

Healthwatch Lincolnshire Update Report – May 2022

Report covers the period January to March 2022

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Key Performance Indicators Overview

Under LCC monitoring we have 5 measured Key Performance Indicators (KPIs).
Currently 3 KPIs are Exceeding target, 2 Target on Track.

	KPI area	Comment
1	Number of people sharing their views and experiences with us on health and social care in Lincolnshire. Target 375 per quarter	Exceeding Target – 1726 people have shared their views and experiences with us on health and social care in Lincolnshire, 1425 through our Lakeside Survey and 301 directly with our Information Signposting Team.
2	Number of people provided with information and signposting. Target 357 per quarter	Exceeding Target – 554 people have been provided with information and signposting. 123 people have been provided with information signposting directly with the team and an additional 431 have accessed through the Information Signposting articles on our website
3	Volunteer Hours – Target for year 1414 hours	Target on Track – 512.5 hours across volunteering. Healthwatch volunteers contributed 166.5 hours of volunteering, taking part in 29 activities, meetings, and events.
4	Number of people signed up to our Distribution list – Target for year 2000 people	Exceeding Target – 1968 people on our distribution lists, 1211 on our Monthly Enews List, 81 on our media contacts, 145 Healthwatch Monthly report list, and 531 on our groups and societies spreadsheet
5	Website & social media stats – Target for year 42,027 website views Target for year 473,403 FB Post Reach Target for year 14,848 Engaged Users	Target on Track 8423 Website Page Views Facebook Post Reach 130,581 (Facebook reach is the number of unique people who saw our content) Facebook Engaged Users 2274 (The number of unique users who engaged with the page and/or content, including clicking links reactions and comments)

Target 1 – Number of people sharing their views and experiences with us on health and social care in Lincolnshire.

Number of people sharing their views & experiences with us on health and social care in Lincolnshire	Quarter 1 Oct 21 – Dec 21	Quarter 2 Jan-Mar 22	Year to Date Total
Annual target – 1500	412	1726	2138
			Exceeding Target

301 people have shared their views and experiences directly with our Information Signposting Team.

- 99% of all patient experiences logged with us are closed or resolved, this also exceeds the target of 85%
- 111 people were referred to complaints or advocacy services in the last quarter. We submitted no poor practice concerns during this time.

During this time the main themes patients are contacting us about are:

GP services – concerns around access and particularly telephone access. There have also been many positive comments in relation to digital services such as AskMyGP and the improvements made to reordering repeat prescriptions.

Key Themes –

- Difficulties registering with GP practices in the Alford area –
- Poor quality care and how to make a complaint
- Not hearing back about complaints made

What you told us

In March we continued to hear from individuals who were struggling to register with a GP in the Alford area and concerns around the lack of services both GP and dental in this area persisted. Many of the comments we received around GP services were cases of poor care.

We heard from people who felt their concerns had been dismissed and felt staff were uncaring. In some cases, individuals were not given an appointment at their GP practice but were told instead to go to A&E for non-emergency issues.

Poor communication between services and patients had led to long waits for appointments, care and medication. Individuals wished to bring these issues to our attention, and some wished to make complaints to their GP practice. However, in some cases we heard for individuals who had already raised complaints about poor care to their practice but are still waiting for a response.

What is Healthwatch Lincolnshire doing?

Healthwatch are working with the CCG in relation to improving public messages for access as well as improving patient understanding of the full services and multi-disciplinary team that is available to them in a 'GP' Practice. The CCG are planning a large communication campaign early 2022.

Healthwatch Lincolnshire have also supported HWLincs through their digital Webinar 'Understanding support from GP Services and Digi-Health' webinar with Dr Majid Akram, Dr James Howarth and additional contribution from Dr Kieran Sharrock. The questions posed were from received by Healthwatch from the public.

<https://hwlincs.co.uk/digi-health/>

We have also raised communication as a system concern which Dean presented to the Lincolnshire System Group in May 2022 and they have taken this away to produce an action plan and response to the Healthwatch report.

