



HWL Update July 2019: Communication

Abbreviations Used:

HWL	Healthwatch Lincolnshire
HWE	Healthwatch England
CCG	Clinical Commissioning Group
LCC	Lincolnshire County Council
NHSE	NHS England
STP	Sustainability Transformation Partnership / Plan

Healthwatch Charity News

Annual General Meeting: Tuesday 3 September 2019 to be held in Sleaford

Guest Speaker Glen Garrod on adult care

Promotional Materials	We have a range of promotional materials including: HWL Public Leaflet, Signposting and Advice and Volunteering and leaflet holders. Contact us directly to receive any information. info@healthwatchlincolnshire.co.uk
Escalation Papers	<p>Current escalation and areas of interest for Healthwatch</p> <ul style="list-style-type: none"> • 8 day removal of patients from GP list • Autism - consideration of CCG reply • The Sidings retirement of 2 GPs and care taking arrangements by LCHS • Louth Carlton and Manby wards, bed/chair provision - update from LCHS • Primary Care; reception and attitudes of staff, provision of extended services and payment for temporary residents - consideration of CCG responses • Skellingthorpe branch surgery proposed closure • New wheelchair loan service provider • New pain management service provider

	<ul style="list-style-type: none"> • Sleep Apnoea Service - update of concerns raised and response from ULHT • Ophthalmology service - update of service review by CCG • Performance of A & E, Cancer • EMAS • Mental health • TASL
<p>News Items</p>	<p>Publication of the HWL Annual Report is now available through our website https://www.healthwatchlincolnshire.co.uk/report/2019-06-30/hwl19-our-annual-report-201819</p> <p>If you require a different format, please get in touch with Pam Royales PR and Admin tel: 01205 820 892 or email info@healthwatchlincolnshire.co.uk</p> <p>NHS Long Term Plan HWL supported consultation around the plan and the report has been produced and shared with both the commissioning and STP system stakeholders. Messages from this document will be distributed into the public domain.</p>
<p>Volunteer Activities</p>	<p>Operational Volunteers - those engaging with the public (community listeners), reader panel volunteers and volunteer administration.</p> <p>Strategic Volunteers - those involved in Healthwatch Lincolnshire Board, Committees and representation at external meetings.</p> <p>Engagements have included with over 500 hours of volunteer hours:</p> <ul style="list-style-type: none"> 26 GP Surgeries 7 Healthwatch Lincolnshire Project Events 4 Reader Panel Activities 3 Hospital Engagements 2 District Councils 1 Enter & View Visit <p>Healthwatch Lincolnshire are starting a programme of more targeted engagement in clinics around the county. These will include Ophthalmology, Rheumatology, Breast Cancer Clinics and potentially Pain Clinics.</p> <p>3 volunteers have been trained as Speaker Ambassadors to support the Engagement Officer to deliver informal talks and presentations to community groups across Lincolnshire.</p>
<p>HWL HUB Network</p>	<p>From April to June, we have had over 80+ issues raised directly from the HUB network. Concerns were raised around the following areas of health and social care: assessment of special education needs in relation to complex medical</p>

	<p>conditions, treatment of young adults with learning difficulties at GP Surgeries, access to appointments for working employees, referrals to screening services such as breast screening and criteria for non emergency transport, to name but a few. The Engagement Officer and Signposter / Advice Officer are reviewing the way in which the HUBs feedback to HWL.</p> <p>We would like to welcome a new community group to the HUB Network - Live and Learn Group, Skegness for more information about the group contact Maggie Gray 07968 756 360</p>
Other internal activities	<p>Recent Provider Visits consisted of 2 to care homes and 2 to Peterborough City Hospital</p> <p>HWL Engagement Officer is working with a targeted group of PPGs from across the county on the GP Campaign: Key messages to patients. A Toolkit of Resources for each PPG / surgery is being produced to support the PPGs on delivering these messages to their patients and will be rolled out across all Practices by the end of the Autumn.</p>
Update on Priority Areas	<p>Work in progress: Stroke Project questionnaire has been developed and a number of interviews have taken place.</p>

If you would like further information on any of the contents within this document, then please contact:

Sarah Fletcher Chief Executive Officer
Sarah.Fletcher@healthwatchlincolnshire.co.uk

Nicola Clarke Partnership and development Manager
Nicola.Clarke@healthwatchlincolnshire.co.uk

Telephone 01205 820 892