



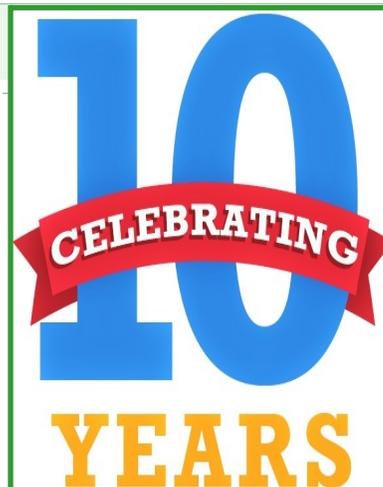
## We are ten....

HWLincs first ten years have absolutely flown by and to start off our 2023 celebrations one the most important job is to say a **very big thank you to everyone who has helped us** during these last ten years to achieve what we have. A big thank you must go out to current and past trustees, employees, volunteers, members, as well as the public and stakeholder organisations, sadly far too many people to mention in this newsletter, but we couldn't have done it without you!

We also want to thank our main **funders Lincolnshire County Council** for their continued support with the Healthwatch Lincolnshire contract, this work has helped us to reach out to an impressive 1.3 million people.

We have many plans for this year including 'Roadshow' opportunities where we can meet with people across Lincolnshire; a larger Healthwatch Vision event, as well as a number of smaller localised HWLincs meet and greet sessions.

If any local groups would like to hear more about the work of HWLincs or Healthwatch Lincolnshire, please contact us on 01205 820892 or email enquiries@hwlincs.co.uk



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### SPECIAL POINTS OF INTEREST

- We have received eleven new volunteer enquiries in January
- Read all about our 'in-house 'magician and mind reader



# South and East Lincolnshire Community Lottery

## There's still time to support our Healthwatch

South and East Lincolnshire Community Lottery is a weekly lottery that raises money for good causes in South and East Lincolnshire. All good causes supported by the lottery will benefit South and East Lincolnshire and its residents.

Tickets for the lottery cost just £1 a week. Each ticket has a **1 in 50** chance to win a prize each week, with a top prize of £25,000! As 60% of all ticket sales go to good causes, HWLincs has register as one of the good

causes to benefit. Any funds raised by HWLincs supporters through this lottery will go towards developing a new outreach service for our Healthwatch Information Signposting function, by providing advice and information locally for families, individuals and communities across South and East Lincolnshire.

Please help us raise the much-needed funds to set up this new addition to our service by registering via the following link:

<https://www.selcplottery.co.uk/support/hwlincs>

## Give yourself the best start to the New Year



## Benefits of Volunteering

Information taken from:

The University of Maryland Medical System (2022) The Health Benefits of Volunteering

Call us on - 01205 820892

Email us at - enquiries@hwlincs.co.uk

Website - www.hwlincs.co.uk



*Our latest Volunteer recruitment campaign has generated an impressive eleven new enquiries in the last week, how great is that. A big thanks must go to Hannah for her eye catching social media designs which have certainly helped.*

## VOLUNTEERING NEWS

January was a relatively quiet month for volunteering, except for our Readers Panel! I am grateful for the team agreeing to assist the Integrated Care Board by proof reading and commenting on two NHS policy documents, in addition a new dental strategy was also read and commented upon.

I have been busy preparing our Enter and View team for their first activity. These will be Mystery Shopping visits starting week commencing Monday 23<sup>rd</sup> January to Grantham, Pilgrim, and Lincoln A&E departments. We will collate and feedback internally and externally with the evidence and comments gathered during these important visits.

We are busy planning attendance at numerous events over the next few months. It will be a busy and rewarding volunteering year to come, particularly with our 10<sup>th</sup> anniversary to celebrate and promote our work to as large an audience as possible. I will be communicating with all volunteers our plans and events to be covered throughout the year.

I am also working on a recruitment drive and again will be looking to our current volunteers to help me push this countywide.

