

## Healthwatch Lincolnshire: September Update

### Introduction

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

### Healthwatch Lincolnshire - Presentation of Annual Report 2021

Thank you to all those who attended our Presentation of Annual Report, both virtually and in person.

The event was chaired by Liz Ball with Dean Odell, Healthwatch Contract Coordinator, presenting the Healthwatch Lincolnshire Annual Report and gave an overview of our Future Plans.

During the event we received presentations from our guest speakers will Nick Harwood, and Paula Jelly, Associate Directors of Community Services and Inpatient and Urgent Care Services at Lincolnshire Partnership NHS Foundation Trust (LPFT).

The recording and presentations will shortly be available to watch back, keep an eye on our website for details.



### August 2021 Patient Experience Summary

During August, Healthwatch Lincolnshire Information Signposting Officer received 145 patient experiences. Below is a summary of the key themes raised by the public during August 2021 about Lincolnshire services.

For more details you can call 01205 820892, Email [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

In August, the main themes we were told include: -

- Neurology - patients/carers/parents - finding it difficult to access Neurology in and out of county
- Patients' frustrations on not seeing GPs face to face. Phone access difficulties, a feeling that surgeries need to get back to 'normal' (Healthwatch have asked for copy of NHS Lincolnshire CCG communications, so this can be communicated to patients)
- Access to NHS Dental remains to be a concern for many patients in Lincolnshire and the difficulties trying to be placed on a list. Patients unaware of differences between list and registration.

- Pharmacies - Patient feedback was positive, 'great service', 'cheerful staff', 'very helpful'.

## **Our plans for Oct 2021 - Sept 2022**

### **Overall theme - Integrated Services**

Integration is about everyone, patients' carers, communities and workforce. Crucial to its success will be listening to patient experiences. Healthwatch is here to assure that representative patient voice is fully engaged in service commissioning and development:

- Identifying what works
- What needs improving
- What needs are not being met?
- Gaps in service provision

We will ensure the voice of the patient is embedded in the ICS decision making.

### **COVID-19 Recovery**

Moving into our new contract year it is important that we acknowledge the impact the COVID19 pandemic in Lincolnshire is having. We want to gather views from the public on COVID-19 recovery to support & influence service changes to help improve patient experience & outcomes.

### **Healthwatch England**

We will be supporting a national campaign to learn about the impact of delays on people, how they are coping while they wait and what support they think would help them better manage their health. The aim is to help services understand how the five million people currently waiting for hospital treatment can be better supported.

Making health and care information accessible: This will launch in January 2022 and potentially run over 18 months. The aim is help NHS, and social care decision-makers understand the steps needed to ensure people get clear and accessible information that helps them make decisions and get the most out of services.

### **HWLincs**

We will support HWLincs with their digital health work which will help to support those with barriers to health and care services to support our most digitally challenged public with their access and services to primary and secondary care services.

We will:

- Provide more information and advice to the public
- Hear from more diverse and seldom heard groups of people.
- Understand the public's view on integration of health and social care services
- Understand the public's view on COVID-19 recovery across health and social care.
- Understand the public's views of social care in Lincolnshire
- To produce consistent and quality messages with the public through our website, emails and social media, including helpful information and advice.
- Grow our Enews Distribution list
- Support Healthwatch England National Campaigns
- Share where local views contribute to local, regional, and national work
- Ensure the public views are at the heart of service delivery and change

- Continue to run public events, such as YourVoice along with some of our Healthwatch Steering Group meetings in public

*The full workplan will be available on our website in the next couple of weeks*

### **Tell us what you think...**

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

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



### **Social Care**

Healthwatch Lincolnshire want to hear about your experience of using Social Care in Lincolnshire

*Are you in residential care, receiving care at home, know someone who is, or a care worker, we want to hear from you?*

*What we will be doing is sharing our overall findings with the systems that underpin the Lincolnshire and UK health and care infrastructure, this information will be crucial for future learning. Together we can help them listen, understand and develop future crisis planning with you in mind.*

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

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

Use the link above to share your experience or call 01205 820892 or

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