

Healthwatch Lincolnshire Update Report – March 2022

Report covers the period October to December 2021

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Key Performance Indicators Overview

Under LCC monitoring we have 5 measured Key Performance Indicators (KPIs).
Currently 2 KPIs are Exceeding target, 3 Target on Track.

	KPI area	Comment
1	Number of people sharing their views and experiences with us on health and social care in Lincolnshire. Target 375 per quarter	Exceeding Target – 412 people have shared their views and experiences with us on health and social care in Lincolnshire, 59 through our Life in a Care Home Survey and 353 directly with our Information Signposting Team
2	Number of people provided with information and signposting. Target 357 per quarter	Exceeding Target – 369 people have been provided with information and signposting. 153 people have been provided with information signposting directly with the team and an additional 216 have accessed through the Information Signposting articles on our website
3	Volunteer Hours – Target for year 1414 hours	Target on Track – 265 hours Healthwatch volunteers contributed 265.5 hours of volunteering this quarter, taking part in 45 activities, meetings, and events.
4	Number of people signed up to our Distribution list – Target for year 2000 people	Target on Track – 766 on our Monthly Enews List, 81 on our media contacts, 145 Healthwatch Monthly report list, and 531 on our groups and societies spreadsheet
5	Website & social media stats – Target for year 42,027 website views Target for year 473,403 FB Post Reach Target for year 14,848 Engaged Users	Target on Track Oct – Dec 21 Website Page Views 7,477 Facebook Post Reach 143,165 (Facebook reach is the number of unique people who saw our content) Facebook Engaged Users 2274 (The number of unique users who engaged with the page and/or content, including clicking links reactions and comments)

Target 1 – Number of people sharing their views and experiences with us on health and social care in Lincolnshire.

Number of people sharing their views & experiences with us on health and social care in Lincolnshire	Quarter 1 Oct 21 – Dec 21	Year to Date Total
Annual target – 1500	412	412
		Exceeding Target

412 = 353 experiences through information signposting Team, plus an additional 59 via our care home survey.

353 people have shared their views and experiences directly with our Information Signposting Team.

- 99% of all patient experiences logged with us are closed or resolved, this exceeds the target of 85%
- 106 people were referred to complaints or advocacy services in the last quarter. We submitted no poor practice concerns during this time.

During this period the main themes patients are contacting us about are:

GP services – concerns around access and particularly telephone access. However, there have been many positive comments in relation to digital services such as ‘AskMyGP’ and the improvements made to reordering repeat prescriptions.

What is Healthwatch Lincolnshire doing?

Healthwatch are working with NHS Lincolnshire CCG (CCG) in relation to improving public messages for access as well as improving patient understanding of the full services and multi-disciplinary team that is available to them in a ‘GP’ Practice. The CCG is planning a widespread communication campaign early 2022.

Healthwatch Lincolnshire have also supported HWLincs with their digital Webinar ‘Understanding support from GP Services and Digi-Health’ webinar with Dr Majid Akram, Dr James Howarth with additional contribution from Dr Kieran Sharrock. The questions posed were received by Healthwatch from the public. <https://hwlincs.co.uk/digi-health/>

Dentistry – Healthwatch Lincolnshire continually hears from patients who are struggling to access dental services across the county.

What is Healthwatch Lincolnshire doing?

In March 2022 we will be running our next YourVoice@Healthwatch event, focusing on dental care. Ahead of the event we will be sharing interviews, quick polls and information advice. This will conclude with our LIVE panel event giving people the opportunity to ask the questions they have concerning dental care across our county.

Our panel of experts currently consists of:

- Kenneth Hume, Chair of Lincolnshire Dental Committee
- Lucy Gavens, Public Health
- Adam Morby, NHS England and NHS Improvements

The event is scheduled for Wednesday 30 March 2022 from 10 am to 11 am.

<https://www.healthwatchlincolnshire.co.uk/YourVoice%40healthwatch-Dental-Services-in-Lincolnshire-March-2022>

A&E – concerns relate to long waiting times 5+ hours, lack of aftercare information, despite this many patients do comment about the excellent and caring care they receive from staff.

What is Healthwatch Lincolnshire doing?

