

Healthwatch Lincolnshire Annual Plan 2022 – 2023



Contents

Contents

Contents.....	1
Introduction.....	2
Foreword – By Dean Odell Healthwatch Lincolnshire Contract Manager	2
Foreword – By Liz Ball Chair of Healthwatch Steering Group	2
About us	3
Healthwatch Lincolnshire Objectives 2022 – 23.....	4
At a glance – Our work priorities for 2022 –23.....	5
How we set priorities.....	6
What does the legislation say local Healthwatch must do?	7
Measurable KPI’s	8
Principles of Engagement.....	9
Volunteering	10
Information signposting	11
YourVoice@Healthwatch.....	12
Our Activities October 2023 – September 2023.....	13

Introduction

This annual planning document 2022 –23 provides structure and direction to successfully run the Healthwatch Lincolnshire Contract.

Executive summary

Foreword – By Dean Odell Healthwatch Lincolnshire Contract Manager

I am pleased to share with you the Healthwatch Lincolnshire annual plan for 2022/2023 which will help shape the direction of our work to enable residents of Lincolnshire an opportunity to have their voices heard regarding their Health and Social care services.

The impact of our work is crucial to inform change, which we want to keep you involved with in several ways, either by attending our public meetings or accessing our reports online.

Further information for this can be found by accessing www.healthwatchlincolnshire.co.uk

Foreword – By Liz Ball Chair of Healthwatch Steering Group

The Healthwatch Lincolnshire Annual Plan is pivotal in ensuring the residents of Lincolnshire have their voices heard regarding Health and Social Care Services.

We continue to prioritise our work based on public feedback both locally and nationally, and these are defined in our activities from October 2022 to September 2023.

We have considered the newly formed integrated system and our work will cut across Social Care, Public Health and Healthcare. By listening to your views, about what you like about services, and what could be improved, we share these views with those in power to make changes happen.

About us

Healthwatch Lincolnshire is one of 152 local Healthwatch bodies established throughout England on 1 April 2013 under the provisions of the Health and Social Care Act 2012. The remit of local Healthwatch covers all publicly funded health services for both adults and children and social care services for adults only. The role is to champion the rights of users of social care and health services and to hold the system to account for how well it engages with the public.

We have the following functions:

- **Engagement** – Promoting and supporting the involvement of people in the monitoring and commissioning of local health and care services.
- **Patient/carer service user's voice** – Obtaining the views of the whole community, capturing their needs and experiences of social care and health services and make those views known to providers and commissioners.
- **Information signposting** – Providing information and signposting to the public in relation to social care and health services.
- **Health and Social Care Insight** – Making reports and recommendations about how social care and health services could or should be improved, also identifying what is done well.
- **Networking** – Providing information that supports Healthwatch England in understanding the needs, experiences and concerns of people who use services.
- **Representation** – We also have a statutory place on the Health and Wellbeing Board.

Decision making

The purpose of the Healthwatch Steering Group is to oversee the operation of and provide guidance to HWLincs in its delivery of the Healthwatch Lincolnshire contract and to ensure successful delivery of its work programmes. As such it has decision making powers where there is a need for priorities and spend to be considered. The group takes its insight from the operational team internally but also from the vast amount of external information sources. The role is to provide a check and balance on activities to ensure the KPI's and statutory requirements for the Healthwatch Contract are being met.

Healthwatch Lincolnshire Objectives 2022 – 23

To provide timely and accurate information, signposting and advice to the public to enable them to make informed choices for their health & care needs.

To gather views from the public on COVID-19 recovery to support and influence service changes to help improve patient experience & outcomes.

To gather views from the public to help influence the delivery and commissioning of health and care services that affect them, including as part of The Integrated Care System.

To work with key stakeholders and organisations to support and influence service improvements and their decision making for our health & care services.

To Improve our awareness and reach across Lincolnshire to ensure people know of us, contact us for advice and share their experiences with us.

At a glance – Our work priorities for 2022 –23

Health

GP Referral – HWE campaign and Survey. Produce report and share findings Nov onwards.

Dental Campaign -letters sent to MPs and Councillors. Include public messages.

A&E Enter and View activity

Children and Young People wellbeing

Patient Flow

Integration of services across Lincolnshire 1 year on from ICB – peoples experience of moving between services

Social Care

Plan Postcard Campaign – encouraging Lincolnshire people to share their experiences of social care

Care Home Enter and View activity

Your Voice Public event focused on the theme of Social Care

Public Health

Self Care & Prevention

Cross cutting approaches on all strands

Health Inequalities, Seldom Heard and Co-production – The Covid-19 pandemic has highlighted the profound issues of unequal access to services. Healthwatch can contribute by working with partners to analyse and highlight the issues and by using our unique access to decision-makers to ensure they are addressed.

