

Healthwatch Lincolnshire Update Report – August 2022

Report covers the period April to June 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 Targets 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 – 1226 people have shared their views and experiences with us on Health and Social Care in Lincolnshire, 826 through the CQC ICS work, 59 through the AIS survey and 341 directly with our Information Signposting Team.
2	Number of people provided with information and signposting. Target 357 per quarter	Exceeding Target – 704 people have been provided with information and Signposting. 138 people have been provided with information signposting directly with the team and an additional 566 have accessed through the Information Signposting articles on our website
3	Volunteer Hours – Target for year 1414 hours	Target on Track – 344.75 hours across volunteering. Healthwatch Volunteers contributed 129.75 hours of volunteering, taking part in 24 activities, meetings, and events.
4	Number of people signed up to our Distribution list – Target for year 2000 people	Exceeding Target – 1953 people on our Distribution lists, 1181 on our monthly Enews List, 81 on our media contacts, 160 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 9,569 Website Page Views Facebook Post Reach 133, 900 (Facebook reach is the number of unique people who saw our content) Facebook Engaged Users 3967 (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	Quarter 3 Apr-Jun 22	Year to Date Total
Annual target - 1500	412	1726	1226	3364
				Exceeding Target

Exceeding Target – 1226 people have shared their views and experiences with us on Health and Social Care in Lincolnshire, **826** through the CQC ICS work, **59** through the AIS survey and **341** directly with our Information Signposting Team.

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

- 100% of all patient experiences logged with us are closed or resolved, this also exceeds the target of 85%
- 131 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:

Services for those with Autism and Learning Disabilities: Concerns were raised over the lack of support and local services. However, we also did receive many comments praising professionals and services for being accommodating towards those with Autism and Learning Disabilities.

Key Themes

- Professionals had a poor understanding of Autism and Learning Disabilities
- Lack of understanding shown to the patient
- Difficulties accessing services and support
- Lack of services and support available
- Long waiting times for support
- Poor transition between childhood and adult support
- Praise for professionals who were kind, patient and understanding and who allowed patients to ask questions

What is Healthwatch Lincolnshire doing?

This information has been shared with the Care Quality Commission (CQC) and will be used to regulate services. This is to ensure that services are driven by people's needs and experiences, focusing on what's important to people and communities when they access, use and move between services.

Dental services: We continue to hear from individuals who are struggling to access NHS dental services throughout the county.

Key Themes

- Lack of NHS provision
- Lack of NHS treatment - NHS practices are able to offer private treatment, however, this is not a feasible option for the majority
- Patients being removed from waiting lists

Issues with NHS dental services continue to persist throughout the county. We continue to frequently hear from individuals who are struggling to find an NHS practice taking on new patients. It is very common to hear of cases where individuals have contacted over 10 different dental practice with none of them taking on new patients. For those who are able to join a waiting list, the waiting time for an appointment is often 12 to 18 months long. In the past month, we have heard of several cases where practices have closed their waiting lists.

However, for many individuals they need treatment now and these waiting times are leaving individuals in considerable distress and pain. Strangely, often at the same NHS practice, patients are able to get treatment sooner if they pay for private treatment. Although, for many this is simply not an option. Furthermore, as time has gone on, individual's oral health has deteriorated further, leaving them needing more treatment.

Worryingly, in the last month, we have heard from several individuals whose NHS dental practice has now turned into a private practice, leaving even more Lincolnshire residents without NHS dental care.

What is Healthwatch Lincolnshire doing?

We share and echo your concerns around NHS dental services in Lincolnshire. In meetings with service providers, we continue to challenge them on NHS dental services in our county and push for change. We also continue to raise the profile of the issue, which has resulted in our local MPs raising the issue at a national level.

GP services: Access to appointments and lack of face-to-face appointment continue to be issues raised to us.

Key Themes

- Access to appointments
- Lack of face-to-face appointments
- Isolated cases of poor-quality care
- Difficulties registering with a GP in the Alford area persist
- Comments on Lakeside Stamford's CQC inspection

We continue to hear from patients who are struggling to access appointments at their local medical centre. This is due to several reasons including: patients being unable to get through to the practice on the phone, once they get through there are then no appointments available and digital services such as askmyGP being turned off early in the morning. For those individuals who are able to get appointments, many wished they had been face-to-face appointments as they felt the query could not be dealt with over the phone. Additionally, we continue to hear of isolated cases of poor quality care.

We continue to hear from patients in the Alford area who are struggling to register with a GP practice and comments regarding Lakeside Stamford's recent CQC inspection.

What is Healthwatch Lincolnshire doing?

