

## Healthwatch Lincolnshire: July 2021 Update

### Introduction

Our July monthly update report is an opportunity to update the public as well as providers and commissioners of Health and Social care services know what we have been up to, and what activity we have planned in the next few months.

### Publication of our 2020-21 Annual Report

The work of Healthwatch Lincolnshire to support and listen to local people became more crucial than during the pandemic and we want to share our work over the last year. It gives us great pleasure to introduce the Healthwatch Lincolnshire Annual Report for 2020-2021.

A full copy of the Annual Report is available by clicking the link below.

<https://www.healthwatchlincolnshire.co.uk/report/2021-06-30/healthwatch-lincolnshire-annual-report-2020-2021>

If you require this or any other report in an alternative format, please contact [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk) or call 01205 820 892



### June 2021 Patient Experience Summary

During June, Healthwatch Lincolnshire Information Signposting Officer received 110 patient experiences. Below is a summary of the key themes raised by patients, carers, and service users during June 2021 about services in Lincolnshire. For more details you can call 01205 820892, Email [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

In June, the main themes we were told are: -

- Access to GP surgeries - phone systems, unable to get through.
- Mixed comments relating to phone consultations and askmygp/Q-doctor etc- Some felt concerned things will be missed, however others liked the phone consultations and felt it was a quicker route and saved travelling.
- Hospital appointments - waiting for appointments and not hearing anything. Lack of communication during admittance and awaiting appointments.
- Dental access (NHS) major problems for patients trying to get on an NHS Dental 'List'. If not already on a 'list' unable to get on one, if added onto a waiting list it can be 9 months to 2 years before seen. Can access emergency appointments only.

## COVID-19: One Year on Survey

In April 2020, Healthwatch Lincolnshire invited the public to tell us how the Covid-19 pandemic was affecting them, both in terms of accessing healthcare services and personally with their emotional and mental health needs. The results were shared locally and nationally with healthcare organisations which helped them better understand the impact Covid19 was having on people.

One year on, and we are revisiting this work to ask (through a survey) how Lincolnshire residents have adapted to new ways of accessing healthcare. This survey closed on the 30<sup>th</sup> of June; we will produce a final report of the findings in July 2021. In addition, we also be presenting our results for Health Inequalities and Mental Health

When specifically asking people how services could be improved for the future the following highlight statements were extracted:

- Improve accessibility to services particularly primary care.
- Improve access to face-to-face appointments or provide choice.
- Commission and promote more varied mental health support which people can access in a timely way and feel supported.
- Commission better dental services that meet the demand of the local community.
- Choice - patients felt the need to be able to choose how was best to communicate to make sure they got the most out of their interaction with services, choosing for people reduced the effectiveness of the contact.
- Timeliness - Greater ability to have control over the times when a patient would be called back or contacted as not knowing caused stress and anxiety.
- Efficient and Effective - Where patients do not wish to use digital services, the providers must ensure that they have effective and efficient systems in place to cope with patient numbers and contacts.

## LCC Wellbeing Support Services Evaluation

Lincolnshire County Council ask us to gather public insight as they needed to better understand people's experiences of some of the services, they provide to support people's wellbeing. The council was particularly interested in the views of people who may have extra needs including Physical and Learning Disabilities, Autism and Mental Health or someone who supports a person with these conditions.

This work included patient experiences regarding the following services:

- Wellbeing Lincs Service
- One You Lincolnshire
- Carers First
- Connect To Support

## NHS Trust Quality Accounts

An NHS Trust Quality Account is a report about the quality of services offered by an NHS healthcare provider. Quality Accounts are an important way for local NHS Trust services to report on quality and show improvements in the services they deliver to local communities and stakeholders.

This year Healthwatch Lincolnshire have provided statements for; Lincolnshire Partnership NHS Foundation Trust (LPFT), United Lincolnshire Hospitals NHS Trust (ULHT), Lincolnshire Community Health Services NHS Trust (LCHS), East Midlands Ambulance Service NHS Trust

(EMAS), Ramsay Health Care, Northern Lincolnshire & Goole NHS Foundation Trust and North West Anglia NHS Foundation Trust (NWAFT).

We will continue to use our watchdog function to monitor the performance of these providers throughout the coming year. We are also taking part in a national NHS England & NHS Improvement roundtable event to discuss Quality Accounts to help understand how Quality Accounts' relevance, effectiveness and value could be improved.

## Our Activities over the next few months

### Self-harm

In this piece of work, we are looking to:

- Understand more about the reasons why people self-harm.
- What help and support people currently access?
- Support - what works well and what could be improved?
- How would people like to receive help and support?

Co-production will begin during July 2021, taking the form of working with Lincolnshire County Council (Public Health) and other partner organisations (i.e., MIND, Shine, Lincolnshire Partnership NHS Foundation Trust (LPFT), Child and Adolescent Mental Health Services (CAMHS) to agree a set of survey questions which will collate the reasons behind why people self-harm as well as identifying what support services would help them and how these could best be delivered.

