

Healthwatch Lincolnshire Update Report

April–June 2025

Published August 2025

Contents

- Key Performance Indicators overview..... 2
- Target 2 – Public sharing their views 3
- Target 3 – Information and signposting 7
- IMPACT..... 11
- Volunteers 13
- Website & social media stats 14
- Engagement and involvement..... 14
- Service Feedback 18
- Looking forward: July–September 2025..... 19

Key Performance Indicators Overview

Under LCC monitoring we have five measured Key Performance Indicators (KPIs).

	KPI area	Comment
1	Quarterly Healthwatch Lincolnshire delivery report	Complete. A Healthwatch delivery report will be produced quarterly, providing an overview of performance, activities, and plans for the upcoming quarter. It will be published in August 2025.
2	Number of people sharing their views and experiences with us. 2,000 year target	Exceeded target. Between April and June, 514 people shared their views and experiences on health and social care; 289 directly with our Information Signposting Team and 76 additional to our 1,189 responses (last quarter) to the GP appointment experience survey and 149 responses to our carers survey. Annual total: 513
3	Number of people provided with information and signposting. 3,500 year target	Exceeded target. Between April and June, 828 people have been provided with information and Signposting; 114 directly through the information signposting team and 714 accessed support through our Information Signposting articles online. Annual total: 828
4	% of positive feedback 90% target	Exceeded target. Between April and June, 34 people shared feedback with us about the Healthwatch Service. 97% shared a positive experience. Annual: 97%
5	% of people responded to within three working days 95% target	Exceeded target. 100% of people have been responded to within three working days during April – June 2025.

Target 1 – Healthwatch delivery report

A Healthwatch delivery report will be produced quarterly, providing an overview of performance, activities, and plans for the upcoming quarter. You are reading the delivery report for April to June 2025.

Target 2 – Number of people sharing their views and experiences with us on health and social care in Lincolnshire

Number of people sharing their views and experiences with us on health and social care in Lincolnshire	Quarter 1 April – June 25	Total
Annual target – 2,000	514	514
KPI		EXCEEDING TARGET

This quarter, **289** people shared their views and experiences directly with us on health and social care in Lincolnshire, through our Information Signposting Team.

Between April and June, 507 people shared their views and experiences on health and social care; 288 directly with our Information Signposting Team and 76 additional to our 1,189 responses (last quarter) to the GP appointment experience survey and 149 responses to our carers survey.

The service areas commented* on the most this quarter were:

- GP services (48%)
- All hospital services (44%) - (6% of all comments were about A&E)
- Social care (13%)
- Mental health services (5%)
- Patient transport (5%)
- Dentistry (10%)

*Some comments relate to multiple service areas.

57% of all comments were negative and 18% were positive. The remaining were neutral, mixed or unclear. Many of the experiences shared with us this quarter were again very case-specific.

GP services Access

Access to GP services appears to be an ongoing issue especially in the east of the county and Stamford. Individuals in these areas raised the issue of the "8am scramble", meaning that they rang as soon as possible but by the time they got through all the appointments were gone.

Personal data breach

During this quarter an individual contacted us to highlight a breach of their personal data. This individual was going to collect their prescription from their local pharmacy to which they were told, **"There is another person with the same name and date of birth but a different address."** **They then saw that their address had been changed to a care home. They called their GP surgery immediately where their concerns were downplayed and no one got back to them about the issue. The individual the next day rang the bowel**

screening number as they hadn't received their kit which should have been sent two weeks prior. They were then informed that their address had been changed to the care home. They would have to wait another two weeks to receive their kit due to the breach of personal data.

Healthwatch made contact with the care home and the surgery to establish what had happened and to identify what data had been leaked.

Patient: "I would like to say a massive thank you for all your reassurance and help with this matter. I realise mistakes are made but the fact that it was ignored by the practice infuriated me so much and it was that that made me reach out for help. With regards to the complaint I am now happy that finally it is sorted. Thanks again, it really was your hard work that got things changed."

