



Healthwatch Lincolnshire

26/10/2022

Presentation by Dean Odell – Healthwatch Lincolnshire Contract Manager

healthwatch
Lincolnshire

About us

• Your health and social care champion



Our mission

- To make sure people's experiences help make health and care better.



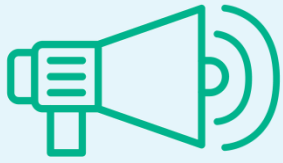
What we do

1. Promoting and supporting the involvement of local people
2. Obtaining the views of local people
3. Making reports and recommendations
4. Providing advice and information
5. Providing Healthwatch England with the intelligence

Our year in review

Find out how we have engaged and supported people.

Reaching out



Over 5,528 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.



We have seen **35,050** page views on our website and have reached an incredible **543,557** people through Facebook.

Our year in review

- Find out how we have engaged and supported people.

Making a difference to care



1,702 people

came to us for clear advice and information about topics such as mental health and COVID-19.

We published **471 reports** about the improvements people would like to see to health and social care services.

100% of experiences

were closed or resolved at the end of the year

Signposting people who needed additional support

- Case Study – Daisy

Healthwatch Success - Life-saving equipment arranged for local woman

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



Information & Advice

Top Information Signposting Articles

Children's guide to Coronavirus

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2020-04-02/childrens-guide-coronavirus>

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>

Top tips to get the most out of your GP appointment

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2021-07-27/top-tips-get-most-out-your-gp-appointment>

What to expect when waiting for care

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2021-09-09/what-expect-when-waiting-care>

What should I expect after being referred for mental health support?

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2021-09-10/what-should-i-expect-after-being-referred-mental-health-support>

General Practice - Who's Who?

Following on from a piece of work between Healthwatch Lincolnshire and a number of Patient Participation Groups (PPG) in 2019, together we developed a Toolkit. We identified the need to inform patients what each role was in their local medical centre.

Download the FREE Guide here:
www.healthwatchlincolnshire.co.uk/advice-and-information/2022-06-22/general-practice-whos-who-free-guide



Collaboration – Seldom Heard

CQC - GP Access – Lakeside Stamford – 3083 responses to our survey ahead of CQC inspection

CQC on becoming more flexible and responsive - Healthwatch Lincolnshire supported this project by interviewing Lincolnshire residents living with complex and long term conditions to discuss how the CQC rates services within our county.

CQC: Continuous Engagement Project Adults with Learning Difficulties and Autism - The Project was investigating: the process of engagement with the targeted groups and what the participants had to say.

Collaboration – Seldom Heard

THIS Institute on daily challenges faced by GPs - We collaborated with the THIS Institute to recruit patients into a study exploring operational failures in general practice.

Healthwatch England: Unmet need – Case Studies - With the aim of highlighting unmet needs within social care, Healthwatch Lincolnshire developed three case studies with members of the public whose experience with social care had caused problems

Healthwatch England: Communities of Interest Pilot: Gypsy, Roma and Traveller Community

helped to identify challenges, opportunities and develop plans for each local Healthwatch on how they can listen to and speak with people in the specific communities.

Public Events



YourVoice@Healthwatch

Our YourVoice@healthwatch Events are aimed at the public in Lincolnshire to listen, learn and discuss specific health and care services.

Each YourVoice@healthwatch Event has a different health or care theme and to help guide discussions around this theme, we include a Panel of Experts to provide answers to questions raised by the public.

Dentistry, Community Wellbeing



Cuppa With

Our digital engagement programme took off this year with our open forum 'Cuppa With' events and 'YourVoice@Healthwatch'. The 'Cuppa With' is a forum for the public to attend to discuss any aspect of health and social care.

Surveys & Quick Polls

Pharmacy services in Lincolnshire

We heard from 210 people via an online survey during July to September 2021.

90% of respondents visited their pharmacy primarily to collect prescriptions. Over 60% of respondents found their pharmacy very easy to access.

Findings shared directly into the Pharmaceutical needs Assessment 2022

Dental services in Lincolnshire

We heard from 236 people via an online survey.

45% of respondents said they don't have access to NHS Dentist.

Life in a care home, what's it really like?

Overall satisfaction with the quality of care saw **76%** being very happy or happy with care quality. The quality of care had also for the majority (**70%**) remained constant over the past 12 months.

COVID-19 One Year On



One year on and we revisited this work to ask how our communities have adapted to new ways of accessing healthcare, between April and June 2021 we gathered **1,359 public voices**.

Volunteers

We're lucky to have **28** outstanding volunteers, who gave up **1,053 hours** to make care better for our community.

We're supported by a team of amazing volunteers who are at the heart of Healthwatch. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in the NHS and social care.



Future Plans



Social Care

We will be reintroducing our enter and view across care homes activity

Continue to encourage social care feedback from the public – Postcard campaign.



Public Health

Promote self-care and self-management messages as well as understanding service users' experiences of health checks and screening

services and to find out how local people look after themselves.



Health

- Integrated Services – ICB one year on
- COVID-19 Recovery – Dental campaign
- Patient Flow - is the movement of patients between services as part of their care pathway.
- Young Peoples Mental Health

Cross cutting approaches on all strands

- Health Inequalities
- Seldom Heard
- Co-production



Whether your experience of care is good or bad – we want to hear it.

#BecauseWeAllCare

Using people's experiences to inform future



Creating empathy by bringing experiences to life

It's important for the NHS and social care services to step back and see the bigger picture, through hearing personal experiences, and the impact on people's lives.

This provides a deeper understanding than using data alone, can challenge assumptions and motivate people to think and work more creatively.



Improving care over time

Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes.

For more information

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