

Healthwatch Lincolnshire Update Report – August 2023

Report covers the period April to June 2023

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Key Performance Indicators Overview

Under LCC monitoring we have 5 measured Key Performance Indicators (KPIs).
Currently 4 KPIs are Exceeding target, 1 Target on Track.

	KPI area	Comment
1	Number of people sharing their views and experiences with us on Health and Social Care in Lincolnshire. 1500 yearly target	Exceeding Target – 343 people have shared their views and experiences with us on Health and Social Care in Lincolnshire, 242 directly with our Information Signposting Team and additional 101 views shared through our surveys.
2	Number of people provided with information and signposting. 1428 yearly target	Exceeding Target – 1022 people have been provided with information and Signposting. 107 people have been provided with information signposting directly with the team and an additional 915 have accessed through the Information Signposting articles on our website.
3	Volunteer Hours – Target for year 1414 hours	Exceeding Target – 435 hours across volunteering. Healthwatch Volunteers, taking part in 69 activities, meetings, and events.
4	Number of people signed up to our Distribution list – Target for year 2000 people	Exceeding Target – 2255 people on our Distribution lists, 1,384 on our monthly Enews List, 83 on our media contacts, 187 Healthwatch Monthly Report list, and 601 on our groups, societies and other spreadsheet.
5	Website & social media stats – Target for year 42,027 website views Target for year 473,403 FB Post Reach	Target on Track 7,534 website Page Views, Facebook Post Reach 78,945 (Facebook reach is the number of unique people who saw our content)

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 22 – Dec 22	Quarter 2 Jan-Mar 23	Quarter 3 Apr-Jun 23	Quarter 4 Jul-Sept 23	Total
Annual target – 1500	387	1781	343		2511
					Exceeding Target

Exceeding Target – 343 people have shared their views and experiences with us on Health and Social Care in Lincolnshire.

101 people have shared their experiences with us through our surveys.

- 21 responses – Maternal Mental Health
- 80 responses – GP Referrals

Maternal Mental Health

In October 2022, Healthwatch England launched a national survey to gain insight into maternal mental health care – what is working well and what needs to be improved? We were only recently sent the local data and this report explores the findings from Lincolnshire, whereby 21 women shared their experiences.

- 18 out of the 21 experienced mental health difficulties during or after birth.

What's working well?

- 6/8 agreed that they were informed about the risks of taking medication for their mental health through pregnancy.

What needs to be improved?

- **Support for mental health needs**
 - 5/8 disagreed that the support offered allowed them to make informed choices about managing their mental health during pregnancy.
 - Half of the respondents did not know how to access maternal mental health services.
- **Timely access**

Timely access to support services is crucial in preventing symptoms from getting worse. In this very small sample, the longer it took to be seen correlated with symptoms worsening. Whilst waiting for support, respondents experienced a range of symptoms, including:

- Anxiety • Anger and rage • Being unable to leave the house • Suicidal thoughts • Unwanted and intrusive thoughts • Relationships breaking down • Struggling to care for others

- **Back to basics**

The data suggests that in some areas there is a need to go back to the basics which includes ensuring patients are listened to and involved in making decisions about their care.

- 8/21 agreed with the statement 'I felt staff listened to me', however, 8/21 disagreed with the statement.
- 10/21 agreed that they 'felt involved in decisions about my care' but 8/21 disagreed with the statement.
- 12/21 agreed that 'any concerns they had were taken seriously by staff' but 9/21 did not feel this way.
- 10/21 agreed with the statement 'I felt well informed about my care, including any procedures or interventions that took place during labour and childbirth', however, again 8/21 disagreed with this with the statement.

- **Labour and after childbirth**

- 13/21 reported that their experience of labour and childbirth negatively impacted their mental health.
- 3/21 did not have a post-natal check-up.
- For the 18 that did have a post-natal check-up, 11/18 said mental health and wellbeing was not mentioned at all and,

Read the full report here: <https://www.healthwatchlincolnshire.co.uk/report/2023-07-04/maternal-mental-health-may-2023>

GP Referrals 2023

Last year Healthwatch England commissioned Panelbase to conduct an online survey of two distinct groups who had an appointment with their GP practice in the past 12 months.

The two groups were:

1. Those who either expected or requested a referral for tests, diagnosis or treatment, but did not get one
2. Those who were referred for tests, diagnosis or treatment

The survey was conducted during October 2022 and Healthwatch England also sent it out via their networks. In total 2,144 people shared their views. 80 of those respondents were from Lincolnshire, we have only recently received the local data.

