

Healthwatch Lincolnshire

Annual Report 2018-19



Contents

Message from our Chair
Changes you want to see
About us
Highlights from our year
How we've made a difference
Helping you find the answers
Our volunteers
Our finances
Our plans for next year
Thank you
Contact us

Page 4 Page 5 Pages 6-7 Pages 8-10 Pages 11-17 Pages 18-21 Pages 22-25 Pages 26-27 Page 28-29 Page 30 Page 31

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Message from our Chair – John Bains

I am very pleased to report that Healthwatch Lincolnshire has had another very successful year, and I would like to thank our dedicated and hardworking team of paid and volunteer staff.

Our vital role as Watchdog, Signposter, and Influencer continues to be recognised and we are fully engaged across Lincolnshire in trying to improve the public's experience of the wide range of health and social care services.

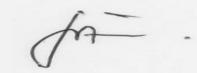
This year we have been successful in securing our funding after a competitive bidding process, and this achievement is indicative of the commitment of our staff and the quality of our work across the county and also nationally within the Healthwatch network.

Healthwatch Lincolnshire continues to produce excellent and detailed monthly reports on patient experience, and project reports on specific issues.

We fully engage with health and social care professionals and always do our best to ensure that the patient and public voice is heard by key health and social care decision makers. We have representatives on the Health and Well Being Board, the Health Scrutiny Committee, Clinical Commissioning Groups, United Lincolnshire Hospital Trust Board, and the Lincolnshire Partnership Foundation Trust. This year we have also initiated a series of Your Voice events with the public and health and social care professionals to improve our effectiveness in improving local provision.

It is a privilege to be Chair of HWL and I commend this report to you.







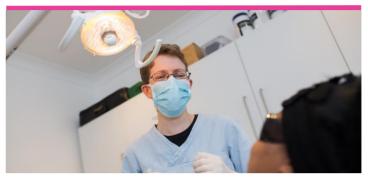
'I am very proud of the work we do and I would like to warmly thank all of our staff, volunteers and Board; all of you are responsible for our success and impact.'

Changes you want to see

Last year we heard directly from **2,999** people who told us about their experience of health and social care services. Here are some examples of the changes they want to see:



 Joined up services, people want to be treated holistically, without the need to keep repeating themselves.



 More NHS dentists available in Lincolnshire, especially areas such as Spalding, Mablethorpe and Lincoln.



+ Equality in services, particularly for people living in rural areas.



 Timely access to services; people are concerned about long waiting times for appointments, treatment and results across all services.



 Some people told us they felt staff attitudes were not helpful. They accept demand on services leads to stress but don't feel they should be blamed or poorly treated as a result.



+ Improvement in communications. People want more clarity with both written and verbal communications from the people who are providing their healthcare services.

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

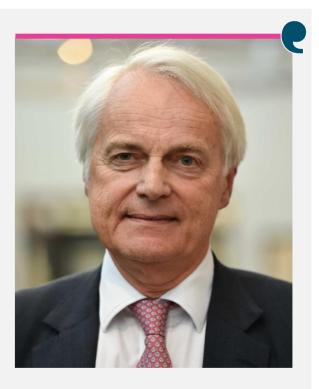
As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Lincolnshire, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



Sir Robert Francis QC Healthwatch England Chair

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.

People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work.
- + Running surveys and focus groups.
- + Going out in the community meeting the public and working with other organisations.
- + Representing the public at strategic meetings and presenting their voices.

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practices can change for the better.



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Highlights from

our year

Find out about our resources and the way we have engaged and supported more people in 2018-19 than ever before. **Our resources:**



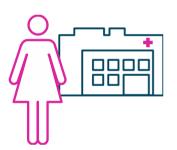
2,999 people shared their health and social care story directly with our Information Signposting Officer.



We have **40** volunteers helping to carry out our work. Together they contributed up to **2,233** hours of work.



1,933 people accessed Healthwatch advice and information online or contacted us with questions about local support.



We visited over **220** services and community events to understand people's experiences of care.



Produced and distributed **539** reports, these were sent to individual providers as well as system leaders.