United Lincolnshire Hospital Trust (ULHT) has been under increasing pressure throughout the pandemic and during the winter, much of which is due to a struggling workforce and as a result, patients are experiencing longer waits. In addition, ULHT have not been responding as well as they normally would to our monthly patient reports. So, over the next few months we will be working closely with them to obtain these responses as well as continuing to raise any concerns through our representation at Patient Panel and ULHT Board meetings.

The Healthwatch Steering Group met with Simon Evans, Chief Operating Officer from United Lincolnshire Hospital Trust, where he was open about the challenges the Trust faces going into winter but equally optimistic about how the Trust is improving during this difficult time.

Life in a Care Home 2021

We conducted a 'Life in a Care Home Survey' where we had 59 people respond and share their experiences or views.

Overall satisfaction with the quality of care was high, with 76% being very happy or happy with care quality. The quality of care had also for the majority (70%) remained constant over the past 12 months. Overall, care home staff were praised for their rallying efforts to adapt to the ever-changing situation, provide high quality care and entertainment for residents. However, this was not a universal experience, with 6% reporting that the quality of care had got worse over the past 12 months. This was attributed to declining staff levels.

Arguably and understandably, the biggest impact of the pandemic was that on care home visiting regulations. The continuously evolving situation with the COVID-19 pandemic led to new guidance on visiting being shared with care homes on a weekly basis. Overall, 83% were informed about their care home's visiting policy, with this information being (81%) easy to find. However, for others communication regarding the visiting regulations was poor and confusing.

As part of the road map of easing lockdown restrictions, on the 8th March 2021, the Government introduced the 'named visitor' scheme for care homes, this scheme worked well for 94% of respondents. This scheme in combination with other efforts made by care homes such as arranging window visits, phone and videos calls allowed 95% of people to keep in touch with loved ones in a care home during the pandemic. However, despite this, the loss of being able to spontaneously pop in to see a resident, reduction in length of visiting time and face to face visiting did have a negative impact on the mental health of residents and their families.

This in some cases led to increased social isolation and loneliness.

<https://www.healthwatchlincolnshire.co.uk/report/2022-01-26/life-care-home-2021>

We ran this survey in conjunction with Healthwatch Peterborough and Cambridgeshire and once they have produced their report, we will compare the experiences with our neighbouring Healthwatch. Insights

gained from the survey will prove instrumental in providing support to the care home sector in shaping its services and working towards improvement.

Quarterly Case Study - Daisy



Healthwatch Engagement Success - Life-saving equipment arranged for local lady...

We recently received some wonderful news in from our Information Signposting and Safeguarding Officer Julie Evans on a recent success for the Healthwatch team who have been able to help a local young woman with some life-saving equipment.

Daisy said:

“Thank you so much for helping me, kindness is such a precious gift to give.”

Read the full case study here: <https://www.healthwatchlincolnshire.co.uk/news/2021-09-29/healthwatch-engagement-success-life-saving-equipment-arranged-local-lady%E2%80%A6>



Target 2 – Number of people provided with information and signposting

Number of people provided with information and signposting		Quarter 1 Oct 21 – Dec 21	Year to Date Total
Annual target - 1428		369	369
			Exceeding Target

369 people have been provided with information and signposting. 153 people have been provided with information signposting directly with the team and an additional 216 have accessed through the Information Signposting articles on our website.

During this period there were 127 Dental comments where patients have been provided with the current situation regarding trying to get on an NHS Dental list throughout Lincolnshire. If we have been able to locate an NHS Dentist for these patients, this has been provided. NHS Choices website information has been given as this shows those Dentists only open to accepting new NHS Patients.

Those who have raised concerns around hospital care have all been provided with the relevant PALs (Patient Advice and Liaison Service) team information to enable them to remain empowered, for those

patients who would like to make formal complaints, Advocacy information for support has been provided along with who the patient needs to make the complaint to, this also relates to GP practices and who to make contact with, within the surgery. And for some patients, where and how to make a self-referral for their needs.