Those who either expected or requested a referral for tests, diagnosis or treatment, but did not get one – key findings

- Just over two-thirds (67% (16/24)) of respondents that failed to get a referral were repeat visitors i.e. they attended multiple appointments at their GP practice about the same symptoms/condition.

- 29% (7/24) of respondents had previously been referred for these symptoms/condition, but when back to their GP practice when their symptoms/condition returned/worsened, they did not hear anything further about the referral or their referral was cancelled.
- For 6 individuals, despite being advised by a healthcare professional outside of their GP practice that they needed a referral, they were not referred by the GP practice.
- 33% (8/24) believed the reason they did not get a referral was because their 'condition was not considered serious enough'.
- 30% (7/24) believed they were not given a referral due to only having a phone appointment with a healthcare professional.
- 1 in 4 (6/24) believed that not being referred was a consequence of not being listened to or taken seriously.
- All respondents experienced consequences as a result of not getting a referral:
 - 58% (14/24) suffered ongoing pain,
 - 50% (12/24) saw their symptoms or condition worsen,
 - 33% (8/24) faced further problems and complications.

Those who were referred for tests, diagnosis or treatment - Key findings

- 30% (17/56) of respondents had been referred previously for their symptoms/condition.

There were two reasons why these respondents went back to their GP practice: their symptoms/condition had worsened/returned or they did not hear anything about the original referral.

- Whilst 52% (29/56) of respondents got their referral on their first appointment,
 - 43% (24/56) were 'repeat visitors' meaning they had two or more appointments about their symptoms/condition.
 - 36% (13/36) of respondents were referred in less than a month after first going to their GP practice about their symptoms/condition.
 - However, for others it took months or even years.
- 60% (22/37) of respondents received confirmation that their referral had been accepted in less than a month. Though, others never received any confirmation that their referral had been accepted.
- Delays in the process resulted in 38% (21/56) seeking help from elsewhere:
 - 7 searched online,
 - 3 tried to get another appointment at their GP practice,
 - 3 called NHS 111,
 - 2 Went to a pharmacy, A&E or tried to contact the clinic directly.

- 89% (50/56) of respondents experienced consequences as a result of delays in the referral process:
 - 1 in 5 respondents (20% (11/56)) reported that their condition/symptoms got worse,
 - 13% (7/56) of respondents reported a decline in their wellbeing,
 - 11% (6/56) of respondents suffered ongoing pain,
 - 7% (4/56) reported increased costs or loss of income as a consequence of delays.
- 38% (21/56) of respondents were given information on why they were being referred.
- 1 in 5 (11/56) respondents were given information on how to manage their condition/symptom while waiting

Read the full report here: <https://www.healthwatchlincolnshire.co.uk/report/2023-07-04/gp-referrals-2023>

This quarter **242** people shared their views and experiences directly with us on Health and Social Care in Lincolnshire, through our information signposting team.

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

Urgent Treatment Centres (UTCs)

This quarter we received 26 comments about the UTCs throughout the county. The majority of the comments were complimentary of the centres. They praised:

- The staff for their care, kindness and respect
- The convenience and accessibility (as opposed to travelling to the main hospital sites) of the centres
- The timeliness and quality of the care provided

What are Healthwatch Lincolnshire doing about this?

All the positive feedback has been shared with LCHS and the individual UTCs.

In conjunction with the comments we have received about UTCs, throughout July members of the Healthwatch team and our volunteers conducted 'mystery shop' visits to all the UTCs in our county. The aim of these visits was to explore, for example, accessibility, cleanliness, communication and information provision between staff and patients. Each site was visited at least twice, and the results of the mystery shop will be published in the coming month.

Pharmacies

The comments we received about pharmacies related to the availability of medications and the lack of pharmacists, particular at some of the more rural pharmacies in the county. This resulted in some pharmacies being closed sporadically with patients either having to go back another day or being signposted to next available service (often miles away with limited transport links). Consequently, some individuals were left without their medication and one resorted to buying the medication online, both of which have the potential to cause harm.

What is Healthwatch Lincolnshire doing about this?

We are currently working with Community Pharmacy Lincolnshire to produce useful information and advice video, articles, and social media content.