Our website has had over **48,000** page views and our Facebook page has reached over **153,044** people.

Find out about our resources and the way we have engaged and supported more people in 2018-19 than ever before. **Our resources:**



In Autumn of 2018 we invited Lincolnshire people to tell us which services are important to them. **561** people voted and the results determined our project activities for 2019 - 2021.



Organised **4** yourvoice@HWL events with **210** people in attendance (mix of general public and stakeholders).



Identified **61** areas of impact we have made. These include help for individual people e.g. for them to access non-emergency transport, along with how and where Healthwatch Lincolnshire has helped to influence changes to our healthcare services.



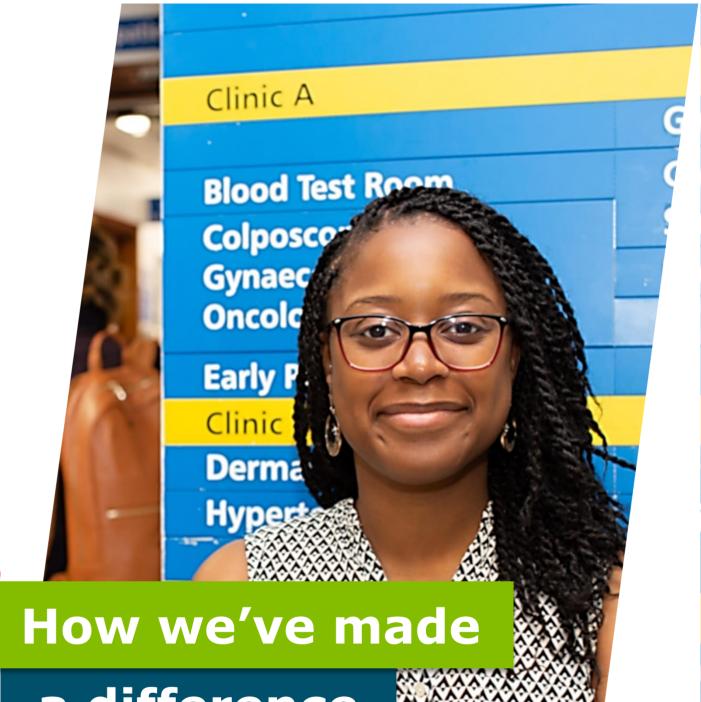
We have raised **638** questions, suggestions and recommendations through our report to healthcare providers and commissioners.



The experiences of **3,197** people's experiences were used in our reports.



We received 729 provider and commissioner responses. These responses were shared with people, often giving them the much needed answers to questions that were important to them.



a difference



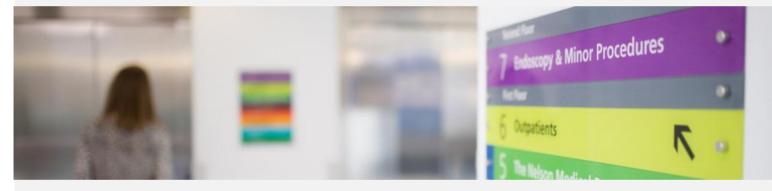
Changes made to our community

Sharing your views with Healthwatch Lincolnshire has led to positive changes to health and social care services in Lincolnshire. We show that when people speak up about what's important and services listen, care is improved for all.

During the past year Healthwatch Lincolnshire has engaged with over 8,445 people from many different communities, ages and backgrounds.

Our work has covered areas such as children and young people, people with a learning disability, children and families with autism, changes to Pilgrim Hospital maternity and neonatal unit, consultations around closures and changes to healthcare services, as well as concerns about service inequalities across our county that are at risk due to their fragility. During 2018/19 our Healthwatch has covered so many areas of work that it is a challenge to narrow down which areas of work to highlight. Therefore over pages 12-17 we have included a range of examples.

Please contact us if you want any further information about any aspects of our work.



Better access to health care for women from the Gypsy Traveller community

Healthwatch Lincolnshire facilitate quarterly **yourvoice@HWL** events. These events are open to the general public as well as other health and care stakeholders including provider and commissioner healthcare organisations.

