

Healthwatch Lincolnshire Annual Plan 2023 – 2024



Contents

Contents

Contents.....	1
<u>Introduction</u>	2
Summary.....	3
Our Priorities – <i>At a Glance</i>	5
Our Priorities – <i>In Detail</i>	6
1. To support more people who face the worst outcomes to speak up about their health and social care, and to access the advice they need.	6
2. To support care decision-makers to act on public feedback and involve communities in decisions that affect them.....	10
3. To provide timely and accurate information and signposting to the public to enable them to make informed choices for their health & care needs.	12
4. To Improve our awareness and reach across Lincolnshire to ensure people know of us, contact us for advice and share their experiences with us.	14
Volunteering.....	17
How we set priorities.....	19
What does the legislation say?.....	20

Introduction

This annual planning document 2023 –24 provides structure and direction to successfully run the Healthwatch Lincolnshire contract.

Listening is more important than ever.

Seventy-five years after its birth, the NHS and the social care system faces enormous challenges and big questions about how we invest in future services.

How can services:

- Refocus on prevention to help us all live healthier for longer and address the challenges of our ageing population?
- Help address the deep inequalities, which see factors like where you live, ethnicity or gender result in different health outcomes?
- Work together to provide better, more joined-up, efficient care?
- Meet the increasing demand for mental health support and work with others to improve wellbeing?
- Harness technology and information to improve communication and give more control to patients, service users and carers?

Highlighting health inequalities

We face unfair and avoidable differences in health across the population and between different groups in society, but the picture can be complex and mixed.

Building on ten years of Healthwatch

We've demonstrated the power of public feedback to help services understand what's working, spot issues and think about how care can be better.

We believe that we need to:

- Continue to raise our profile so every community knows we are there for them.
- Focus on the issues that most concern the public and the communities that face the worst health inequalities.
- Work with the Integrated Care System at every level – locally and nationally – to find solutions and make listening to service users the default approach across all health and care.

Summary

Our annual priorities are determined by our Healthwatch Steering Group, with consideration of several factors. These include the patient, carer, or user experiences we receive, which may highlight gaps or inequalities in services. In addition, we identify topics where there's a lack of patient experience. Furthermore, we address national concerns raised by organizations like NHS England, Healthwatch England, the Department of Health, and the Care Quality Commission (CQC), particularly when local experiences can contribute to consultation exercises and National improvements. Lastly, we focus on "seldom heard" communities, which are groups typically underrepresented and underserved in terms of their access to and treatment from health and social care services.

Our 2023–24 Priorities

- Do more to tackle inequalities
- Influencing service providers, commissioners, and decisions
- Information & Signposting
- Increasing our reach & Impact

Under Lincolnshire County Council monitoring we have 5 measured Key Performance Indicators (KPI's).

	Annual Target
Number of people sharing their views and experiences with us on health and social care in Lincolnshire.	1,500
Number of people provided with information and signposting	2000
Volunteer hours	1,414
Number of people signed up to our Distribution list	2,300
Website & Social Media stats	30,000 website views 200,000 FB Post Reach

Foreword – By Dean Odell Healthwatch Lincolnshire Contract Manager

We are thrilled to unveil the Healthwatch Lincolnshire Annual Plan for the year 2022/2023, marking another exciting chapter in our mission to amplify the voices of Lincolnshire's residents in matters of Health and Social Care.

Our work carries profound implications for driving transformative change in our communities. We remain committed to involving you in this journey through various avenues. You can actively participate by attending our public meetings or conveniently accessing our reports online.

For detailed insights and updates, please explore our website at www.healthwatchlincolnshire.co.uk. Your engagement remains pivotal in shaping the future landscape of healthcare and social services in Lincolnshire, and we eagerly anticipate the positive strides we will continue to make together.