Essential First Aid Kit Supplies for Every Home

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-07-11/essential-first-aid-kit-supplies-every-home>

Dental Services

We continue to hear from people who are struggling to access NHS dental care – both for adults and children. The only option for many continues to be to pay for private treatment. However, for the majority this is not a feasible option and is likely to exacerbate existing health inequalities. This is creating a dangerous cycle.



What is Healthwatch Lincolnshire doing about this?

Healthwatch Lincolnshire has played an active role in highlighting the lack of access to NHS dentistry in Lincolnshire at both a local and national level. In October 2022 we launched our campaign 'An NHS Dentist 4 all – Improving Dental Services across Lincolnshire' which ran until March 2023. The report published at the end of the campaign can be viewed on [our website](#) and includes patient experiences and suggestions on how to improve access to NHS dentistry in the county. Stakeholders such as Public Health at Lincolnshire County Council, NHS Lincolnshire Integrated Care Board, NHS England and Healthwatch England provided their response to the findings of our report and how they hope and plan to improve access to NHS dentistry in Lincolnshire.

We have been highly involved in supporting the production of the Lincolnshire Dental Strategy ensuring the public's perspective was included and considered at all times. This strategy sets out what needs to be done over the next three years to improve NHS oral health services and drive improvements in oral health across the county.

We were also thrilled to be chosen to present our evidence to the Health and Social Care Select Committee's inquiry into NHS dentistry. Our CEO, Sarah Fletcher, highlighted the concerns you have raised to us about NHS dentistry in Lincolnshire and the particular challenges our county face such as rurality. The evidence presented can be viewed [here](#).

Hospital Services

Many of the comments we received about hospital services during this quarter were case specific. However, waiting times and communication continue to be two areas of concern. The latter appeared to especially be a problem for those receiving care at hospitals out of the county. Individuals expressed their frustration at having to chase up appointments, test results and next steps. In some cases, individuals felt they were passed from 'pillar to post', unable to get their answers. Concerns were also expressed around waiting times for appointments, with several individuals not receiving confirmation of referrals made before the beginning of the pandemic.

What is Healthwatch Lincolnshire doing about this?

Where consent was given, our Information and Signposting Officers contacted the relevant services on the patient's behalf. This resulted in services contacting patients to confirm their appointments or discuss the next stages of their care. Where consent was not given, patients were signposted to relevant support to do this themselves should they wish.

We also continue to raise these issues to the various committees we sit on.

Target 2 – Number of people provided with Information and Signposting

Number of people provided with information and signposting	Quarter 1 Oct 22 – Dec 22	Quarter 2 Jan-Mar 23	Quarter 3 Apr-Jun 23	Quarter 4 Jul-Sept 23	Year to Date Total
Annual target – 1428	1327	951	1022		3300
					Exceeding Target

Exceeding Target – 1022 people have been provided with information and Signposting. **107** people have been provided with information signposting directly with the team and an additional **915** have accessed through the Information Signposting articles on our website.

Top website Information Signposting Articles this quarter

- 1. 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>
- 2. Help making a complaint**
<https://www.healthwatchlincolnshire.co.uk/help-making-complaint>
- 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. What is adult social care?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-03-21/what-adult-social-care>
- 5. What to expect after a dementia diagnosis**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-05-23/what-should-you-expect-after-dementia-diagnosis>
- 6. What is a GP referral and how can you get one?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-09-15/what-gp-referral-and-how-can-you-get-one>
- 7. Where can I go for support for my mental health as a new parent?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-04-29/where-can-i-go-support-my-mental-health-new-parent>
- 8. Support and treatment for long covid**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-05-24/support-and-treatment-long-covid>
- 9. How can your pharmacy help you?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-07-29/how-can-your-pharmacy-help-you>
- 10. Using tech to monitor your health at home – what can the NHS learn?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-04-29/using-tech-monitor-your-health-home-what-can-nhs-learn>

Quarterly Impact Case Study

You Said... Our neighbour was taken by ambulance to Grimsby Hospital in early February after we rang 999 due to them collapsing in severe pain in their back and chest. Patient request to chase blue badge with the Wellbeing.



Healthwatch did.. Healthwatch was able to liaise with the Wellbeing service and share the carers case.