Top website Information Signposting Articles this quarter

1. Do you need help travelling to NHS services? - <https://www.healthwatchlincolnshire.co.uk/advice-and-information/2019-09-27/do-you-need-help-travelling-nhs-services>
2. What to expect when waiting for care? <https://www.healthwatchlincolnshire.co.uk/advice-and-information/2021-09-09/what-expect-when-waiting-care>
3. What should I expect after being referred for mental health support? <https://www.healthwatchlincolnshire.co.uk/advice-and-information/2021-09-10/what-should-i-expect-after-being-referred-mental-health-support>
4. Top tips to get the most out of your GP appointment <https://www.healthwatchlincolnshire.co.uk/advice-and-information/2021-07-27/top-tips-get-most-out-your-gp-appointment>

Positive change to the NHS Website

We have received an enquiry from a Lincolnshire parent with a 16-year-old child who has been invited to receive Covid-19 vaccination. They received an NHS letter inviting their child to receive the vaccination but when they checked the eligible sites, they were informed there are only 3 eligible sites in the region where administering the vaccination to 16-year-olds could take place.

Whilst we know from social media posts this is not actually the case and the large vaccination sites in Lincolnshire can administer the vaccination, it might be worth considering wider communications with the media in Lincolnshire to get the message out there that families do not need to travel as far to get their 16-year-olds vaccinated. We suspect that all families that have recently received this letter will be in the same dilemma. This appears to be NHSE history repeating itself sending out letters without consulting our local NHS teams.

By Healthwatch highlighting the issue the CCG were able to resolve the issue.

CCG response: “Just to confirm we have now managed to unblock the issue and the national website now has detail of Lincolnshire vaccination sites.”

Target 3 – Volunteers

Volunteer Hours	Quarter 1 Oct 21 – Dec 21	Year to Date Total
Annual target – 1414 hours	265	265
		Target on Track



In the three months, October to December 2021, Healthwatch volunteers contributed 265.5 hours of volunteering, taking part in 45 activities, meetings, and events.

The number of retained volunteers remain steady. In November, two volunteers resigned due to health reasons, but we also had three new recruits join. Two of these joined specifically to become members of the Healthwatch Steering Group, Sue Clements and Alison Lowerson come with a wealth and variety of experience in the health and social care environment.

On 31 December we had 41 volunteers on the register. Healthwatch activities undertaken in this period include, analysing the Pharmacy Report, and attending the Vaccination Sites at Lincoln and Boston on a regular basis to gather feedback. Volunteers also attended online and in person coffee mornings and Christmas lunches. They have supported Healthwatch staff in attending events at the Boston Library, Veterans Support Event and YourVoice@Healthwatch. Reader panel and administration work has included reviewing the Acute Services Review, Care Home Study questions, updating contacts list and creating contact labels.

Being pro-active, participating in surveys, and encouraging family and friends to do the same, our volunteers are a vital link in widening our reach and promoting the work of Healthwatch.

Target 4 – Number of people signed up to our Distribution list

Number of people signed up to our Distribution list	Quarter 1 Oct 21 – Dec 21	Year to Date Total
Target for year 2000 people	1523	1523
		Target on Track

Currently there are 766 people on our Monthly Enews List, 81 on our media contacts, 145 Healthwatch Monthly report list, and 531 on our groups and societies spreadsheet

We will continue to build our existing lists of community groups/contacts to build the distribution list through our engagement and help of our volunteers. With our new look Enews we will be sharing and encouraging people to sign up and get involved as this is an informative resource for the people of Lincolnshire.

Target 5 – Website & social media stats

	Oct 21 – Dec 21
Website Page Views	7,477
Facebook Post Reach (Facebook reach is the number of unique people who saw our content)	143,165
Facebook Engaged Users (The number of unique users who engaged with the page and/or content, including clicking links reactions and comments)	2274
	Target on Track

During this quarter we have used paid Facebook ads to promote our YourVoice events and the ‘Life in Care Home’ survey. With this we can target a wider spread of Lincolnshire people and engage with a much bigger audience, whilst we are restricted in our face-to-face engagement.

With our social media scheduling software, we can provide and plan a variety of content, we will be looking to utilise more video content with updates and interviews, we will also be increasing our promotion of Information and Signposting advice, which we share on our website.

Engagement and Involvement



YourVoice@Healthwatch Public Event: Community Health Wednesday 3 November 2021 (Boston)

This event had a Panel chaired by Pauline Mountain MBE made up of Dr Kieran Sharrock (Medical Director, Lincolnshire Local Medical Committee), Kenneth Hume (Chair, Lincolnshire Dental Committee), Dr Tracey Latham-Green (Chief Officer, Lincolnshire Community Pharmacy) and 2 Project Officers from SHINE.