Yourvoice@HWL events are themed around a specific health or care focus to allow everyone who attends a chance to learn more about and contribute their experiences to that theme. In the autumn of 2018, we held a yourvoice@HWL event in Spalding, which is a small market town based in South Lincolnshire. At this event we invited a group of gypsy travellers from Gainsborough who we have been working with to come along. It is worth noting that Spalding is over 140 mile round trip from Gainsborough, so we recognised that coming along to yourvoice@HWL was a big commitment from them.

The work our Engagement Officer has been doing with this group; identified a number of health issues that the Gypsy Traveller community, and especially the women from this community, were experiencing with healthcare services.

Better access to health care for women from the Gypsy Traveller community

During the meeting the group had an opportunity to raise their health issues and after the event we were able to facilitate the following positive actions:

- Lincolnshire Partnership Mental Health Foundation Trust (LPFT) has delivered a Mental Health First Aid awareness course to one of the gypsy traveller communities in Lincolnshire. To support the group LPFT adapted the course so it could be delivered at one of the gypsy traveller centres as a half day accredited course.
- Lincolnshire Community Health Service have worked with the Gypsy Traveller Well Women group with regards to sexual health awareness. As a result 6 of the women from the group have already received their first ever cervical smear and breast screening.
- Following the above, a small number of women have received professional support to enable them to provide peer support for other women. They then used these skills in 4 gypsy traveller sites across Lincolnshire.

Feedback received by the Director Lincolnshire Traveller Initiative (LTI)

I am very pleased to share with you feedback about the work and support that Healthwatch Lincolnshire has given to Lincolnshire Traveller initiative through the work of Oonagh Quinn, Healthwatch Lincolnshire's Engagement Officer. Her work, in a relatively short time, has had, and will continue to have, a huge positive impact on the Gypsy and Traveller Communities of Lincolnshire.

Oonagh has advised and supported LTI's Well Woman Groups in Gainsborough which has had immediate positive outcomes for Traveller women. Kirsty Mathers from LTI is so grateful for the support and guidance that she has received from Oonagh. She introduced the idea of mental health first aid training for the Travellers and then facilitated the link between LPFT and the Well Woman Group which resulted in LPFT sponsoring the Mental Health First Aid Training. Following on from this, she has made links with the LCHS Sexual Health Team and potential links with the community teams for Immunisations and Dental services. She is currently helping LTI to produce a health directory which will be going into every home on every Traveller site in Lincolnshire. HWL and Oonagh are a mine of information on all matters 'Health' and make invaluable links on our behalf. We certainly hope this partnership continues.

We are truly grateful for her efforts and professionalism.

Paul Boucher Director LTI

Action needed because of unfair process of using 8 day patient removal from GP surgeries

In the spring of 2018, BBC Look North approached Healthwatch Lincolnshire with concerns about a patient that had been removed from a GP Practice under the 8 day removal process, without what they [the patient] felt was acceptable notice. We discussed with the BBC various reasons why patients may be removed from a GP Practice and was clear that as this appeared to be a 'one off' incident it was difficult for Healthwatch Lincolnshire to make any specific comments.

At the time BBC Look North did run the above story, during which they asked any Lincolnshire patients who had experienced similar problems to contact them. By September 2018, we and BBC Look North had been contacted by more patients all experiencing similar problems ie removed within 8 days without, in their view being told exactly why. Whilst patients acknowledged they had gueried with the doctor their own diagnosis, treatment and ongoing care (or that of a loved one), they did not believe their behaviour warranted being removed (within 8 days) as a patient from that surgery. In addition, the patients had evidence that in their 8 day removal letter there was no explanation as to why they were being removed.

Healthwatch Lincolnshire was concerned that many of the patients were under extreme stress due to their ongoing health problems, added to this the rurality of our county left them with little choice of an alternative GP practice to register with.

During the period February 2018 - February 2019, 127 patients were removed under the 8 day removal process from GP Surgeries in Lincolnshire.