For those with concerns of access to appointments and poor quality care we direct individuals to their local practice manager who should address these concerns. We continue to signpost individuals in the Alford area to other GP practices in the area taking on new patients.

Hospital services: reduction in local services, issues with communication and care.

Key Themes

- Lack of local services
- Transportation to services
- Poor communication
- Poor quality care

We heard from individuals who were concerned over the reduction and lack of services in the county. As a result, individuals were worried about the consequences of having to travel long distances to access emergency care. Furthermore, for those who have to travel out of county for planned care, they often struggled to arrange patient transport to attend appointments. In some cases, arranged transportation was often cancelled at short notice, meaning people missed vital appointments they had waited months for.

Additionally, for those who received care in other counties, they often found their discharge back into the county and subsequent support to be very poor. There was also poor communication between services in and out of county. However, we also continue to hear instances of poor communication between services, departments, and patients in the county.

Integrated Care System

Over the past few months, many of the comments we received related to our project on the Integrated Care System (ICS) with the Care Quality Commission (CQC). The project sought to understand how health and care services are working together to support Lincolnshire residents. We were especially keen to hear how services worked together for individuals with the following four conditions:

- Fibromyalgia
- Myalgic Encephalomyelitis
- Multiple Sclerosis
- Epilepsy

All the experiences shared by individuals with these conditions, shared the same nine key themes.

Key Themes

1. Patients want to be listened to and believed
2. Clinicians should have a better understanding of the conditions
3. Clinicians should show patients more understanding
4. Patients want to be treated holistically
5. Clinicians should acknowledge the impact these conditions have on daily life
6. Patients do not want to be just left without support after being given a life changing diagnosis

7. Better communication and information sharing between services
8. Support to be available and for it to be within the county
9. An information and resources hub to be created

Many shared their frustration that clinicians, particularly GPs, did not believe their condition was real and that their symptoms were just in their head. Patients really have to fight for a diagnosis and subsequent support. For those who had received a diagnosis, especially for fibromyalgia and ME, they were often left with no support. Being diagnosed with such a condition has a negative effect on both physical and mental health and daily life, which many felt was not acknowledged. Often left to their own devices, patients look for support themselves, however, it is challenging finding relevant information. As a result, individuals called for both a physical and virtual, up to date information and resources hub.

For those who were signposted to extra support, they often felt they were passed from service to service, with no one taking accountability for their care. Furthermore, communication and information sharing between services was poor, with medical notes not being shared and individuals having to repeat their story at each service. Consequently, patients called for a case manager who could oversee their care and be a specialist individual they could direct their concerns to. Finally, any support that is available is often not local, with individuals having to travel vast distances in the county or even out of county. This can be incredibly daunting for anyone, but especially if you are experiencing flare ups in your symptoms.

Whilst sadly the majority of experiences were negative, we did hear of some positive cases where GPs and specialist clinicians successfully support individuals living with fibromyalgia, MS, ME or Epilepsy. Interestingly, the factors that made these experiences positive were the same as those highlighted by individuals who had negative experiences as being vital to improve care.

Read the full report here: <https://www.healthwatchlincolnshire.co.uk/report/2022-07-04/care-quality-commission-integrated-care-system-brief-report>

Accessible Information Standard: in April 2022 as part of the Healthwatch England campaign: YourcareYourWay, we conducted a survey to gain insight into how well our local NHS services were delivering the Accessible Information Standard (AIS). We heard from 58 people who had a range of health conditions including a sensory impairment and/or learning disability.

Key Findings

- Many individuals struggled to understand some, or all of the information provided to them about their healthcare
- 41% of respondents had asked for additional support to understand such information and to contact and communicate with services
- Worryingly, as a result, only 1 person felt they got the support they needed
- 22% did not realise that they could ask for support, so never asked
- Alarming, 24% of such requests for support had been refused
- This lack of support resulted in individuals not being able to contact the services they needed and missing out on important information. All of which affects mental health and wellbeing
- Issues with communication affected GP and Hospital services the most
- Previous experiences of asking for help, affected whether individuals asked for support

- 51% felt the way health and care services communicate with them had got worse since the COVID-19 pandemic

As part of this work, we also sent Freedom of Information requests to ULHT, LPFT and LCHS. LPFT and LCHS identified no barriers to complying with AIS and followed the recommended guidance for patients who needed additional support. We received no response from ULHT.

The report is currently with our readers panel Volunteers and will be published in August.

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	Quarter 3	Year to Date Total
Annual target – 1428	369	554	704	1627
				Exceeding Target

704 people have been provided with information and signposting. **138** people have been provided with information signposting directly with the team and an additional **566** have accessed through the Information Signposting articles on our website.