How we set priorities

Annually our priority areas are confirmed by our Healthwatch Steering Group.

The rationale used includes:

- Subjects where Healthwatch Lincolnshire has received a significant number of patients, carer or user experiences which suggests there is a gap or inequality in a service.
- Health and social care areas that have been identified as annual commissioning intentions and priorities for the Lincolnshire Integrated Care System ICS also known as Better Lives Lincolnshire, which includes NHS Lincolnshire, Lincolnshire County Council Adult and Children's Social Care, voluntary and where relevant private sector providers.
- Topics that have been highlighted to us where there is a known gap in data intelligence from other work streams (or bodies) such as Joint Strategic Needs Assessment (JSNA) or the Lincolnshire Health and Wellbeing Board.
- Areas of national concern raised by NHS England, Healthwatch England, Department of Health, CQC etc. Where gathering of local experiences would support any consultation exercises.
- Seldom Heard. Our seldom heard work is with communities that are deemed to be seldom heard regarding their access to and treatment from health and social care services

What does the legislation say local Healthwatch must do?

1. Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
4. Make reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Provide advice and information about access to local care services so choices can be made about local care services.
6. Formulate views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Measurable KPI's

Under Lincolnshire County Council monitoring we have 5 measured Key Performance Indicators (KPI's).

	Annual Target
Number of people sharing their views and experiences with us on health and social care in Lincolnshire.	1,500
Number of people provided with information and signposting	1,500
Volunteer hours	1,414
Number of people signed up to our Distribution list	2,000
Website & Social Media stats	42,027 website views 473,403 FB Post Reach 14,848 FB engaged users

As part of our monitoring and KPI's we also report on the following qualitatively: the opportunities we provide for Lincolnshire residents to share their views and concerns with providers and commissioners demonstrated by:

Summary of feedback received

- Analysis of enquires Healthwatch receive through our monthly reports, subject specific reports, and targeted activity reports and escalation papers.

Influencing and Watchdog

- Share where Local views contribute to local, regional, and national work/consultations
- Demonstrate improved quality assurance through representation and our contributions within the Lincolnshire ICS

Impact

- Quarterly communications
- Monthly provider and commissioner reporting
- So What Report - Continuing to provide updates about how your feedback has been used to improve health and social care services in Lincolnshire.
- Report on case studies
- Progress against annual plan
- Annual Report (June 2023) and submissions to Healthwatch England to support their national impact

Principles of Engagement

To enable patients, service users, carers and the public to share their views and experiences of health and social care services, our Healthwatch Lincolnshire contract staff adopts the principles of engagement listed below. These principles cut across the selection, planning, delivery and reporting of our activity.

- **Work in collaboration with others**

We will work with partners across all sectors to make the most of our capacity for engagement and involvement.

- **Engage creatively and meaningfully**

We want to think creatively. This includes making sure that when we engage, we engage with purpose.

- **Engage digitally**

The development of our digital activity is crucial in collecting patient feedback, in addition it is an ideal conduit to share with the public what Healthwatch and other partners are doing.

- **Planned engagement**

Helps us listen to what patients, service users and the public say matters to them so that we can speak up using evidenced based opinions and recommendations.

- **Provide information and signposting**

We will ensure that the public are aware of their rights and what health and care they should receive and in addition we will signpost them as appropriate.

- **Involve volunteers**

We will ensure that the general public can actively get involved in Healthwatch through a variety of volunteer roles which add value, variety and diversity to our engagement and delivery functions.

Communication

Effective communication and marketing are vital to delivering this annual plan and must include all aspects of Healthwatch Lincolnshire's work. We will also be building on our successful digital communications during 2022 – 2023.

- 1. Promotion** – Continuously develop, strengthen, and promote Healthwatch Lincolnshire, its brand and independence to all residents and communities in Lincolnshire.
- 2. Impact** – To regularly communicate the impact of Healthwatch Lincolnshire work and activities to all stakeholders via media and other communication opportunities.
- 3. Support** – To support residents of Lincolnshire with health and care information on behalf of provider and commissioner stakeholders.

