

Healthwatch Lincolnshire Update Report – May 2023

Report covers the period Jan to Mar 2023

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Key Performance Indicators Overview

Under LCC monitoring we have 5 measured Key Performance Indicators (KPIs).
Currently 4 KPIs are Exceeding target, 1 Target on Track.

	KPI area	Comment
1	Number of people sharing their views and experiences with us on Health and Social Care in Lincolnshire. 1500 yearly target	Exceeding Target – 2168 people have shared their views and experiences with us on Health and Social Care in Lincolnshire, 233 directly with our Information Signposting Team. 1533 people shared their experiences with us through surveys.
2	Number of people provided with information and signposting. 1428 yearly target	Exceeding Target – 951 people have been provided with information and Signposting. 124 people have been provided with information signposting directly with the team and an additional 827 have accessed through the Information Signposting articles on our website
3	Volunteer Hours – Target for year 1414 hours	Exceeding Target – 326.75 hours across volunteering. Healthwatch Volunteers, taking part in 73 activities, meetings, and events.
4	Number of people signed up to our Distribution list – Target for year 2000 people	Exceeding Target – 2238 people on our Distribution lists, 1367 on our monthly Enews List, 83 on our media contacts, 187 Healthwatch Monthly Report list, and 601 on our groups, societies and other 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 7167 website Page Views, Facebook Post Reach 79,246 (Facebook reach is the number of unique people who saw our content) Facebook Engaged Users 1916 (Facebook reach is the number of unique people who saw our content)

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 22 – Dec 22	Quarter 2 Jan-Mar 23	Quarter 3 Apr-Jun 23	Quarter 4 Jul-Sept 23	Total
Annual target – 1500	387	1781			2168
					Exceeding Target

Exceeding Target – This quarter 1781 people have shared their views and experiences with us on Health and Social Care in Lincolnshire.

1533 people shared their experiences with us through our surveys.

- **327** Cost of Living survey
- **1028** through the NHS 5 year Forward Plan survey
- **193** NHS Dentistry survey

Cost of Living: The Impact on Health & Wellbeing

The rising cost of living (rising household energy bills, inflation and interest rates) is adversely affecting people’s mental health and wellbeing.

The impact the cost-of-living crisis is having on many people’s ability to heat their homes and eat well has been widely reported. However, our new data suggests people are increasingly avoiding booking/attending NHS appointments or taking up prescriptions and over-the-counter medications because of the costs.

People are avoiding vital care due to the fear of extra costs

The number of people who avoided an NHS appointment due to the cost of travel doubled to almost one in 10, 11%, in December, up from 6% in October.* * Healthwatch England National Poll results

We ran a public survey and received **327** responses.

Key Headlines

- 81% of respondents agreed that the rising cost of living is causing them to worry/feel anxious.

- As a result of the rising cost of living respondents reported a decline in their mental (69%) and physical (50%) health.
- 83% of respondents reported that their financial situation had worsened over the past 6 months.

To try and cope with the rising cost of living respondents had made changes to their health and social care, which included:

- Avoiding going to the dentist due to associated costs
- Cutting down or stopping private services (e.g. counselling)
- Avoiding buying over-the-counter medication
- Stopping a special diet needed for a medical condition

Respondents had also made changes to their general lifestyle, which included:

- Putting on more clothes than normal to stay warm
- Not turning on the heating when they usually would
- Turning off or avoiding using an essential appliance to save on energy costs
- Reduced how much food they eat and buy

These changes have in turn had a negative impact on many aspects of daily life including isolation from friends and family, ability to manage any feelings of physical pain and/or a long-term health condition.

Whilst many respondents had been negatively affected by the rising cost of living, some of the most vulnerable in our communities appear to have been disproportionately affected. Individuals who seem to have been especially affected by the rising cost of living include:

- **Carers**
- **Those with a disability**
- **Those with a long-term health condition**
- **Those whose income includes means-tested and/or disability benefits.**

Read the full report here: <https://www.healthwatchlincolnshire.co.uk/report/2023-04-27/cost-living-impact-health-wellbeing>

NHS 5 year Forward Plan survey

To support the development of the Lincolnshire NHS Strategy 5 Year Plan, the ICB Engagement team and Healthwatch collaboratively wanted to hear from patients, service users and family carers to understand what is important to them when developing local services.