Foreword – By Liz Ball Chair of Healthwatch Steering Group

Healthwatch Lincolnshire remain committed to delivering an Annual Plan that ensures the residents of Lincolnshire have their voices heard, during these increasingly challenging times. The current economic climate is impacting on many of our residents and we are determined to focus on the big issues that most concern the public and their communities that face the worse health inequalities. We will prioritise our work based on public feedback both locally and nationally and this feedback will enable Healthwatch to represent the public's views to influence service providers and commissioners in their decision making.

We have recently celebrated 10 years of Healthwatch and we look forward to the next 12 months and beyond and aim to work alongside our health and social care partners with the patient voice at the centre of all we do.

Our Priorities – At a Glance

Do more to tackle inequalities

To support more people who face the worst outcomes to speak up about their health and social care, and to access the information and signposting they need.

Influencing service providers, commissioners, and decisions

To support care decision-makers to act on public feedback and involve communities in decisions that affect them.

Information & Signposting

To provide timely and accurate information and signposting and to the public to enable them to make informed choices for their health & care needs.

Increasing our reach & Impact

To Improve our awareness and reach across Lincolnshire to ensure people know of us, contact us for signposting and share their experiences with us.

Our Priorities – *In Detail*

Do more to tackle inequalities

- 1. To support more people who face the worst outcomes to speak up about their health and social care, and to access the advice they need.**

Healthwatch Lincolnshire is here to deliver for all of the people in Lincolnshire regardless of who they are or where they live. Unfortunately, inequality in the delivery of health and social care services persists. This is widely acknowledged, and it is our collective responsibility to ensure that those who have traditionally suffered a poorer level of service, have their voices heard and their health and social care needs met on an equitable basis.

Healthwatch Lincolnshire has identified 5 different groups it will focus on that are considered under serviced by our health and social care system:

- Health and Social Care Staff
- Physical and/or sensory impairment
- Young people
- Veterans
- Older people (65+ years) including impact of social isolation / digital exclusion.

Understanding people's views and experiences

Hearing people's experiences of the services they use is the bedrock of everything we do. We talk to local people who use health and social care services to understand their experiences, including what works well and what could be better. We want to support the commissioners to better understand how the public would like services to be when they are being developed or changed. It is important to us that we hear from people from all sections of our community using services in Lincolnshire, including people whose voices are not normally heard. We will put extra effort into ensuring these people can get involved.

We aim to be as open and accessible as possible. People can tell us about their views and experiences in many ways including: at our outreach events; contacting us by phone, email, through our website and social media; through our partner organisations; and by completing one of our surveys. We work closely with organisations and services in Lincolnshire to reach as many people as possible.

We will

- Work hard to hear from people across Lincolnshire.
- Work closely with other community groups and organisations to talk to their members about their experiences of health and social care services.
- Engage with people at community events across Lincolnshire.
- Build relationships with health and care service providers so that their users know about Healthwatch Lincolnshire.
- Develop new systems to better share what we hear with providers and commissioners.
- Try new ways to raise awareness of our work and how we can help residents.

Enter and View

Under the Enter and View program, trained representatives from Healthwatch Lincolnshire have the legal right to visit and observe health and social care service providers such as hospitals, care homes, and GP surgeries. These visits are to assess care quality, gather feedback from patients and staff, and advocate for improvements. This empowers service users, promotes transparency, and ensures their experiences shape healthcare improvements.

In collaboration with Lincolnshire County Council (LCC) we will be conducting 2 to 3 Enter and View visits in Care Homes each quarter. The visit will take place at Care Homes on the low risk register that have not been visited within the last 6–9 months. We will also be looking to expand the Enter and View and Mystery Shopper programme to include other services during this next year. The forward plan of Enter and View visits will be approved by the Healthwatch Steering Group and shared accordingly.

YourVoice@Healthwatch

Our YourVoice@Healthwatch events are an opportunity for the public to attend and take part in a panel Question and Answer session. The panel at these events are handpicked to best answer the public questions around the chosen theme and consist of key decision makers within the field of expertise. It is also an opportunity for attendees to network with service providers and other charity organisations. There is now more participation from community groups, 3rd sector organisations, patient representative groups and the public, meaning that less professionals lead the proceedings.