During this period there were 54 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, many NHS practices only registering on a waiting list or private options:-

Comments received by locality

East = 16 South = 3 Southwest = 8 West = 13 Unknown area = 9

Out of Area = 5 (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. NHS 111 information provided to these patients in case they experienced pain or swelling whilst waiting to get on an NHS dental list.

There were 10 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.

Also, during this period 75 Lincolnshire residents raised concerns via a survey undertaken on behalf of CQC relating to Fibromyalgia, Multiple Sclerosis and Myalgia Encephalomyelitis (ME).

Comments received by locality

East = 18 South = 13 Southwest = 5 West = 9 Unknown area = 30

The main findings included:-

- Not being listened to
- Lack of communication and no information available
- GP not understanding their condition or knowing of their condition.
- Communicating between each other and not expecting the patient to do all the chasing and ringing around
- It would be very useful if the health professionals have an awareness of services within Lincolnshire

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. 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. Help making a complaint

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

4. 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>

5. Where can I go to get help for my health out of hours?

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-04-14/where-can-i-go-get-help-my-health-out-hours>

6. What is long Covid?

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-05-24/what-long-covid>

7. Information on Coronavirus – UPDATED 13/03/2020

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2020-03-13/information-coronavirus-updated-13032020>

8. 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>

9. Support and treatment for long covid

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-05-24/support-and-treatment-long-covid>

10. 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>

Quarterly Impact Case Study

Andrew (not real name) commented they required a 3 monthly repeat prescription for a specific toothpaste, which is working very well, unable to get this without a prescription from a dentist, has no concerns about the treatment or the staff, all have been wonderful. But Andrew will now need to go into the Practice to collect. If they lived locally this would be fine, however this will mean a 30+ mile round trip to collect the prescription and then to go to the pharmacy to collect.



Patient asks currently is this correct, why not via post? or electronically to the pharmacy?

Healthwatch asked the question of NHS England and Practice Manager

NHS England responded - In the case of high strength fluoride toothpastes and practitioner can prescribe six 51g tubes at a time for patients. This number of tubes of toothpaste would normally be given to people with such conditions as dry mouths, high decay rates and sensitivity / tooth wear. This type of cohort of patients would also normally require more regular recall intervals in order that their condition be monitored and as such six tubes of toothpaste would last them in between visits.

Andrew has now been prescribed 6 tubes which they will collect when having a 6 monthly check-up, so does not need to travel unnecessarily.

“Thank you, Julie, hopefully this will make a difference to others as it has for me.”

Target 3 – Volunteers

Volunteer Hours	Quarter 1 Oct 21 – Dec 21	Quarter 2 Jan 22 – Mar 22	Quarter 3 Apr 22- Jun 22	Year to Date Total
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Annual target – 1414 hours	400.5	512.5	344.75	1257.75
				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 reports such as the Healthwatch Annual Report. 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 344.75) 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 continues to create difficulties with volunteer activities but expect this to improve from July 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	Quarter 3 Apr 22 – Jun 22	Year to Date Total
Target for year 2000 people	1523	1968	1953	1953
				Target on Track

1953 people on our distribution lists, 1181 on our Monthly Enews List, 81 on our media contacts, 160 Healthwatch Monthly report list, and 531 on our groups and societies spreadsheet. An overall decline was due to some unsubscribes from our Enews and cleaning of the list.

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	Apr – Jun 22
Website Page Views	7,477	8,423	9,569
Facebook Post Reach	143,165	130,581	133,900

(Facebook reach is the number of unique people who saw our content)			
Facebook Engaged Users (The number of unique users who engaged with the page and/or content, including clicking links reactions and comments)	2274	5346	3967
	Target on Track	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

YourVoice@Healthwatch Public Event:

A Review Meeting was held by the Working Group in April 2022. The following decisions were made:

- **Planning Meeting** to be held on 22 June 2022 to discuss: date / timings / format of a large face to face Event e.g., Panel / Theme and combine it with HSG in public / launch of Healthwatch Annual Report / venue and location.
- **Consideration:** change of date from 19th Oct to 26th October (HSG meeting) to be noted that this is during half term week and size of venue with multipurpose use
- **Combine the YourVoice@Healthwatch Event with presentation of the Healthwatch Annual Report**
- Venue booked for 26 October 2022 and Event to take place at the Storehouse, Skegness. **Theme confirmed as:** Your Health and Care Services in Lincolnshire with a round table discussion (rather than a Panel), a Market Place, invited Guests (Panel) and a community activity (such as a choir). The Event will start with the launch of the Healthwatch Annual Report (Chair of Healthwatch Steering Group (HSG) / Healthwatch Contract Manager).