Carer said – *“Neighbour has been allocated a blue badge and it is on it's way to them. Has also had GP Surgery ring them and offer an appointment, saw a GP and they arranged for them to have scans done. Overall , a fantastic result. Well done, thanks very much for your efforts.”*

You said... The patient has a number of health conditions. But has informed them that a referral to endoscopy or scans will not be done as only had them a year ago. Although vomiting has calmed down slightly, the abdominal pain is still present. Had thought about presenting at A&E, as they have choking feelings all the time. Gastroenterologist at Lincoln County Hospital, whom they were previously under had said to refer back if any problems.

Healthwatch did... At patient request Healthwatch made contact with the Practice Manager

Practice Manager said – *Apologies. the Dr doesn't work in a Wednesday. They are back in tomorrow. As they have been dealing with this patient, for continuity, it has been assessed as being able to wait until Dr is back on duty tomorrow.*

Patient – *Dr has rang and spoke to me. Thank you so much. They have decided they want surgery for my hernia because that is a big part of it. The Dr also apologised for not getting back. I have now been referred to Gastroenterologist as well, as things are not getting any better and prescribed supplements. So once again thank for helping me.*

Target 3 – Volunteers

Volunteer Hours	Quarter 1 Oct 22 – Dec 22	Quarter 2 Jan 23 – Mar 23	Quarter 3 Apr 23 – Jun 23	Quarter 4 Jul 23– Sept 23	Year to Date Total
Annual target – 1414 hours	506	326.75	435		1267.75
					Exceeded Target

Exceeding Target – 435 hours across volunteering in the last quarter. Healthwatch Volunteers, taking part in 69 activities, meetings, and events. 51 specific Healthwatch activities and 241 hours.

Update from our Volunteer and Membership officer Simon Parker.

It has been a busy period for volunteers with Enter and View training for 6 volunteers, followed by 3 weeks of Mystery Shopping visits to the county MIUs and UTCs. Volunteers have also been supporting “Colins Story”, an NHS display in a Lincoln shopping centre showing the story of hospital to home. Volunteers engaged with members of the public and ensure the display was kept topped up with various leaflets and feedback forms. The Enter and View team will soon be engaged with care home visits. We currently have 32 volunteers plus 9 Trustees (2 due to stand down shortly). A volunteer recruitment drive will soon start to hopefully help fill some of our “gap areas”. The Readers Panel have been very active proofreading various Healthwatch reports. In May volunteers were active in supporting “Dementia Week” attending a conference, supporting a market stall and attending local dementia meetings.

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	Quarter 3 Apr 22 – Jun 22	Quarter 4 Apr 22 – Jun 22	Year to Date Total
Target for year 2000 people	2217	2238	2255		2217
					Exceeded Target

Exceeding Target – 2228 people on our Distribution lists, **1367** on our monthly Enews List, **83** on our media contacts, **187** Healthwatch Monthly Report list, and 601 on our groups, societies and other spreadsheet.

We will continue to build our existing lists of community groups/contacts to build the distribution list through our engagement and help from 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

	Quarter 1 Oct 22 – Dec 22	Quarter 2 Jan 23 – Mar 23	Quarter 3 Apr 23 – Jun 23	Quarter 4 Jul 23 – Sept 23
Website Page Views	9,719	7,167	7,534	
Facebook Post Reach (Facebook reach is the number of unique people who saw our content)	25,192	79,246	78,945	
Facebook Engaged Users (The number of unique users who engaged with the page and/or content, including clicking links reactions and comments)	825	1916	(This data is no longer available through Facebook)	
	Target on Track	Target on Track	Target on Track	Target on Track

Across this quarter we have seen 7,534 website page views. We have reached 78,945 people on Facebook.

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

Engagement Activities: April to June 2023

Ongoing Engagement Activities with Volunteer Support

- 28 April Veterans Open Day, Spalding
- 10 May 2023 All About Me Conference, Boston
- 6/15 May 2023 EMAS Patient Panel to Notts and Lincs Air Ambulance, Lincoln
- 18 May 2023 Alzheimer's Society Conference (online)
- 15 June 2023 Better Births Event, Gainsborough
- 16 June 2023 Opening of 2 new Mental Health Wards, Lincoln County Hospital

Ongoing: identification of opportunities for Volunteer opportunities within the local community and to liaise with Volunteer and Members Officer to feed into ongoing community engagement across the county.

New Development in Rural Communities

Making a connection with LCC Mobile Library Services and Home Library Services: Opportunity for HWLincs / Healthwatch Volunteers to meet the library Team out on the road and travel to the remote villages on their routes to talk/ listen to residents in these locations. To raise awareness of Healthwatch and collect shared experiences of health and care.