Volunteering

'Volunteering is the commitment of time and energy, for the benefit of society and the community, the environment or individuals outside (or in addition to) one's immediate family. It is unpaid and undertaken freely and by choice'

Volunteers recruited to support our Healthwatch Lincolnshire work are recognised as a valued resource, key to our ability to deliver the Healthwatch Contract and Annual Plan. Involving volunteers is also an important part of our statutory requirement of delivering a local Healthwatch.

Healthwatch Lincolnshire is committed to growing our volunteer community to enable us to deliver public and patient involvement across health and social care services in Lincolnshire.

Healthwatch Lincolnshire realise the value of volunteering in our work and the benefits of patient participation across all public health and social care services so that:

- Volunteers' capabilities and capacity are best utilised to support our work
- Volunteering is celebrated and patient participation strengthened
- Volunteering and its benefits are promoted broadly within local communities to build connections and ensure our continued success through representation
- Volunteers get the most out of their experience

We will continue to embrace diversity and encourage volunteers from all walks of life. We will continue to develop a strategy for volunteer recruitment as well as retain existing volunteers and create diverse and varying opportunities.

The overarching aim of volunteers within the annual plan is to develop and promote good practice in the involvement and support of volunteers within Healthwatch Lincolnshire that will in turn contribute to effective delivery of our Annual Plan.

With much of our work our volunteer activity has been affected due to the COVID-19 pandemic this has led us to look at new ways or incorporate our volunteers into our work.

- We will continue to utilise their skills through our Readers Panel, quality assuring the written work.
- Encourage their own networks – friends and family to give feedback about health and social care services, using the Because we care campaign to do so.
- Online research – including collecting feedback from social media groups, we will also be launching a piece of work where volunteers will be auditing GP websites.
- Develop further our new digital volunteer roles
- Co-production work
- Review the restart of public facing community outreach
- Restart our Enter and View visits

Information signposting

Offering information and advice is a core part of our work. We will continue to:

- Provide a timely and appropriate response to anyone who contacts us with a health or social care query, whether by phone, email, post, social media, or engagement event
- Give individuals independent and impartial information and support about choices available to them.
- Promote the information and signposting service to make sure people and service providers are aware of how we can help them.
- Developing helpful guidance and advice articles that we will be sharing on our website.

YourVoice@Healthwatch

Our YourVoice@Healthwatch events are an opportunity for the public to attend and take part in a panel Question and Answer session. The panel at these events are handpicked to best answer the public questions around the chosen theme and consist of key decision makers within the field of expertise. It is also an opportunity for attendees to network with service providers and other charity organisations. There is now more participation from community groups, 3rd sector organisations, patient representative groups and the public, meaning that less professionals lead the proceedings.

Average attendance is between 40 to 50 people per event from a wider background of the community and a higher attendance from 'Seldom Heard' groups as well as patient representation groups and members of the public.

Themes chosen reflect priorities of the Healthwatch Lincolnshire contract and data gathered from engagement and other sources.

Our Activities October 2023 – September 2023

Social Care

We will be reintroducing our enter and view activity and see this as a great opportunity for those residents in care homes to have their say. We will be working in collaboration with Lincolnshire County Council, Adult Social Care and the CQC to agree the main themes and focus to our work within these visits. Previous work has focused on areas such as hydration and nutrition, as well as providing an overview of care received.

Social care is much wider than just our care homes, a social care need is focused on aiding with the activities of daily living and maintaining independence, therefore the feedback we seek needs to come from a wider range of services, such as domiciliary care, End-of-life care, supported living, home equipment, assessments, and community support.

We continue to encourage social care feedback from the public and share this with the relevant providers and commissioners to improve patient experience.

Public Health

Public health is about helping people to stay healthy and protecting them from threats to their health. Sometimes public health activities involve helping individuals, at other times they involve dealing with wider factors that have an impact on the health of many people (for example an age-group, an ethnic group, a locality, or a country).

As Healthwatch we will share and promote self-care and self-management messages as well as understanding service users' experiences of health checks and screening services and to find out how local people look after themselves.

Our YourVoice@Healthwatch public events will continue to include self-care and management aspects such as free checks, information, and advice to support the public.

Health

Integrated Services – this is all about services users having positive experiences of social care and health working together in Lincolnshire, with the introduction of the Integrated Care board (ICB) in Lincolnshire we will look to evaluate how this new working arrangements is benefiting patients, service users and carers, July 2023 will mark the first year of the Integrated care System.

The aims of this priority are:

- Identifying what works
- What needs improving
- What needs are not being met?
- Gaps in service provision

Integration is about everyone, patients' carers, communities, and workforce. Crucial to its success will be listening to patient experiences, Healthwatch is here to assure that representative patient voice is fully engaged in service commissioning and development.