Average attendance has increased from 40–50 to 80–100 people per event over the last year and from a wider background of the community and a higher attendance from 'Seldom Heard' groups as well as patient representation groups and members of the public.

Themes chosen reflect priorities of the Healthwatch Lincolnshire contract and data gathered from engagement and other sources. We will be planning two YourVoice@Healthwatch Events in 2024 as well as looking at providing other interactive sessions as part of the event.

Theme	Activity	Outcomes	Date
Focused Engagement	Targeted engagement focusing on reaching those people effected by health inequalities as highlighted above.	Support more people who face the worst outcomes to speak up about their health and social care, and to access the signposting they need.	Engagement plan shared October 2023
Responsive Projects	We will undertake research and projects based on the feedback we receive from the public. We will ensure Healthwatch Lincolnshire has the capacity to respond to future trends and issues highlighted via public feedback	Stakeholders – service providers and commissioners – will make improvements to policies, pathways and service delivery as a consequence of our engagement	Ongoing
YourVoice@Healthwatch	Our YourVoice@Healthwatch events are an opportunity for the public to attend and take part in a panel Question and Answer session. Including marketplace form attendees to access further information and advice from a variety of organisations and community groups	The public are provided with an opportunity to raise questions to health and social care leaders.	2 events to take place during 2024
Enter & View Activity	Enter and View activity will begin a rolling program of Care Home engagement as well as looking at other potential areas for us to explore.	This allows us to provide valuable insight into Care Homes from residents their families and staff. As well as an opportunity to provide ways to improve as well as sharing best practice.	3 visits per quarter
Patient and Service User experience	To increase the number of people who share their experiences with us. We would like to see at least 1,500 directly sharing their experiences with us.		Ongoing

Influencing service providers, commissioners, and decisions

2. To support care decision-makers to act on public feedback and involve communities in decisions that affect them.

Care decision-makers increasingly know who we are and use the evidence we produce. Our impact and influence are growing. We need people to be listened to at every level of the health and social care system, but some professionals still question the value of our insight.

The steps we will take:

- We will campaign for a stronger culture of listening to and acting on feedback and do more to support professionals to involve people in shaping their care.

We act as a critical partner to health and care service providers and commissioners across Lincolnshire, using what people have told us as the basis for this relationship. We want the views and experiences of local people to shape the services they provide and influence the decisions they make.

To do this, we analyse what local people are telling us to identify trends and issues. We then talk to commissioners and service providers about what is working well and what could be improved. Our unique powers under the Health and Social Care Act 2012 mean we are involved in decision making, and commissioners and service providers should listen to what we say. We have a seat on Lincolnshire Health and Wellbeing Board and are involved in various other local health and care boards and working groups, so that people's views can influence the work of these groups.

We will continue to champion the meaningful involvement of users and carers in the design, delivery and decision making of health and care services, and will encourage providers to use co-production approaches to design and develop their services.

The introduction of the Lincolnshire Integrated Care System will result in significant changes to how the NHS is managed. We will continue to play an active role in this to ensure service users' voices are heard at all levels of NHS decision making.

We will:

- Continue to build strong relationships with service providers and commissioners and encourage them to listen and involve their users.
- Provide briefings to decision makers about people’s views and experiences of key services.
- Work with the Integrated Care System to ensure the voices of Lincolnshire residents are heard in decision making.
- Identify opportunities for co-production in service design, development and evaluation.
- Share what people tell us whilst maintaining their anonymity.