Dentistry – Healthwatch Lincolnshire continually hears from patients who are struggling to access dental services across the county.

Key Themes

- Lack of NHS provision
- Lack of NHS treatment – offered private but not affordable for many
- Patients being removed from lists

Sadly, issues with access to NHS dental services in the county are persisting. We are continuing to hear from individuals who cannot find an NHS practice taking on new patients, despite ringing multiple practices. Individuals contacting us who need emergency treatment continued to be pushed towards private treatment. In some cases, individuals have paid for private treatment, but for others this is not feasible. Over the past few months, people who are exempt from paying for NHS treatment, particularly seem to be having difficulties accessing NHS treatment. Finally, we heard from several people who had been removed from their practice's list as they had not had an appointment during the past 12 months, or they were given no reason for being removed. However, when looking into this issue ourselves, we found no clear information about how often an individual must visit their dentist to retain their registration. The information on the NHS website about NHS dental registration conflicts with the messages people get from the practices, which suggests that providers are equally unclear about the registration policies. Furthermore, the reason why many individuals had not visited their dentist in the past 12 months was due to the COVID-19 pandemic. Individuals were either shielding or their practice had no available appointments.

What is Healthwatch Lincolnshire doing?

30 March 2022, Healthwatch Lincolnshire held a live Q+A Session on Dental Services in Lincolnshire. The Panel was chaired by Pauline Mountain MBE, Trustee of HWLincs with Lucy Gavens Public Health, Kenneth Hume Chair of Lincolnshire Dental Committee and Adam Morby NHS England and NHS Improvement. With over 50 questions submitted by Lincolnshire residents, the Panel addressed a number of the key issues raised.

Main concerns were: current challenges for dentists in Lincolnshire, lack of access to NHS dentists, how is NHS England addressing the issues around dentistry, how is the additional funding being used, what

provision is being made for children and young people with additional needs, why is children's tooth decay so high in Lincolnshire and what is Public Health going to do about this.

Information shared: aspirations to have a local dental school in Lincolnshire, ongoing recruitment of dentists and support staff, utilising the skill set of the existing staff, extended access to NHS dentists through the additional funding for current staff to offer more appointments, discussions Anglian Water and local councils in relation to fluoride in local water, health visitor universal offer to families and education about looking after our teeth and gums, education programmes through schools to prevent tooth decay.

You can watch the event again here: <https://www.healthwatchlincolnshire.co.uk/news/2022-04-14/yourvoicehealthwatch-dentistry-watch-again>

A&E – concerns relate to long waiting times 5+ hours, lack of aftercare information, despite this many patients do comment about the excellent and caring care they receive from staff.

What is Healthwatch Lincolnshire doing?

United Lincolnshire Hospital Trust (ULHT) has been under increasing pressure throughout the pandemic and during the winter, much of which is due to a struggling workforce and as a result, patients are experiencing longer waits.

We responded to concerns around hospital services, by where appropriate passing your concerns directly to the Patient Advice and Liaison Service (PALS). We also send a representative from our team to the Patient Experience Group (PEG) held within the United Lincolnshire Hospital Trust (ULHT) and to the patient panel

You can find our monthly report summaries here:

https://www.healthwatchlincolnshire.co.uk/news-and-reports/search?keyword=&field_article_type_tid%5B%5D=103

Lakeside Stamford GP Practice Survey

In addition to the 301 people who shared their experiences through our Information Signposting Team we heard from 1425 people through our Lakeside Stamford GP Practice Survey.

- 94% didn't find it easy to get through on the telephone
- 85% described their experience of making an appointment as poor
- 36% described the care as good once they received an appointment
- 57% felt they didn't get the care they needed

Healthwatch Lincolnshire worked with the Care Quality Commission (CQC) to share patient's experiences of accessing GP services at Lakeside Healthcare at Stamford. These finds were shared with the CQC ahead of their inspection, we are expecting the results of which to be shared shortly.

