



# Healthwatch Lincolnshire

Annual Report 2020-21

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# HWLincs welcomes you to this 8th Healthwatch Lincolnshire Annual Report.



Our charity has proudly delivered the Healthwatch Lincolnshire contract since 2013, on behalf of Lincolnshire County Council, for the people of Lincolnshire. During this time, we have engaged with over 500,000 people, influenced national policy as well as local commissioning and the delivery of statutory health and care services. To achieve this, we have worked closely with organisations such as the Care Quality Commission, NHS England, Healthwatch England, local NHS Trusts, care providers, Lincolnshire County Council and most importantly the residents of Lincolnshire who have shared their health and care experiences with us.

Dr Maria Prior, Chair of the HWLincs Board, who is a member of the Healthwatch Steering Group and is the Healthwatch representative at the United Lincolnshire Hospital Trust Board and the Lincolnshire Health Protection Board said:

“The HWLincs Board and the Healthwatch Steering Group would like to take this opportunity to thank Lincolnshire County Council for recently confirming the extension of the Healthwatch Lincolnshire contract to September 2024. This is such great news as it will enable our Board and Steering Group to successfully plan our Healthwatch activities over the next 3 years.

We are very proud to deliver such an important, often challenging but very exciting local Healthwatch and we look forward to talking to Lincolnshire people about their experiences and working with the health and care organisations delivering our services over the next 3 years.”

The HWLincs Board has 10 Trustees, bringing with them a range of knowledge and skills to support our charity, most importantly they all live in Lincolnshire so have a real vested interest in making all we do a success. HWLincs welcomes involvement from Lincolnshire people. We are currently looking for people with marketing, communication, financial or legal skills to join the Board.

In addition, our Healthwatch Steering Group is opening its membership to welcome 3 new members, in particular volunteers, with experience of either women and children services, adult social care or community health, however, anyone with an interest or experience in health and social care would be welcome to apply.



Anyone interested in either the HWLincs Trustee or Healthwatch Steering Group roles should email [enquiries@hwlincs.co.uk](mailto:enquiries@hwlincs.co.uk)

You can find out more about HWLincs by visiting our website [www.hwlincs.co.uk](http://www.hwlincs.co.uk)

# Healthwatch Steering Group (HSG)

Following our charity name and Board structure change in 2019 it was agreed, in January 2020, to form a new Healthwatch Lincolnshire Steering Group. The focus of this group is to guide, support, steer and advise our work to deliver the Healthwatch contract. This, along with group members being our critical friend, listening ear and evaluator, as well as formal representatives at meetings, ensures that we have a body of volunteers having oversight of our work.

## Representation

In line with our core representation requirements, all meetings that were attended during the last year were held virtually in response to the pandemic.

During this year Healthwatch have contributed to many meetings including:

- Lincolnshire CCG - Governing Body Quality Patient Experience Committee and 1:1 with Chief Nurse. At the CCG we have been able to raise a number of 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 to GP Services
- Lincolnshire Surveillance Group
- Lincolnshire Outbreak Engagement Board
- Lincs System Influenza Oversight Group
- Health Scrutiny Committee
- Health and Wellbeing Board, including being part of the HWBB small group review
- Health Protection Board
- ULHT Board
- Lincolnshire Partnership Foundation Trust, Council of Governors & 1:1 Chief Nurse
- Lincolnshire Health and Wellbeing Board
- VET – Voluntary Engagement Team, supporting the voluntary and community sector

## Quality Accounts

Annually Healthwatch Steering Group members also take part in the Quality Accounts process. A 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 services to report on quality and show improvements in the services they deliver to local communities and stakeholders, it is also an opportunity for us as Healthwatch Lincolnshire to ensure the patient voice is at the heart of quality improvement.

# Message from our Chair

## Liz Ball – Chair of Healthwatch Lincolnshire Steering Group

“The past 12 months have been extremely challenging for everyone and we recognise that all our residents in Lincolnshire have been impacted by the pandemic in one way or another. We would like to take this opportunity to thank our public for continuing to engage with us during these difficult times.

