

Monthly Report

September 2023

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Location of comments:

Location data is mapped using postcodes of services. The map points are coloured according to the sentiment of the comment:

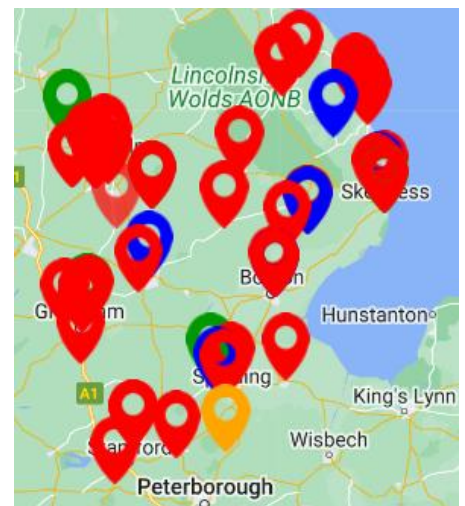
Positive - green

Negative - red

Mixed - orange

Neutral - blue

Unclear - grey



Call us on **01205 820892**

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Overview

Monthly Report

During July 2023 Healthwatch Lincolnshire received **82** patient experiences directly to our Information Signposting Officer. This is a summary of the key themes raised by patients, carers and service users during July 2023 about services in Lincolnshire.

For more details you can call us on **01205 820892**
Email: info@healthwatchlincolnshire.co.uk



Overall Sentiment

10% of all comments were **positive**
76% of all comments were **negative**

11% of all comments were **neutral**
2% of all comments were **mixed**

July 2023 – Feedback Service Themes Sentiment



28%

Hospital Services
(All services)



26%

GP Services



6%

Community Health
Services



2%

Accident &
Emergency



2%

Patient Transport



22%

Dentistry



7%

Mental Health &
Learning
Disabilities



15%

Social Care

%s total greater than 100% as many comments we receive relate to multiple services



Access to NHS dental services continues to be a top concern for many patients. The only option available appears to be to pay for private treatment. However, many cannot afford this and this is likely to worsen existing health inequalities.

Communication

This month several of the experiences shared with us highlighted a breakdown in communication between services and patients about treatment plans. Concerns were also raised around long waiting times for test results and communication around or confirmation of referral appointments.

“Hopeless. I've suffered with vertigo 3 times now, by phone given course of tablets but came back. Lightheaded. Dr told me would arrange meeting with Head and Neck consultant at hospital back in August 2022. Got a call to arrange meeting in April 2023. Advised consultant I was also suffering headache 24/7, they told me I would have to see my GP!! What?!! I thought they were the head specialist!

Also told me that I should stop taking any vertigo medication given by GPs. Wanted to see me again 6 weeks and I would get hospital letter. So far nothing received and I'm still suffering.” – South Lincolnshire Area

“Had an appointment early July 2023 at Pilgrim Hospital late afternoon. On arrival, patient was informed that the clinic had been cancelled. No contact made with the patient. Receptionist said that they had "only just found out that the doctor was not in. This had happened to the patient on the previous visit a few days prior to this appointment. Patient had paid for a taxi to take them to the hospital on both occasions. Not happy.” – Pilgrim Hospital

“Can hospitals and GPs and anyone else involved in ordering tests please relay the results to the patients in a somewhat timely manner and way. Also when bloods requested by hospital outpatients department, or consultants at appointments /specialist teams with cardio or diabetes there is a slip sent with card to say bloods can be done at GP surgery however my surgery said as hospital had printed card I had to go to the department at hospital to get blood done can this be clarified as hospital were adamant GP could do blood tests and that option is often nearer and easier for patient.” – Old Leake/Pilgrim Hospital

Mental Health Services

Several individuals came forward this month to share that they did not feel their mental health needs were being addressed or supported by services. In one case, an individual had been dropped from services without warning or information on what their care and support would look like going forward. This individual also emphasized the importance of continuity of care, something sadly they had not been experiencing.

Another experience shared with us highlighted the importance of listening to patients, not dismissing their conditions and the impact doing this can have. Furthermore, they recognised the importance of holistic care and not considering mental health and physical health needs in isolation.

Concerns were also raised to us regarding CRISIS and trauma support for Veterans.

“Mental health nurse just dropping me without warning. [...] Plus, not passing me on to anyone else, is this because I'm not kicking off every day and not harming myself, I've tried to manage my moods but there's times I need to talk to someone to stop me from getting too low.

I had appointment last week with a named nurse who phoned the day before asking if they could come round at a set time, I said I couldn't do that time as I was at the Doctors so we left it for the afternoon, but that never happened, as I got a phone call from the nurses office 20 minutes before they were due to turn up at my house that day saying the nurse wouldn't be coming and that they would ring me later that day or the day after, which they didn't do. They rang me today to say they were taking everyone off their books and wouldn't be passed on to anyone. Their answer to this, is we don't do much mental health work, but them just coming here and being able to talk is what I need.