Quarterly Case Study

Mental Health consultancy secured for local family

Sandra said:

"Thank you so much Healthwatch! I'm crying with relief; the team there have been amazing.

"I felt like I was going around in circles, and no one was listening. Healthwatch took time to listen, and I cannot tell you how much a relief it was when it was sorted. We are forever grateful to Julie and the team."

Julie replied "I am so pleased that I was able to assist, and the outcome was positive not only for Sandra but for Andrew and Simon."

Read the full case study here: <https://www.healthwatchlincolnshire.co.uk/news/2022-02-24/mental-health-consultancy-secured-local-family>



Healthwatch Report – Life in a care home, what's it really like?

The Covid-19 pandemic has had a significant impact on care homes, both here in Lincolnshire and across the UK. We spoke to Lincolnshire residents to find out what life is really like for people living in care homes.

Overall satisfaction with the quality of care saw 76% being very happy or happy with care quality. The quality of care had also for the majority (70%) remained constant over the past 12 months. On the whole, care home staff were praised for their rallying efforts to adapt to the ever-changing situation, provide high quality care and entertainment for residents. However, this was not a universal experience, with 6% reporting the quality of care had worsened over the past 12 months. This was attributed to declining staff levels.

Our new report explains what we found. <https://www.healthwatchlincolnshire.co.uk/report/2022-01-26/life-care-home-2021>

Target 2 – Number of people provided with information and signposting

Number of people provided with information and signposting	Quarter 1 Oct 21 – Dec 21	Quarter 2 Jan-Mar 22	Year to Date Total
Annual target – 1428	369	554	923
			Exceeding Target

554 people have been provided with information and signposting. 123 people have been provided with information signposting directly with the team and an additional 431 have accessed through the Information Signposting articles on our website

During this period there were 84 Dental comments where patients have been provided with the current situation regarding trying to get on an NHS Dental list throughout Lincolnshire. All areas in Lincolnshire are having the same pressures:-

Comments received by locality

East = 26 South = 18 Southwest = 5 West = 33

Out of area - 2 (where these patients have also been provided with signposting information along with their relevant Healthwatch details).

If able to locate an NHS Dentist for these patients this has been provided. NHS Choices website information given as this shows those only open to accepting new NHS Patients.

There were 24 patients in this period in the East of the county looking for information to register with a GP Practice.

Those who have raised concerns around hospital care have all been provided with the relevant PALs team information to enable them to remain empowered, for those patients who would like to make formal complaints, Advocacy information for support has been provided along with who the patient needs to make the complaint to, this also relates to GP practices and who to make contact with, within the surgery. For some patients where and how to make a self-referral for their needs.

Top website Information Signposting Articles this quarter

1. Help making a complaint

<https://www.healthwatchlincolnshire.co.uk/help-making-complaint>

2. New Online System to help Pregnant Women self-refer to Midwife (2019)

<https://www.healthwatchlincolnshire.co.uk//advice-and-information/2019-07-26/new-online-system-help-pregnant-women-self-refer-midwife>

3. Do you need help travelling to NHS services? (2019)

<https://www.healthwatchlincolnshire.co.uk//advice-and-information/2019-09-27/do-you-need-help-travelling-nhs-services>

4. The Accessible Information Standard – what you can expect from services

<https://www.healthwatchlincolnshire.co.uk//advice-and-information/2022-02-17/accessible-information-standard-%E2%80%93-what-you-can-expect-services>

5. What to expect when waiting for care <https://www.healthwatchlincolnshire.co.uk/advice-and-information/2021-09-09/what-expect-when-waiting-care>

6. How to get an NHS dentist appointment during COVID-19

<https://www.healthwatchlincolnshire.co.uk//advice-and-information/2020-06-22/how-get-nhs-dentist-appointment-during-covid-19>

7. Where to go for support when you have an eating disorder

<https://www.healthwatchlincolnshire.co.uk//advice-and-information/2022-01-11/where-go-support-when-you-have-eating-disorder>

Patient Transport – Impact

Thames Ambulance Service (TASL)

Relative who is currently staying with their parents, has tried to get their parent to an appointment with a Consultant who is providing clinics in the community. Parent is living with Parkinson's, whose mobility has deteriorated dramatically, cannot use public transport, relative said to the Consultant that they would bring their parent, however the Consultant has advised they not do this for safety reasons for their parent all due to their mobility issues and risks due to the deterioration of their condition.