As well as this face-to-face engagement Healthwatch Lincolnshire conducted a public survey and 2 online webinars. We had 1028 responses to the survey in just over one week.

The public told us from a list of options what was most important to them in terms of the NHS over the next 5 years.

- improving waiting times for routine services, diagnostic tests, operations, and A&E.
- improved access to GP services.
- an increase in the staff and work force of the NHS.

And that was particularly important to those NHS staff that took part in the survey, where addressing the pressure on NHS staff was their top priority. 25% of the responses from this survey were from NHS Staff.

When we (Hannah Darley) analysed the free text comments around what the NHS in Lincolnshire should focus on over the next 5 years. These were the key areas. Workforce and staffing were the most

Feedback from the webinars and the engagement conversations supported the survey findings and again access and appointments being at the forefront of people’s mind as well as quality of care being personalised and treated holistically as well as with care and compassion.

The other themes that came out in these conversations that hasn’t been mentioned already was around travel and transport, for those in rural and deprived areas it can often be difficult to get to appointments sometimes that’s a financially issue or sometimes its practical problem if your relying on public transport to get you to an appointment, an 8am appointment when the first bus doesn’t get to your village till 905 makes it impossible.

Survey - Key Findings

1. When it comes to the NHS over the next 5 years, which 5 of the following are most important to you? (Overall Top 5) **1,028 responses**



54% - Improving waiting times for routine services such as diagnostic tests or operations



54% - Improve waiting times for A&E



47% - Making it easier to get face-to-face GP appointments



43% - Making it easier to get appointments at GP practices



43% - Increasing the number of staff in the NHS



"There are some examples of excellent of how well the NHS works such as the response to the pandemic and the vaccine roll out. It is a shame the wins often get out shone by the negative stories."

"It is staff on the ground that makes NHS Lincolnshire work for its people."

"The hard work and dedication of staff in our hospitals and GP practices is inspiring. This dedication should be noticed, encouraged and rewarded."

"Online advice available from GP practice - can ask for advice which may mean an actual appointment may not be necessary."

"The Breast Clinic service should be taken as a template and replicated. Excellent patient care provided in a timely manner."



Improving Dental Services across Lincolnshire

Access to NHS dental care continues to be one of the main issues we hear about from the public. Difficulties getting support has led to many people living in pain.

As far back as 2015, the number of poor experiences shared with by residents about substandard dentistry has been continuous, and we have raised these concerns about the decline on behalf of our residents. During this time, we have consistently worked closely to raise concerns with Lincolnshire MPs and Councillors, NHS Lincolnshire ICB, NHS England Midlands Dental Commissioning Team, Healthwatch England, as well as with local and

regional dental networks. We have also contributed to the National Parliamentary NHS Dentistry enquiry and provided evidence for the Health Select Committee.

We know that people from the most deprived communities struggle the most to access dental care because they cannot afford it. Although we welcome NHS England's recent changes to the dental contract, we believe further reform is needed to fix the issues.

So, what have you told us so far?

1. The lack of NHS dental care is having a negative impact on peoples' immediate and future health
2. Existing NHS patients are finding their NHS practice is now solely private
3. Other patients throughout the county have never had the opportunity to have an NHS dentist due to lack of services
4. Patients are being left with no alternative but to pay for private treatment (however, many cannot afford this)
5. Individuals are routinely travelling to other counties for NHS dental services

Read the full report here: <https://www.healthwatchlincolnshire.co.uk/report/2023-03-14/improving-dental-services-across-lincolnshire>

This quarter **233** people shared their views and experiences directly with us on Health and Social Care in Lincolnshire. During this time, the main themes that patients are contacting us about are:

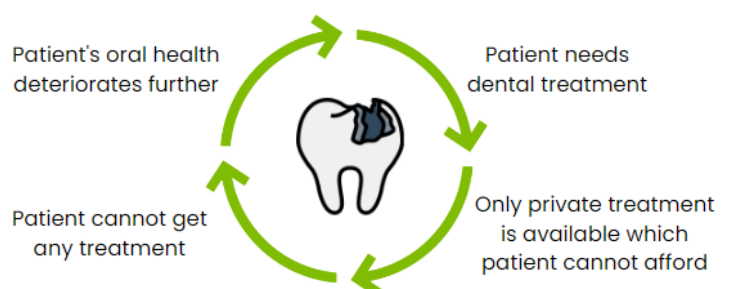
Dental Services:

We continue to hear from individuals throughout the county who are struggling to access NHS dental care. The issues raised to use continue to be the same as those in previous quarters.

Key themes:

- Lack of access to NHS dental care
- As a result, the only option available to patients is to pay for private care. However, this is not feasible for the majority, especially as due to the prolonged lack of access to NHS services patients are often now additional and more extensive treatment

Whilst access to NHS dentistry is poor throughout the county, we continue to hear from residents of Grantham and the East Coast who are particularly struggling to access NHS dental care. Furthermore, we continue to hear from residents who have resided in the county for years who cannot access treatment and have not been able to access treatment for 5+ years as well as people who have just moved to the county who are struggling to find care.



Some of the latter are travelling to where they use to live to access NHS dental care. With the only option for the majority being to pay for private care, many are unable to afford this, so are not accessing treatment. This is leaving some people in considerable pain and it likely to result in them needing additional treatment. This creates a dangerous cycle.

With only private treatment being available, this is likely to exacerbate health inequalities. Furthermore, the lack of any kind of dental treatment in areas such as Mablethorpe is disproportionately affecting individuals which already have high levels of deprivation and health inequalities.

This quarter, concerns were raised to us around access to orthodontic services in Lincoln. One parent was concerned that their 16-year-old dependent who had braces, had received no dental care for over 3 years. The patient had been moved to another practice as a result of their usual practitioner retiring, despite the new practice promising to get into touch, there has been no communication with the patient. At the request of the parent Healthwatch made contact with the provider, upon no response, Healthwatch resent email and included NHS England.

Finally, as in previous quarters, a handful of individuals also shared with us the fact that they have been 'removed from their practice's list' as they had not visited the dentist recently. However, many shared that the reasons for them not visiting the dentist recently was due to COVID, where many practices only offered emergency treatment, not being able to get an appointment despite trying to make one and appointments being cancelled at the last minute.

What is Healthwatch Lincolnshire doing about this?

Healthwatch Lincolnshire continues to raise dental access concerns both locally and nationally. We have recently published the findings of our campaign 'An NHS Dentist 4 All', which can be viewed [here](#).

The findings of our campaign have directly influenced the Lincolnshire Dental strategy 2023-2026 which is currently being drafted. This strategy will set out what needs to be done over the next three years to improve NHS oral health services and drive improvements in oral health across the county. We have also submitted the findings of our campaign as evidence for the Health Select Committee. We will continue to raise awareness of the lack of NHS dentistry in Lincolnshire at both the local and national level and to work with other stakeholders to ensure that the patients are included and put at the heart of service design.

Referrals

This quarter we heard from several individuals who were concerned around waiting times for referral appointments/diagnostics. This included for cardiology and suspected cancer cases. These individuals were concerned about what was happening with their care, as communication during the waiting period was poor, and what impact long-waiting times would have on their prognosis. Both of which were causing additional worry. Healthwatch

contacted providers on behalf of these patient's and all have now been contacted about their care. With appointments times confirmed and, in some cases, moved forward.