On behalf of patients we felt this issue needed raising with NHS England, Lincolnshire LMC and Lincolnshire CCGs, so we set up meetings and raised an escalation on this issue. As a result we agreed with the Lincolnshire LMC and NHS England the following actions:

- Lincolnshire LMC created a briefing to remind GP practices of the circumstances in which they can and cannot remove patients and the process.
- NHS England have reminded Capita about the importance of patient letters being clear and include options/next steps.
- Healthwatch Lincolnshire create patient messages and work with PPGs to ensure these messages are shared across Lincolnshire.

Patients need to feel confident to ask questions and raise concerns without redress

"On behalf of patients we were really pleased to work with NHS England and the Lincolnshire LMC as a result of Healthwatch Lincolnshire raising this issue. The support they offered was really positive."

Sarah Fletcher, CEO, Healthwatch Lincolnshire.

Continued delays in getting a doctors appointment

Over the years Healthwatch Lincolnshire has received hundreds of patient experiences concerning the length of time it takes them to get an appointment to see a GP.

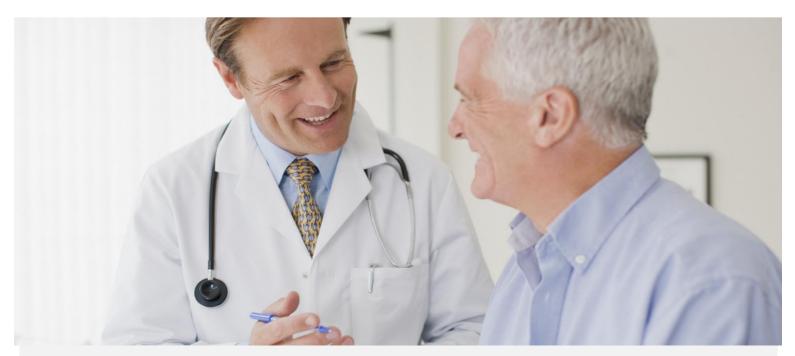
Having previously worked on GP appointments in 2014 but from a different angle, then it was the number of missed patient appointments (DNA), we agreed that more work was needed to better understand what the barriers really are getting a GP appointment. Whilst this work originally began in 2017, we did not finalise and publish the results until April 2018.

Our GP appointment work enabled us to talk to and survey 1,286 patients across Lincolnshire. Analysis of the survey's confirmed that we were able to capture the views of people under 18 through to over 75; working full time, employed, unemployed and retired; as well as families, carers, people with a disability and long term health conditions. The results of our work identified a number of issues including:

- For many patients difficulties getting a GP appointment was really not such a problem. We were in fact able to isolate the problem down to a small number of GP surgeries.
- Staffing shortages was identified as one of the problems.
- Patients did want to see the same GP each time, whilst continuity was important this was also a factor in delays.
- Patients did not understand the role other clinical staff such as Nurse Practitioners and Practice Nurses have in delivering their health care.
- People's expectations are changing, more people live in an 'instant' society.

As a result of our GP Appointment work we have:

- Shared the results with 4 Lincolnshire CCG; NHS England; Lincolnshire LMC; CQC and Healthwatch England as well as many other local boards and committees. The sharing of this report highlighted the issues from both patients and GP practices across the primary care (GP) community in Lincolnshire.
- Healthwatch Lincolnshire agreed to create a number of patient messages focusing on rights and responsibilities of patients.



Changes to pain clinics was only the start of it

As far back as June 2017, we visited a pain service in Lincolnshire to collate patient experiences. During the visit we found out that:

- Only 1 in 4 people thought they had spoken to the person who could help with their pain.
- Only 1 in 4 people felt involved in the development of their pain management care plan.
- Only 8% felt the interventions, treatments and help was appropriate and helped them manage the pain.

In 2018 we were informed that commissioners intended by early 2019 to change the patient and service pathway for Pain Management, to make it more community based with care closer to home and greater focus on the psychological impact of pain. However, at the same time patients were contacting us to tell us that they had been informed a pain clinic had been closed and moved to a new location.

During the past year Healthwatch Lincolnshire has kept proposed changes to Pain Management services on our radar.