Our charity formally changed its name to HWLincs in August 2019. HWLincs is responsible and proud to deliver the Healthwatch Lincolnshire contract which is extremely important to the charity and a privilege to deliver.

Healthwatch Lincolnshire has continued to develop an excellent reputation and have had a significant impact in our roles as Watchdog, Signposter and Influencer as you will see from the many examples with this Annual Report.

Healthwatch Lincolnshire has an extremely important role to play, providing an opportunity for the peoples’ voice to be heard by key organisations such as the Care Quality Commission, NHS England, Healthwatch England, NHS Lincolnshire Clinical Commissioning Group, NHS Trusts and Lincolnshire County Council.

In January 2020 the Healthwatch Steering Group was formed to be responsible for overseeing the work of the Healthwatch contract. Pauline Mountain, MBE used her significant expertise to chair this meeting until March 2021 when roles within Healthwatch were reviewed. Pauline is now concentrating on Chairing the ‘Your Voice at Healthwatch Events’. Since March 2021 I (Liz Ball) have been elected as Chair of the Steering Group and feel honoured to drive this agenda forward to ensure we keep patients voices at the heart of all we do.

We are very proud of the work we do and would like to thank our dedicated team of paid and volunteer staff particular during the COVID-19 pandemic. It is a privilege to be Chair of Healthwatch Steering Group and I commend this Healthwatch Lincolnshire Annual Report to you.”



**Liz Ball –**  
Chair of Healthwatch  
Lincolnshire Steering Group



**Pauline Mountain MBE –**  
Chair of Your Voice@  
Healthwatch Event



# About us

## Here to make health and care better

We are the independent champion for people who use health and social care services in Lincolnshire. We are here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

## Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

### Our goals



#### 1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



#### 2 Providing a high quality service

We want everyone who shares an experience or seeks advice from us to get a high quality service and to understand the difference their views make.



#### 3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



**“Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone’s views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people’s lives.”**

**Sir Robert Francis QC, Chair of Healthwatch England**

# Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

## Reaching out



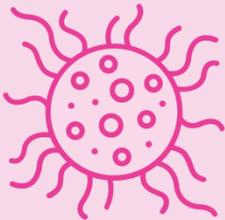
We reached

**480,214 people**

this year across social media, up from **219,726** people last year.

We have seen **35,315** page views on our website, up from **30,257** last year.

## Responding to the pandemic



We engaged with and supported

**1069 people**

during the COVID-19 pandemic this year, they shared their experiences of health and social care directly with our Information Signpost Officer.

## Making a difference to care



We published

**330 reports**

about the improvements people would like to see to health and social care services.

**100% of experiences**

were closed or resolved at the end of the year

## Health and care that works for you



**42 volunteers**

helped us to carry out our work. In total, they contributed **1831** hours.

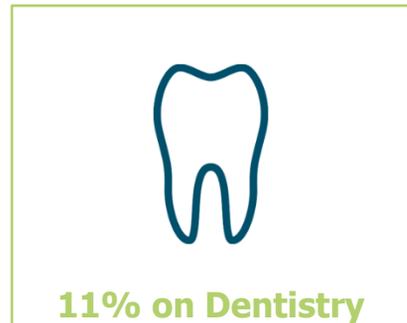
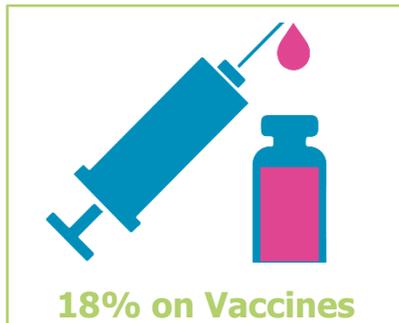
**We employ 9 staff**

We received

**£299,600 in funding**

from our local authority in 2020-21

## Top five areas that people have contacted us about:



## Information Signposting

Early in the pandemic, we heard from people about the lack of clear information and often inaccurate information. Our role became much more focused on providing people with clear, consistent and concise advice and information articles on our website to help address people's concerns.