Location of services/travelling to services

This quarter, a key theme of the experiences shared with us was location of and travelling to services. Due to the rural nature of the county with often-challenged public transport links, individuals shared their difficulties of getting to services. Some examples of what we heard include:

- An individual at a wellbeing group in Mablethorpe shared they had been given an out of hours appointment in Skegness on a Sunday. They do not drive and had to decline the appointment as there are no buses on a Sunday and getting a taxi was too expensive.
- **Transport for low income people, or on benefits:** People who go to medical appointments can claim back their costs, but getting hold of the form is difficult. Also, when people try to find out more through the hospitals or PALs, they the groups often don't have the information.
- **Beechfield ulcer clinic relocation:** A volunteer driver got in touch to share that Beechfield has stopped treating leg ulcers and patients are being referred to Gosberton surgery for treatment. They carry numerous patients to Beechfield on a regular basis for leg ulcer treatments which is a quick, short journey to the surgery at minimum charge. "Chances are they are unable to drive themselves simply because of the nature of the treatment. Having to take people to Gosberton a minimum 16-mile round trip is not only inconvenient to the patient but costs them more in our charges (let alone those who use taxis) and impacts our availability for other patients due to longer journeys".
- **Accessing blood tests in Mablethorpe:** An individual asked if it would be possible for an outreach clinic for taking bloods would be possible in the town centre. Many elderly residents are going by taxi to the surgery, which is costing a fair amount and they would like to see if an outreach phlebotomy clinic could be held closer to the residents.

- **Relocation of blood tests in Stamford:** Blood tests in Stamford are now being done at the local hospital which has a waiting time of up to an-hour-and-a-half for a blood test. Queues extend outside and elderly people wait in the cold.

Dental care

General access

We continue to hear from members of the public who are struggling to access NHS dental care. For some of these individuals this has been a long-standing issue, e.g. since the pandemic. Concerns were raised around the cost of private treatment, which is unaffordable for many. As a result of not being able to access dental care for prolonged periods of time, issues are deteriorating further, meaning individuals require more treatment that they can't afford, so become stuck in this cycle.

"I have been unable to get an NHS dentist for five years. I was unable to pay the thousands of pounds demanded by several dentists to make my teeth healthy. In that time my teeth have deteriorated with infections and I have now been told that the majority of my remaining teeth need to be extracted."

Dental access for those awaiting radiotherapy

We heard from three individuals who either have cancer or are about to start their radiotherapy. All three were struggling to access NHS dental care and could not afford private treatment. They need to receive the dental care before they start their treatment.

"I attended Broadway Dental Surgery in March 2025 and told them I had radiotherapy planned in six weeks and needed to get my mouth healthy. They told me I would need to wait at least three months and would then need to queue up with a form and hope for the best."

To support these individuals we have made contact with dental practices in their area.

Winsover Dental Practice in Mablethorpe has agreed to see one of the individuals.

Patient - "Thank you very much for arranging all this. It's solved a major problem for me at a difficult time. It's very much appreciated."

Dental services for care home residents

Dental access for care home residents

A carers group raised concerns about access to NHS dentistry for care home residents, including an individual receiving palliative care. Relatives are having to try to find appointments with limited success. This care home appeared unaware that they could refer to the community dental team which resulted in the individual having to wait six weeks for emergency treatment. To gain a better understanding of access to dentistry for care home residents we have included this in our survey codesigned with the ICB for care home managers.

Incontinence service

Previously we had heard of long waits for assessments and provision of resources from the incontinence service. Upon attending a group in Louth we heard that at least in this area this situation had improved:

"I run a dementia group in Louth. A year ago there was a six-month wait for incontinence pads. Now it's six weeks from going to the GP, getting an initial referral and all the documents, plus a one to one appointment. The service has greatly improved. I've spoken to various people in the group and the one-to-one appointments are excellent. It includes the whole area, Louth to Mablethorpe. There is a good demonstration about how to use, which is very good. Group members are/were paying out a lot of money so I always refer them to the incontinence service."

We continue to follow this issue up with partners to ensure this is an equitable experience.

Good practice

Below are some examples of the compliments we received this quarter for various services:

"Sexual health services. Staff were very knowledgeable and took a comprehensive history assessing all my needs and concerns in an empathetic, discreet and non-judgemental way in what felt like a safe space."

Two people attendees at Warm Space in Boston whose English is a second language are registered with Parkside Practice and find it easy to get an appointment and communication is good even though English is not their first language.

