

# Healthwatch Lincolnshire Work Plan April 25 – March 26



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## Introduction

This annual planning document outlines Healthwatch Lincolnshire's goals and priorities from April 2025 to March 2026, offering a clear framework to guide our efforts.

### **Listening is more important than ever.**

Health and social care systems face significant challenges and critical decisions about how to build a sustainable future.

Key questions to shape this future include:

- How can services prioritise prevention to enable healthier lives and address the needs of an ageing population?
- What actions can tackle health inequalities driven by such factors as location, ethnicity or gender?
- How can services collaborate to deliver more cohesive, efficient and patient-centred care?
- What strategies can meet the growing demand for mental health support and improve overall wellbeing?
- How can technology empower patients, carers and service users to take greater control of their health?

### **Highlighting health inequalities**

Inequalities in health outcomes remain a significant concern, with unfair and avoidable differences across communities and societal groups.

### **Our proven track record**

Over the past 10 years, Healthwatch Lincolnshire has demonstrated the transformative power of public feedback in shaping health and care services.

By capturing real-world experiences, we've helped to identify what works, highlight areas for improvement, and encourage services to adopt better practices.



## The stories behind our priorities

Our priorities are guided by the Healthwatch Lincolnshire Steering Group and are kept focused and impactful by our dynamic, data-driven approach that draws from the likes of:

- **Patient, carer, and service user feedback**  
The experiences we gather often highlight gaps, inequalities, or areas where services are falling short.
- **Unheard voices**  
We identify topics and services where there is little or no patient feedback so we can shine a light on often-overlooked areas.
- **National issues with local relevance**  
Concerns raised by bodies such as NHS England, Healthwatch England, the Department of Health, and the Care Quality Commission (CQC) inform our focus, especially when local insights can support broader consultations and national improvements.
- **Seldom heard communities**  
We place a strong emphasis on reaching underrepresented groups who often face barriers to accessing or receiving equitable health and social care services.

By combining these considerations, we ensure our work not only addresses local needs but also contributes to wider system change.



# Lincolnshire County Council monitors five measured Key Performance Indicators (KPIs)

## KPI 1



### Healthwatch Lincolnshire Delivery Report

## KPI 2



**2,000**  
people

sharing their views and  
experiences with us  
on health and social  
care in Lincolnshire

## KPI 3



**3,500**  
people

provided with  
information  
and signposting

## KPI 4



**90%** positive  
feedback

## KPI 5



**95%**  
of people

responded to  
within three  
working days

Additionally, there are management indicators in place through our contract with LCC which can be found in the table below.

<b>Performance Indicators (PIs) and Management Indicators (MIs)</b>	
<b>Annual Workplan</b>	The annual workplan will be developed in partnership with LCC and the ICB throughout the liaison meetings.
<b>Healthwatch Lincolnshire Case Studies</b>	At least two case studies per quarter.
<b>Number of people engaging with the service about specific concerns</b>	Reporting the number of people contacting Healthwatch Lincolnshire with specific concerns.
<b>% of people who were supported to achieve the outcome they were looking for</b>	Reporting on how well the service performs on supporting people to achieve their intended outcomes.
<b>Profile of people contacting the service about specific concerns</b>	Annual demographic and ethnicity profile of all individuals accessing Healthwatch Lincolnshire about specific concerns.
<b>Public events and location</b>	Reporting on organising and facilitating a minimum of four public events per year, to cover a variety of topics throughout the county.
<b>Online presence and reach</b>	Reporting on numbers of people accessing the service website and social media channels.
<b>Self-assessment against the Healthwatch Quality Framework</b>	Reporting on the completion of the self-assessment against the Healthwatch Quality Framework. This will result in an action plan to be monitored and discussed in contract management meetings.

# Our Priorities

## Do more to tackle inequalities



To support more people who face the worst outcomes to speak up about their health and social care, and to access the information and signposting they need.

## Influencing service providers, commissioners and decisions



To support care decision-makers to act on public feedback and involve communities in decisions that affect them.

## Information and signposting



To provide timely and accurate information and signposting and to the public to enable them to make informed choices for their health & care needs.

## Increasing our reach & impact



To Improve our awareness and reach across Lincolnshire to ensure people know of us, contact us for signposting and share their experiences with us.

# Understanding people's views and experiences

Listening to people's experiences with health and social care services is central to our work. By engaging with communities across Lincolnshire, we identify what works well, what needs improvement, and how services can better meet people's needs.