Promoting Healthwatch

Harder to Reach Communities

There has been ongoing Contact with groups - Informal Presentations to community groups (virtual / face to face): e.g., Traveller Community / Sensory Impairment / Veterans / Fibromyalgia Support Groups / LVCS Community Information Hubs / Methodist Faith Groups / National Engagement Conference / Good Neighbourhood Scheme Spalding area / Wheelchair Users Forum / Parish Councils (ELDC area) / Community Leaders Network Group Boston area and some targeted Patient Participation Groups (PPGs). 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. 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)

General Engagement Activities:

Develop a Programme of Enter and View (E+V)

Enter and View A focussed engagement tool as part of the Annual Plan.

We held an initial Overview Training Session for Volunteers interested in participating in the Enter and View Programme. Open to all Volunteers and supported by 3 members of staff. Involvement Officer to lead the Enter and View going forward with support from Volunteer and Members Officer and Healthwatch Contract Manager. 8 Volunteers attended with 3 staff and training provided inhouse by Partnership and Development Manager (HWLinCs). Volunteers to provide DBS checks and photographic ID.

Further training will be offered to Volunteers to have targeted focus on themes, paperwork and progress of planned visits to named services or closed environments.

Attended Championing Access: Your Health and Care Summit Healthwatch Peterborough and Cambridgeshire (7 July 2022).

Rural Communities

Desktop research completed supported by Volunteers. During Summer months developed connections with named key community groups in 6 areas around the county. **Focus on 6 areas** in Lincolnshire.

To reach and engage Frontline Staff

Through a number of networks already in existence build on working relationships by: Utilising existing networks, staff communication teams in LCHS / LPFT / ULHT, Health and Social Care Departments, Bishop Grosseteste University and Lincoln University. Identification of "gaps", opportunities to influence change in Health and Social Care.

Primary Care networks / LinCA Membership meetings.

Development of ongoing engagement directly with care homes (staff and residents / carers / families).

On Hold – to discuss with new Volunteer and Membership Officer.

Key Findings: challenges in recruiting staff and then retaining them, development of staff and ongoing training opportunities. Reduction in the number of nursing beds within Lincolnshire and deregistration of homes from nursing to a care home.

Accessible Information Standard focus on sensory loss Healthwatch England National Campaign

Contact made with Lincolnshire Sensory Services / South Lincs Blind Society / Lincoln Blind Society / Carers First / LPCF

What happens next: Attend face to face session(s) with sensory loss residents and gather feedback booked session with group in April to June 2022. Record findings and input onto IMP.

Healthwatch Lincolnshire giving back..

Giving Back Day at The Butterfly Hospice, Boston on Tuesday 17 May 2022 from 10:00am – 3:00pm, the Healthwatch team along with HWLincs colleagues (Sarah, Pam, Julie, Emma, Oonagh, Dean, Tom and Hannah) spent a lovely day at the Butterfly Hospice in Boston where we were made to feel very welcome. Team A spent the time tackling the “flat pack” challenge and were able to put together several items (lamps, trolleys, tables and chairs) to furnish the new Therapy Pods in the grounds. Meanwhile, Team B spent a lovely few hours weeding and tidying up the front garden area. The Hospice provided a lovely homemade cake for us to enjoy at our mid-morning break. The weather was very kind to us with a day of sunshine.



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
- 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)
- 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
- Bishop Grosseteste University Health and Social Care Students (1st and 3rd Year)
- Lincolnshire CCG Network Event
- Primary Care Network Event

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 July – September 2022

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.

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 findings 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.

Annual Plan Oct 22 – Sept 23

We will launching our Annual plan for the next contract year (Oct 22 – Sept 23) where we will outline our priorities for the new year and how we will involve the Lincolnshire public.

Seldom Heard Voices Report

A review report will be created looking at our seldom heard engagement and what these different groups have to say in terms of Health and Social Care in Lincolnshire including the challenges as well as sharing what works well.

GP referrals to Hospital services – Healthwatch England

Getting a referral from GP teams to other services is the missing link.

So Healthwatch England will be launching a national survey in August to collect people's experiences of trying to get a referral. We will be getting involved and sharing the survey questions and collect local insights.

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 |



healthwatch Lincolnshire

Healthwatch Lincolnshire
Rooms 33-35
The Len Medlock Centre
St Georges Road
Boston
Lincs
PE21 8YB

www.healthwatchlincolnshire.co.uk
t: 01205 820892
e: info@healthwatchlincolnshire.co.uk
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