Parkinson Specialist Consultant who is providing outreach clinics, where patients do not have to travel to the hospital settings, and they are using a room in this particular surgery. East Lindsey Medical Centre This appointment has nothing to do with the GP Surgery. The relative has been informed by TASL that this is not possible as it is at the patients GP Practice, if it was at another practice then this would be ok.

Healthwatch raised the concern and with consent contacted the Patient Experience Team (PET).

Provider Response

Thank you for reaching out regarding this – contractually, we do not take to GP's as this is not covered in the contract, however, I am familiar with the rising number of satellite clinics in operation at various locations. In the instance where the patient is going to a GP surgery to visit a Consultant for what would ordinarily be held on a Trust site, we would carry out these journeys.

I will have a conversation with the Call Centre Manager to remind staff not to automatically reject bookings to GP surgeries without first exploring why they are attending that location in the first instance. One of the Shift Supervisors will be in touch with the relative to get the booking in the system.

Target 3 – Volunteers

Volunteer Hours	Quarter 1 Oct 21 – Dec 21	Quarter 2 Jan 22 – Mar 22	Year to Date Total
Annual target – 1414 hours	265	512.5	777.5
			Target on Track

Between January and March, volunteers have taken part in a range of activities for the Healthwatch Contract. Trustees have represented the contract at strategic meetings both internally and externally. Operational volunteers have taken part in Reader Panel activities including reviewing the following reports: Social Care, Life in a Care Home, Hospital Discharge and the NHS Consultation document. They have also updated contact lists and policy details. Volunteers have gathered information via the internet on social groups and health support groups for the Healthwatch Involvement Officer and Signposting Officer and reviewed the 'Who's Who in a GP Surgery' document. There have been several in person visits to speak to patients at the Vaccination Centres, although these have now ceased as the vaccination programme winds down. Volunteers are looking forward to getting back to community engagement and commencing on the programme of Enter and View visits over the coming months.

Overall volunteer hours are on track (total 512.50) but direct delivery of operational Healthwatch activities is currently below Target – 166.5 hours Healthwatch volunteers contributed 166.5 hours of volunteering, taking part in 29 activities, meetings, and events.

Healthwatch operational volunteer hours have been low this quarter, specific work and planning is being done during the next quarter to plan for increase volunteer activity and involvement. We know that Covid pandemic continuous to create difficulties with volunteer activities but expect this to improve from May onwards.

Target 4 – Number of people signed up to our Distribution list

Number of people signed up to our Distribution list	Quarter 1 Oct 21 – Dec 21	Quarter 2 Jan 22 – Mar 22	Year to Date Total
Target for year 2000 people	1523	1968	1968
			Target on Track

Currently there are 1968 people on our distribution lists, 1211 on our Monthly Enews List, 81 on our media contacts, 145 Healthwatch Monthly report list, and 531 on our groups and societies spreadsheet

We will continue to build our existing lists of community groups/contacts to build the distribution list through our engagement and help of our volunteers. With our new look Enews we will be sharing and promoting people to sign up and get involved as this is an informative resource for the people of Lincolnshire.

Target 5 – Website & social media stats

	Oct 21 – Dec 21	Jan 22 – Mar 22
Website Page Views	7,477	8423
Facebook Post Reach (Facebook reach is the number of unique people who saw our content)	143,165	130,581
Facebook Engaged Users (The number of unique users who engaged with the page and/or content, including clicking links reactions and comments)	2274	5346
	Target on Track	Target on Track

With our social media scheduling software we are able to provide and plan a variety of social media content, we will be looking to utilise more video content with updates and interviews, we will also be increasing our promotion of Information and Signposting advice which we share on our website.