The key questions people were asking included:

- How can I find an NHS dentist?
- How do I contact my GP, I can't get through on the phone?
- Asking for support in relation to Vaccinations and how and when they would receive a vaccine

### Signposting Directory

We developed a Signposting Directory containing a range of frequency asked about services that can be accessed by the public. Initially developed as a tool for our Volunteers when out and about in the county but can be used by all staff, Trustees and contacts as an easy to use booklet. It is a good starting point for most people to find out about some of the many services available in our large county.



### Contact us to get the information you need

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.

-  [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)
-  **01205 820 892**
-  [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)



## Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

### This year we helped people by:

- Providing up to date advice on the COVID-19 response locally
- Linking people to reliable up-to-date information
- Supporting the vaccine roll-out
- Supporting the community volunteer response
- Helping people to access the services they need



### Healthwatch Vaccination Webinar

Supported by Dean Odell from Healthwatch, HWLincs on behalf of NHS Lincolnshire CCG facilitated an information webinar in relation to the vaccination programme in Lincolnshire with Dr Maria Prior from HWLincs chairing the event.

The team in charge of vaccinating Lincolnshire from COVID-19 took part in an online information session to answer the public's questions. Recorded live on January 21st in front of hundreds of viewers, the video has had more than 2,500 catch-up views on Facebook. Thousands of Lincolnshire people have benefitted hearing first-hand from the NHS and Public Health team managing the Lincolnshire COVID-19 Vaccination Programme.

The vaccination leads on the panel included Lincolnshire Public Health, NHS Lincolnshire, the United Lincolnshire Hospitals Trust (ULHT), Lincolnshire Clinical Commissioning Group (CCG), as well as some of the managers from the vaccination sites.

During the webinar, the vaccination team explained the roll-out of the programme, vaccination information for frontline workers, when vaccinations at care homes will be completed, what people with various health conditions should be doing and how local transport can help people get to the vaccination centres. The 90-minute information session was packed with details and was followed up with answers to questions posed by the public.

#### Comments received about the webinar:

*"Thank you, very informative .... Well done. many thanks for the clear answers"*

*"Excellent webinar - many thanks to HWL and the panellists"*

*"Very useful & informative webinar - thank you to all involved in delivering the vaccinations!"*

*"Big thank you to everyone involved in this vaccination programme and to those who have given their invaluable time to support this webinar"*

*"Thank you so much to everybody for this very interesting Webinar."*



## Responding to COVID-19

### COVID-19 – How are you coping? Survey

In April 2020, we 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 COVID-19 was having on people. Over this time we had **3,049** responses, providing thousands of free text comments.

- 46% of our cohort felt that health services were impacting on their health and care negatively and were 'in essence' letting patients down.
- For our acute and hospital services, the messages focussed on delayed access to care and treatment. From the feedback there appeared little understanding about the continuation of care and the risks of delayed or cancelled services.
- We saw the connection between lack of access to physical health services on the mental health of patients, potentially creating unnecessary increases in demand for mental health services.
- The cohort shared with us their concerns over digital health, and whilst some embraced it, others were hoping it was a temporary measure and felt that vital assessment, diagnosis and treatment were being missed through a lack of physical examinations and referrals.

These findings were shared with the system and other interested partners whose services underpin the Lincolnshire and UK health and care infrastructure; this information is crucial for future learning.

Where has the information been shared:

- With the public
- Local Resilience Forum for COVID-19
- *NHS Governing Body*
- *NHS Lincolnshire Clinical Commissioning Group*
- *Lincolnshire Health and Wellbeing Board*
- *Senior Management level across a variety of stakeholder organisations*
- *The Healthwatch network and Healthwatch England*

We are currently revisiting this work with our COVID-19 One Year on Survey



Contact us to get the information you need

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.

