

Healthwatch Lincolnshire – Escalation Paper

Statement regarding:	Patients support for managing their long term conditions including: Cardio Vascular, Diabetes, Arthritis, Parkinson’s, Physical Disabilities, Osteoporosis and Sensory Services
In response to:	Feedback from patients as part of our project priorities survey in 2018
Statement prepared:	19 February 2019
Statement circulation:	Four Lincolnshire Clinical Commissioning Groups, United Lincolnshire Hospitals Trust (ULHT); Lincolnshire Community Health Services, Lincolnshire County Council
For Information	Lincolnshire Health Scrutiny Committee; Lincolnshire Health and Wellbeing Board; Public Health Lincolnshire; Lincolnshire Medical Committee, NHSE; Healthwatch England

Why is Healthwatch Lincolnshire bringing this to your attention?

In the summer of 2018, Healthwatch Lincolnshire invited the public of Lincolnshire to prioritise which health or care conditions and services were most important to them and why. What many respondents shared with us was their concerns about how they manage their long term conditions, particularly on a daily basis.

How does Healthwatch Lincolnshire feel this affects patients?

It appears there is some reduction of specialist nurses in the county. In addition, pressures on several of the ULHT specialist services seems to be resulting in patients waiting longer for diagnosis and ongoing support. Combining these, we are concerned as to the impact on a patient’s ability to access timely advice and support for them to manage their long term conditions. Access and support which could prevent deterioration of their condition/s and lead to possible hospitalisation.

What we have been told:

These are just some of the examples of what we have heard.

Sensory

“My husband has an ongoing ear infection. He is very deaf and wears hearing aids. They have broken down and he is unable to get an appointment at ENT until next January 2019! He was sent to spec savers for moulds for new hearing aids but they won’t do these as there is still an infection in his ear canal. The County hospital have a very long waiting list and his GP can do nothing more so I have contacted the BMI and arranged a private appointment for which I will pay £360 in total because the NHS cannot see him even though he is in pain and cannot hear anything”.

Physical

“Physical disabilities - impacts all in such a way that it restricts their lifestyle and thus need to call upon others for support”

Parkinson's

“My colleague's husband has Parkinson's and it would be nice to see more improvement within that area”.

“No option to select neurology and not just Parkinson's & Stroke - dire lack of general services for other conditions such as MS”

“Parkinson nurse required but not available in my surgery”

Arthritis

“If my Arthritis is properly managed I could stay in work and contribute to society”

Cardio Vascular

“(with such a) Rural county local access to cardiac services (is required)”

What actions are in place to improve the situation?

Currently we do not have the right information to know what actions are in place to support patients manage their long term conditions on a daily basis. Therefore, with the delivery of Integrated Neighbourhood Teams and the focus on prevention and self-care we are asking all 4 CCGs, STP Programme Team, Lincolnshire County Council, United Lincolnshire Hospital Trust and Lincolnshire Community Health Services, what work they are doing (and what support is being offered eg specialist nurses) to help people manage conditions on a daily basis.

Next steps

Healthwatch Lincolnshire on behalf of Lincolnshire residents are asking the following questions:

- **How many specialist nurses eg Parkinson's, Diabetes are working across the county? Where are they based and what area do they cover?**
- **Going forward, what plans do you have in place that will help patients better manage their long term conditions particularly within (or close to) their own home environment?**

This statement has been prepared on behalf of Healthwatch Lincolnshire Public Experience Committee by:

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