Engagement and Involvement

Oonagh M Quinn Healthwatch Involvement Officer

YourVoice@Healthwatch Public Event: 30 March 2022 Dental Services in Lincolnshire.

In 2022, the Working Group for YourVoice@healthwatch made a number of changes to the format of the virtual YourVoice@healthwatch Event. Due to a number of challenges and availability of key personnel invited to be part of the Panel a decision was made to postpone the usual January Event until March 2022 to ensure we had the right people on the Panel to lead the discussion.

New Format for March 2022:

- During the month a series of videos from HW (overview of dental services in Lincolnshire), a dentist's point of view and Public Health released.
- 200+ people took part in Quick Polls
- 50+ questions submitted by the public under 7 core themes
- 50+ people signed up for the one hour LIVE Q+A Session (via Zoom) with the Panel with 21 people attending on the day

Panel: PM (Chair) / Kenneth Hume Lincolnshire Dental Committee and Dentist, Lucy Gavens Public Health LCC and Adam Morby and Caroline Goulding NHS England and NHS Improvement

Concerns raised

- What are the current challenges for dentistry in Lincolnshire?
- What are the reasons behind the shortage of dentists in Lincolnshire? What steps are being taken by NHS England and the British Dental Association to address this issue in the short / medium and long term?
- What is NHS England doing to improve access to NHS Dentistry for Lincolnshire residents?
- NHS England announced additional funding for dentistry. How is this going to be used in Lincolnshire? How will it benefit Lincolnshire residents?
- What provision is being made for children with additional needs? What is being done to address the long waiting times for children who need specialised dental treatment such as orthodontics? How is this being addressed both in terms of the long waiting lists and the impact it has on their overall wellbeing?
- Why is children's tooth decay so high in Lincolnshire (especially in the East of the county)?
- What is Public Health planning to do about this?
- Under the NHS banding for dental treatment, what treatment should a patient expect to receive at an NHS Dental Appointment?

The YourVoice@healthwatch Working Group will be reviewing the Event as part of its responsibility to ensure the Voice of the people is being heard and is accessible to as many Lincolnshire people as possible during the next quarter (April to June 2022).

Promoting Healthwatch:

Harder to Reach Communities

There has been ongoing Contact with groups - Informal Presentations to community groups (virtual / face to face): e.g., Parkinson's Support Group / Traveller Community / Faith Groups / Sensory Impairment / Ageing without Children / Community Groups / Adults with LD and Autism/ Long term conditions / veterans. Much of this work is undertaken through a variety of engagement methods including informal presentations and through a network of voluntary and 3rd sector networks.

Key areas of concerns

For many of the harder to reach communities, the issues are very similar. They have raised the following: accessibility to services and lack of transport links, communication and where to get information, lack of understanding of the community, dissatisfaction with the system, delays in getting

treatment when needed, centralisation of services, lack of empathy from professionals, being asked for feedback and then nothing comes of it (many feel it is a tick box exercise and don't see the real change happening), frustration of lack of f2f appointments, long delays in getting answers. By keeping in touch on a regular basis Healthwatch Lincolnshire offers the communities an opportunity for an independent organisation to listen to their concerns and raise these on their behalf. Building up trust within the community is essential so that they feel valued and reporting back to them with updates. (you said, we did)

CQC Continuous Engagement Project focus on Learning Disabilities and Autism

Healthwatch Lincolnshire's role in this project was to engage with adults living with Learning Disabilities and Autism. This involved:

- Promotion of online survey to wider public
- Targeted promotion to LD and Autism audience through providers
- Organise 4 x focus group 21 participants and 6 members of staff : 3 in person with community - Lifeways, Lincoln, Linkage College, Spilsby, The Hastings Day Centre, Gainsborough
- 1 x virtual group VoiceAbility Sub Group (Communications)
- Input data onto Survey Monkey / IMP
- Follow up carers / family / key workers comments from survey (low interest)
- Record feedback from the groups on the process and their experiences.