Communication

Poor communication between services and patients continued to be a key theme this quarter:

- **Referrals**
As briefly mentioned, this quarter several individuals raised concerns with us around poor communication whilst waiting for referral appointments. These concerns varied from individuals being referred to a service but not receiving any follow up communication about the timing of their appointment to appointments being cancelled and not rearranged.
- **Timeliness of appointment letters (specifically relating to hospital services)**
In one instance we heard from a patient who had been having ongoing issues with communication with Pilgrim and Lincoln County Hospital. The patient highlighted that appointment letters had either been arriving after the appointment or not at all and that they had received a letter with a distressing diagnosis but was phoned two days later to say this was sent in error. This poor, untimely, communication again causes additional worry and distress for the patient and could result in them missing important appointments through no fault of their own. Timeliness of appointment letters was a theme raised to us in previous years, and we will continue to monitor this to see if further escalation is needed.
- **Chasing up appointments**
This concern specifically related to regular check-ups. This individual commented that they were always chasing up their regular check-up appointment for haematology. However, since the system for booking appointment had changed, the individual commented that it was now less straight forward to book appointments.

What is Healthwatch Lincolnshire doing about this?

We continue to share the concerns raised to us with the relevant providers. At the end of last year, we attended a meeting where a presentation was given by the Associate Director of Nursing Quality in response to our Communications Report. The presentation outlined the system changes needed to respond to the concerns patients had raised to us about communication.

The areas covered included:

- Administration changes
- Verbal communication
- Accessible Information Standard
- Systems working together

We look forward to seeing the impact these changes will have on patients' experiences of communication with health and care services. We will also continue to report any issues with communication raised to us to relevant providers.

Access to GP services

This quarter several individuals throughout the county highlighted difficulties in booking (either via the phone or online) or the ability to get appointments at GP practices. These comments were made regarding several practices in the county.

These individuals highlighted the practical issues of having to ring and make appointments at 8am when they are working or taking their children to school. However, if they ring any later than 8am, they are unable to get an appointment and so the cycle starts again. Long waits on the phone to get through were also reported. Additionally, others raised technical concerns around the call not connecting or dropping out whilst ringing and waiting. When requesting appointments, some were told to ring back the following day or to use digital services such as 'askmyGP', the latter of which in some cases had been turned off.

These issues have been raised to us in the past and we continue to raise them with all relevant parties to hopefully resolve these issues for those who brought them to our attention and to improve the experience for other patients at the specific practices.

Target 2 – Number of people provided with Information and Signposting

Number of people provided with information and signposting	Quarter 1 Oct 22 – Dec 22	Quarter 2 Jan-Mar 23	Quarter 3 Apr-Jun 23	Quarter 4 Jul-Sept 23	Year to Date Total
Annual target – 1428	1327	951			2278
					Exceeding Target

Exceeding Target – 951 people have been provided with information and Signposting. **124** people have been provided with information signposting directly with the team and an additional **827** have accessed through the Information Signposting articles on our website.

During this period there were **124** people who were provided with signposting information.

Comments by locality

East = 47 South = 23 Southwest = 12 West = 25

Out of Area – to appropriate Healthwatch = 13 Area unknown = 4

Top website Information Signposting Articles this quarter

- 1. How to get an NHS dentist appointment during COVID-19**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2020-06-22/how-get-nhs-dentist-appointment-during-covid-19>
- 2. What is a GP referral and how can you get one?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-09-15/what-gp-referral-and-how-can-you-get-one>
- 3. Support and treatment for long covid**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-05-24/support-and-treatment-long-covid>
- 4. Do you need help travelling to NHS services? (2019)**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2019-09-27/do-you-need-help-travelling-nhs-services>
- 5. How can your pharmacy help you?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-07-29/how-can-your-pharmacy-help-you>
- 6. Looking after your health during cost-of-living crisis**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-01-18/looking-after-your-health-during-cost-living-crisis>
- 7. What is adult social care?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-03-21/what-adult-social-care>
- 8. Where can I go for support for my mental health as a new parent?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-04-29/where-can-i-go-support-my-mental-health-new-parent>
- 9. Registering with your GP: understanding your rights**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2019-04-16/registering-your-gp-understanding-your-rights>
- 10. Four things your pharmacist can help you with**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2019-11-07/four-things-your-pharmacist-can-help-you>

Quarterly Impact Case Study

January – March 23 – Impact

You said.....