Theme	Activity	Outcomes	Date
Watchdog	Under our watchdog role we will be looking back at some of our previous work and common themes that we hear from Lincolnshire people	We will be able to evaluate how providers have responded to our recommendations and to see how well services have or have not improved for patients.	Ongoing
Quality Accounts	Every year Healthwatch Lincolnshire is asked to comment on the NHS Trusts in Lincolnshire Quality Accounts.	Allows us to use patient experience to influence the quality accounts throughout the year rather than waiting until the end of the year to provide our evaluation	May - June 2024
Healthwatch Steering Group	Once a quarter our own Steering Groups will now take place as a public meeting.	This provides the public with further openness around the way we work and our priorities as well as a Q&A element for them to ask our steering group questions.	One meeting per quarter in public
Forward Vision Event	Revisit our 2020 vision event from 2018 as part of our presentation of annual report	The public are provided with an opportunity to raise questions to health and social care leaders as well as hear about how the Integration of	Oct 2023

		services will help improve patient experience.	
Acting on public experience insight	We will ensure the views of the public, which we receive through their feedback, is shared with stakeholders including the Integrated Care System in line with our statutory remit We will triangulate our feedback with equivalent provider and stakeholder	Providers and other stakeholders receive our data and act upon it to improve services	Ongoing
Healthwatch England	Continue to share our local data with Healthwatch England to influence national change as well as supporting national campaigns.	This will raise local issues nationally and will lead to special reviews or investigations to conduct (or, where the circumstances justify doing so, make such recommendations direct to the Care Quality Commission	Ongoing

Information & Signposting

3. To provide timely and accurate information and signposting to the public to enable them to make informed choices for their health & care needs.

We provide information about local health and social care services. We also help people get the services they need by signposting them to places of support. People ask about how they can access services, how to make a complaint or give positive feedback, and where they can get support. People also tell us that having access to better information about services would make a significant improvement to their experiences.

Therefore, we know that people often need information about more than one issue or service, and information services often need to be more holistic.

We provide an information line (01205 820 892 or info@healthwatchlincolnshire.co.uk) and will be holding outreach sessions across Lincolnshire so that residents can ask us for help about specific queries or issues.

We offer accessible information to residents through online resources and printed material to provide information about local services. We know there is a real challenge in keeping information up to date as services change.

The steps we will take:

- Work with partners to improve access to information, both online and other methods.
- Work with providers and commissioners to help them improve information about their own services.
- Produce resources that meet the needs of local residents by using our understanding of what people say they want to know and the best ways to share information.
- Promote our information line and outreach service so that local people know where to get help. Work to ensure information is accessible to all.

Offering information and advice is a core part of our work.

We will:

- Provide a timely and appropriate response to anyone who contacts us with a health or social care query, whether by phone, email, post, social media, or engagement event
- Give individuals independent and impartial information and support about choices available to them.
- Promote the information and signposting service to make sure people and service providers are aware of how we can help them.
- Developing helpful guidance and advice articles that we will be sharing on our website.

Theme	Activity	Outcomes	Date
Outreach Clinics	We will aim for an Increase in the volumes of people who approach us for signposting	We see an increase in people access information and advice and we continue to respond to all quires received.	Began Aug/Sept 23 – continue

Information & Advice Review	We will review with those who contact us what the effects are of the information and signposting we give to them.	This will not only help with improving the information and advice we give out to people but also valuable feedback to other services and providers.	Begin Oct – Dec 2023
Online articles	Further create online resources and articles for Lincolnshire people to use to help them navigate health and social care services.	Creating a useful collection of helpful guides, information and advice for the public to access.	Ongoing
Attend events	Engage with people at community events across Lincolnshire. Our focus will be those events where the public is the main focus.	As well as collecting feedback from the public and network with others, this will also allow us to provide useful information and advice to the public.	Ongoing

Increasing our reach and Impact

4. To Improve our awareness and reach across Lincolnshire to ensure people know of us, contact us for advice and share their experiences with us.

The steps we will take:

- We will campaign to boost our profile across Lincolnshire including in communities facing health inequalities.
- We will create a communication strategy to support our work through 2023 – 24
- We will better share the impact and difference the public voice is having on health and care in Lincolnshire

Communication

- Effective communication and marketing are vital to delivering this annual plan and must include all aspects of Healthwatch Lincolnshire’s work. We will also be building on our successful digital communications during 2023 – 2024.
- 1. Promotion – Continuously develop, strengthen, and promote Healthwatch Lincolnshire, its brand and independence to all residents and communities in Lincolnshire.
- 2. Impact – To regularly communicate the impact of Healthwatch Lincolnshire work and activities to all stakeholders via media and other communication opportunities.
- 3. Support – To support residents of Lincolnshire with health and care information on behalf of provider and commissioner stakeholders.