The following information has been submitted to the CQC relating to the Project by Nicola Clarke, Operations Development Manager HWLinCs

- Part 1 – Review of Approaches
- Part 2 – Engagement Feedback (Themes and Trends)
- IMP Report for LD and Autism (the last 18 months) – 38 cases
- IMP Report for LD and Autism (the project cases) – 46 cases

Key Findings: small, face to face groups in a safe environment supported by key staff / carers works well to get feed back from this community. Adapting resources, allowing time and working in partnership with organisations to reach the people. Having a conversation/ activity to listen to the groups. Collecting demographic data is very challenging and allowing additional time to put into place

CQC Integrates Care Systems: development of project

Healthwatch Lincolnshire's role in this project: to plan the following

- Coordinate the distribution of the Survey (general public) (hard copies x 500)
- Promotion of online survey (general public)
- Promotion and distribution of targeted audience in 4 named conditions
- Organisation of public events x 4: Targeted focus group for gathering of experiences
- Identification of Key Contacts
- identification of 1:1 shared experiences.

Healthwatch England

Accessible Information

Healthwatch ran the campaign because the pandemic highlighted the importance of people receiving information about health and social care in formats they fully understand. Additionally, NHS England is currently reviewing the Accessible Information Standard, giving us a real opportunity to influence change.

We will be sharing our findings from the survey and freedom of Information Requests (FOI) shortly.

Healthwatch Annual Report

With the help of local healthwatch this year we have supported over two million people tell their story or get the advice they need.

Telling us your experiences means that the people in power are made aware of what is working and what is not and, as a result, real change is happening.

Your feedback has helped us shine a light on:

- Making leaving hospital safer
- Access to NHS Dentistry
- Improvements to patient transport
- COVID-19 vaccine prioritisation for carers And much, much more!

Download the annual report to find out how your feedback has helped us improve services for everyone.

<https://www.healthwatch.co.uk/report/2022-02-03/our-annual-report-2020-21>

Healthwatch Lincolnshire In the Media

Healthwatch Lincolnshire makes the front page of the Spalding Voice. Dentists in care crisis -

<https://www.spaldingvoice.co.uk/dentists-in-care-crisis/>

Dean was on Stamford Greatest Hits radio promoting the Stamford Lakeside patient survey which was conducted to inform the CQC inspection,

Liz Ball, Healthwatch Steering Group Chair was interviewed on by BBC radio Lincolnshire and on the same day Dean was interviewed by BBC Look North and ITV calendar.

The interviews were in response to ULHT increasing their crisis level from a 'critical incident' to a major incident, since then it has been downgraded back to critical incident due to staff shortages.

For Information: A critical incident does not mean emergency care stops being provided, rather it is an alert to the wider system that the trust is under acute pressure and needs help, such as getting staff redeployed from elsewhere.

Dean was also interviewed by ITV in relation to the impact on local services because of the fire at Lincoln Hospital, fortunately the Accident and Emergency (A&E) Department at Lincoln County Hospital has reopened, following a fire in the early hours of Tuesday morning and the major incident has now been stood down.

Representation

In line with our core representation requirements, all meetings that were attended during the quarter were held virtually in response to the pandemic.

During this quarter Healthwatch have contributed to several meetings including:

- NHS Lincolnshire CCG - Governing Body, Quality Patient Experience Committee and 1:1 with Chief Nurse. At the CCG we have been able to raise several big issues and as a result CCG staff have been liaising with us to look at ways in which we can contribute and support their work, currently this includes reviewing patient access with GP Services
- Lincolnshire Surveillance Group
- Lincolnshire Outbreak Engagement Board
- Lincs System Influenza Oversight Group