We are committed to amplifying all voices, especially those often unheard. To ensure accessibility, we offer multiple ways for people to share their views:

- Attending outreach events.
- Contacting us via phone, email, website, or social media.
- Engaging through partner organisations or completing surveys.

Collaborating with local organisations and services helps us to gather diverse perspectives and reach as many people as possible.

## Our Commitments

We will:

- **Engage widely** across Lincolnshire, ensuring all voices are heard.
- **Work with community groups** to gather insights from their members.
- **Attend community events** to connect with residents and hear their stories.
- **Strengthen relationships** with health and care providers to raise awareness of Healthwatch Lincolnshire.
- **Improve how we share insights** with providers and commissioners to drive meaningful change.
- **Explore new ways** to promote our work and demonstrate how we support residents.

By listening to and acting on people's experiences, we help shape better health and care services for everyone.



# Our Activities

## Information & Signposting

Helping people to navigate health and social care services remains at the heart of our work. Through our information and signposting service, we guide residents to the right resources, services, and support. Common queries include accessing specific services, making complaints, sharing feedback, and finding additional support.

Timely, clear, and accurate information can greatly improve people's experiences. Many individuals require guidance across multiple services, highlighting the need for a holistic approach to support.

Information and signposting is available over the phone, via email or in person at events and groups. We are expanding outreach sessions across Lincolnshire to provide more face-to-face advice. Our resources include online information, printed materials, and direct support to ensure accessibility for all.

## Our Commitments

- **Collaborate with partners** – work with health and social care providers to improve access to relevant, accurate and accessible information.
- **Create tailored resources** – develop materials that reflect local needs, delivered in formats that work best for residents.
- **Promote our services** – raise awareness of our information line and outreach programme so more people know where to turn for help.
- **Champion inclusivity** – ensure our resources break down barriers so everyone, regardless of their circumstances, can find the support they need.
- By strengthening these efforts, we **empower residents** to navigate health and social care services with confidence.

## We will:

- Provide a timely and appropriate response to anyone who contacts us with a health or social care query, whether by phone, email, post, social media, or engagement event.
- Give individuals independent and impartial information and support about choices available to them.
- Promote the information and signposting service to make sure people and service providers are aware of how we can help them.
- Developing helpful guidance and advice articles that we will be sharing on our website.

## Research Projects

### April – June 2025

#### Social care

Between April and June, we focus on social care. We aim to explore the challenges that individuals face when accessing social care services, identifying barriers, gaps and opportunities for improvement, along with what works well and praise best practice. The project will engage with care recipients, unpaid carers, social care providers and key professionals through surveys, focus groups and case studies. Findings will inform recommendations for improving accessibility and quality of care.

#### GP Services

Between January and March 2025, we conducted a snap survey looking into the public experience of booking a GP appointment.

Between April and May, we will analyse the data and present the findings. We will look at the differences and compare between Primary Care Networks satisfaction of booking a GP practice appointment and investigate other health inequalities that may be present through our findings.

## **July – September 2025**

### **Seldom Heard Engagement**

Seldom Heard Engagement will involve focus groups with selected communities. This work will develop key considerations for engagement, understand how to better connect with these groups, and identify key issues, concerns and best practices. Insights gathered will help to shape more inclusive approaches to service engagement and ensure their voices are heard in health and social care discussions.

### **Snap Survey**

Following the success of our GP services snap survey, we will continue to run snap surveys. These will help gather targeted insights, identify key challenges, and highlight opportunities for improvement in health and care services. Findings will be shared with stakeholders to support service development and better meet the needs of local communities.

## **October – December 2025**

### **State of Health and Care in Lincolnshire**

A whole-population research project, *State of Health and Care in Lincolnshire*, aims to capture public experiences, perceptions and relationships with health and care services. Findings will be central to the HWLincs conference, providing valuable insights to drive improvements in health and care across the county.

## **January – March 2026**

### **Seldom Heard Engagement**

Seldom Heard Engagement will involve focus groups with selected communities. The aim is to develop key considerations for engagement, understand how to better connect with these groups, and identify key issues, concerns, and best practices. Insights gathered will help shape more inclusive approaches to service engagement and ensure their voices are heard in health and social care discussions.

### **Snap Survey**

Following on from the success of our GP services snap survey we will look to run a further snap survey related to condition/ service specific. This will help gather targeted insights, identify key challenges, and highlight opportunities for improvement in health and care services. Findings will be shared with stakeholders to support service development and better meet the needs of local communities.