"I went to have my samples taken for a free cervical cancer screening test. I had a great experience, the doctor talked me through the entire process and made me feel comfortable." - Lincoln University Health Service

"Today I was feeling low, so I've come here. I have been stuck indoors for four years so I need to come out as I'm lonely. A named person at this place run by SHINE is helpful and I know people here so I'm pleased to see people. I like it when there is a small number of people. I'm always told to take care about not overdoing things but I want some quality of life. When being ill as I've been, there are challenges and things go wrong, but I'm here today because of the loving support of staff to try and stay positive." – Brent House SHINE

Target 3 – Number of people provided with information and signposting

Number of people provided with information and signposting	Quarter 1 April – June 25	Year to Date Total
Annual target: 3,500	828	828
KPI		EXCEEDING TARGET

Exceeding target.

Between April and June **828** people have been provided with information and Signposting; **114** directly through the information signposting team and **714** have accessed support through our Information Signposting articles online.

Healthwatch Lincolnshire signposting and information team arrange to go into different areas of Lincolnshire for the community to access in person signposting and to gather feedback.

We are always looking for other areas in the county to support and offer this service. **Please call 01205 820 892 or email info@healthwatchlincolnshire.co.uk**

Outreach clinics and events visits during this period:-

April	May	June
Skegness - Storehouse	Louth Learning Centre	Kirton - carers event
Mablethorpe - Coastal Centre	Billinghay - Wellbeing Hub	Lincoln – Peri-menopause event
Mablethorpe - CLIP Centre	Your Health Matters – Abbeyview Surgery	Withern - CAMPA van connect Network Theddlethorpe Mablethorpe

Looking ahead for outreach & events –

Louth Learning Centre

Skegness – Storehouse

Mablethorpe – Coastal Centre

Mablethorpe – CLIP wellbeing hub

Boston – Centenary Church

Grantham – Citizens Advice Centre

Lincoln - Whisby Nature World Centre

Here are some of the highlights:

Cancer patient denied NHS dental treatment

You said:

A caller told Healthwatch that their sibling, aged 61 and living with cancer, was told that their NHS dental practice in Coningsby was switching to private. The cost of a capped tooth would rise from £200–£300 to more than £1,300, which they could not afford.

Despite continuing to work part-time, the sibling is struggling financially and was refused PIP. Attempts to register with other practices were unsuccessful, with some suggesting tooth extraction as the only option. The caller sought help to find affordable dental care.

We did:

Healthwatch contacted several NHS practices, including Wyberton, and spoke with Winsover NHS Practice in Mablethorpe, who agreed to review the case if the patient called them. We also provided details for Citizens Advice to check benefit eligibility and shared information on a local Voluntary Car Scheme for transport support.

Outcome:

The sibling was given practical options for NHS dental care and advice on financial and transport support.

Patient address error causes distress

You said:

A patient collecting a prescription from the Co-op Pharmacy in Horncastle discovered their address had been wrongly changed to Wolds Care Home in Louth. This led to their bowel screening kit being delayed, causing them significant stress.

Despite contacting their GP surgery, they received no timely response and were concerned about a GDPR breach, wanting to know how and why their address was changed without consent.

We did:

With consent, Healthwatch confirmed with the care home that no personal details had been shared and that the bowel screening letter was sent in error. We also contacted the GP practice, who corrected the records, removed the incorrect result, and confirmed the issue would be reviewed internally.

Outcome:

The patient was reassured that their data was secure, thanked Healthwatch for intervening, and confirmed they were satisfied the case was resolved.

Delays in wheelchair equipment for MND patient**You said:**

A relative contacted Healthwatch about their parent, who has Motor Neurone Disease (MND). An assessment for specialist equipment was cancelled by NRS due to lack of staff capacity, despite the urgency of the situation.

The patient can now only sleep in a specialised chair due to deterioration and is suffering from severe pressure sores. Although a suitable cushion had been ordered, NRS advised it could take up to 10 weeks to arrive. In the meantime, the patient was relying on oromorph, which left them drowsy and unable to use communication equipment.

We did:

At the family's request, Healthwatch contacted NRS. We stressed the urgency given the patient's condition and the impact on their quality of life. NRS confirmed the cushion was on order but not due until June. As an interim measure, their clinical team sourced a gel zone cushion and offered immediate delivery.

Outcome:

A temporary cushion was provided while awaiting the specialist one, giving the patient greater comfort and easing their pain.