Boston Bupa Dental Care

Patient registered under NHS Dentist, had a number of teeth taken out in November 2022, further appointment was made for December, which was cancelled, a further 3 more had been arranged and they were all cancelled, the last one was for today and cancelled at the last minute. Patient has been left with very few teeth, waiting for an impression to be taken for new dentures. Current dentures no longer fit, finding it difficult to eat and although they understand that things happen, the patient has been informed the past 3 cancellations that the Dentist has gone on holiday. Patient already suffers with anxiety and is registered disabled. Making their anxiety worse and just wants to get things sorted.

Healthwatch did.....

At the patients request Healthwatch spoke with Practice Manager who has arranged for impressions to be taken at the end of this week. Patient informed and very grateful.

You said.....

Patient was struggling to get through to their GP surgery to ask for information on how to get a commode for disabled spouse. Has been on the phone this morning for over an hour and was 10th in queue for the whole period. Patient mentioned when they can get through, the staff have been very friendly and helpful.

Healthwatch did.....

At the patients request Healthwatch made contact with the Practice Manager of the surgery, who then copied their occupational therapists into this email.

Patient update - *we received a call from the surgery occupational therapists (OT) and a commode is going to be delivered on Wednesday morning. Thank you very much for your help.*

You said.....

I work for Cancer Services. We desperately need an up-to-date list of the Voluntary Car Schemes please with their contact numbers and the areas they cover. Are you able to help?

Healthwatch did.....

Healthwatch provided a current list of Voluntary car schemes in Lincolnshire.

Thank you so much, this is really helpful as I have been struggling to get an up-to-date list.

Target 3 – Volunteers

Volunteer Hours	Quarter 1 Oct 22 – Dec 22	Quarter 2 Jan 23 – Mar 23	Quarter 3 Apr 23 – Jun 23	Quarter 4 Jul 23– Sept 23	Year to Date Total
Annual target – 1414 hours	506	326.75			832.75
					Exceeded Target

Exceeding Target – 326.75 hours across volunteering in the last quarter. Healthwatch Volunteers, taking part in 73 activities, meetings, and events. 40 specific Healthwatch activities and 140.25 hours.

Events visited Oct-Dec:

Events visited Jan-March 2023 were:

<u>January 2023</u>	<u>February</u>	<u>March</u>
Readers Panel -NHS	Grantham Hosp M/Shop	Signposting Admin
South Holland Wellbeing	Lincoln Hosp M/Shop	Bardney area Proactive work
Veterans Coffee Meet	Stamford Arts Centre x 2 events	Woodhall Spa Proactive work
Pilgrim Mystery Shop	Bardney Area Proactive work	Bucknall area Proactive Work
Lincoln Hosp M/Shop	Horncastle Area Proactive Work	Dementia Alliance
Grantham Hosp M/Shop		Stamford Hosp x 2
Warm Places Admin		Pilgrim Discharge Survey
Dementia Alliance		Lincoln Discharge Survey
		Horncastle Drop In
		Endometriosis Meet

Update from our Volunteer and Membership officer Simon Parker.

This has been a busy period with numerous enquiries for volunteering opportunities resulting in 5 inductions for new volunteers, and further inductions planned in the next quarter. Events are being attended as the county continues open post Covid-19. Amazing work has been carried out by one volunteer carrying out proactive work in and around her local community, actively raising awareness of HWLincs and Healthwatch. Mystery Shopping visits returned, and 3 A&E departments were surveyed. In addition, 2 hospitals were visited, and evidence gathered from patients experiencing hospital discharge.

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	Quarter 2 Jan 22 – Mar 22	Quarter 3 Apr 22 – Jun 22	Quarter 4 Apr 22 – Jun 22	Year to Date Total
Target for year 2000 people	2217	2238			2238
					Exceeded Target

Exceeding Target – 2238 people on our Distribution lists, **1367** on our monthly Enews List, **83** on our media contacts, **187** Healthwatch Monthly Report list, and **601** on our groups, societies and other spreadsheet.