## What will we do with the experiences shared?

We act as a critical partner to health and care service providers and commissioners across Lincolnshire, using what people have told us as the basis for this relationship.

We want the views and experiences of local people to shape the services they provide and influence the decisions they make.

To do this, we analyse what local people are telling us to identify trends and issues.

We then talk to commissioners and service providers about what is working well and what could be improved.

Our unique powers under the Health and Social Care Act 2012 mean we are involved in decision-making, and commissioners and service providers should listen to what we say. We have a seat on the Lincolnshire Health and Wellbeing Board and are involved in various other local health and care boards and working groups so that people's views can influence the work of these groups.

We will continue to champion the meaningful involvement of users and carers in the design, delivery and decision-making of health and care services and will encourage providers to use co-production approaches to design and develop their services. The introduction of the Lincolnshire Integrated Care System will result in significant changes to how the NHS is managed. We will continue to play an active role in this to ensure service users' voices are heard at all levels of NHS decision-making.

## Enter and View

Under the Enter and View program, trained Healthwatch Lincolnshire representatives have the legal right to visit and observe health and social care services, including hospitals, care homes, and GP surgeries. These visits assess care quality, gather feedback, and advocate for improvements, ensuring service users' voices shape healthcare.

Each quarter, Healthwatch Lincolnshire conducts Enter and View visits across various settings, with the number of visits depending on their scope. In December 2024, we partnered with the Integrated Care Board (ICB) to assess corridor care in hospitals and will follow up at Pilgrim Hospital in May 2025. These visits provide real-time insights into patient and staff experiences, focusing on dignity, safety, and the factors driving



corridor care. Findings will inform future strategies and be shared with providers and commissioners.

We are also collaborating with Lincolnshire County Council (LCC) on care home visits to strengthen our work in adult social care. Additionally, we plan to revisit Community Diagnostic Centres and other community settings where possible.



## Events

YourVoice@Healthwatch events provide a platform for the public to engage directly with key decision-makers through panel Q&A sessions. Panels are selected based on the event's theme, ensuring expert responses to attendees' questions. The events also facilitate networking with service providers, charities, and community groups.

Participation has grown significantly, with attendance increasing from 40–50 to 80–100 per event. Community groups, third-sector organisations, and patient representatives now take a more active role, reducing reliance on professionals to lead discussions. Importantly, there is greater representation from seldom heard groups, enhancing community engagement.

## Themes and Priorities

Event themes are shaped by Healthwatch Lincolnshire's priorities and insights gathered from public engagement.

## **July 2025 – YourVoice@Healthwatch Event**

The July event will present Healthwatch Lincolnshire's annual report, alongside guest presentations and a Q&A panel for the public to engage with health and care leaders. Attendees will influence Healthwatch Lincolnshire's future priorities by sharing their perspectives.

## **October 2025 – YourVoice@Healthwatch Event**

Focusing on social care, this event will share findings from our April–June research. It will feature guest presentations and a Q&A panel, providing the public with a platform to engage with health and care leaders.

## **February 2026 – HWLincs VOICE Conference**

Healthwatch Lincolnshire will support the HWLincs VOICE Conference, showcasing our key achievements and impact over the past year. This event will strengthen partnerships, facilitate stakeholder engagement and help shape future strategies for health and social care in Lincolnshire.

## **Other Engagements**

### **Healthwatch Steering Group (HSG) Meetings in Public**

Held quarterly, these public meetings provide updates on Healthwatch Lincolnshire's activities, allow the public to observe our plans, and offer a platform to ask questions and suggest future areas of focus.

### **Research Webinars**

We host webinars to share findings from our surveys and engagement work. These sessions bring together professionals, patients, and service users to discuss key insights, invite feedback, and explore initiatives that support improvements in health and social care.