- [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)
- 01205 820 892
- [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

## How to get an NHS dentist appointment during COVID-19

Routine dental care has had to change because of COVID-19, with social distancing rules making it difficult to access services. Here is some information on how to access an NHS dentist during the pandemic.



### How do I find a dentist?

To get the help you need you can:

- Phone your local dentist to get information about their opening hours and advice on where you can go to get the care you need
- If you don't have a dentist or your dentist is closed, you can phone NHS 111. Translation services are available.
- If you are deaf or hard of hearing visit <https://interpreternow.co.uk/nhs111>

### Do not visit a dentist without an appointment.

Practices will need to prioritise their patients based upon their needs. The [British Dental Association](#) advises:

- If you call to make an appointment, you will be asked some screening questions. You'll be asked those same questions again at your appointment
- You will probably be asked to use hand sanitiser or to wash your hands when you arrive (and again before you leave)
- Social distancing measures will be in place in the waiting rooms
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.



### I need urgent dental assistance – what can I do?

For urgent advice on any oral health issue you can call:

- [NHS 111](#) (open 24 hours a day, 7 days a week)
- Call the [dental helpline](#) at **01788 539780** (local rate call in the UK) for free and impartial advice between 9 am – 5 pm, Monday to Friday.



## Contacting your GP during COVID-19

To prevent the spread of Coronavirus (COVID-19) there have been changes to GP appointments. But it's still important to get help from a GP if you need it.

You can contact your GP surgery by:

- visiting their website
- using the [NHS App](#)
- calling them by telephone

You can also [order repeat prescriptions online](#). Only visit a GP surgery if you have been told to do so.

### How to book, change or cancel an appointment

You should be able to book or change an appointment at your GP surgery:

- online, find out more about [how to start using online services](#)
- by phone

In some GP surgeries, you may also be able to have a consultation online or over the phone. Speak to your GP surgery for more information about online and phone consultations.

Call your GP surgery if you need an urgent appointment. If your GP surgery is closed, a recorded message will tell you who to contact.



### Other services

Before you make an appointment to see your GP, think about what other services might be able to help.

- Go to a pharmacy for advice and treatment for minor conditions that do not need a prescription. Read about [services you can get from a pharmacist](#).
- [Call NHS 111](#) if you have an urgent medical problem, but you're not sure what to do.
- Visit [111.nhs.uk](https://www.nhs.uk) for urgent medical advice for people aged 5 and over only.
- Visit a [sexual health service](#) for testing for sexually transmitted infections and contraception advice.

You do not have to make an appointment or register for these services.



## YourVoice@healthwatch

**YourVoice@healthwatch** is a public event and is open to both health and care professionals as well as residents of Lincolnshire. Each event has a unique theme which is linked to our priorities and important to residents of Lincolnshire (Dementia, Stroke, Community Mental Health, Children and Young People's Services, Personal Health Budgets, Hospital Transport and Hospital Discharge are amongst many themes we have covered).

So in 2020 to 2021, we explored the world of hosting these events virtually, covering Hospital Transport, Hospital Discharge and Urgent and Emergency Care Services. These events have grown throughout the last year providing an opportunity for Lincolnshire residents to come and ask their questions to an expert panel as well as being provided with updates on the current status of health and social care services in Lincolnshire. We welcome you to attend future events, and please contact our Engagement Officer, Oonagh Quinn for more details: [Oonagh@hwlincs.co.uk](mailto:Oonagh@hwlincs.co.uk)



## A Cuppa With...

**Development of Signposting and Advice Sessions: virtual engagement sessions with the public on all health and care matters.**



As a direct result of the virtual YourVoice@healthwatch Events and acknowledging our lack of face-to-face contact with the public "A Cuppa With ..." was developed. An informal session held once a month and aimed at the residents of Lincolnshire to join us and have a chat. It is only for an hour. In attendance is our experienced Information Signposting Officer, a member of the Engagement Team and a Volunteer.



