

Healthwatch Lincolnshire Update Report – February 2023

Report covers the period Oct to Dec 2022

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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 – 387 people have shared their views and experiences with us on Health and Social Care in Lincolnshire, 387 directly with our Information Signposting Team.
2	Number of people provided with information and signposting. 1428 yearly target	Exceeding Target – 1327 people have been provided with information and Signposting. 280 people have been provided with information signposting directly with the team and an additional 1047 have accessed through the Information Signposting articles on our website
3	Volunteer Hours – Target for year 1414 hours	Exceeding Target – 506 hours across volunteering. Healthwatch Volunteers, taking part in 69 activities, meetings, and events.
4	Number of people signed up to our Distribution list – Target for year 2000 people	Exceeding Target – 2217 people on our Distribution lists, 1373 on our monthly Enews List, 83 on our media contacts, 160 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 9,719 website Page Views, Facebook Post Reach 25,192 (Facebook reach is the number of unique people who saw our content) Facebook Engaged Users 825 (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				387
					Exceeding Target

Exceeding Target – 387 people have shared their views and experiences with us on Health and Social Care in Lincolnshire directly with our Information Signposting Team.

This quarter **387** 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:

Many of the responses we have received in relation to dental services this quarter came in as a response to our dental campaign “An NHS Dentist 4 All.” The sentiments of the comments shared with us through this campaign echo that of comments we have received in previous quarters.

Key themes:

- Lack of access to NHS dental care
- NHS practices turning into solely private practices
- The majority of people are unable to afford private dental care (especially those on low incomes)

We continue to hear from individuals throughout the county who are struggling to access NHS dental care. Whilst access to NHS dentistry is poor throughout the county, Grantham and Mablethorpe are two areas where access to NHS dentistry appears to be particularly challenging. Those who shared their concerns and experiences around NHS dentistry in Grantham highlighted that this is not a new problem. Indeed, several respondents shared that they were struggling to access NHS dentistry 10 years ago and were left with no alternative but to seek NHS dental services in Nottinghamshire.

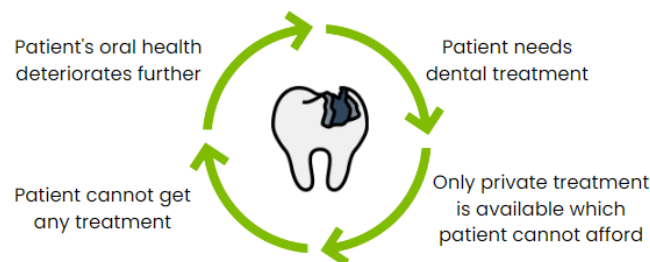
Furthermore, those who are:

- Pregnant
- Children (and young people)
- Disabled*
- Undergoing (or have recently undergone) chemo or radiotherapy
- Living in isolated rural areas

are finding access to NHS dentistry particularly difficult. This is likely to exacerbate health inequalities for these individuals with protected characteristics.

**Those who are disabled highlighted the lack of disabled friendly access at many practices such as limited parking at practices and the fact that practices or surgeries may be located upstairs as additional barriers to accessing care.*

However, individuals are confused by the fact that they are unable to find a practice taking on NHS patients but, often at the very same practice, can be seen as a private patient the next day. These individuals are being left with the impossible choice of either seeking private treatment, which they cannot afford (especially those needing extensive treatment and/or on low incomes including minimum wage and pensions) or leaving their dental problems unresolved. The lack of NHS dental care is likely to exacerbate existing health inequalities, with those who are unable to access NHS care or afford private care seeing their oral health decline further. The latter is also likely to have a negative impact on their mental and physical health.



The above is also a problem being faced by some NHS patients whose practice is now only offering private treatment. These individuals are again left with the difficult decisions of either paying for private treatment or trying to find NHS treatment elsewhere.

Finally, 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.

The full report exploring the findings of our campaign will be published shortly.

What is Healthwatch Lincolnshire doing about this?