Theme	Activity	Outcomes	Date
	<p>Publish So what Report 2023</p> <p>Re look at integration of services across Lincolnshire 1 year on from ICB – peoples experience of moving between services</p>		
Watchdog	Under our watchdog role we will be looking back at some of our previous work and	Following up recommendations will help us better understand the impact our work is having	Ongoing

Representation - Supporting an effective integrated health and social care system	We will participate on the Integrated Care Board, Integrated Care Partnership and Citizen's engagement committee	The Integrated Care System and the services that spring from it are the genuine product of public consultation, engagement and consent	Ongoing
Digital Engagement	There will be a continued timely sharing of press releases and other communications material with media, key contacts, system leaders and other stakeholders	We will secure ongoing coverage for Healthwatch Lincolnshire. Key stakeholders and the public will be aware of our public voice. We will remain a "go to" for public comment	Ongoing
Profile raising	We will increase awareness about Healthwatch Lincolnshire and the work we do	There will be a brand awareness campaign for the organisation, general profile raising and increasing awareness of Healthwatch Lincolnshire outside of our specific projects focus	Ongoing

Volunteering

'Volunteering is the commitment of time and energy, for the benefit of society and the community, the environment or individuals outside (or in addition to) one's immediate family. It is unpaid and undertaken freely and by choice'

Volunteers recruited to support our Healthwatch Lincolnshire work are recognised as a valued resource, key to our ability to deliver the Healthwatch Contract and Annual Plan. Involving volunteers is also an important part of our statutory requirement of delivering a local Healthwatch.

Healthwatch Lincolnshire is committed to growing our volunteer community to enable us to deliver public and patient involvement across health and social care services in Lincolnshire.

Healthwatch Lincolnshire realise the value of volunteering in our work and the benefits of patient participation across all public health and social care services so that:

- Volunteers' capabilities and capacity are best utilised to support our work
- Volunteering is celebrated and patient participation strengthened
- Volunteering and its benefits are promoted broadly within local communities to build connections and ensure our continued success through representation
- Volunteers get the most out of their experience

We will continue to embrace diversity and encourage volunteers from all walks of life. We will continue to develop a strategy for volunteer recruitment as well as retain existing volunteers and create diverse and varying opportunities.

The overarching aim of volunteers within the annual plan is to develop and promote good practice in the involvement and support of volunteers within Healthwatch Lincolnshire that will in turn contribute to effective delivery of our Annual Plan.

With much of our work our volunteer activity has been affected due to the COVID-19 pandemic this has led us to look at new ways or incorporate our volunteers into our work.

We will:

- We will continue to utilise their skills through our Readers Panel, quality assuring the written work.
- Encourage their own networks – friends and family to give feedback about health and social care services, using the Because we care campaign to do so.
- Online research – including collecting feedback from social media groups, we will also be launching a piece of work where volunteers will be auditing GP websites.
- Develop further our new digital volunteer roles
- Co-production work
- Increase our public facing community outreach
- Continue our Enter and View visits across Care Homes and other services

Measurable KPI's

Under Lincolnshire County Council monitoring we have 5 measured Key Performance Indicators (KPI's).

	Annual Target
Number of people sharing their views and experiences with us on health and social care in Lincolnshire.	1,500
Number of people provided with information and signposting	2000
Volunteer hours	1,414
Number of people signed up to our Distribution list	2,300
Website & Social Media stats	30,000 website views 200,000 FB Post Reach

As part of our monitoring and KPI's we also report on the following qualitatively: the opportunities we provide for Lincolnshire residents to share their views and concerns with providers and commissioners demonstrated by:

Summary of feedback received

- Analysis of enquires Healthwatch receive through our monthly reports, subject specific reports, and targeted activity reports and escalation papers.