I have inducted one new Lincoln based volunteer this month and would like to welcome Jim to our dedicated team. I am also currently waiting on several expressions interest to join the team/find out more about us.

*Simon Parker, Volunteer and Membership Officer*

## COMMUNICATION AND MARKETING NEWS

HWLincs has exciting news to share about our communication and marketing needs with the first bit of news being the recruitment of a new Communications and Marketing Officer . We are currently advertising for this role (see advert ); the second piece of news is that we have been selected by Jennie Holland PR as a charity they would like to work with to provide pro-bono support for a year long digital campaign. We hope to meet up with the team from Jennie Holland PR in the next week to the start planning for this.

If you know anyone with marketing and communications skills that is currently looking for new employment, please let them know about this role, and ask them to email

[enquiries@hwlincs.co.uk](mailto:enquiries@hwlincs.co.uk)

Or contact Sarah Fletcher on 07436 582000 for an informal chat.

## JOIN OUR TEAM!

### COMMUNICATIONS AND MARKETING OFFICER

(New Role) - Part-time

**Employment type: 22.5 hours with flexible working**  
**Salary: £32,000 per annum, pro-rata £19,726pa.**

**This is an excellent opportunity to join an established charity in a key 'hands on' role.**



HWLincs has agreed a new three-year strategy with communications and marketing being one of our key priorities. You can view our strategy below:

**[Our Strategy \(hwlincs.co.uk\)](http://hwlincs.co.uk)**

The Communications and Marketing Officer will be pivotal to our success by using their knowledge and expertise to raise the profile of HWLincs and its contracts with stakeholders.

**We are looking for a motivated, flexible person who can offer a 'can do' approach to a busy and driven charity.**

**Interested applicants will need to return a completed application form which covers how the essential and desirable criteria are met for the role.**

**Please note that CVs will not be accepted.**  
To request an application pack, email:

**[enquiries@hwlincs.co.uk](mailto:enquiries@hwlincs.co.uk)**

**Closing date for applications: 14 February 2023 (by 5.00pm)**

Interviews will be held on 21 February (in person at our offices in Boston).

**[www.hwlincs.co.uk](http://www.hwlincs.co.uk)**

## WELCOME TO 'HIGHLIGHTING ONE OF OUR TEAM' -

### THIS MONTH ITS—DEAN ODELL, HEALTHWATCH CONTRACT MANAGER



#### Tell us what a typical week in the life of Healthwatch Lincolnshire Contract Manager looks like?

I think that's its fair to firstly acknowledge that two days are rarely the same with Healthwatch, but in terms of a typical week, for example last week after the usual morning of filtering through emails I presented our current finding of the dental campaign to the Oral Health Alliance Group via MS teams - huge thanks to colleague Hannah Darley (Research & Insight Officer) for putting the draft report together. I was able to share the publics experiences and views of accessing dentistry in Lincolnshire, it was well received and acknowledged that much more needs to be done to improve dental access in Lincolnshire.

Last year (Oct 21 – Sept 23) 3659 people shared their views and experiences with us on Health and Social Care in Lincolnshire, 2369 through our survey work, 1290 directly with our Information Signposting Team. Much of these experiences are held on our bespoke feedback system – IMP. Julie (Information Signposting Officer) and I have been busy updating the data entry forms and our themes to better align ourselves with Healthwatch England. We are also busy looking at better way of presenting the experiences people share with us and how we can make this more useful for those services and commissioners to use patient feedback to improve services for the residents of Lincolnshire.

Healthwatch Lincolnshire finds itself in its 10<sup>th</sup> year in 2023 and as part of our celebrations we will be undertaking a roadshow across Lincolnshire, we will be popping up at events throughout 2023 all over the county with our volunteers promoting the work of Healthwatch. We have one of our first events of the year coming up which is the Spalding Health & Wellbeing Event (24<sup>th</sup> Jan) and I have been spending time making sure all the resources are ready for our stand as well as the presentation I will be giving around our work on dentistry in Lincolnshire.