Healthwatch Lincolnshire continues to raise dental access concerns both locally and nationally. The initial findings of our campaign have been shared with and 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 participated in the Lincolnshire Dental Strategy face to face stakeholders' workshop and as a result of overwhelming interest we are now setting up our own focus group to record even more patient experiences.

The findings have also been shared nationally as part of a call for evidence from the Parliamentary Health Select Committee as well as with Healthwatch England.

Our campaign will next look at gathering feedback from seldom-heard groups including: those who are living in deprived and rurally isolated areas, cancer patients, wheelchair users, pregnant women, parents, those with sensory loss as well as the dental workforce themselves. The full report exploring the

findings of our campaign will be published after these focus groups have been conducted and once comments on the findings have been provided.

Communication

Poor communication between GP and hospital services and patients was again raised as a concern this quarter. Individuals expressed their frustration and worry over:

- **Waiting for test results via their GP Surgery.**
Patients shared their worry of long waits for test results. In one instance, a patient was waiting over a month for the results of an urgent brain scan. Upon trying to contact their surgery to discuss this, they were firstly unable to get through, then the receptionist proceeded to tell them the results. The delay in tests results and the lack of communication that results are delayed is causing some patient's additional worry.
- **Getting through to a department.**
It was brought to our attention that it can be very difficult to get through to some hospital departments on the phone. This may be due to the fact that; patients are struggling to find the contact details for the specific department they need (and so have to ring round different departments), no one answers the phone, or the phone rings out and then cuts off. This appears to be a problem especially when trying to book breast cancer screening appointments via the now centralised number and when trying to get updates on individuals who are in hospital.
- **Lack of information sharing with patients (within A&E / when in hospital for procedures).**
This concern relates to the fact that whilst patients were in A&E, waiting to be admitted or in hospital for planned procedures, communication was poor. Patients were left unsure what was happening next.
- **Missing information in patient medical notes.**
Information missing from medical notes included medication(s), previous referrals and tests results. In some cases, patients had to provide the details of this information themselves but in other cases, referrals were 'lost'. Again, this creates additional stress for the patient.
- **Cancellation of transport and therefore not being able to attend an appointment for follow up treatment.**
As in previous quarters, this quarter concerns were raised to us relating to TASL. One individual shared that their transport was cancelled on the day of their appointment and subsequently they missed the appointment. Their appointment has since been rearranged but there are concerns that the transport may be cancelled again and the patient's treatment will be further delayed.

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 around 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 raised around Communication to the relevant providers.

Accident and Emergency

This quarter concerns were raised to us about the A&E departments in our county. Patients highlighted the following:

- **Long waits in ambulances outside of A&E and in A&E itself.**
One individual shared that they were waiting outside A&E in an ambulance for 8 hours.
- **Lack of facilities in A&E.**
Patients shared with us that some patients were in pain, lying on the floor with no blankets for the majority of the time they spent in A&E as no seats were available. On another occasion, one patient highlighted that several toilets were out of order and the others were unclean.
- **Delays in the provision of treatment.**
Patients explained that they were often waiting hours for treatment and were concerned about the impact this would have on their prognosis.
- **Quality of care.**
Owing to how busy A&E departments are and stretched resources there are worries about the quality of care being received.
- **The impact the above has on the patient's prognosis.**

What is Healthwatch Lincolnshire doing about this?

In the last week of January 2023, Healthwatch will be using their legal power to visit Health and Social Care Services and see them in action. Over the course of a week (morning, afternoon and evening) our volunteers will be visiting the A&E departments in our county. Volunteers will firstly conduct 'mystery shopping' visits and have been provided with a checklist to evaluate varying aspects of A&E departments. Some examples of items on the checklist include:

- Are patients in waiting areas responded to if they are clearly in pain or distressed?
- Is this information appropriate for those with language difficulties, sensory impairments or learning disabilities?
- Are patients able to access food/drink?
- Is the department clean? E.g., chairs etc.

After this, we will then complete several 'Enter and View' visits. For these visits, our volunteers will be completing a short survey with patients who consent to do so. This survey explores the following:

- Why are they attending A&E?