## Engagement Opportunities

Throughout this year despite the pandemic and lack of face to face engagement our Engagement Officer continued to:

- Work with the Gypsy and Traveller community, wheelchair users, Young Voices, Arthritis Support groups
- Facilitated opportunities to work with groups supporting people living with sensory loss. This includes: Guide Dogs, Blind Societies, Assistance Dogs and other local groups.
- Attended regular Patient Panel meetings with ULHT – areas of discussion to date have been the redesign of the A&E Departments at Lincoln County and Pilgrim Hospitals, Self-Booking of Follow up Appointments and Accessibility to Information.
- Opportunities have arisen to be part of a Social Issues Event which impacts on Health and Care looking to how pharmacy services could be delivered in the future and improvements to the complaint's procedures.

## Making a Difference

In addition to supporting and making a difference to each person who contacts us (over 1000 people) during 2020/2021, below we highlight some areas where patient feedback has made a difference to services in Lincolnshire:

### Experts by Experience

United Lincolnshire Hospitals have recognised the benefits of Experts by Experience and future joint working with Healthwatch through mystery shopper activities and review of patient literature which will directly improve patient experiences across Lincolnshire hospitals.

### GP access

Our report highlighting the difficulty Lincolnshire residents have had accessing GP services was acknowledged by the CCG as *'one of the most valuable that has been shared as it refers to patient experience directly.'* We continue to work with the CCG, GP practices and primary care partners to help improve patient access across Lincolnshire.

### Cannulas

A patient brought to our attention the use of a 'defective' batch of cannulas that were being used within United Lincolnshire Hospitals. The hospital quickly along with the cannula manufacture resolved the issues making sure defected cannulas were disposed of and no longer in use.

### CAMHS - Child and Adolescent Mental Health Services

National Health Service England (NHSE) had been made aware of our previous work with Children and Young People on the CAMHS service. Further to this previous work NHSE have introduced a home treatment model, which was one of recommendations in the original report. This means service users now receive care closer to home.



## Urgent & Emergency Care - NHS 111

With recent emphasis on the public to call NHS 111 as a first port of call for non-emergency services, Healthwatch Lincolnshire carried out an online survey to feed back what Lincolnshire people had to say.

Our findings suggest that there is a good overall awareness of the NHS 111 service and that the majority of people who have used NHS 111 feel they have received a good service. However, there is not such a good understanding of the range of services NHS 111 provides and concerns have been raised about the quality of service received in some cases, particularly in relation to the time taken to respond and the questions asked. With more people being asked to call NHS 111 as a first port of call this is a concern.

Our findings also suggest the importance of awareness of the NHS 111 service and patient experience and satisfaction, both for the health outcomes of individual patients and helping to relieve the pressures placed on Accident and Emergency, Primary Care and 999 services.

### Recommendations

- Continue to raise awareness of NHS 111 service and the range of services it provides, particularly with older people.
- Consider the promotion of NHS 111 and the range of services it provides using a variety of methods across Lincolnshire, ensuring that information about NHS 111 is provided in a variety of formats to make it accessible, including Easy Read and different languages.
- Consider carrying out and publishing an in-depth review of waiting times and service satisfaction, examining the causes of the long waits and reviewing what actions could be taken to mitigate these and to improve the patient experience.

## Stroke Services

Our work with stroke patients and carers was shared with the key service providers. Recommendations were to be reviewed through the patient experience group to pick up any actions and to trigger discussions.

### As a result of the specific recommendations made:

- There is a plan to introduce the opportunity for patients to self refer back into the service
- Plans for Stroke Association to be involved with the 6 month reviews
- Cardiovascular team setting up a formal review by the wider stroke team
- Positive feedback at ULHT Patient Experience Committee includes developing an action plan and acquiring funding for Clinical Psychologists



## Suicide and Suicide Prevention - Suicide 'A Personal Perspective'.

Healthwatch Lincolnshire heard from 114 people who have either had thoughts of suicide, with the aim of ending their life, family and friends who have been directly impacted by someone ending their life by suicide and professionals who have come into contact with suicidal people.