With over 50 attendees in the room from a wide range of organisations, 11 stall holders in the Market Place there was a real “buzz” in the room. A lot of

additional safety measures were put into place including mask wearing in communal areas, hand wipes / sanitisers readily available, one-way systems, self-serve refreshments and minimum handling of items by more than one person.

Kelly Wells from Lincolnshire County Council said, *"I have really enjoyed the event, well organised feel really safe to be here and as always go away finding something out that I didn't know before. Thank you."*

We were able to conduct 3 quick polls and the attendees shared their 'Top Tips for Well Being' that we will collate and share with the community.

IMPACT: over 60+ people at the Event with 11 Organisations in the Market Place Top Tips for Wellbeing produced from suggestions by attendees and shared.

Quote from Organisational Rep: *I would just like to say a big Thank You for the invite to a well organised Event. It was great to be "in the room with people again" and lovely to put names to faces! A good Panel, with lots of knowledge and experience between them. Venue was amazing and such a good community asset. I appreciate that it was the first one that had been organised as a face to face in over 18 months and looking around the room there were a lot of people (I believe I counted over 50+ people – amazing!) My first Event to attend and will encourage my client group to attend in the future, depending on location and theme. It is hard to get clients to attend but for me as a professional I was able to have an opportunity to Network and have made some valuable contacts within the community that I will be following up on. Thank you once again for the opportunity to attend. Please send me more information when future Events are being organised and I will try to ensure that there is a rep from the organisation as well as clients in future. Thank you.*

Dear Healthwatch,

After the Your Voice meeting, I was speaking to Kenny Hume, chair of LDC. He said he is worried about the high number of children from migrant families who had bad teeth and needed anaesthesia for extractions. He mentioned that he would like to have conversations with members of communities, who might be able to give some insight. I said I knew a Lithuanian lady who has a lot of activity in the Lithuanian community. Kenny gave me his secretary's details and asked me to forward details. I contacted [her] and, with her permission, passed her details on. Subsequently the secretary arranged a zoom conversation between Kenny and [the lady].

Promoting Healthwatch:

- Informal presentation to a community group in Baston area.
- Attended the **Names to Faces Event** held at YMCA Lincoln an opportunity to build up networking opportunities with over 130+organisations in the Voluntary Sector, 3rd sector and local business including education and training establishments. Information shared with HWLincs Colleagues.
- **100 Voices Survey "What is it like to live in a care home?"** Identification of care homes to actively promote the survey and encourage people to take part. Liaising with VoiceAbility and larger care home providers. Delivered paper copies to 3 care homes in Boston area as well as a number of individual surveys posted out following advertising in local newspaper (The Voice, Spalding). Resulted in 59 responses to the survey.

Harder to Reach Communities:

- **Veteran and Families working with the Lincolnshire Military Veteran and Family network through Every-one.** Encouraging the services who work directly with veterans / families to share their experiences with Healthwatch.
- **Sensory Impairment** through ULHT Sub Patient Panel – discussion on development of areas for assistance dogs at 3 main sites in ULHT / use of symbols on wards. Through Healthwatch engagement activities during 2020 / early 2021 and facilitating opportunities to discuss issues ULHT formed the Subgroup. This group focuses on targeted issues for the patients with sensory loss.
- **Young Carers** both Signposting Officer and Involvement Officer had a successful meeting with Sally Stanfield Early Help Consultant Young Carer Lead from Lincolnshire County Council to develop mutual understanding and ongoing feedback and support to young carers in Lincolnshire. Sally is working very closely with schools to identify young carers. Young carers are not always identified as easily as adult carers within primary and secondary health settings. Links with Carers First and Lincolnshire Parent Carers Forum (LPCF) to be developed.

Healthwatch England

Healthwatch Lincolnshire say thank you to National Director Imelda Redmond as she leaves Healthwatch England. Healthwatch England National Director Imelda Redmond CBE has announced she will be stepping down from her role this autumn after four and half years leading the organisation. On behalf of Healthwatch Lincolnshire, Dean produced a 'thank you' video which you watch by clicking the link below:

<https://www.healthwatchlincolnshire.co.uk/news/2021-11-17/healthwatch-lincolnshire-say-thank-you-national-director-imelda-redmond-she-leaves>

Oonagh Quinn, Healthwatch Involvement Officer, jointly led a workshop with Healthwatch England and colleagues from two London based Healthwatch on Wednesday 6 October 2021 based on the Communities of Interest Pilot. The workshop was a learning and sharing event for the Healthwatch Network with 20 local Healthwatch attending. Healthwatch Lincolnshire facilitated 4 workshops during the Pilot and our focus was Gypsy, Roma and Traveller Community. Participants in my groups were: Healthwatch Blackburn and Darwen, Cornwall, Durham and Wiltshire. There was a great deal of sharing good ideas and practice, knowledge and support amongst the group. Lots of learning and reflections from this approach were fed back to Healthwatch England who will be looking at using our findings to develop this way of working across the Network over the next few years.