We will be running our own public events throughout the year and more information about these will be shared soon. Our YourVoice@healthwatch events have been very popular over the years and Oonagh Quinn (Involvement Officer) and myself along with our working group have begun plans for our 2023 event which will focus on social care.

Our cost of living survey has also gone live where we have already received over 200 responses in the first week. We are looking to better understand what impact the rising cost-of-living is having on people in our community's overall wellbeing and ability to access essential health and care services.

In addition to all the above, I have been writing our quarterly contract update report – which will soon be share on our website., scheduled our social media for the weeks ahead and added several new Information Advice articles to our website: <https://www.healthwatchlincolnshire.co.uk/advice-and-information>



## **What do you feel is the most challenging aspect of managing the Healthwatch Lincolnshire contract?**

The most challenging part of managing the Healthwatch Lincolnshire contract is that during this time the NHS and social care both locally and nationally are struggling and as the independent consumer champion for health and social care we are hearing from people who are on long waiting lists for procedures, waiting hours for an ambulance, waiting for social care packages to put in place and in addition the cost-of-living crisis puts additional pressure on people's physical and mental health.

As a relatively small team we are unable to tackle all these concerns at once, we are unable to attend every meeting or event but what we can promise is that we are here to give patients and carers a chance to recommend how services can improve, holding services to account when things are not right and working together to provide better care for the people of Lincolnshire. We will continue to use the patient, service user voice to influence the planning of health and social care for every person in Lincolnshire and provide people with information and advice, accessing the support they need to live well.

It is also an opportunity to share and celebrate good service, let's not forget that even through these tough times the workforce across the NHS and social care are working tremendously hard, there is excellent work being done throughout Lincolnshire to improve care for all.



## **Since joining us in 2014, what have been your personal stand out moments?**

Over the last 9 years there have been many highlights from a personal point of view developing the idea and concept of our IMP patient data system which we use on a daily basis to input the patient and service user feedback we receive and it allows us to produce our reports which support our work, IMP has been highly complemented by the CQC and now used by a variety of other Healthwatch across the network. We have produced over 4,000 reports – shared with local, regional, and national health and care providers, commissioners, and regulators.

I am very proud to say over the last 10 years of Healthwatch we have reached over 1.3 million people through our engagement activities (face to face, surveys, quick polls, feedback etc).

As part of our 10-year anniversary celebrations we have been looking back at our work, in 2018 we organised an event for the general public to come and meet, listen to, debate and question five senior county NHS Leaders – Our 2020 Vision for healthcare in Lincolnshire. In 2023 we would like to revisit this so do watch this space.

Finally, all of this couldn't be done without dedicated staff team and volunteers and it's a huge highlight to work for the HWLinCs Team and volunteers.

## **We know that you have a very mysterious and hidden talent that you share with people outside of working for HWLinCs, it would be fascinating to hear more about what it is and how or why you got into this?**

Yes, so in addition to being the Contract Manager for Healthwatch Lincolnshire, I am also a professional Magician, Mind Reader and Host, where I perform incredible feats of magic and mind reading close up and on stage across weddings, corporate events and private parties.

Last year I performed at over 50 events, wedding and parties and had the pleasure of hosting the LMC Recognition and Reflection Conference in Lincolnshire as well as performing at the Royal Variety Performance after show party at the Natural History Museum in London. So if you are looking for something a little different at your next event do let me know!

## CONTRACT NEWS

**Coffee &  
Company** 

**HW  
Lincs** 

Coffee & Company, the workplace mental health pilot scheme, continues to grow and meet its objective of giving people a place in the workspace to talk about their mental health concerns and receive signposting for next steps.

We're continuing with monthly visits to Crowland Pharmacy and Moulton Bulb Company, and this month add University of Lincoln's National Centre for Food Manufacturing and Point 74 in Bourne to the roster.