Pending start date: waiting for confirmation from Library Team about routes / locations. Distribution of HW leaflets through Home service team. Potential for Outreach for Signposting and Advice.

Update: Volunteer Officer has made contact with Library Team and will provide potential routes for Healthwatch Volunteers to join their team from Sept 2023

Engagement and Involvement Activities (Involvement Officer)

Seldom Heard Community

- 3 April 2023 Lincolnshire Veteran Network (facilitated by Every-one)
- 6 April 2023 County Care Adults with LD Listening Clinic
- 14 April 2023 Connect Friday Stamford Adults on Low Incomes / poor literacy and numeracy skills / unemployed and homeless
- 18 May and 25 May 2023 CQC Digital Exclusion Project – focus group (young families) Boston survey / 1:1 interviews

- 18 May 2023 COPD Support Group, Spalding
- 22 May 2023 Lincolnshire Veteran Network Meeting
- 31 May 2023 Social Prescribing Group, Spalding
- 5 June 2023 Blind Veterans Support Group
- 6 June 2023 Open Day at Thistles Garden Centre for Adults with LD
- 8 June (briefing), 28 June (disability) 6 July (EAL / BAME), 24 July (military) Family HUBS Programme

Main Themes emerging: access to accessible information, access to NHS dentists and face2 face appointments with clinicians at primary care level, lack of communication with patients. Sourcing timely support for people living with dementia and other long term conditions.

General

- 17 May 2023 Patient Panel and Reference Groups time Out Day, ULHT
- 1 June 2023 Governors PEC Patient Experience Group, Queen Elizabeth's Hospital, Kings Lynne, HW Norfolk (online quarterly)
- Mystery Shop Activity across LCHS, UTCs 6 sites (Boston, Lincoln, Louth, Gainsborough, Spalding, Skegness)
- 4 July Judging the Team LPFT Nominations
- 11 July Boston Community Leaders Meeting (bi monthly)

Representation

- Patient Panel ULHT (monthly)
- Patient Experience Group, ULHT (quarterly)
- EMAS Patient Voice (quarterly)
- Service Quality Review – Adult Social Care LCC (monthly)
- Our Shared Agreement (monthly)
- Active Lincolnshire EDI Group (quarterly)
- Co Producing Health and Care in Lincolnshire

Other

- LPFT Breakaway Training opportunity to have the training with LPFT Staff and advocates from VoiceAbility. Joined by one Volunteer who is part of the E+V Volunteer Team.

YourVoice@healthwatch Planning: Event in Partnership with LCC

Theme: What is social care? Information, advice and signposting

Venue: The Storehouse, Skegness

Guest Speaker: Afsaneh Sabouri, Assistant Director of Adult Frailty and Long-Term Conditions, Lincolnshire County Council

Healthwatch Lincolnshire is pleased to announce we are working in partnership with the Adult Social Care Team, Lincolnshire County Council and our next YourVoice@Healthwatch is to be held on Monday 7 August 2023 as a face to face Event, with all encouraged to attend.

Our invited Speaker is Afsaneh Sabouri, Assistant Director of Adult Frailty and Long-Term Conditions, Lincolnshire County Council.

The FREE event will provide members of the public with a chance to see and hear first-hand from an expert Panel and meet other people interested in finding out about "What is Social Care?" with lots of opportunities to Signposting and Advice about social care.

A Market Place will also take place, with a number of stands from different organisations who will be on hand to give an insightful chat on their resources and services.

There will be opportunities to network and meet key service providers in addition to hearing the latest information from the Panel of Experts.

Enter and View

Enter and View Visit: Glebe House, Caistor April 2023

Following a meeting between Healthwatch Lincolnshire and Contract Team, Glebe House was identified as a home that would benefit from a Healthwatch Enter and View Visit. The focus was on the food and menu choices for the service users. Visit was arranged for Mid April (Healthwatch Involvement Officer and one Authorised Representative). Survey was designed for both service users and staff. 10 staff completed the survey and 10 service users were interviewed. Report can be read here: <https://www.healthwatchlincolnshire.co.uk/report/2023-07-28/glebe-house-enter-view-report>

Joint Enter and View Visit with Healthwatch Rutland

Healthwatch Involvement Officer and one volunteer supported our colleagues from Healthwatch Rutland in an Enter and View Visit to Stamford Minor Injuries Unit during March 2023. Patients completed a pre and post visit survey. Report written and published by Healthwatch Rutland April 2023.