Helping the Healthwatch Network

Sarah shared with Healthwatch Milton Keynes our salary policy which helped support them with their structures.

"Thank you ever so much for providing these. The salary policy is exactly what I'm looking to develop. It provides a structure but no promises/commitment. It is this kind of consistency I need to get my

trustees behind. Currently, pay is open to personal trustee opinion and it isn't optimal. This will be a huge help!"

Healthwatch Lincolnshire In the Media

In November, Dean took part in a short interview with BBC Radio Lincolnshire in relation to waiting times for heart diagnostics. More people are waiting longer for vital heart scans than before the pandemic....how concerned are you? below is an update of the discussions between BBC and Dean.

"We are concerned about any delays to treatment or diagnostics because as we know the earlier you are treated the better outcomes for the patient so any delays would potentially be putting patients at risk. Delayed heart scans are not only distressing for patients, but it can also mean they become more unwell on the waiting list. However, we do know the hospitals the NHS and social care services are working extremely hard to manage waiting times across all conditions and are prioritising patients based on their clinic need.

Therefore, it's very important for patients to make the NHS aware of any changes to their condition. This is clearly a national problem and needs a long-term investment in the overstretched NHS along with a clear plan to prevent more lives from being lost to treatable heart conditions."

What is the solution?

"There is not an overnight solution to this problem, the NHS and social care system are struggling with the increased demand, not enough beds, workforce and financial constraints, but I think there are a few things that could be improved. Patients, their families and carers need to be better kept informed, so they don't feel forgotten. It needs to be easy for them to update the NHS on their condition, they need to be provided with more support services while they wait. These would all go a long way to improving the experience of waiting. It's also important that people don't sit on their symptoms and if they have concerns to seek help or advice straight away. This, combined with more health and care staff and regular and personalised communication, will help the NHS ensure no one waiting for care feels lost or forgotten and more importantly, they are seen as soon as possible. This is clearly a national problem and needs a long-term investment in the overstretched NHS, along with a clear plan to prevent more lives from being lost to treatable heart conditions."

Representation

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

During this quarter Healthwatch have contributed to several meetings including:

- NHS Lincolnshire CCG - Governing Body, Quality Patient Experience Committee and 1:1 with Chief Nurse. At the CCG we have been able to raise several 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 with GP Services
- Lincolnshire Surveillance Group

- Lincolnshire Outbreak Engagement Board
- Lincs System Influenza Oversight Group
- Lincolnshire Health Scrutiny Committee
- 4-way liaison meeting with HWBB, HSC, CQC and Healthwatch
- Health Protection Board
- ULHT Board
- Lincolnshire Partnership Foundation Trust, Council of Governors and 1:1 with Chief Nurse
- LVET – Voluntary Engagement Team, supporting the voluntary and community sector

Operational Representation:

- Cancer Board
- EMAS Patient Voice
- Patient Experience Group PXG (ULHT)
- HW England as part of Healthwatch week (Tackling Health Inequalities/ Accessible Information Standard Campaign 2022)
- LinCA Membership Group
- Service Quality Review LCC
- ULHT Patient Panel
- Voices for All Forum
- Wheelchair Users Forum

Oonagh gave a presentation to the LinCA Board Members to develop a better working relationship with Care Homes. Following this, the Involvement Officer will attend Member's meetings monthly between Jan and June 2022. Providing an opportunity to develop a better understanding and a 2-way conversation with Care Home Managers.

ULHT Patient Panel and Patient Experience Group - direct input via Patient Panel that feeds into the Patient Experience Group. Information given around: Mastaglia pathway, digital medical records, changes to follow up appointments, staffing concerns including recruitment and retention, complaints process, patient safety, communication issues and impact of longer waiting times for both follow up appointments/procedures. Regular updates on transformation of services to the Patient Panel and an opportunity to input into designs etc at a very early stage in development.