As a result of our evaluation, the following themes were identified:

- **Nearly half of people** who had experienced suicide and those that were experiencing suicide in the 'here and now', **felt there were no services in Lincolnshire that would help prevent suicide.** For clarity this is not that there were no services, but no services that would help prevent suicide.
- Consistently we heard **the need for easier access and availability of service provision in a coordinated way, at the right time.** With the aim of avoiding the real or perceived gaps created by commissioning and disjointed working across the Health, Care and VCS (Voluntary and Community Sectors).
- 49% of people had something positive to share when they had accessed services, this positivity was predominantly around non-NHS services. A further 51% cited negative experiences across all service types.
- Although services might be available 'on paper', access to and appropriateness of those services seemed to be the key factor for reporting that no services were available. **People told us that they felt like they were being pushed from pillar to post. Having inconsistent and unreliable services and delays in support and care packages,** drained resilience and belief in localised care.
- We have heard as a Healthwatch for many years (from system providers) that there are no major issues related to time delays in accessing services, however throughout the survey, **respondents cited delays and waiting lists compounding the issues of mental health and suicide,** the apparent lack of intermediary support between initial contact and treatment was raised.

***Furthermore, we compared our survey responses with the Lincolnshire Suicide Prevention Strategy (2020-23) and Action Plan (2020-21).***



### Find out more about Healthwatch Lincolnshire work..

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.

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## Healthwatch – the national voice

Healthwatch Lincolnshire is part of the Healthwatch network. Healthwatch England (HWE) is the national organisation and provides us with information and advice. Local Healthwatch information is used by them to help build the national picture.

### Networking with Healthwatch England

In November 2020, we were invited by Healthwatch England to present to the wider Healthwatch Network at the **"Developing Rapid Response: community insight in a crisis engagement event"**. We were able to highlight our work in taking the YourVoice@healthwatch Event from a face to face event to a digital arena.

*"Thank you all for leading such good sessions – I think it's a really positive move to be invited to showcase Healthwatch engagement to other engagement practitioners and I think your work will have given people a lot of ideas and food for thought."* **Marianne Patterson, Learning and Development Manager, Healthwatch England**

### Hospital Discharge

Healthwatch Lincolnshire took part in a joint national survey with Healthwatch England and the British Red Cross to understand people's experiences of hospital discharge. We fed back what Lincolnshire people had to say.

**60% (28)** of people said they were not given information to explain the process of leaving hospital had changed due to COVID-19.

**55% (26)** were not given information about who to contact if they needed further health advice or support after leaving hospital

**79% (37)** people felt prepared to leave hospital

**6** out of **13** carers said they were not sufficiently involved and informed in decision making around discharge

**7** (15%) discharges occurred during the night (between 8pm and 8am) – 4 from Lincoln County Hospital, 1 Peterborough Hospital, 1 Grimsby Hospital and 1 unknown



#### Find out more about Healthwatch Lincolnshire work..

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.

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# Volunteers

At Healthwatch Lincolnshire we are supported by 42 volunteers to bring about positive change by helping us hear the voice of Lincolnshire residents, to find out what people think is working, what people would like to see improved and understand how Health and Social Care Services are working.

## **This year our volunteers:**

- Changed the way they work, to stay volunteering with us throughout the pandemic.
- Took part in online reviews and research.
- Took part in telephone research.
- Became digital volunteers.
- Undertook administrative tasks from home to ensure our documents were up-to-date.
- Attended meetings and represented the Charity and Healthwatch Contract.
- Attended online coffee mornings, took part in quizzes and virtual social get togethers.
- Participated in interviews for both the Investing in Volunteers Award renewal and the successful achievement of the Trusted Charity Mark.
- Supported individuals in their own communities and volunteered at vaccination sites.