Support for parent with learning difficulties while child in hospital**You said:**

An Early Help worker contacted Healthwatch about a parent with learning difficulties whose child, being treated for a spinal tumour at Sheffield Children's Hospital, was admitted to Pilgrim Hospital in an emergency. The parent struggles with reading, writing, and retaining information, and felt staff did not understand their needs. They were worried information from Pilgrim would not be shared with Sheffield.

We did:

Healthwatch contacted the Liaison Officer for United Lincolnshire Hospitals Trust, who agreed to involve the ward Matron and the safeguarding lead for learning disabilities. They also committed to copying the Early Help worker into all communications.

Outcome:

The Early Help worker expressed thanks for the intervention, saying they had not known where else to turn for support.

New information signposting articles this quarter

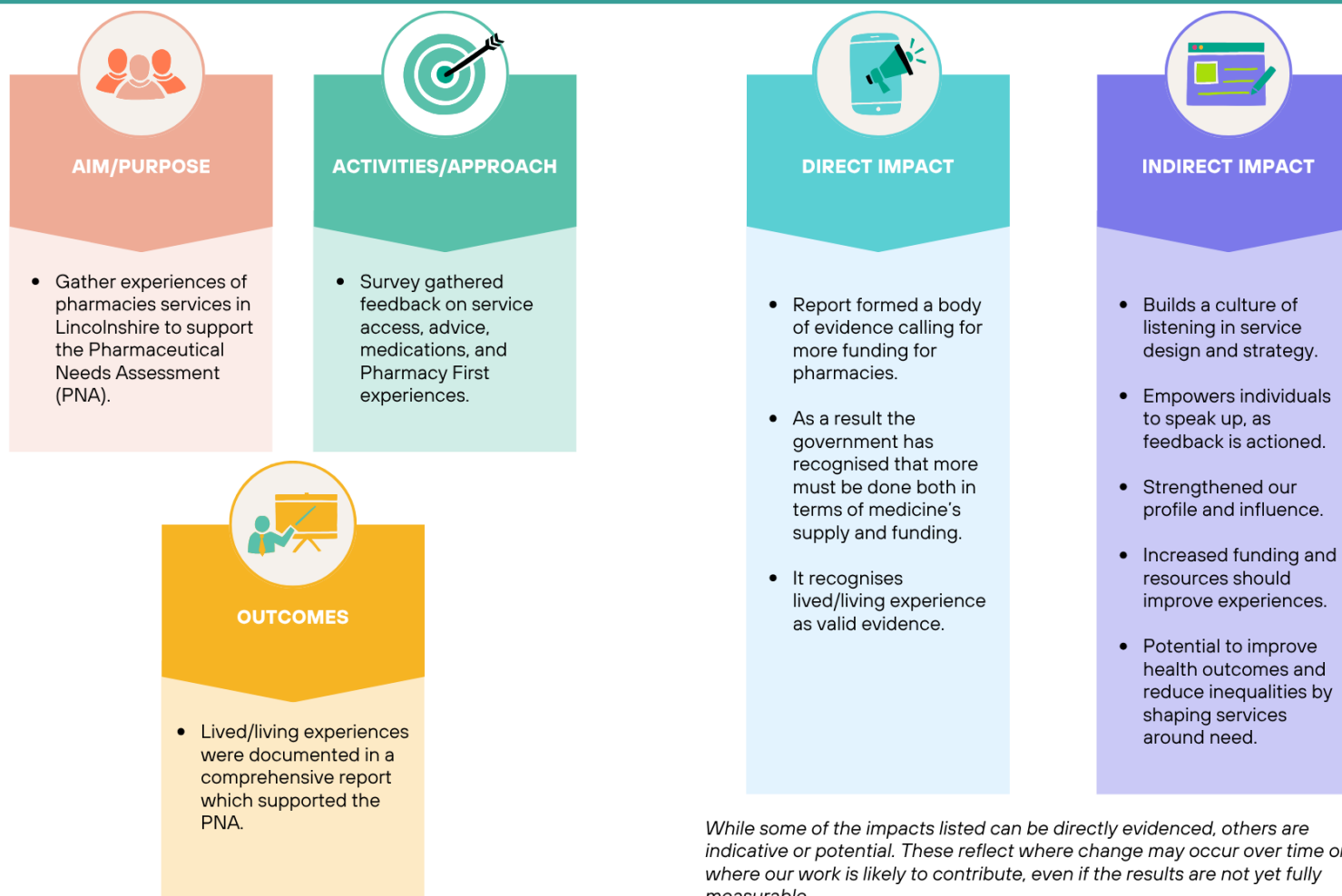
- **Your right to an NHS dentist**

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2025-04-07/your-right-nhs-dentist>