- Have they tried to seek help from elsewhere first?
- How long have they been waiting?
- Whether or not (if needed) they have had access to food, drink and pain relief whilst waiting?
- If they have been communicated with and provided information in a way they can understand.
- Dignity and respect.

The information gathered during these visits will supplement the information and experiences already shared with us and hopefully provide additional context on, for example, why patients are attending A&E, e.g., were they unable to get an appointment at their local medical centre so came to A&E? All of this information will be shared with ULHT and will be beneficial in understanding the pressures on A&E at this time.

Target 2 – Number of people provided with Information and Signposting

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

Exceeding Target – 1327 people have been provided with information and Signposting. **280** people have been provided with information signposting directly with the team and an additional **1047** have accessed through the Information Signposting articles on our website.

During this period there were **192** comments which came in response to our dental campaign 'An NHS Dentist 4 All'. All those who provided contact details were provided with signposting information. If able to locate an NHS Dentist for these patients this has been provided, although some were out of county. NHS Choices website information given as this shows those only open to accepting new NHS Patients. NHS 111 information provided to these patients in case they experienced pain or swelling whilst waiting to get on an NHS dental list.

Dental Comments by locality

East = 68 South = 38 Southwest = 35 West = 44 and Out of Area = 7

Those who could not gain access to an NHS Dentist, NHS practices handing back their NHS contracts and only accepting private patients. Children unable to access dentistry, patients unable to afford private treatment. All areas in Lincolnshire now not taking on new NHS patients. This makes it difficult to signpost patients to enable them to get the service needed for better oral health.

Integrated Health and Care Working together survey – During this period there were 42 comments which came from the Integrated Care Board Survey, this particular survey was a commissioned piece of work from CQC and was around services working together and how people felt this could be improved or if it works well and what they would like to see?

Comments by locality

East = 17 South = 10 Southwest = 4 West = 10 All areas = 1

Other Comments by locality

East = 53 South = 32 Southwest = 19 West = 34 All areas (as area not known) = 4 Out of area = 5 (these patients have also been provided with signposting information along with their relevant Healthwatch details).

Those who have raised concerns around hospital or mental health care have all been provided with the relevant PALs 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. For some patients where and how to make a self-referral for their needs as and when necessary.

Main areas of concern for this period:

- **Still very prominent in the Lincolnshire area** – access to an NHS Dentist.
- **Access to services across the board** – long waits for appointments, in the main for Primary Care.
- **Access to Acute Services** and lack of communication from the provider to patients.
- **Waiting times outside of A&E** to be seen by clinicians and therefore impact on availability of ambulance crews and vehicles to attend to other patients.

Communication is a large area that patients are feeding back to Healthwatch.

- Waiting for results via GP Surgery.
- Getting through to a department via a centralised number (breast screening).
- Lack of information sharing with patient (within A&E / when in hospital for procedures).
- Missing information in patient medical notes.
- Sharing of information between Acute and Primary Care.
- Cancellation of transport and therefore not being able to attend an appointment for follow up treatment.
- Acute – Better follow up communication to patients.

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. 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>
- 4. How can your pharmacy help you?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-07-29/how-can-your-pharmacy-help-you>
- 5. Using tech to monitor your health at home - what can the NHS learn?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-04-29/using-tech-monitor-your-health-home-what-can-nhs-learn>
- 6. 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>
- 7. Support and treatment for long covid**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-05-24/support-and-treatment-long-covid>
- 8. 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

You Said...

Patient called to say that they had been made aware that their dentist in Grantham who they had seen for a number of years as an NHS Dentist is retiring in 2022. Patient wanted to find another dentist that they could see as an NHS dentist. Had tried a number of dentists within a 30-mile radius of home address but none were taking on.



Healthwatch did...

Healthwatch suggested contacting Woodhall Spa Dental Practice.

Patient has contacted Broadway Dental Surgery, travelled over to Woodhall Spa, completed an application form and has been told that they are now on the waiting list but the receptionist was confident that they will be accepted – patient is over the moon but did point out that the receptionist says that their books will close within a day or so as the number of applicants has been astounding.