Mystery Shopper Activity and Enter and View Visits: Urgent Treatment Centres (UTC) LCHS

Following successful meetings with LCHS Patient Experience Team and Urgent Treatment Management Team (April and May 2023) it has been agreed that Involvement Officer will organise an opportunity for the newly trained volunteers to undertake Mystery Shop Activity across a number of UTCs in Lincolnshire e.g., Boston, Gainsborough, Lincoln, Louth, Skegness and Spalding. Dates over a 2-3 week period covered the 6 sites started end of June / beginning of July. Volunteer support given to collate the data by end of July and report is being written. Approximately 25 individual Mystery Shop Activities completed by a team of 2 HWL Officers and 7 Volunteers. Report to be available September 2023

Representation

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

During this quarter Healthwatch have contributed to several meetings including:

- Lincolnshire ICP & Health and Wellbeing Board
- Lincolnshire ICB- Board, Quality Patient Experience Committee and 1:1 with Chief Nurse.
- Lincolnshire Surveillance Group
- Lincolnshire Outbreak Engagement Board
- Primary Care Commissioning
- Primary Care Quality and Performance
- 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:

- EMAS Patient Voice
- Patient Experience Group PXG (ULHT)
- LinCA Membership Group
- Service Quality Review LCC
- ULHT Patient Panel
- Voices for All Forum
- Wheelchair Users Forum
- Healthwatch England Engagement Leads Sessions
- ULHT Patient Panel
- Lincolnshire Veteran Network and Veteran Network

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 Jul – Sept 2023

NEW – Healthwatch Information and Advice – Outreach

Healthwatch Lincolnshire Information Signposting Team will be doing an Outreach Clinic in a number of areas across Lincolnshire so the community can access us face to face.

Our first one will be at the Alford Hub, where we look forward to seeing the residents of this local area. We can provide information and guidance to the public and record your comments, be they good, or not so good we are happy to have a chat.

- Alford Hub – 15th August – 10:00 to 15:00
- Spalding Council Offices – 23rd August – 10:00 to 15:00
- Citizens Advice Grantham – 4th September – 10:00 to 15:00

Book by calling 01205 820 892 or emailing info@healthwatchlincolnshire.co.uk

Enter & View

Planned Enter and View from July 2023

After completing our mystery shopper activity in the A+E Departments at Lincoln County, Pilgrim, and Grantham Hospitals the report is available [here](#).

Oonagh has also supported LPFT with visits into mental health inpatient wards and is working with a Learning Disabilities Care Home to visit and focus in on the resident's involvement with meals and what they eat.

We will also be making visits across Lincolnshire Urgent and Minor Injury units. We are also busy working with Lincolnshire County Council to plan our care home enter and view activity.

Care Homes: Adult Social Care, LCC

Following a successful meeting with Ed Baker Contracts Manager Adult Social Care, LCC it has been agreed that 2 or 3 (depending on capacity) Enter and View Visits will be undertaken from July 2023 to Care Homes each quarter. The Contract Team LCC will provide a list of Care Homes on the low risk register that have not been visited within the last 6-9 months for us to arrange visits to. Healthwatch Lincolnshire and the Contracts Manager have set up regular monthly meetings to discuss progress, identify themes and care homes.

Healthwatch Involvement Officer will approach the LinCA membership to give a short presentation to the Care Home Managers about what Enter and View is and how this can support them as well as give us valuable insight into a harder to reach community. There is still a bit of misunderstanding from the care homes about what an E+V is and to reassure them that is NOT an inspection. Waiting for confirmation of date to do presentation but expected within the next few months.

Community Mental health

We want to gather the views and experiences of people who are, or have experienced, poor mental health within Lincolnshire, and to understand the problems experienced by people using mental health services, as well as looking to understand the challenges faced by staff working within mental health services. We will look to share our findings and offer recommendations for the providers of local NHS services based on our findings, in order to improve mental health services for the people who need it.

So what? / Impact Report

We will once again this year produce our 'So what?' Report which will highlight the main themes Healthwatch have been hearing from patients and Lincolnshire across 2022/23 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.

Annual Plan Oct 23 – Sept 24

We will launching our Annual plan for the next contract year (Oct 23 – Sept 24) where we will outline our priorities for the new year and how we will involve the Lincolnshire public.



healthwatch

Lincolnshire

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