- **What can I do while waiting for an ADHD assessment?**

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2025-05-09/what-can-i-do-while-waiting-adhd-assessment>

Pharmacy Services



While some of the impacts listed can be directly evidenced, others are indicative or potential. These reflect where change may occur over time or where our work is likely to contribute, even if the results are not yet fully measurable.

Access to Dental Care



What did we hear?

- An individual about to start radiotherapy needed access to NHS dental care.
- Their current practice would only start taking NHS patients after their radiotherapy started which would be too late.



What did we do?

- We contacted a local dentist and explained the situation.
- We raised the issue with the ICB.



What happened?

- Given the circumstances, patient registered with Winsover Dental Practice at Mablethorpe.
- Now has an appointment in the right timeframe.



Impact

- Individual receives timely care reducing stress at this difficult time and leading to better health outcomes.
- Continues to highlight issues around lack of NHS dental care especially for those who are particularly vulnerable.



“Thank you very much for arranging all this. It's solved a major problem for me at a difficult time. It's very much appreciated.”

Non-Emergency Patient Transport (NEPTS)



What did we hear?

- Eligibility barriers.
- Communications issues.
- Poor service reliability and delays, treatment and wellbeing concerns raised in relation to non-emergency patient transport.



What did we do?

- Escalated key cases to authorities.
- Raised concerns on policy, accessibility, and discharge delays.
- Summarised year-long feedback and shared with stakeholders.



What happened?

- Individual transport cases were flagged for priority review.
- In cases of eligibility disputes, appeals were lodged on behalf of patients to reassess their transport needs.
- Communications to be reviewed.



Impact

- Helped patients access transport for appointments, reducing stress and potentially improving health outcomes and equity.
- Fostered a culture of listening and person-centred care.

Volunteers

	Volunteering Hours April – June 2025	
	Number of activities	Number of hours
TOTALS	39 activities	216 hours

As of 30 June 2025, there are 20 operational volunteers, and nine strategic volunteers registered with HWLinCs.

The table below shows the activities volunteers engaged within the quarter:

April	May	June
Newshound: weekly	Newshound: weekly	Newshound: weekly
Reader Panel: <ul style="list-style-type: none"> Healthwatch Signposting Directory Version 5 	Reader Panel: <ul style="list-style-type: none"> Healthwatch Signposting Directory Version 5 Mental Health Report 	Reader Panel: <ul style="list-style-type: none"> GP Survey Report Healthwatch Annual Report
	Administration: <ul style="list-style-type: none"> Desktop research of employer voluntary programmes (EVP) Councillor updates 	Administration: <ul style="list-style-type: none"> UK based hospice information Care home managers updates
		Community Engagement: <ul style="list-style-type: none"> Menopause event The Sidings Medical Practice x 2 visits Volunteer get-together at Volunteers Week Veterans open day

Future Engagement Opportunities

- Development of the Volunteer Reward and Recognition Programme
- Development of the Volunteer Forum: first meeting (informal) Friday 12 September 2025 at the Kitchen, Spalding 11am to 1pm.
- GP Practice Engagement: Abbeyview (Crowland), Cliff Villages, Gosberton Medical Centre, The Deepings, The Sidings (Boston), Spilsby Medical Practice and Market Rasen.
- The Bread and Butter Thing: Grantham, Harrowby, Bourne, Market Deeping and Stamford. (July and August 2025).
- Enter + View joint visit with the ICB and Trust to Pilgrim Hospital in July 2025.

As part of our ongoing efforts to enhance the volunteer experience at HWLincs, our Engagement Officer, Oonagh Quinn, is seeking interest in launching a Volunteer Forum to help shape volunteer roles and activities over the next 12 months.

Volunteers have been invited to participate in this initiative, which will also contribute to the development of a reward and recognition programme. The forum will provide a platform for volunteers to share their ideas and feedback, ensuring their voices are central to improving our approach. A meeting date will be arranged shortly to begin these discussions and work together to create a more engaging and supportive volunteering experience.