## Our volunteers are at the heart of what we do.

We all want the best health and care services we can get. Healthwatch has the role to listen and the power to significantly influence change, as the independent public voice on health and social care in Lincolnshire. Volunteers help us to make this happen with their skills, enthusiasm, time and dedication. With a range of opportunities and flexible time commitment, there are lots of ways to get involved with volunteering.

## Volunteers: Learning to Adapt

### Online Research

Many of our Community Listening Volunteers took up the challenge of becoming online volunteers over the year. They did several pieces of valuable research and review work to ensure we had the most up to date information on health services so that we could provide the public with accurate information and support.

Early last year volunteers reviewed GP websites for clarity over opening hours, COVID-19 information and advice for accessing appointments and other support services. GPs moved very quickly to online working and access and communication with patients was not always thorough or clear enough for those who were not engaged digitally. The report resulting from this work was shared with the CCG, highlighting discrepancies between services and offered recommendations for improvements.

One of our volunteer Trustees said "2020 has been an exceptional year of re-adjustment and accelerated progress for Healthwatch Lincolnshire. As a Trustee/Board Member we have assimilated to online meetings and gained new skills for monitoring and governance via virtual platforms. It has been an honour to strive for making a valuable and constructive contribution to the Charity in overseeing the delivery of its Statutory objectives and via Partnership working with a wide range of Agencies in the Health and Social Care Sector."

## Digital Volunteer

During 2020 a new Digital Volunteer role was created to assist the organisation with digital content and to help other volunteers become connected. They have been busy writing regular content in line with our projects and Healthwatch England's campaign calendar. They also review as well as our online presence, undertake data analysis and ensure our website posts are current and accurate. Continuing, this year we will be working to increase our reach and the variety of content including linking posts to Healthwatch England, local health partners and for HWLincs health and wellbeing campaigns.



### Volunteer with us

If you are interested in volunteering, please get in touch at Healthwatch Lincolnshire.

- [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)
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- [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

Volunteering is all about people, people that give their time generously and freely, and people they help along the way. Our countywide volunteers work with us as they want to give back to their communities and offer a service to people in Lincolnshire. Listening to the public's experiences, recording their compliments and concerns and informing service providers. Our role to be the public voice for health and social care enables us to influence, signpost and watchdog health and social care services to make positive change. Without our amazing volunteers we could not reach the thousands of people we do every year. We support our volunteers in assuring the public that their voice will be heard by service providers, making our work so important and impactful.

***100% of volunteers feel valued by the organisation.***

### Our volunteers say:

"As a retired individual my involvement as a volunteer has been good for my health and mental agility. I have made a few good friends and engaged with a community of like-minded individuals."

"Healthwatch do a great job keeping NHS on their toes."



"I haven't been volunteering for HWLincs for very long, but I have enjoyed meeting some of the other volunteers via the zoom coffee mornings and have always felt very supported by the Volunteer Officer."

"Great organisation doing great work creating great opportunities."



### Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Lincolnshire.



[www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)