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

Target 5 – Website & social media stats

	Quarter 1 Oct 22 – Dec 22	Quarter 2 Jan 23 – Mar 23	Quarter 3 Apr 23 – Jun 23	Quarter 4 Jul 23 – Sept 23
Website Page Views	9,719	7,167		
Facebook Post Reach (Facebook reach is the number of unique people who saw our content)	25,192	79,246		
Facebook Engaged Users (The number of unique users who engaged with the page and/or content, including clicking links reactions and comments)	825	1916		
	Target on Track	Target on Track	Target on Track	Target on Track

Across this quarter we have seen **7,167** website page views. We have reached **79,246** people on Facebook and had **1916** engaged users.

Engagement and Involvement

Brief Overview of Healthwatch Involvement Work Jan to March 2023

Oonagh M Quinn Healthwatch Involvement Officer

Strategic Information:

- **EMAS Patient Voice** updates given on service provision and performance
- **ULHT Patient Panel and Patient Experience Group (PEXG)** a direct input via Patient Panel that feeds into the Patient Experience Group. Information given around: 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.
- **Service Quality Review** looking in particular at providers that have contracts with LCC (care homes / care in the community and home care service providers). Updates on a monthly basis on challenges / issues / concerns and safeguarding by Contract Management Team. Notification of closures / default notices and support in place.
- **Healthwatch England Campaigns Working Group**
- **Our Shared Agreement Working Group** developing collaboration opportunities across the sector in health and care.
- **Governance Patient Experience Group Queen Elizabeth Hospital, Norfolk** cross county working Healthwatch Norfolk also attends.

Harder to Reach Communities:

- **Veteran and Families working with the Lincolnshire Military Veteran and Family network through Every-one.** Development of knowledge amongst the Network to signpost the veteran and their families to the appropriate service. Breaking the barriers: encouraging the services who work directly with veterans / families to share their experiences with Healthwatch. Attended the Open Day held in **January** 2023 (quarterly Event).
- **Traveller Community on going via Lincolnshire Traveller Initiative (LTi)**
- **Adults with Learning Difficulties hosted by County Care, Skegness.** Raising awareness and getting feedback from service users particularly around access to Annual Health Checks and Dental Services. Majority of service users access dental services through the Specialised Dental Services at Louth Hospital.

Community Engagement:

Promoting Healthwatch:

- Informal presentation to a newly community disability group in Boston area. Concerns brought back to Signposting and Advice Officer – follow up via IMP Reporting System.
- Attended the Veteran Open Day in Skegness. Linked in with Sensory Loss Charity for Blind Veterans and invited to a meeting in May 2023 to raise profile of Healthwatch Lincolnshire to members.
- Attended the Stamford Connected Communities Event raising the profile of Healthwatch Lincolnshire.
- Attended LPFT Mental Health Public Forum on the Crisis Service in Lincolnshire as well as their Wellbeing Event held at Boston United Football Club.
- Coordinated 17 Mystery Shop Activities with HWLincs Volunteers at Lincoln County, Pilgrim Hospital and Grantham and District Hospitals. Report written and to be shared with ULHT.
- Completed an interview with Homeshare. Homeshare enables two people to share a home for mutual benefit. Typically, an older person living in their own home with a room to spare will be carefully matched with a younger person who will provide an agreed amount of support in exchange for good quality, affordable accommodation.
- Coordinated a Focus Group on Dental Services in Lincolnshire which supported the Dental Strategy project.
- **Signposting and Advice** supporting Signposting Officer inputting information onto IMP, taking phone calls from patients contacting HW for support / advice (mainly the less complex concerns) and supporting the production of Monthly Reports.
- **Invitation to Bishop Grosseteste University, Lincoln to address the 2nd Year Health and Social Care Students.** Raising awareness and promoting volunteering opportunities for the Charity.