Website & social media stats

	Quarter 1 April 25 – June 25
Website page views	7,333
Facebook post reach	34,549

Across this quarter we have had **7,333** website page views. We have reached **34,549** people on Facebook.

With our social media scheduling software we are able to provide and plan a variety of social media content. We will also be increasing our promotion of information and signposting advice which we share on our website.

Engagement and involvement

Engagement and Involvement Activities (Involvement Officer)

Seldom Heard Community:

- 29 April Lincolnshire Sensory Services
- 7 May Boston Dementia Friendly Community
- 14 May Healthwatch England Disability Awareness and Engagement
- 16 May Long Term Conditions Support Group
- 3 June Healthy Lifestyles via VoiceAbility
- June Promotion of Carers Survey
- 25 June Veteran Open Day Event, Boston

- 16 July Boston Dementia Friendly Community
- 18 July Long Term Health Conditions Support Group

Main Themes: access to information in a timely manner, challenges in getting a face-to-face appointment at GP surgeries, long waits for referrals to be followed through, lack of communication and consistency in health care and treatment.

General

- 8 April Lincoln PROBUS informal presentation
- 9 April Coffee morning at Skirkbeck Court Residential Care Home
- 28 April Lakeside Surgery, Stamford PPG Chair
- 30 April Lincolnshire Volunteer Managers Network
- 30 April Boston Community Leaders Briefing
- 6 May Coffee Morning Carrington Village Hall
- 7 May Midweekers Spalding Methodist Church
- 9 May LCVP Community Market Place, Old Leake
- 12 May Butterfly Hospice working better with volunteers
- 21 May World Café – the people no one knows
- May contributions to HWLincs and Healthwatch Annual Reports
- 5 June Volunteer Get Together
- 12 June Mablethorpe CLIP Carers Event
- 13 June Carers First Event, Skegness
- 16 June Disability Action Group – focus on promotion of Carer's Survey
- 18 June Carers Support Group – focus on promotion of Carer's Survey
- 19 June ICB Webinar Health Inequalities
- 7 July Community Engagement Bourne
- 9 July LCVP Volunteer Manager's Network Meeting
- July promotion of YourVoice@Healthwatch Event Horncastle
- 15 July LCVP Volunteer Community Market
- 17 July Community Engagement the Storehouse, Skegness (covering KWs session)

Main Themes emerging: access to face to face appointments, lack of communication with patients, emergency medical care and long waits to be seen in A+E.

Enter + View Activities:

- 8 July: Joint Quality Visit with ICB / Trust Pilgrim Hospital

In July 2025, Healthwatch Lincolnshire joined Lincolnshire NHS Integrated Care Board (ICB) for a Joint Quality Visit to Pilgrim Hospital's Emergency Department.

The visit, rescheduled from December 2024, focused on observing patient care, reviewing safety measures, and gathering patient feedback across areas including reception, majors, the clinical decision unit, Same Day Emergency Care (SDEC), paediatrics, and the discharge lounge.

Despite high patient numbers and ongoing construction, staff were professional, compassionate, and patient-focused. Patients generally reported positive experiences, particularly within SDEC and the discharge lounge, noting good communication, regular checks, and access to food, drinks, and comfort measures.

Key initiatives observed included dedicated mental health facilities, the introduction of Call for Concern under Martha's Rule, provision of comfort and sensory packs, and work to reduce falls and pressure injuries. Challenges remain with the busy shared waiting area and construction disruption, though the new ED provides a calmer, more spacious environment.

Overall, the visit confirmed strong patient care and commitment to improvement, with recommendations to support continued progress as building works are completed.