## Key Themes and Activities for 2025–2026

Theme	Activity	Date
<b>Seldom heard Engagement</b>	Targeted engagement focusing on reaching people effected by health inequalities.	Ongoing
<b>Social Care Research</b>	Between April and June, we will focus on social care. We aim to explore the challenges individuals face when accessing social care services, identifying barriers, gaps, and opportunities for improvement, along with what works well and praise best practice.	April – June 2025
<b>Snap Surveys</b>	Snap surveys will allow us to quickly capture real-time public experiences and opinions on specific health and care services or conditions.	2x across the year
<b>Whole population research project</b>	A whole population research project, State of Health and Care in Lincolnshire, aims to capture public experiences, perceptions, and relationships with health and care services.	October 25 – December 25
<b>Events</b>	YourVoice@Healthwatch – July and October	2 events to take place – July and October 2025
	February HWLinCs Voice conference	February 2026
	Focus groups	Ongoing
<b>Enter &amp; View Activity</b>	Between April and June we will look to undertake care home visits to support our social care research. In May we will support the ICB with hospital visits focusing on corridor care. Other community setting visits to be confirmed.	April 2025 – March 2026
<b>Patient and Service User experience</b>	To increase the number of people who share their experiences with us.	Ongoing
<b>Outreach Clinics</b>	We will aim to Increase the amount of people who approach us for signposting.	Ongoing
<b>Information &amp; Advice Review</b>	We will review with those who contact us what the effects are of the information and signposting we give to them.	Begin January 2025
<b>Online articles</b>	Further create online resources and articles for Lincolnshire people to use to help them navigate health and social care services.	Ongoing
<b>Attend events</b>	Engage with people at community events across Lincolnshire. Our focus will be those events where the public is the main focus.	Ongoing

## Influencing service providers, commissioners and decisions

Health and care decision-makers increasingly recognise our work and use our evidence, but some still question the value of our insights. We are committed to ensuring people's voices are heard at every level of the health and social care system.

As a critical partner to service providers and commissioners in Lincolnshire, we use public feedback to shape services and influence decisions. By analysing trends and identifying key issues, we engage with decision-makers on what is working well and what needs improvement.

Our statutory powers under the Health and Social Care Act 2012 ensure we are involved in decision-making. We hold a seat on the Lincolnshire Health and Wellbeing Board and participate in various local health and care boards, ensuring public views shape policy and practice.

With the Lincolnshire Integrated Care System (ICS) changing how NHS services are managed, we will continue advocating for meaningful public involvement in service design, delivery, and decision-making.

### We will:

- Strengthen relationships with service providers and commissioners, encouraging greater public involvement.
- Provide briefings on people's experiences of key services to inform decision-makers.
- Work with the Integrated Care System to ensure Lincolnshire residents' voices influence NHS decision-making.
- Promote co-production in service design, development, and evaluation.
- Share public feedback while ensuring anonymity.
- By championing these approaches, we help to shape a health and care system that truly reflects the needs of the people it serves.
- Share what people tell us whilst maintaining their anonymity.



# Increasing our reach and impact

## The steps we will take:

**Raise our profile:** We will actively increase awareness of Healthwatch Lincolnshire across the county, with a specific focus on reaching communities experiencing health inequalities. By prioritising engagement with underrepresented groups, we aim to ensure every voice is heard.

**Develop a communication plan:** A communication plan will guide our work throughout 2025–26. This plan will underpin our efforts to engage with residents, stakeholders, and partners effectively, using targeted approaches to reach diverse audiences.

**Showcase public voice impact:** Sharing the impact of public feedback on health and care services is critical. We will prioritise highlighting the positive changes made as a direct result of the community's input, ensuring people see the value of sharing their experiences.

## Communication

Effective communication and marketing are essential to achieving the goals outlined in our annual plan. We will build on our successful digital communications from 2023–24 and continue to explore new and innovative ways to connect with the people of Lincolnshire.

## Key Communication Priorities

**Promotion** – continue to develop, strengthen and promote the Healthwatch Lincolnshire brand as an independent voice for health and social care.

Ensure all residents and communities in Lincolnshire are aware of our role and services, and how to engage with us.

**Impact** – regularly communicate the outcomes and achievements of our work, demonstrating how public feedback is driving meaningful improvements in local health and care services.

Leverage various media and communication channels to keep stakeholders informed and engaged.

**Support** – provide accessible, up-to-date information to help residents navigate health and care services, working closely with provider and commissioner stakeholders to ensure accurate and timely content.

By implementing these steps, we aim to strengthen our presence, amplify the voices of Lincolnshire residents, and build greater trust and collaboration with our stakeholders.

## Service Evaluation

As part of our ongoing efforts to enhance the Healthwatch Lincolnshire service, we will carry out several key service evaluation activities between January and March 2025. These activities are designed to ensure that we maintain high standards, remain responsive to the needs of our stakeholders, and continuously improve our impact within the community.

### Healthwatch England Quality Framework

First, we will prepare a thorough review using the Healthwatch Quality Framework. This framework provides a structured approach to assessing our performance across six key areas:

- Leadership and decision making.
- People: staff and volunteers.
- Sustainability and resilience.
- Collaboration.
- Engagement, involvement and reach.
- Influence and impact.