Here's why Moulton Bulb Company joined the scheme: *"With mental health concerns on the rise and affecting on average one in two of us, Moulton Bulb Company are committed to supporting their employees with their mental health issues. Coffee and Company for some may be their first step in seeking advice and*

*support in dealing with their mental health issues, and even if one person feels like there is someone to support them on this journey, we see this as a success."*

For more information about Coffee and Company please contact Tom Cassidy  
tom@hwlincs.co.uk

### Healthwatch Cambridgeshire and Peterborough Awareness and Perception Survey

*So far, 59 people have shared their views on Healthwatch Cambridgeshire and Peterborough. The survey seeks to understand how aware professionals and the public are of the key roles and functions of these two local Healthwatch. If you've had contact with Healthwatch Cambridgeshire and Peterborough, whether in a personal or professional capacity, share your views here: <https://www.surveymonkey.co.uk/r/HWCPAPS>*

### Dental Focus Group

Our Healthwatch team will be facilitating a Dental Focus Group on Tuesday 31 Jan 2023 at Bridge House, Sleaford from 2 pm to 4 pm which will enable Lincolnshire patients to share their experiences and thoughts about NHS dentistry in the county.

For more information please contact Dean Odell  
dean@healthwatchlincolnshire.co.uk



## **Cost-of-living Survey:**

We've reached 266 responses on our cost-of-living survey! Thank you to everyone who has shared their experience.

What have you told us so far?

- 82% of respondents either strongly agreed or agreed with the statement 'The rising cost of living is causing me to worry/feel anxious.'
- The rising cost of living has negatively impacted both people's physical and mental health. 57% of respondents felt their physical health had worsened as a result of the rising cost of living and 71% reported a decline in their mental health.
- The biggest impact of the rising cost of living on people seeking health and social care appears to be in regard to dentistry. As a result of the rising cost of living, people have either avoided (55%) or anticipate on avoiding (45%) going to the dentist because of the cost of check-ups or treatment. Furthermore, respondents shared they are avoiding buying over-the-counter medication, cutting down or stopping support from services that they pay privately for such as physiotherapy and stopping diets they need for a medical condition.
- Other changes people have made to their daily life, to try and mitigate the effects of the rising cost of living, include not travelling to see friends and family (47%), reducing how much food they buy and eat (57%) and not turning on the heating when they usually would (79%). All of these changes are having an additional negative impact on people's mental health and their ability to manage existing health conditions.

How is the rising cost of living affecting you? There is still time for you to share your experience: <https://www.surveymonkey.co.uk/r/2LKC3HQ>

## **Healthwatch Lincolnshire Engagement Activity: Mystery Shoppers**

During the last 2 weeks of January 2023, Oonagh and some of the newly trained E+V Volunteers will undertake a series of "mystery shopping" activities in the A+E Departments at Lincoln County, Pilgrim and Grantham Hospitals. This is an opportunity for the new volunteers to showcase their observational and recording skills in preparation for future E+V visits to these departments. Information will be collated and shared once completed to give us insight into ULHT's A+E Departments at the three sites.

## **Discharge from Hospital**

We are pleased to be partnering with Adult Social Care and NHS Lincolnshire to carry out a piece of targeted work in Lincoln, Boston and Grantham Hospitals. This work will include face to face discussions with patients and relatives to find out what their experiences are for patient flow through the discharge hub

Our interviews with patients and carers will include areas such as Empathy, Meaning full engagement and communication, Involvement and choice and Duplication: did they have to repeat their story all the time.

## OTHER NEWS

### **HWLincs Social Responsibility Programme: Mindfulness Walks**

Walking in nature is a good way of resetting our mind and bodies and giving ourselves a little bit of “self love”. With a team of Trustees, Members, Volunteers and Staff living in different parts of the county, join us in our scheduled **Mindfulness Walks** on a monthly basis for an hour, away from the “clutter of day to day life” and take a bit of time out for yourself. In 2023, why not meet up with another member of the Team and take the walk together – an opportunity to get to know someone a little bit better! Take the dog or meet up with friends and family – collect the miles / steps that can contribute to the **Walking Challenges** along the way. Most of all enjoy!