Representation

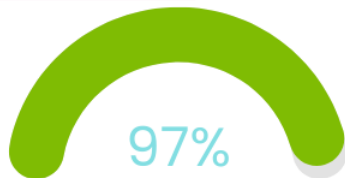
During this quarter, Healthwatch Lincolnshire contributed to meetings, including:

- Health & Wellbeing Board/ ICS Partnership Board
- Integrated Care Board (ICB)
- Health Scrutiny Committee
- Primary Care Co-commissioning Group PC3
- Lincolnshire System Quality Group
- System QPEC
- Health Protection Board
- Primary Care operational, quality, performance oversight Group (PCQP)
- Patient Experience Group (PEXG) ULHT
- Patient Panel ULHT
- Service Quality Review (SQR) LCC
- Patient Voice EMAS
- Lincs Veteran Network
- Regional Healthwatch Dentistry Meeting
- Lincolnshire Digital Inclusion Meeting
- Health Inequalities Programme Board
- Primary Care Access Working Group
- HWL,HWB, ICP, HSCFL & CQC Liaison Meeting
- Healthwatch – CPL Pharmacy
- Healthwatch LCC
- LCC Contract Update
- East & West Midlands HW Network Meeting
- Co-Producing Health and Care in Lincolnshire Working Group
- Our Shared Agreement
- Equality Diversity and Inclusion (EDI)
- Disability Action Boston (as required)
- Ed Baker Adult Social Care LCC
- Healthy Lifestyles VoiceAbility
- LinCA Care Managers Meetings
- Carer First Events
- Family HUBS LCC
- Catch up with CEO's and Chairs across Trusts and LCC

HEALTHWATCH LINCOLNSHIRE SERVICE FEEDBACK

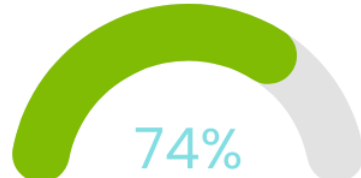
APRIL - JUNE 2025

Satisfaction



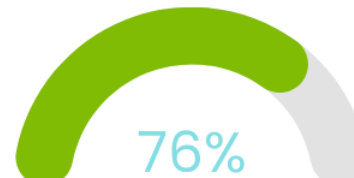
% of people who shared a positive experience with Healthwatch Lincolnshire

34 out of 35 people



% of people who would recommend our service to family, friends and colleagues

26 out of 35 people



% of people who felt Healthwatch helped them achieve a positive outcome

26 out of 34 people

Feedback comments received

"Because of my dad and my situation, the experience was very good and informative. I was given enough information to start this new chapter."

"Can't fault it, [Healthwatch] stepped in to support me with my needs and are always very helpful."

"Gave support and information on a way forward with a complaint."

"I felt listened to and cared for. There was consistency and continuity of care. Helpful advice."

"Julie Evans was wonderful and resolved a very difficult situation with regard to dental services."

"Healthwatch referred me to the PALS service, who were able to resolve my queries and deal with my concerns."

Cases responded to within 3 working days

100% of cases have been responded to within 3 working days between April and June 2025



Age

Age breakdown of those who shared feedback collected from 18 individuals



Under 18	0%	18 - 24	0%
25 - 49	9%	50 - 64	30%
65 - 79	45%	80+	15%

FEMALE

MALE

80% (28) respondents were female, 20% (7) male

Looking forward: July – September 2025

Healthwatch Information and Advice – Outreach

The Healthwatch Lincolnshire Information Signposting Team will hold outreach clinics across Lincolnshire so the community can access Healthwatch Lincolnshire's services face-to-face.

We provide information and guidance to the public and record their comments.

Engaging People with Sensory Loss

Alongside our Social Care Research Project analysis, we will also be focusing on engagement with people living with sensory loss. This work will explore the barriers they face when accessing health and social care, including communication challenges, accessibility of information, and the impact on their overall wellbeing.

We want to hear from people with sight and/or hearing loss about:

- Access to health and care services
- Communication challenges
- What truly inclusive care looks like

By gathering these insights, we aim to ensure that the voices of people with sensory loss are used to shape more inclusive and accessible services. We welcome people to share their insight, networks, or lived experience to help us build a strong evidence base. Findings will be shared with providers and commissioners to support meaningful improvements across Lincolnshire.

Healthwatch Lincolnshire – Social Care Research Project

Between April and July 2025, we gathered feedback from people accessing adult social care in Lincolnshire, including unpaid carers and care professionals. The surveys have now concluded, and over the coming months (July–September) we will be busy analysing the findings. These will be shared with providers and commissioners, alongside our recommendations to help drive improvements in care.

Our research focuses on three key areas:

- Unpaid carers
- Social care experiences
- Care home managers

Using surveys, focus groups, case studies, and Enter + View visits, we aim to build a clear picture of local experiences. A public report with insights and recommendations will be published later this year.

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