Involvement Activities:

- **Mystery Shop Activity** at ULHT A+E Departments in January and February – a total of 17 visits completed working with a team of volunteers. Report written and to be shared.
- Enter and View Joint Visit to Stamford Minor Injuries Unit with Healthwatch Rutland.
- Joint informal and unannounced visit to Mental Health Rehabilitation Inpatient Unit (Maple Lodge) with Patient Experience Manager from LPFT.
- Attended LPFT Wellbeing Event at Boston United Football Club hosted by LPFT.
- Attended Co Production Workshop facilitated by Every-one

Representation

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

During this quarter Healthwatch have contributed to several meetings including:

- Lincolnshire ICP & Health and Wellbeing Board
- Lincolnshire ICB- Board, Quality Patient Experience Committee and 1:1 with Chief Nurse.

- Lincolnshire Surveillance Group
- Lincolnshire Outbreak Engagement Board
- Primary Care Commissioning
- Primary Care Quality and Performance
- 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:

- EMAS Patient Voice
- Patient Experience Group PXG (ULHT)
- LinCA Membership Group
- Service Quality Review LCC
- ULHT Patient Panel
- Voices for All Forum
- Wheelchair Users Forum
- Healthwatch England Engagement Leads Sessions
- ULHT Patient Panel
- Lincolnshire Veteran Network and Veteran Network

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.

Oonagh completed the Mental Health First Aider Train the Trainer course through MHFA England. Sponsored place by LCC.

Looking forward Apr – Jun 2023

GP referrals to Hospital services – Healthwatch England Update

Getting a referral from GP teams to other services is the missing link. Healthwatch England launched a national survey in August 2022 to collect people's experiences of trying to get a referral. Healthwatch England have now shared the local data and we will be sharing the results in May 2023.

Enter & View Mystery Shops

After completing our mystery shopper activity in the A+E Departments at Lincoln County, Pilgrim, and Grantham Hospitals we will sharing our findings in May 2023

Oonagh has also supported LPFT with visits into mental health inpatient wards and is working with a Learning Disabilities Care Home to visit and focus in on the resident's involvement with meals and what they eat. We are also busy working with Lincolnshire County Council to plan our care home enter and view activity for later in the year.

We will also be making visits across Lincolnshire Urgent and Minor Injury units.

Annual Report

As every year we will be publishing our Annual Report by the end of June, which will provide an overview of our activity form April 2022 – March 2023.

NHS Dentistry

POWER TO THE VOICE – On Tuesday 25th April 2023, Sarah Fletcher CEO of Healthwatch Lincolnshire appeared before the House of Commons Health and Social Care Committee inquiry on dentistry at 1.30pm

"It is all thanks to the people of Lincolnshire that we've been invited to take part and provide evidence to the Health and Social Care Committee, I'm delighted to be there on their behalf. It's opportunities like this that demonstrate the collective power of the voice and the people of Lincolnshire" said Sarah Fletcher, CEO at Healthwatch Lincolnshire.

The fact that we have been invited to attend is down to the strength of our report, as a record number of written submissions (34) from local Healthwatch were presented to the Committee following the national #fixnhsdentistry campaign.

The proceeding will be televised live and can be viewed at <https://parliamentlive.tv/committees> or <https://committees.parliament.uk/event/18137>

Read our report here: <https://www.healthwatchlincolnshire.co.uk/nhs-dentist-4-all-improvingdental-services-across-lincolnshire>

Maternal Mental Health

Pregnancy is a major life event for any family. It can be joyful and fulfilling but also challenging. Healthwatch England launching a national survey to understand if care works for new mothers and birthing parents. We now have the local Lincolnshire data and will be sharing the findings in May/June 2023.



healthwatch Lincolnshire

Healthwatch Lincolnshire
Rooms 33-35
The Len Medlock Centre
St Georges Road
Boston
Lincs
PE21 8YB

www.healthwatchlincolnshire.co.uk
t: 01205 820892
e: info@healthwatchlincolnshire.co.uk
@HealthwatchLinc
Facebook.com/healthwatchlincolnshire