Training

We continue to roll out mandatory training for all new volunteers and employees. Annually we carry out a review of existing modules to ensure all required training areas are covered. All newly recruited staff and volunteers are required to undertake mandatory training.

As mentioned in the volunteering section, several volunteers have attended training relating to representation to become 'observer representatives' at external meetings.

Other training completed includes an in-house delivered course 'what makes a good funding application' and CPD courses continued.

Looking forward January – March 2022

YourVoice@Healthwatch – Dentistry March 30th, 2022



healthwatch
Lincolnshire

**YourVoice@Healthwatch
Dentistry – 30th March 22**

Can't get to see an NHS Dentist?
Have your say

Raise your Q's to an expert panel

Virtual Event – Contact for Details

YourVoice@Healthwatch event, the first of this year, following the postponement of the original date in January 2022. The event was unfortunately delayed from 26th January 2022 due to unavailability of some panel members but returns now bigger and better than ever on Wednesday 30th March 2022 with a fresh new format and online delivery.

It will feature the topic of dental services across Lincolnshire and will include an expert panel who will be discussing key

dental issues and advice in addition to answering attendees' pre-submitted questions.

In addition, we will be bringing within its new format a selection of interviews with dental experts, quick polls and a host of information and advice in the lead up to the event day

Current Panel so far is:

- Kenneth Hume Chair of Lincolnshire Dental Committee
- Lucy Gavens Public Health
- Adam Morby NHS England and NHS Improvements



You should be given healthcare information in the way you need it.

Join our campaign.

#YourCareYourWay

Healthwatch England Campaign – Accessible Information launches

Healthwatch England is running the campaign because the pandemic highlighted the importance of people receiving information about health and social care in formats they fully understand. Additionally, NHS England is currently reviewing the Accessible Information Standard, giving us a real opportunity to influence change.

The Standard is a legal requirement that compels health and care providers to proactively ask, record, flag and share people's needs in relation to accessible information, but we and many local Healthwatch had heard that it often wasn't being followed, despite it being introduced in 2016.

Healthwatch England wanted to investigate further, and in the absence of reliable national data around compliance, submitted Freedom of Information Act requests to NHS trusts in England asking whether they complied.

The campaign 'Your Care, Your Way' campaign will highlight that everyone should receive healthcare information in the way they can access and understand.

Establish relationships mechanism to work closer with neighbouring Healthwatch

Work to begin closer relationships with neighbouring Healthwatch, to understand what is happening in their neighbourhood health and care systems particularly where this makes impact referrals for Lincolnshire patient flows.

Continuous Engagement

Oonagh will be supporting HWLincs with a project between Feb-May 2022, working with the people and their carers who have learning disability and autistic diagnosis. Conducting face to face focus group – 3 groups of up to 10 people. This will be a great opportunity for us to engage with this cohort, to listen and learn more about their experiences of receiving health and care services.

Social Care Overview Report

Over the past year, we received 56 comments regarding social care in Lincolnshire and its borders, The key themes in these cases were: poor communication, poor quality care, lack of support, financial issues and signposting. The most prevalent problems were poor communication between services and patients, carers not turning up on time or not completing contracted tasks, and long waiting times for support to be implemented. We will use this report to work closer with social care providers and commissioners as well as to improve the care received. Report currently being finished.

Communications Report & Inequalities Report

These reports both highlighting public concerns with communications and inequalities in Lincolnshire are currently with the Lincolnshire CCG for responses to be included in the final report. We expect responses by the end of Feb 2022.

So what? – Report

Currently being produced this 'So what?' Report will highlight the main themes Healthwatch have been hearing from patients and Lincolnshire across 2021 and will include what is being done locally and nationally to improve these services.

100 Voices – Mental Health Support

We are working with LPFT our next 100 voices survey will look at people's experiences whilst waiting for mental health care and treatment, currently in development.

Share your thoughts

You can help make health and care services better by sharing your experiences and ideas.

Healthwatch Lincolnshire, Rooms 33-35, The Len Medlock Centre, St George's Road, Boston, Lincs, PE21 8YB. | 01205 820 892 | info@healthwatchlincolnshire.co.uk | www.healthwatchlincolnshire.co.uk |



healthwatch Lincolnshire

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