Patient said: Patient rang to give some positive feedback, to thank you for advising them to contact the surgery, went on to say that Healthwatch was a wonderful organisation.

You said...

Caller asking for assistance in getting registered with an NHS dental practice. Willing to travel. Needs root canal treatment and if going private has been quoted in excess of £1700.00.

Healthwatch did....

Caller was provided with information on the NHS111 Service, the link for NHS Dental Choices and given the contact details for NHS England Complaints Team

Patient said..

“My sincere thanks for such prompt and helpful information. Fantastic service. It really is much appreciated.”

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				506
					Exceeded Target

Exceeding Target – 506 hours across volunteering in the last quarter. Healthwatch Volunteers, taking part in 69 activities, meetings, and events. 21 specific Healthwatch activities and 164.5 hours.

Events visited Oct-Dec:

<u>October</u>	<u>November</u>	<u>December</u>
PLACE 2022 Stamford Hospital	Coffee and Company	Adult Mental Health Grantham
IMP Inputting	Lincoln University Vols Fair	IMP Inputting
Brain Injury Conference	Enter and View Training	Len Medlock Get together
Older Person Day YMCA	Veterans Coffee Morning	
Coffee and Company	IMP Inputting	
Your Voice	Louth Dementia Cafe	
	Readers Panel x 2 reports	
	Adult Mental Health Lincoln	

Update from our Volunteer and Membership officer Simon Parker.

A small rate of enquiries came in through our website, and I continue to attend the Volunteer Centre Services meetings in Sleaford and Lincoln regularly. I attended a student volunteering fair at Lincoln University, very low numbers of students attended the event, quite disappointing overall, although our volunteering roles are now displayed on both Lincoln Universities websites. Two new volunteers were inducted in November, one being our new Youth Ambassador. A third new volunteer will be inducted in January.

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				2217
					Exceeded Target

Exceeding Target – 2217 people on our Distribution lists, 1373 on our monthly Enews List, 83 on our media contacts, 160 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			
Facebook Post Reach (Facebook reach is the number of unique people who saw our content)	25,192			
Facebook Engaged Users (The number of unique users who engaged with the page and/or content, including clicking links reactions and comments)	825			
	Target on Track	Target on Track	Target on Track	Target on Track

Across this quarter we have seen 9,719 website page views. We have reached 25,192 people on Facebook and had 825 engaged users.

With our social media scheduling software we are able to provide and plan a variety of social media 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

Oonagh M Quinn Healthwatch Involvement Officer

Healthwatch Annual Report Presentation and YourVoice@healthwatch Joint Event



The Event took place on Wednesday 26 October 2022 from 10 am to 2 pm at the Storehouse, Skegness with a new format on this occasion. It consisted of the Presentation of the Healthwatch Annual Report by the Chair of Healthwatch Steering Group (HSG), Elizabeth Ball and Healthwatch Contract Manager Dean Odell. Followed by a live performance from the very talented Coastal Community Choir.

There were over 100 people in attendance

and 20 organisations had a stall in the Market Place.

Pauline Mountain Chair of YourVoice@healthwatch led a Round Table Discussion Session with a number of invited Guests comprising of John Turner Integrated Care Board, Andrew Morgan ULHT, Chris McCann Healthwatch England, Sally Stansfield LCC Young Carers, Kay Gamble LPFT (Patient Experience), Martin Fahey Integrated Care Board and Dr Sam Cook Lincoln University Research Unit in attendance.

During this Session, the audience were divided into two groups: group one participated in Round Table Discussions whilst the second group had an opportunity to visit the Market Place and do some networking with colleagues and members of the public.

The Event was visited by the Mayor of Skegness and the Jolly Fisherman as well as the Radio Project from County Carers who took the opportunity to interview a number of attendees on the day. The Event was supported by a HWLincs Staff, Trustees and Volunteers facilitating for the discussion groups and notetaking, meeting and greeting and assisting with Signposting and Advice.