By identifying our strengths and areas for improvement, we aim to refine our practices and ensure the highest quality service delivery.

### Stakeholder Analysis

Our annual stakeholder analysis gathers insights from key partners, organisations and community groups. This process will help us evaluate how effectively we are meeting the needs and expectations of our stakeholders, identify opportunities for collaboration and strengthen our relationships with those who share our vision of improving health and care services.

### Staff and Volunteer Feedback

A staff and volunteer feedback session will gather input from the dedicated individuals who drive our work forward. This will help us understand their experiences, identify areas in which we can enhance support and development opportunities, and ensure we foster a positive, inclusive, and productive working environment.

## Service Feedback

To complement these efforts, feedback collected from the public and survey participants will allow us to directly incorporate the views of those who interact with our service into our evaluation process. This will gain valuable insights into how our service is perceived, identify any gaps, and prioritise areas for improvement.

## Annual Plan

The 2025/26 Annual Plan will be developed by Healthwatch Lincolnshire and in collaboration with members of the Lincolnshire County Council (LCC) Liaison Meeting. This approach ensures the plan reflects both local concerns and strategic priorities of all organisations, aligning efforts to deliver the best outcomes for Lincolnshire residents.

The plan will outline key activities to address the health and social care needs identified through our engagement and feedback processes. By taking this approach, we can amplify our impact within organisations by using the intelligence gathered from residents across the county. This ensures that the voices of the community reach the right people to drive positive change. A national review underlines the importance of ensuring that people's voices remain at the heart of shaping and improving services.

Together, these activities will provide valuable insights to guide our strategic planning and service development, ensuring that Healthwatch Lincolnshire remains a trusted voice for the community and a catalyst for meaningful change.

Theme	Activity	Date
Healthwatch England Quality Framework	Undertake the structured review using the Healthwatch Quality Framework.	April–June 2025
Stakeholder Analysis	Engage with key partners, organisations and community groups to gather insights.	Ongoing
Staff and Volunteer Feedback	Collect input from staff and volunteers through an interactive session.	Ongoing
Service Feedback	Analyse feedback from surveys, event evaluations and public engagement.	Ongoing
Annual Work Plan	The 2026/27 Annual Plan will be developed by Healthwatch Lincolnshire and in collaboration with members of the Lincolnshire County Council (LCC) Liaison Meeting.	January–March 2025

## Volunteering

*'Volunteering is the commitment of time and energy, for the benefit of society and the community, the environment or individuals outside (or in addition to) one's immediate family. It is unpaid and undertaken freely and by choice'*

*Join in, Get Involved: Build a Better Future Volunteering Strategy for NI, 2012*

Volunteers play a key role in helping us deliver the Healthwatch service and Annual Plan. Their contributions are also integral to supporting our statutory obligation to engage with the public and ensure their voices shape health and social care services.

We are dedicated to expanding and supporting our volunteer community to enhance public and patient involvement across Lincolnshire's health and social care services.

**Volunteers bring invaluable skills, perspectives, and energy, which allow us to:**

- Utilise their capabilities effectively to support our work and maximise impact.
- Celebrate their contributions and strengthen patient participation in local services.
- Promote the benefits of volunteering to build community connections, foster inclusion and ensure ongoing representation across diverse groups.
- Enrich their experience, ensuring that volunteering with Healthwatch Lincolnshire is both meaningful and rewarding.

We embrace diversity and actively encourage volunteers from all backgrounds to join us. We aim to provide varied opportunities that suit a range of skills and interests, ensuring a supportive and inclusive environment.

The overarching aim of volunteers within the Annual Plan is to develop and promote good practice in the involvement and support of volunteers within Healthwatch Lincolnshire that will in turn contribute to effective delivery of our Annual Plan.

Our focus is not only on recruiting new volunteers but also on retaining existing volunteers through engagement, training, and development. By doing so, we can strengthen their involvement and sustain their valuable contributions.



# We will:

We will continue to utilise volunteers' skills through our Readers Panel, quality assuring the written work.

- **Encourage their own networks** – friends and family to give feedback about health and social care services.
- **Support online research**, including gathering feedback from social media groups and auditing GP websites to assess the accessibility and quality of information.
- **Develop digital volunteer roles**, adapting to the increasing need for remote and flexible engagement opportunities.
- **Engage in co-production work**, ensuring volunteers are at the heart of shaping service improvements.
- **Expand community outreach**, increasing face-to-face interactions with the public to gather insights and raise awareness of our work.
- **Continue Enter and View visits**, enabling volunteers to observe and report on the quality of care in care homes and other settings.