As a result of our work on this issue which included an escalation paper and continual liaison with providers and commissioners, the following actions occurred:

- Healthwatch was invited to be represent the patient voice as part of the commissioning assessment process.
- We were asked to comment on patient correspondence regarding changes to the service, which resulted in changes

'My relative has been told that the Lincoln pain clinic has now closed and so their appointment will be in Louth. Only trouble with that is the treatment they are having means they can't drive. Volunteer transport are willing to drive them back home to Lincoln because they won't be allowed to drive but they won't take them to the appointment because technically they are ok to drive there as they won't have had the treatment yet'.

It is was clear from patient feedback that the messages going to the patients were not consistent in terms of what services were being delivered and where.

We were concerned that patients may not be able to attend appointments and receive their treatments if they are unable to travel.

We not only heard about the physical impact on people not being able to access treatments but also the impact mentally on patients and to their wider families, for example the impact on their employment which accompanies the need to support someone living with long term pain.

to the letters.

• We have been able to provide a large number of patients information, updates and signposting advice with regards to the new pain management service provider.

'Further to your comment on a post re pain clinics my partner was told by their GP that there wasn't any pain clinics anymore, this was after they had asked to be referred to one. This was about four weeks ago'

2020 Vision for healthcare in Lincolnshire

For a long time we have heard from the people of Lincolnshire telling us they are confused and concerned about what is happening to their NHS services.

To enable Lincolnshire residents an opportunity to learn more, on 6 July 2018, Healthwatch organised an event for the general public to come and meet, listen to, debate and question **five senior county NHS Leaders:**

- Jan Sobieraj, Chief Executive of United Lincolnshire Hospital Trust,
- Dr John Brewin, Chief Executive of Lincolnshire Partnership Foundation Trust,

- Andrew Morgan, Chief Executive of Lincolnshire Community Health Service,
- John Turner, STP Lead and Accountable Officer for South and South West Lincolnshire
- and Dr Jeremy Phipps, GP at The Deepings Practice representing Lincolnshire LMC.

In total 90 audience members attended who were able to engage in an ninety minute long question time style debate, under the watchful eye of our compare the BBC Lincolnshire Radio, Rod Whiting.

Our objective for this event was to increase awareness of healthcare challenges and most importantly changes we are facing by 2020. Feedback from the event confirmed we were able to achieve this outcome.

"Just to say I thought it was a really timely and a well run event and exactly the right thing to do - well done. I'm happy to support other similar sessions if it would be helpful. Please thank your team"

Jan Sobieraj, Chief Executive, ULHT

2020 Vision panel debate from Bishops Grosseteste University Lincoln

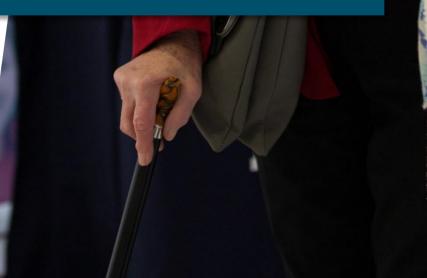


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Helping you find

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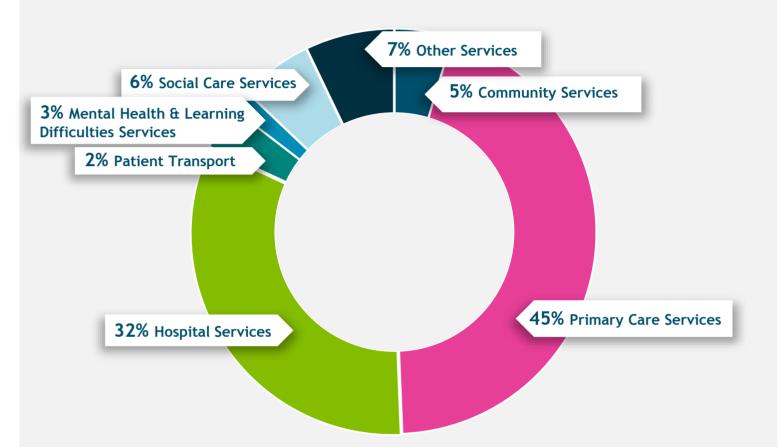
the answers



What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us about:





How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped **1,933** people access the advice and information they need.