COVID-19 Recovery – We are continually hearing from residents of Lincolnshire about problems with accessing primary care, GPs, Dentists, and mental health services, as well as long hospital waits for treatment and appointments. We will raise patient, service user and carer concerns as health and social care services begin to recover from the COVID-19 Pandemic.

The aims of this priority are:

- To understand people's experiences of waiting for care
- What advice, information, or support the NHS has given while people wait.
- Look at specific conditions and pathways such as Cancer

Patient Flow – is the movement of patients between services as part of their care pathway. This encompasses hospital discharge as well as admissions. Good patient flow also reflects a successful Integrated Care System. We will conduct Enter and View visits to both admissions and discharge lounges (including A&E) as well as a public survey to look at the experiences post hospital discharge

Young Peoples Mental Health – We know that the Mental Health of many young people has been exacerbated because of the restrictions including lack of social contact and having to step into carer roles. We will work together with Lincolnshire Partnership Foundation Trust LPFT which provides mental health services across Lincolnshire.

The aim of this priority is to:

- Identify the impact of COVID on Young People
- Identify gaps in services
- Identify alternative support whilst waiting for treatment
- Identify support that young people require when transitioning from young services to adult services

Healthwatch England – Continue to share our local data with Healthwatch England to influence national change as well as supporting national campaigns.

We will make recommendations to Healthwatch England to advise the Care Quality Commission about special reviews or investigations to conduct (or, where the circumstances justify doing so, make such recommendations direct to the Care Quality Commission). We will also continue our work and give Healthwatch England such assistance as it may require enabling it to carry out its functions effectively, efficiently and economically.

Quality Accounts – Every year Healthwatch Lincolnshire is asked to comment on the NHS Trusts in Lincolnshire Quality Accounts. We will seek out regular updates from the providers to enable the Healthwatch Steering Group to have a better understanding of the impact of NHS Trust performance on patient and carer experience against their quality account priorities. This allows us to use patient experience to influence the quality accounts throughout the year rather than waiting until the end of the year to provide our evaluation.

Watchdog – Under our watchdog role we will be looking back at some of our previous work and evaluating how providers have responded to our recommendations and to see how well services have or have not improved for patients.

Cross cutting approaches on all strands

Health Inequalities, Seldom Heard and Co-production – The Covid-19 pandemic has highlighted the profound issues of unequal access to services. Healthwatch can contribute by working with partners to analyse and highlight the issues and by using our unique access to decision-makers to ensure they are addressed.

We will reach out to community groups to raise awareness of our work, build new relationships and collaborate with them to strengthen their voice from within the health and care system. Our staff and volunteers will continue to encourage decision makers to seek views from local communities and enable community representatives

- Engage local people in constructive and empowering dialogue about health inequalities
- Build knowledge about health inequalities generally, and how they are experienced by local people
- Use its influence to shape local policy and practice
- Encourage action that will help tackle health inequalities, by local groups as well as by local and national bodies
- Give communities a bigger say in health and social care by enabling a full diversity of people to share views and concerns

	Social Care	Public Health	Health	Public Events/Engagement
Oct		Meeting with Public Health managers to discuss Healthwatch	GP Referral – HWE campaign and Survey. Produce report and share findings Nov onwards. Dental Campaign -letters sent to MPs and Councillors. Include public messages.	YourVoice – Presentation of Annual Report 2022 Oonagh begin engaging with communities and tackling inequalities, continue throughout contact year.
Nov	Plan Postcard Campaign – encouraging Lincolnshire people to share their experiences of social care	Support Self Care messages	A&E Enter and View activity	
Dec			Plan work focusing on Children and Young People wellbeing	
Jan	Launch Postcard campaign		Patient Flow Enter and View and public survey	Oonagh - Health and Social care workforce engagement continue throughout contact year.
Feb		Support Self care messages	Launch Children and Young People project	
Mar		YourVoice theme of self-care related to public health theme (see public events)		Mar/Apr Your Voice – What is Self-Care? (Grantham/Lincoln) HSG in Public YourVoice – engage with One You, Active Lincolnshire, Public Health