Our overarching aim is to foster good practice in volunteer involvement, enabling us to deliver the Annual Plan effectively. By prioritising diversity, inclusion, and meaningful engagement, we will ensure that volunteers remain a cornerstone of Healthwatch Lincolnshire's success.

Together, we will amplify the voices of Lincolnshire residents and drive improvements in health and social care services.



## What does the legislation say local Healthwatch do?

1. Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
4. Make reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Provide advice and information about access to local care services so choices can be made about local care services.
6. Formulate views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

### Delivering for the people of Lincolnshire

Delivering on our obligations means we are delivering for the people of Lincolnshire. We are contractually required to undertake a range of activities that support the health and social care needs of the county. We must deliver these to the highest standard.

## Organisational governance

Strong organisational governance is fundamental to the success of Healthwatch Lincolnshire. Our Steering Group actively contributes to governance arrangements, supported by the HWLinCs Board of Trustees, which is dedicated to upholding the highest standards of accountability. This ensures that we consistently meet all aspects of governance, with financial and legal obligations maintained and decision-making processes reflecting best practices.

To further strengthen our operations, we will implement the Healthwatch Quality Framework, enabling us to operate to the highest standards across all activities.

Additionally, regular policy reviews ensure our practices remain current, compliant and aligned with evolving legislation and organisational needs, fostering transparency and accountability throughout. Together, these measures create a robust framework that underpins the sustainability and effectiveness of our organisation.

Issue	Activity
Effective Governance	Our Steering Group plays a vital and active role in the governance arrangements of Healthwatch Lincolnshire. Overseen by the HWLinCs Board of Trustees which is committed to upholding the highest standards, ensuring that Healthwatch Lincolnshire consistently meets all aspects of excellence in governance.
Financial Stability	We will ensure that expenditure is within income.
Healthwatch Quality framework	We will implement the Healthwatch Quality Framework to ensure that all aspects of our organisation consistently operate to the highest standards.
Policy review	We will conduct policy reviews to ensure our organisational practices remain up-to-date, compliant with current legislation, and aligned with best practices. This ongoing process supports transparency, accountability, and operational excellence.

	APRIL	MAY	JUN	JULY	AUG	SEPT
Events	Events during this time may consist of focus groups relating to our research topic: social care			YourVoice@Healthwatch – Focus on annual reports presentations from Healthwatch and HWLincs – with guest presentation/Q&A	Event during this time may consist of focus groups with seldom heard communities feeding into our engagement activity	
Research Projects	Social Care Research Topic area TBC (care home access to dentistry – carers, OTs, social prescribers, wellbeing service)			Seldom Heard or community engagement – focus groups with selected communities ( <i>link in with digital inclusion</i> ) <i>Developing key considerations, learning about how to better connect and key issues and concerns and best practice - LGBTQ+, ADHD</i>		
Snap Surveys	A survey during this time will be linked to the social care research			Snap survey – related to condition/ service specific		
Operational activities		Conduct Healthwatch England Quality Framework	Annual Report publication  Volunteers’ week			Presenting at Health and Wellbeing Board 23 <sup>rd</sup> September
Enter and View		Supporting ICB visit to Pilgrim Hospital	Care home visits x2 in this quarter to support social care focus		CDC E&V visits – follow up from previous visits and Healthwatch England research	

	OCT	NOV	DEC	JAN	FEB	MAR
Events	YourVoice@Healthwatch – focus on social care and share findings from our April – June research	Events during this time may consist of focus groups relating to our research topic – whole population research			HWLincs Conference 2026	
Research Projects	Whole population research project – State of health and care in Lincolnshire – Findings of this would be key to conference Survey, volunteers supporting, pledge network, Experiences and relationship with health and care services, think, feel and act. NHS 10 year plan themes/asks. Join a big conversation (virtual) present initial thoughts, themes – padlet feedback			Seldom Heard Engagement – focus groups with selected communities ( <i>link in with digital inclusion</i> ) 1 x population		
Snap surveys	A survey during this time will be linked to the social care research			Snap survey – condition or service specific		
Operational Activities			Volunteer, staff and board Xmas get together			
Enter and View		Mental health – joint visits or community-based service TBC			Visit focus to be confirmed	



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