You can come to us for signposting, advice and information in a number of ways including:



- + Over the telephone
- + Use our feedback form
- Raise your concerns with our volunteers out in the community
- + Through our website
- + Email, letter or in person

Our Information Signposting service is totally confidential.

Going over and above made all the difference:

Mum: I was very worried about my child's health and felt totally let down by NHS. With Healthwatch help my child was given an appointment within a few days. During the appointment they were given lots of tests and booked into a scan.

'Many thanks for your help and support Julie', 'we have also been able to apply for home tutoring'.

NHS Dental services

Due to sudden closure of at least 3 NHS dental service in Lincolnshire our Information Signposting service received a significant number of calls from patients wanting to know where they could find an alternative dentist.

Julie our Information Signposting Officer has worked very closely with NHS England local area team responsible for dental services to keep up to date with availability. Julie has gone out of her way to contact patients most in need to inform them when any NHS dentist 'lists' are open.

"I wanted to personally thank you for your recent help regarding a GP consultation I had at my local GP practice. As a result of my discussion with the Practice Manager I was reassured that my concerns were dealt with in a very professional manner and that the Practice would put in place measures to ensure that a patient not being seen by their regular GP would not have their medication stopped without first consulting with either another GP or better still liaise with the GP who knew the patient's medical history best, before any action was taken. As far as I understand, this measure has been implemented by the Practice but probably wouldn't have been without Healthwatch's support and advice. Thank you again for your help and support which resulted in a positive outcome!"

Children and families need signposting help with Autism services in Lincolnshire

During 2018/19 our Information Signposting service received many calls from families concerned about the long waits for diagnoses, treatment and ongoing support needs for their autistic children. They were asking for our help to question commissioners and providers when services would improve.

We had known for some time that Autism services were not always commissioned and available in Lincolnshire and that patients may need to travel. However feedback was saying that access was also not available out of county meaning that patients, families and professionals were not getting the best outcome for children.

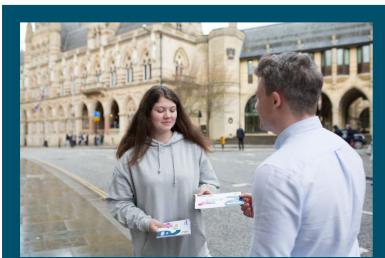
We escalated our concerns to the commissioners the service which resulted in acknowledgement of the problems children and families with autism are facing. They highlighted that autism would now receive much more focus under a refresh of the Lincolnshire Autism Strategy.



Using our watchdog role we are keeping autism high on our radar and will be regularly checking the progress of new service provision, feeding back to families when we area aware of improvements.

Healthwatch have continued to help families by signposting them to other services and self help support in the county such as Lincs Parent Carer Forum.

"Our GP has tried everywhere to refer our child but to no avail. Even tried out of county but they will not take 'out of county'. How does a child get the diagnosis as it will help with the EHC plan and they cannot go forward with the EHC plan until the diagnosis has been given?"



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

- w: www.healthwatch.co.uk
- t: 03000 683 000
- e: enquiries@healthwatch.co.uk

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How do our volunteers help us?

At Healthwatch Lincolnshire we couldn't help to make improvements in local health and care services without the support of our dedicated volunteers that work with us to help make care better for their communities. What our volunteers do:

- + Collect people's views and experiences which we use in our reports
- + Support our day to day running e.g. governance and representation
- + Raise awareness of the work we do in the community
- Visit services to make sure they're meeting people's needs

'Volunteers help to improve standards on hospital wards'

Thanks to the 'Mystery Shopper' work in Lincolnshire hospitals carried out by Healthwatch Lincolnshire volunteers, improvements to ward standards have been made.

Mystery Shopping allows volunteers to walk onto any ward and review the facilities, atmosphere, environment and the ward information, as a patient might see them. This collaborative work with the United Lincolnshire Hospital Trust saw our volunteers visiting over 40 hospital wards during the year at the three main hospitals in the county.