- Lincolnshire Health Scrutiny Committee
- 4-way liaison meeting with HWBB, HSC, CQC and Healthwatch
- Health Protection Board
- ULHT Board
- Lincolnshire Partnership Foundation Trust, Council of Governors and 1:1 with Chief Nurse
- LVET – Voluntary Engagement Team, supporting the voluntary and community sector

Operational Representation:

- Cancer Board
- EMAS Patient Voice
- Patient Experience Group PXG (ULHT)
- HW England as part of Healthwatch week (Tackling Health Inequalities/ Accessible Information Standard Campaign 2022)
- LinCA Membership Group
- Service Quality Review LCC
- ULHT Patient Panel
- Voices for All Forum
- Wheelchair Users Forum

Oonagh gave a presentation to the LinCA Board Members to develop a better working relationship with Care Homes. Following this, the Involvement Officer will attend Member's meetings monthly between Jan and June 2022. Providing an opportunity to develop a better understanding and a 2-way conversation with Care Home Managers.

ULHT Patient Panel and Patient Experience Group – direct input via Patient Panel that feeds into the Patient Experience Group. Information given around: Mastaglia pathway, digital medical records, changes to follow up appointments, staffing concerns including recruitment and retention, complaints process, patient safety, communication issues and impact of longer waiting times for both follow up appointments/procedures. Regular updates on transformation of services to the Patient Panel and an opportunity to input into designs etc at a very early stage in development.

Training

We continue to roll out mandatory training for all new volunteers and employees. Annually we carry out a review of existing modules to ensure all required training areas are covered. All newly recruited staff and volunteers are required to undertake mandatory training.

As mentioned in the volunteering section, several volunteers have attended training relating to representation to become 'observer representatives' at external meetings.

Other training completed includes an in-house delivered course 'what makes a good funding application' and CPD courses continued.

Looking forward Apr – Jun 2022

Healthwatch Lincolnshire Annual Report 2022

As always, we will be sharing our Annual report in June, which is always a great opportunity for us to take a look back at what we have achieved over the last year as well as looking forward into the new year and annual planning.

Continuous Engagement

Onagh will be supporting HWLincs with a project between Feb–May 2022, working with the people and their carers who have learning disability and autistic diagnosis. Conducting face to face focus group – 3 groups of up to 10 people. We will be sharing the findings of this work when they are ready.

Social Care overview report

Over the past year, we received 56 comments regarding social care in Lincolnshire and its borders, The key themes in these cases were: poor communication, poor quality care, lack of support, financial issues and signposting. This report is awaiting an LCC response before publishing.

AIS Report

We will be sharing our findings from the survey and freedom of Information Requests (FOI) shortly.

ICS CQC Project – Integrated health and care – How well do health and care services work together?

Healthwatch Lincolnshire is working closely with the Care Quality Commission (CQC) to learn more about how health and care services are working together to best support our residents.

This includes public surveys, including a seldom heard group of those who have fibromyalgia, MS, ME and Epilepsy

Communications Report & Inequalities Report

These reports both highlighting public concerns with communications and inequalities in Lincolnshire are currently with the Lincolnshire CCG for responses to be included in the final report. In May 2022 Dean presented the finding to the Lincolnshire system group, who were very complimentary of the report and will be forming an action plan on how they can make sure that communication is meeting the needs of patients across the system.

So what? / Impact Report

Currently being produced this ‘So what?’ Report will highlight the main themes Healthwatch have been hearing from patients and Lincolnshire across 2021 and will include what is being done locally and nationally to improve these services. As well as an opportunity to share with the public our impact.

100 Voices – Mental Health Support

Working with LPFT our next 100 voices survey will look at people’s experiences whilst waiting for mental health care and treatment, currently in development.

Share your thoughts

You can help make health and care services better by sharing your experiences and ideas.

Healthwatch Lincolnshire, Rooms 33–35, The Len Medlock Centre, St George’s Road, Boston, Lincs, PE21 8YB. | 01205 820 892 | info@healthwatchlincolnshire.co.uk | www.healthwatchlincolnshire.co.uk |



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