**As part of our 10<sup>th</sup> Year Celebrations**, you might like to send us photos of some of the treasures of Lincolnshire you find along the walk!

**Scheduled Mindfulness Walks for Jan to June 2023: if this date / time not convenient for you, find a suitable day / time that fits your needs better. Look forward to seeing your photos.**

<b>Thursday 26 January 2023</b>	<b>2pm to 3 pm</b>
<b>Thursday 23 February 2023</b>	<b>2 pm to 3 pm</b>
<b>Thursday 30 March 2023</b>	<b>3 pm to 4 pm</b>
<b>Thursday 27 April 2023</b>	<b>3 pm to 4 pm</b>
<b>Thursday 25 May 2023</b>	<b>3 pm to 4 pm</b>
<b>Thursday 29 June 2023</b>	<b>3 pm to 4 pm</b>

### **Mental Health First Aid (MHFA) Train the Trainer Opportunity, February 2023**

Oonagh Quinn Healthwatch Involvement Officer has been successfully selected to participate in a 7 day training course run by MHFA in London. 12 places were offered across the country and a great opportunity for both personal and professional development representing Lincolnshire. This will lead to her being able to deliver the Mental Health First Aid course to a wide range of partner organisations in association with Lincolnshire County Council.

### **Action for Happiness**

Each month you can access a **calendar** packed with simple everyday **actions** you can take to build a **happier** world and make **happiness** a habit in your life.

<https://actionforhappiness.org/resources/monthly-action-calendar>

## **Partner Update: Changes in the Carers First Contract**

- The new **Carers Service Contract** started on **03 October 2022**; this has changed the referral pathway and no longer allows Carers First to receive direct referrals.
- All referrals must now go through the 'Front Door' at the Customer Service Centre and can either be submitted online via the [Lincolnshire County Council Request for Support](#) page (access this page and then click the Request for Support Form button); or by contacting the Customer Support Centre on 01522 782155 (Monday to Friday, 0800 to 1800 except public holidays) or 01522 782333 (outside of office hours).
- The new Carers Service Contract has also resulted in changes to how benefits are checked. Benefit checks will now only be completed if individuals are identified as being eligible through the assessment process.
- Carers First are trying to raise awareness of the changes caused by the new Carers Service Contract through as many different channels as possible. Please contact Emma Woods [emma.woods@carersfirst.org.uk](mailto:emma.woods@carersfirst.org.uk) directly if you require more details.
- Carers First are continuing to run the [Men Care 2](#) and [Men Do](#) programmes in Lincolnshire. These are free events that are under-subscribed currently despite the fantastic locations and activities on offer.

## **Main contact information**

### **For HWLinCs contracts, volunteering, membership or general enquiries:**

**[www.hwlincs.co.uk](http://www.hwlincs.co.uk)**

**[enquiries@hwlincs.co.uk](mailto:enquiries@hwlincs.co.uk)**

**Telephone: 01205 820892**

### **For Healthwatch Lincolnshire communications and enquiries:**

**[www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)**

**[info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)**

**Telephone: 01205 820892**

**If you want to know more about any of the information in this newsletter, please get in touch with the team using one of the above.**

Thank you to the staff that have contributed their 'news' to this week's edition. If any Trustee or Volunteer would like to contribute to future editions, please send your updates to [enquiries@hwlincs.co.uk](mailto:enquiries@hwlincs.co.uk)

# HW Lincs

## The Engagement to Insight People

2013-Today  
Celebrating 10 years of positive change



Celebrating **10** years of  
being your local health and  
social care champion.

**healthwatch**  
Lincolnshire