01205 820 892



[info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

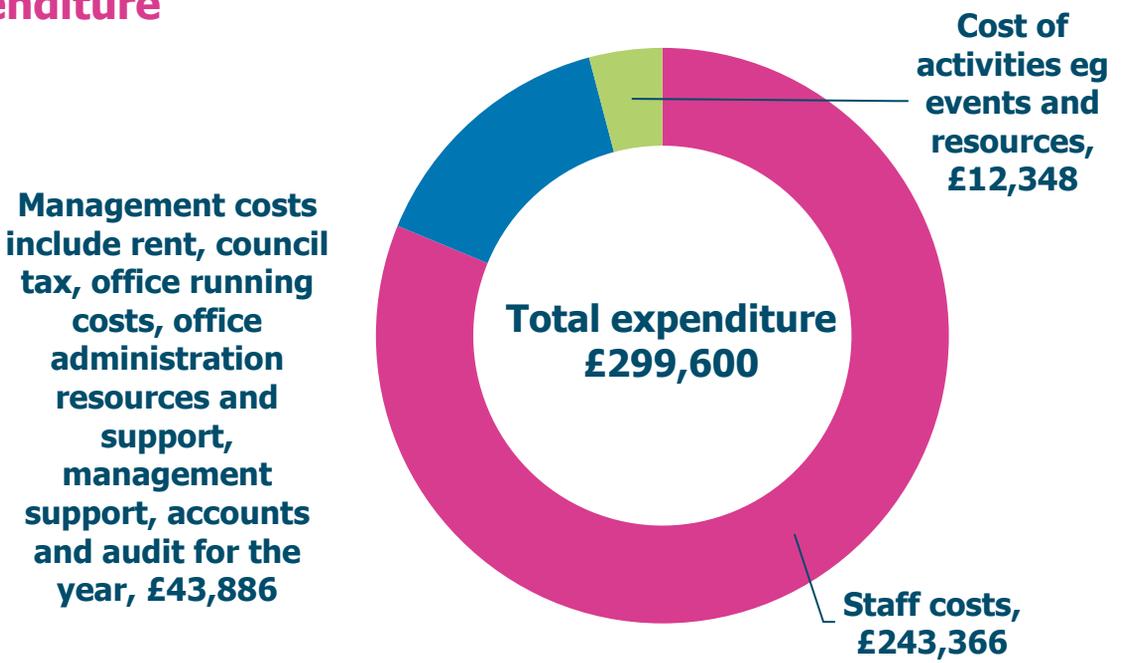
# Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012. Whilst cost of activities is lower than previous years this was attributed to the fact that we had to deliver all activities virtually, resulting in cost savings for venues, travel and volunteer expenses.

## Income



## Expenditure



# Next steps & Thank you

Moving into our new financial year it is important that we acknowledge the impact the COVID-19 pandemic in Lincolnshire is having. Our future plans are affected by this pandemic and most importantly the impact on people in our county.

## Getting to the heart of social care needs

Over the next year we want to hear more about experiences of social care. We will be dedicating one of our YourVoice@ public events to help people better understand 'What is Social Care?' It will also be an opportunity to learn more about the current picture of social care and a chance for the public to ask questions to a panel of social care experts. This will be followed by a campaign to encourage more people to share their social care experiences whether they are good or identifying areas for improvement.

## Mental Health & Self-Harm

As a result of our work on suicide prevention, we were informed about a gap in knowledge in Lincolnshire around self-harm, therefore will work with LCC (Public Health) and other partner organisations (i.e., MIND, Shine, LPFT, 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.

## Communication

Over the last few years communication issues are something that comes up consistently through Healthwatch insight. Using existing data we will compile a report to address patient concerns and how it can be improved. We will also be asking the public what good communication should look like in Lincolnshire health and care?

**"Tackling unfair health differences will need those in power to listen. To hear the experiences of those facing inequality and understand the steps that could improve people's lives, and then to act on what has been learned."**

## Continuing our work

We will continue to support and provide timely, appropriate and local communication and information about Lincolnshire health and care services, and how we can support Lincolnshire residents. We will also be making sure that the patient voice is at the heart of the new Integrated Care System (ICS) as well as supporting the national picture working with Healthwatch England and the Care Quality Commission (CQC).

We will continue working closely with Lincolnshire Public Health, Lincolnshire CCG, Lincolnshire County Council, Lincolnshire LMC and the NHS Trusts in Lincolnshire. Some of our work highlighted above will be to take their messages and help distribute them to our residents, as well as signposting people to access the most up to date information.

During the year we will be proactively linking in with other organisations to ensure we are reaching out to as many people as possible. By working with a wide range of statutory and voluntary organisations we hope to support the residents of Lincolnshire with getting the best healthcare advice, diagnosis, treatment and care they need.

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

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

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## Thank you

Finally we would like to extend a very big thank you to our volunteers, trustees and employees, without you all Healthwatch Lincolnshire would not be the excellent organisation that is it.

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*Proud to deliver .....*

**healthwatch**  
Lincolnshire