Influencing and Watchdog

- Share where Local views contribute to local, regional, and national work/consultations
- Demonstrate improved quality assurance through representation and our contributions within the Lincolnshire ICS

Impact

- Quarterly communications
- Monthly provider and commissioner reporting
- So What Report - Continuing to provide updates about how your feedback has been used to improve health and social care services in Lincolnshire.
- Report on case studies
- Progress against annual plan
- Annual Report (June 2023) and submissions to Healthwatch England to support their national impact

How we set priorities

Annually our priority areas are confirmed by our Healthwatch Steering Group.

The rationale used includes:

- Subjects where Healthwatch Lincolnshire has received a significant number of patients, carer or user experiences which suggests there is a gap or inequality in a service.

- Health and social care areas that have been identified as annual commissioning intentions and priorities for the Lincolnshire Integrated Care System ICS also known as Better Lives Lincolnshire, which includes NHS Lincolnshire, Lincolnshire County Council Adult and Children's Social Care, voluntary and where relevant private sector providers.
- Topics that have been highlighted to us where there is a known gap in data intelligence from other work streams (or bodies) such as Joint Strategic Needs Assessment (JSNA) or the Lincolnshire Health and Wellbeing Board.
- Areas of national concern raised by NHS England, Healthwatch England, Department of Health, CQC etc. Where gathering of local experiences would support any consultation exercises.
- Seldom Heard. Our seldom heard work is with communities that are deemed to be seldom heard regarding their access to and treatment from health and social care services

What does the legislation say local Healthwatch must do?

1. Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
4. Make reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.

5. Provide advice and information about access to local care services so choices can be made about local care services.
6. Formulate views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Delivering for the people of Lincolnshire

Delivering on our obligations means we are delivering for the people of Lincolnshire. We are contractually required to undertake a range of activities that support the health and social care needs of the county. We must deliver these to the highest standard.

Issue	Activity	Success
Effective Governance	Our Steering Group remains an active and engaged participant in the governance arrangements of Healthwatch Lincolnshire It continues to scrutinise all aspects of our governance and hold the CEO to account Our Board will conform to the highest standards of probity Healthwatch Cornwall conforms to all aspects of excellence in governance.	All financial and legal obligations are maintained Board decision making and appraisals reflect the highest standards of governance
Financial Stability	We will ensure that expenditure is within income	We will continue to scope opportunities for further commissioned contract work Expenditure and income levels broadly comparable
Evidence and data management	We will optimise our activity from the research we undertake and evidence we receive. This will be in line with GDPR and will inform our work plans and responsive projects	Our evidence is accurate and robust, so as to inform our work and stakeholder feedback.

Increasing our volunteer base	We will look to focus on the recruitment of new volunteers into a variety of roles that support the work of Healthwatch Lincolnshire. We will maintain high standards of support and engagement for our volunteers	We will see an increase in the number of volunteers performing different activities to support Healthwatch Lincolnshire. Volunteers will be fully supported in their role
Extending our engagement	We will develop our community engagement activity plan. We will focus on engagement health inequalities issues.	<p>There will be an increase in the numbers of people who engage with us.</p> <p>There will be evidence of change in the demographic profile of those who engage to support improve inclusion.</p> <p>There will be a balance of proactive and reactive engagement to increase the volume of feedback informs our reporting to external stakeholders</p>
Being the best employer	Healthwatch Lincolnshire will be considered a great place to work	Our staff surveys will contain levels of satisfaction across all measures
Renewing our contract	Our current contract expires in 2024	Assuming that national Healthwatch contracting arrangements remain as they are we will aim to renew the contract for the post 2024 period




healthwatch
Lincolnshire


Healthwatch Lincolnshire
Rooms 33-35
The Len Medlock Centre
St George's Road
Boston
PE21 8YB

www.healthwatchlincolnshire.co.uk

t: 01205 820 892

e: info@healthwatchlincolnshire.co.uk

 [@HealthwatchLinc](https://twitter.com/HealthwatchLinc)

 [Facebook.com/HealthwatchLincolnshire](https://www.facebook.com/HealthwatchLincolnshire)