders, staff, and stakeholders across our region to help shape how the NHS evolves

to meet the future health and care needs of people in Humber and North Yorkshire. This is just the start of an important conversation, and we look forward to continuing working together as we shape the future of our NHS.

Want to keep up to date with latest developments?

Please email hnyicb.engagement@nhs.net or scan the QR code below to sign up to our Community Voices public membership scheme.

You will receive regular e-bulletins, the latest news and information as well as opportunities to get more involved in shaping the future of our NHS.

Scan here to join Community Voices



Our NHS. The next chapter.

April 2025

WE NEED TO TALK

What people said



The NHS is everyone's story.

And you can write the next chapter.

Our NHS. The next chapter.

In autumn 2024, the NHS conducted a four-week conversation with people across Humber and North Yorkshire about the future of the NHS. Around 4,800 people participated by completing a survey, joining a discussion group, commenting on social media, or attending a community event.

This is what they told us.

Mandate for Change: 97% of people agree the NHS needs to change, 70% think some services should be stopped or delivered differently

Without further investment in the NHS, people want us to prioritise: Primary Care, Emergency Care and Mental Health Care

People want the NHS to address...

Access to Services

- Reduce the time people wait to receive the advice, care or treatment they need.
- Improve the ways people can get the care they need to look after their general health and wellbeing.

Putting people first

- Make sure NHS services communicate better and work together more effectively.
- Ensure care is centred around a person's needs, and they feel listened to.

Staff and Workforce

- NHS services being understaffed.
- Having enough staff with the right skills and experience.



Hospital to Community

People said they want....

- Easy access to general health services, like pharmacies and GPs, either close to home or online.
- Access to urgent care within a short journey.
- Better use of community resources, including support from local voluntary organisations.



Analogue to Digital

People said....

- They are more likely to use technology for online banking than for managing health, but may use it for health if they have the right equipment.
- Some digital health services are hard to use.
- There are concerns about digital exclusion and the differences in quality of care between online and face-to-face services.



Sickness to Prevention

People said....

- Prevention and self-care must be a priority for the future of the NHS.
- It is important that people are able to manage their own health and make better use of activities and services within their communities.
- There are a lot of other factors in their lives that impact on their overall health (e.g housing, stress).

The main **challenges** people face when trying to improve their health and wellbeing are a **lack of motivation and willpower**, **limited time**, and the **difficulty of changing old habits**.