Volunteers use a checklist devised by the Trust and Healthwatch to review ward services. The checklist includes questions like; how does the ward make you feel, what's the atmosphere like, calm or chaotic, what have I noticed that builds my confidence, what makes me less confident, is there access control in place, is the information on the boards up to date, is the ward tidy and clean, is the phone left ringing and are there hand cleaning gels. The form also asks the volunteer to write down three positive things about the ward and three things that could be improved.



When completed, the form is returned to the Healthwatch office where the details are recorded, it is then sent directly back to the appropriate Ward Manager/Sister. The ward is visited again within three months to see that the issues (if there have been issues raised) have been dealt with.

This programme of collaborative work continues to be impactful, having a direct and immediate effect on hospital ward services, always with the public in mind.

"It gives me an opportunity to go to places I would not otherwise have gone, to learn new skills and it challenges me to do different activities which improves my confidence".

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Clive

At the time, I had a family member in a care home, I needed to know what rights people had in homes and who I could contact to get help. A member of staff from Healthwatch gave a talk and as I was looking for something to occupy some of my time, but wanted to ensure that what I was involved in would be useful. The timing of the talk led to me joining Healthwatch.

I like working with different people. After nearly 3 years I can see how the organisation has made changes to services. I believe that what we are doing, as volunteers on engagements and through Enter & View visits will help people get the correct information and receive better help.

Martin

I volunteer to serve the community and put back into society what it's given me, I enjoy engaging with people and learning about their concerns and issues. I have also used this role to get my own confidence back after a life changing event and I want to help improve the health services in my local community.

Volunteering has offered me a chance to become a valuable member of an organisation and it has led to many more opportunities in the NHS all of which has improved my skills

and potential going forward in my life.





Vivienne

I volunteered with Healthwatch because I wanted do something different from my previous volunteering. It has given me the opportunity to meet different people and as I used to work for the NHS this has helped me keep in touch with some of the changes in Health and Social Care.

I hope by encouraging others to voice their opinions about the care they have received and this will help the organisations involved improve with the help of Healthwatch. Volunteering is worthwhile and with Healthwatch, it is up to the individual as to how much time they give, which is particularly important to me. 'Volunteering benefits me in that I meet some very kind people and get to know more about how the general public feels about their treatment. I hope I'm making a difference by encouraging people to give feedback - positive or negative.'

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Vivienne, Healthwatch Volunteer

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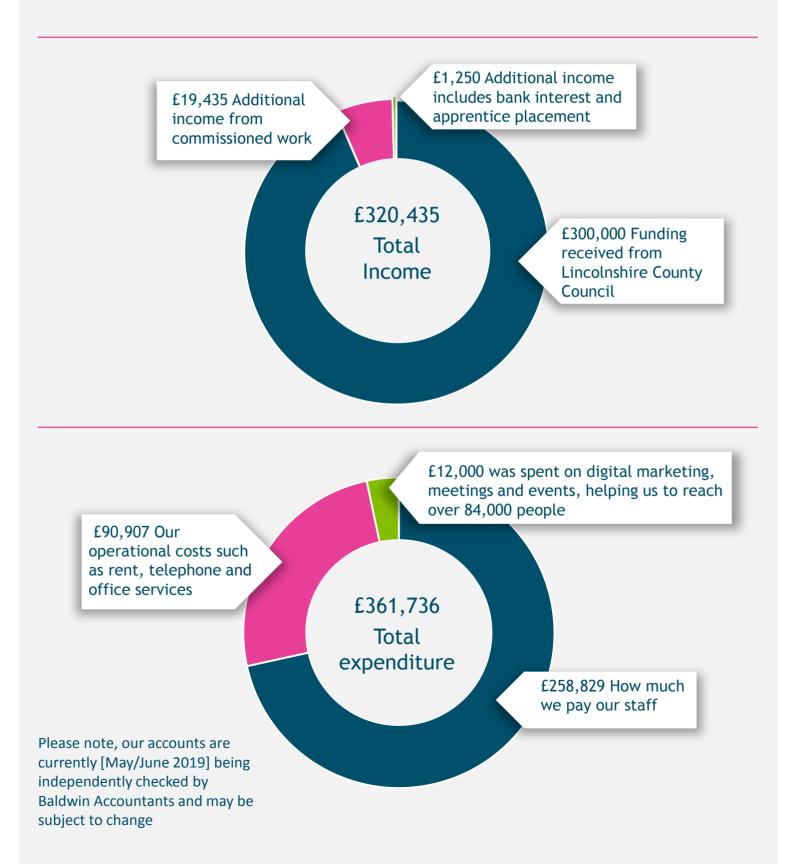
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our finances