Apr	Enter and View – Care Homes			10 Years of Healthwatch
May		Support self-care messages – sharing outcomes of Your voice	Quality Accounts	Oonagh begin engaging with communities – summer campaign
Jun			Annual Report 2023	
Jul	Produce a report from social care campaign findings		Publish So what Report 2023 Re look at integration of services across Lincolnshire 1 year on from ICB – peoples experience of moving between services	
Aug			Publish Young Peoples project report	
Sep	Your Voice theme of self-care (see public events)			Presentation of Annual Report Your Voice – Social care (Louth?)
Other	Healthwatch England potentially will do a campaign in 2023 focusing on social care TBC		We will be present at ICP and ICB meetings throughout the year. We are unaware of Healthwatch England's national campaigns for the time Oct 22 – Sept 23	

Seeking the views of people on their experience of needing or using health, public health and social care services			
Area of work	Deliverables	Action	Time
Gathering views	To gather views on health and social care	To increase the number of people who share their experiences with us. We would like to see at least 1,500 directly sharing their experiences with us.	October onwards
	Increase public facing community outreach	Increase how and where we conduct face to face engagement with the public through our volunteer activity.	
	Your Voice	Our YourVoice@Healthwatch events are an opportunity for the public to attend and take part in a panel Q&A session.	2-3 Public events per year
	To reach and engage frontline staff	Engage with frontline staff to understand the role of Healthwatch for patients and service users	
	Hear from more diverse groups of people, seldom heard	Continue to actively engage with seldom heard groups, also updating our systems to better record demographical information in line with Healthwatch England's updated taxonomy.	
Specific Insight	To understand the public's view on integration of health and social care services	To engage with residents and services users about how well services work together and what could be improved. This will inform the ICS.	
	To understand the public's view on COVID-19 recovery across health and social care.	Take further steps to promote our role around social care – increase the amount of feedback received around social care	
	To understand the public's views of social care in Lincolnshire	We will increase our efforts to hear more about social care services in Lincolnshire. Support LCC with patient insight for services evaluations.	
Watchdog	Continue to revisit and monitoring	Continue to revisit and monitoring services. Using the Healthwatch England Impact tracker we have an improved way of monitoring our recommendations and will plan once a quarter to review the tracker. Should watchdog work include some of our representation roles?	Once per quarter

To provide timely & accurate information and advice to the public to enable them to make informed choices for their health & care needs.

Area of work	Deliverables	Action	Time
Information advice and signposting	To provide an advice and information service to the public	More people will be helped to get the right information and advice	
	To increase the number of people accessing information and signposting, though our team and through our website	Create a series of information advice articles for our website with up-to-date content	

Acting on what we hear to bring about improvements in the health and care policy and practice.

Area of work	Deliverables	Action	Time
Governance	To hold at least 2 Healthwatch Steering Group meetings in public and papers to be available to view on the Healthwatch Lincolnshire website	Plan and promote Healthwatch Steering Group meetings in public, ensuring they are accessible	
	Present our annual report in public along with future	Will hold an event to celebrate the work shared in our annual report	Post June 2023
Impact	To report quarterly on the impact and difference healthwatch has made to residents of Lincolnshire	Using the new Healthwatch England Impact tracker, record impact and recommendations	Once a quarter
	To produce regular case studies of experiences to share with the public	Case studies will be collated to show where Healthwatch has had impact and a positive outcome has occurred due to public engaging with Healthwatch	Once a quarter
Volunteers	To involve volunteers in all aspects of Healthwatch work. To continue to recruit and develop volunteers within the organisation	We will continue to develop a strategy for volunteer recruitment as well as retain existing volunteers and create diverse and varied opportunities.	

	To review volunteer role specifications	We will review all volunteer role specifications to ensure they are meeting the requirements of the organisation	Annual
Communications	To produce consistent and quality messages with the public through our website, emails and social media	To produce a communication plan, and monthly schedule social media posts and other content. We will provide up to date information, reports and press articles on our website and share through our social media. We will provide an online response form to support sharing views digitally.	
	To grow our Enews Distribution list	We will increase the number of people signed up to our Enews distribution list, encouraging members of the public to join our list through online promotion and in person when they complete a feedback form. Engagement with local groups to help promote and increase our list will be conducted by our Involvement Officer.	
	To produce monthly update reports	We will produce monthly update reports which will be made available on the website	
	Supporting Healthwatch England National Campaigns		
	To produce the Healthwatch Lincolnshire annual report	We will produce an annual report which will be made available on the website	June 2023
Influencing	To attend statutory meetings within the Lincolnshire health and care system	We will attend the Health and Wellbeing Board, Overview and Scrutiny Committee and health and care partnership boards.	
	To be engaged in the developments of the Integrated Care System within Lincolnshire.	We will ensure the voice of the patient is embedded in the ICS decision making at both ICS Board and Partnership levels	



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