### Social Care

This work will commence with our next virtual public event, YourVoice@healthwatch which is on the 14th of July 2021 10 am to 12 noon. *What does adult social care look like for you in Lincolnshire?*

This event includes a panel of experts who will answer public questions as well as covering the points below:

- What does adult social care look like for you in Lincolnshire?
- What is social care?
- What has changed over the years - Fact and Fiction?
- What can I expect from social care services?
- Do my choices and views matter?
- Should social care services have a positive impact on my quality of life and those around me?
- Q&A what the public want to know and how do they want to receive it.

This is a Zoom webinar event; you can sign up here:

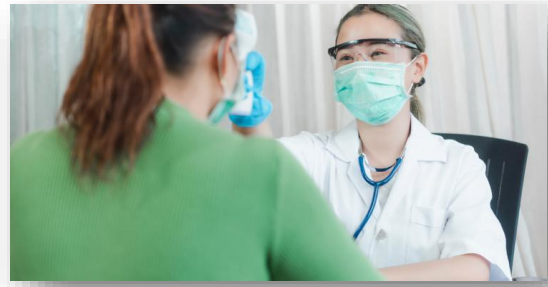
<https://www.healthwatchlincolnshire.co.uk/what-does-social-care-mean-you-want-ask-questions>

The event will be recorded and will be available to watch afterwards meaning that anyone unable to be with us on the day can still access and listen to what was said.

As part of our social care work, we will be running a campaign calling for people to share their stories. For this work, we will share our findings by way of case studies rather than the usual report process. This we hope will provoke ongoing interest in sharing social care experiences in a more dynamic and personal way for the viewing audience. These case studies will be shared between September and November 2021.

## **THIS Institute (The Healthcare Improvement Studies Institute)**

The THIS Institute (The Healthcare Improvement Studies Institute) is a research institute, led by the University of Cambridge is seeking to create a world-leading asset for the NHS by improving the science behind healthcare organisation and delivery.



We are recruiting 6 people to take part in the THIS Institute's study into Operational Failures in General Practice, they will be asked to complete two surveys approximately one month apart.

More information about the research can be found here:

<https://www.thisinstitute.cam.ac.uk/research-projects/identifying-operational-failures-general-practice/>

## **Healthwatch England Communities of Interest Pilot**

Through this work, we will be facilitating local Healthwatch to talk, discuss and learn from each other regarding engaging with the Gypsy Traveller community. Local Healthwatch will be encouraged to put this learning into practice in their own local Healthwatch areas and bring back and share their learning over 4 sessions, the result will be best practice ideas and knowledge that will be presented and shared with the wider Healthwatch network.

The work commenced at the end of June with first session, 3 consecutive monthly sessions will then conclude in October with a Healthwatch network webinar.

## **Communication with the public from Health and Social Care Services**

Every month Healthwatch Lincolnshire receives feedback from the public about poor communication from their health and care services and how it impacts on their mental wellbeing and ultimately physical health. As a response, in our monthly patient feedback reports, we have regularly highlighted individual patient's experiences with regards to the impact poor communication is having on them.

During July to August, we will be collating a report in relation to communication as this is something that comes up consistently through Healthwatch insight. Using existing data to compile this report as well as engaging and asking the public what good communication should look like in Lincolnshire health and care?

## **Beacon Medical Practice Survey**

Healthwatch Lincolnshire is working with the Care Quality Commission (CQC) to share experiences of accessing GP services at Beacon Medical Practice, Skegness. This will help them to better understand what impact this may be having on patients, and to share these findings with the practice as well as CQC and the Lincolnshire Clinical Commissioning Group.

## Exciting Opportunity

Join our Healthwatch Lincolnshire Steering Group (HSG) - recruiting 3 new Voluntary Members.

We are currently looking to recruit 3 new volunteer members onto its Healthwatch Steering Group, which oversees the operation of the Healthwatch Lincolnshire contract, and provides guidance to Healthwatch Lincolnshire, to ensure successful delivery of its work programmes.

We are particularly looking for people who have knowledge or experience in Adult Social Care, Community Health Services, and Women, Children and Young People.



## Tell us what you think...

Healthwatch is your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences.

We have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care. We also help people to find reliable and trustworthy information and advice.



### Pharmacies

Healthwatch Lincolnshire want to hear about your experience of using your pharmacy (or chemist) for health advice and getting prescriptions.

### Urgent Treatment Centres

We also want to hear about your experience of using Urgent Treatment Centres in Lincolnshire, if you have used one recently tell us what it is like for you and what could be better.

Tell us what it is like for you and what could be better.

<https://www.healthwatchlincolnshire.co.uk/have-your-say>

Use the link above to share your experience or call 01205 820892 or email [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)