Each discussion group had a focussed area for their discussion:

- Mental Health – waiting well
- Young Carers
- Integrated Care Board for Lincolnshire
- Getting local people involved in Research via Lincoln University
- The importance of local experiences and feedback in the success of future health and care services in rural locations
- Deprivation and impact on Health and Care Services



Promoting Healthwatch (ongoing)

Much of this work is undertaken through a variety of engagement methods including informal presentations, attendance at organisation events with a stall and through a network of voluntary and 3rd sector networks.

Harder to reach communities: There has been ongoing Contact with groups – Informal Presentations to community groups (virtual / face to face): e.g., Gainsborough PROBUS, Wheelchair Service Users Focus Group, Community Groups across the county, Lincolnshire Veterans Network, ULHT Patient Panel, County Care Skegness and Healthy Lifestyle Advocates (via VoiceAbility).

Key areas of concerns

For many of the harder to reach communities, the issues are very similar. They have raised the following: accessibility to services and lack of transport links, communication and where to get information, lack of understanding of the community, dissatisfaction with the system, delays in getting treatment when needed, centralisation of services.

By keeping in touch on a regular basis Healthwatch Lincolnshire offers the communities an opportunity for an independent organisation to listen to their concerns and raise these on their behalf. Building up trust within the community is essential so that they feel valued and reporting back to them with updates (You said, We did).

Professionals in Health and Care Services: Attendance at organised events such as Patient Experience Group (ULHT), Service Quality Review (LCC), Lincolnshire Ageing Better Conference, Older People and Frailty Event (LPFT) and YMCA International Day of Older Persons and Age Friendly Event, Healthwatch Norfolk Quarterly Service Meeting, Butterfly Hospice Therapy Launch Event and the Shared Agreement Working Group.

General Engagement Activities:

Develop a Programme of Enter and View (E+V)

Enter and View A focussed engagement tool as part of the Annual Plan.

Following the initial introduction to 'What Enter and View Is and Isn't' Training Session, a further session planned at the beginning of November focussed on reviewing paperwork for targeted visits to A+E departments within ULHT. Meeting set up at end of October 2022 to discuss with Patient Experience Manager ULHT focussing on protocols and setting future dates for visits to ULHT sites.

In preparation for E+V Activities, all the newly trained Volunteers have been given an opportunity to participate in a Mystery Shopper Activity in January 2023 at three named A+E Departments within ULHT Sites based at Lincoln County, Pilgrim (Boston) and Grantham Hospitals. This will be an opportunity to gain some valuable insight into the environment and an opportunity for the volunteers to showcase their observation and recording skills before they undertake 1:1 conversations with individual patients on each of the sites.

Rural Communities Focus on 6 areas in Lincolnshire. As part of the 10 Year Celebrations will be highlighted in the Roadshow Campaign. Volunteers will highlight engagement opportunities within local communities such as Warm Spaces.

To reach and engage Frontline Staff

Continued development of network connections already in existence build on working relationships by: Utilising existing networks, staff communication teams in LCHS / LPFT / ULHT, Health and Social Care Departments, Bishop Grosseteste University and Lincoln University. Identification of “gaps”, opportunities to influence change in Health and Social Care. attendance at Health and Care events arranged through the Networks and Partnerships already in existence.

Primary Care Networks / LinCA Membership meetings.

Development of ongoing engagement directly with care homes (staff and residents / carers / families), currently on Hold – to discuss with new Volunteer and Membership Officer. Identification of opportunities – desktop research on Care Home Open Days and Activities that Healthwatch Volunteers and Staff can support ongoing.

Key Findings: challenges in recruiting staff and then retaining them, development of staff and ongoing training opportunities. Reduction in the number of nursing beds within Lincolnshire and deregistration of homes from nursing to a care home.

Accessible Information Standard focus on sensory loss Healthwatch England National Campaign

Ongoing contact made with Lincolnshire Sensory Services / South Lincs Blind Society / Lincoln Blind Society / Carers First / LPCF. Focus on using the dental campaign to gain insight into experiences from harder to reach communities.