How we use our money

To help us carry out our work, we were funded by a grant of £300,000 through Lincolnshire County Council. In 2018-19 we spent £361,736. We recognise our expenditure was £41,251 in excess of our income, but this was an agreed and planned overspend.



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Our plans for

next year

meaning tell

Message from our CEO

"I am very privileged to be CEO of Healthwatch Lincolnshire, knowing that the work we do is making a difference"

Looking back

Due to the Healthwatch Lincolnshire contract expiring in September 2018, 2018/19 resulted in us reflecting on both our organisation and its priorities. This reflection enabled us to spend more time planning our future and most importantly getting out and about to promote Healthwatch Lincolnshire at over 80 different events.

This year was our first year inviting the public to vote for which health and care services were most important to them. From this work we formed the first of our project activities looking at stroke services. This work will continue for the next year providing much needed insight into the impact of stroke and how local stroke services are supporting both the patient and their family or carer.

Looking ahead

Our new financial year will see our employees, trustees and volunteers:

- Continue with our project activities such as stroke, mental health and care support services.
- Respond to emerging health and care concerns such as fragility or closure of services.
- Restructure our charity to help with financial future proofing and open up more opportunities to support Lincolnshire people

Barriers and opportunities

Currently one of our biggest barrier is the number of fragile health and care services in Lincolnshire. We have a relatively small team here at Healthwatch and do worry that we cannot always reach out to everyone. To help us we are always looking for more volunteers. We recognise that one of our greatest opportunities is to work with many more voluntary and statutory health and care organisations, during this next year we acknowledge the importance of doing this and will be focusing some of our activities to ensure this happens.

We have developed a fantastic patient management feedback system which we have called IMP. During the year we are hoping to share this system with other local Healthwatch and NHS Trusts.

Thank you

Healthwatch Lincolnshire cannot function without the support of many people. I would personally like to thank the following people:

My staff team, Dean, Emma, Julie, Nicola, Oonagh, Pam and Tim, their dedication and hard work never ceases to amaze me.

Our dedicated Trustees, John, Maria, Paul, Pauline, Brian, Lyndy, Clive, David, Dave, Mike, Barbara and Paul

Our dedicated volunteers, Phillip, Eileen, Martin, Robert, Nigel, Judy, Gillian, Merrill, Michael, Mary, Lindsay, Charmian, Charlotte, Eilene, Christina, Carol, Helen, Ruth, Anna, Rasik, Vivienne, Judith, Keith, Maureen, Nicholas, Ian

Lincolnshire County Council for their grant support

And most importantly the people of Lincolnshire who have contributed to our surveys and reports and shared their health and care experiences with us.

Sarah Fletcher

Healthwatch Lincolnshire CEO

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Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + CQC local team
- + NHS England local team
- + Staff from local NHS organisations

"The Care Quality Commission are proud of the excellent working relationship they have with Healthwatch Lincolnshire. It has been another successful year working together to ensure that the patient voice is heard and we understand how people experience primary care across Lincolnshire."

Care Quality Commission Midlands Region





Contact us

Address: Healthwatch Lincolnshire Unit 12, 1-2 North End Swineshead Boston Lincolnshire PE20 3LR

Healthwatch Lincolnshire Grant is monitored and administered by Lincolnshire County Council, County Offices, Newland, Lincoln, LN1 1YL

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We will be making this annual report publicly available by 30th June 2019 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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Healthwatch Lincolnshire Unit 12

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