What happens next: Attend face to face session(s) with sensory loss residents and gather feedback. Liaise with Volunteer and Members Officer to follow up on ongoing engagement with sensory loss groups. Sessions booked for volunteers to attend and record experiences. Record findings and input onto IMP.

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.

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 Jan – Mar 2023

Dental Campaign

Over 200 people have already shared their experiences of NHS dental care in Lincolnshire through our campaign 'An NHS Dentist 4 All'. The findings of this report will be shared and directly influence the Lincolnshire Dental strategy 2023-2026 that is currently being put together. 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 been asked to provide patient participation at the Lincolnshire Dental Strategy face to face stakeholder's workshop and because of overwhelming interest we conducted our focus group in January 2023. We have also shared evidence nationally through the Parliamentary Health Select Committee.

Our campaign will next look at providing feedback from seldom heard groups from those who are living in deprived and rurally isolated areas, cancer patients, wheelchair users, pregnant women, parents, those with sensory loss as well as from the dental workforce themselves. Find Out More Here: <https://www.healthwatchlincolnshire.co.uk/nhs-dentist-4-all-improvingdental-services-across-lincolnshire>

Cost of Living

We've reached 266 responses on our cost-of-living survey! Thank you to everyone who has shared their experience. What have you told us so far?

- 82% of respondents either strongly agreed or agreed with the statement 'The rising cost of living is causing me to worry/feel anxious.'
- The rising cost of living has negatively impacted both people's physical and mental health. 57% of respondents felt their physical health had worsened as a result of the rising cost of living and 71% reported a decline in their mental health.
- The biggest impact of the rising cost of living on people seeking health and social care appears to be regarding dentistry. As a result of the rising cost of living, people have either avoided (55%) or anticipate on avoiding (45%) going to the dentist because of the cost of check-ups or treatment. Furthermore, respondents shared they are avoiding buying over-the-counter medication, cutting down or stopping support from services that they pay privately for such as physiotherapy and stopping diets they need for a medical condition.
- Other changes people have made to their daily life, to try and mitigate the effects of the rising cost of living, include not travelling to see friends and family (47%), reducing how much food they buy and eat (57%) and not turning on the heating when they usually would (79%). All of these changes are having an additional negative impact on people's mental health and their ability to manage existing health conditions.

How is the rising cost of living affecting you? There is still time for you to share your experience: <https://www.surveymonkey.co.uk/r/2LKC3HQ>

Enter & View Mystery Shops

During the last 2 weeks of January 2023, Oonagh and some of the newly trained E+V Volunteers will undertake a series of "mystery shopping" activities in the A+E Departments at Lincoln County, Pilgrim and Grantham Hospitals. This is an opportunity for the new volunteers to showcase their observational and recording skills in preparation for future E+V visits to these departments. Information will be collated and shared once completed to give us insight into ULHT's A+E Departments at the three sites. 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.

Hospital Discharge

We are pleased to be partnering with Adult Social Care and NHS Lincolnshire to carry out a piece of targeted work in Lincoln, Boston and Grantham Hospitals. This work will include face to face discussions with patients and relatives to find out what their experiences are for patient flow through the discharge hub. Our interviews with patients and carers will include areas such as Empathy, Meaningful engagement and communication, Involvement and choice and Duplication: did they have to repeat their story all the time.

Social Care Unmet Need

We have appealed to the public to start a one-to-one conversation with local Lincolnshire people who have had an experience of an unmet Social Care need. One to one interviews will be conducted with

those willing to take part and will form our work which encourages people to have their say on Social Care.

If you would like to share your experiences of Health or Social Care Services, you can find out more here: <https://www.healthwatchlincolnshire.co.uk/news/2023-01-05/help-lincolnshire-influence-social-care-unmet-need-social-care-time-talk>

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. Unfortunately, Healthwatch England are not sharing the local data with us until February 2023, where we will then share these local findings.

Share your thoughts

You can help make Health and Care Services better by sharing your experiences and ideas.

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