I may not always show my feeling but deep down these chats can help me control how I feel over the past years this is what keeps happening, I'm assigned someone then after a short while I'm dropped again and again. Is this because they are spending more time with others and just dropping everyone else. I would like to make this a complaint on how I've been let down once again by Mental Health Team.”

Medications

Poor communication around medications was also brought to our attention this month. We heard from several people who had either not had a medication review or had been taken off medications without notice from or consultation with their GP. These individuals were understandably confused.

“Patient has Type 2 Diabetes and has not had an annual checkup or medication review since pre COVID.” – Hawthorn Medical Practice

“Received meds on 30 June, meds changed (not informed), noticed not enough to last the month. A white box with no information on, old medication prescribed, so a mix of old & new medications - with no information in the box.” – James Street Family Practice

Positive Stories

Here are some of the positive experiences shared with us this month.

“This Dental Practice has been amazing, are helping to fight for orthodontic treatment for their 16 year old child due to funding. Both children find the dentist caring and brilliant, were both scared to go to dentist initially, they were both put at ease and now have no problem going to see the dentist. Just a great practice.” – Broadway Dental Practice

“In light of all the negative publicity around NHS dental services, I'd like to commend Lincoln Dental Practice in the Carlton Centre, as a shining example of great service and care for NHS patients.” – Lincoln Dental Practice

“Patient very happy with service received from all staff at service. Has been a patient there for a long time and feels that all staff know them which is important to the patient as they have a history of long term, complex conditions. Has a good relationship with GP so happy with care received.” – Branston and Heighington Practice

“From the point of contacting my NHS dentist again, after the first referral had been classed as routine and no appointments for many months, where they sent another referral classed as urgent, the service I received from Lincoln Hospital dental department was excellent. In particular the clinical staff were caring and highly skilled and I felt completely at ease during each of my appointments. With hindsight it appeared to me that the delay in getting an appointment was caused by a remote booking system which isn't managed directly by Lincoln Hospital.” – Lincoln County Hospital

Healthwatch Lincolnshire Update

Our new Information and Signposting Officer

In July 2023, our new Information and Signposting Officer, Kim Walker, joined the team! Here are few words from Kim...

"I recently joined Healthwatch Lincolnshire in July 2023. I have worked in the NHS for the past 39 years as a nurse and midwife. I was born in Lincolnshire and have been back living in the county for the last 28 years, so I have good local knowledge about the county. My family and I are users of local health and social care services, so it is important to me that services can provide quality and safe care. My current role as Information and Signposting Officer is to give information on how to resolve any health and social care concerns. I will also pass on compliments as requested. I am looking forward to hearing your experiences in health and social care making sure that Lincolnshire voices are heard."



Welcome to the team Kim 😊

Maternal Mental Health

Women from Lincolnshire shared their views on maternal mental health care via Healthwatch England's national online survey. Of the 21 respondents, 18 experienced mental health difficulties during their pregnancy or after birth.

What's working well?

- Informing those who are pregnant about the risk of taking medication for their mental health through pregnancy.

What needs to be improved?

- The support available for mental health needs.
- Access to support - especially the timeliness of access.
- The basics - e.g., listening, involving people in decisions about their care, and taking their concerns seriously.
- Ensuring mental health and wellbeing is discussed during the post-natal check-up.

You can read the full report here: <https://www.healthwatchlincolnshire.co.uk/report/2023-07-04/maternal-mental-health-may-2023>

Community Mental Health Project

As a result of the feedback, we have received about mental health services, we have launched a project to explore further experiences of community mental health services in Lincolnshire. To gain more insight into this area, we have launched two surveys:

The information you give us is confidential and anonymised before we share it. Your personal information is never included in our survey reports.

1. Service Users, carers, parents, relatives and friends

At Healthwatch Lincolnshire we want to gain insight into individuals' experiences of mental health services in Lincolnshire. The survey explores:

- Accessing support
- The quality of the support provided
- What worked well?
- What could be improved?

We are especially keen to hear about individuals' experiences of transitioning between Child and Adolescent Mental Health Services (CAMHS) and Adult Mental Health Services.

You can share your experience by clicking [here](https://www.smartsurvey.co.uk/s/CMHSCPMR23/) (or visiting: <https://www.smartsurvey.co.uk/s/CMHSCPMR23/>)

2. Professionals

We also want to understand professionals' (both those who work in mental health services and those who work in all other sectors) experiences of signposting or referring people to mental health services in Lincolnshire. This short survey explores:

- Experiences of signposting or referring someone to support
- Effectiveness of the signposting or referral (e.g. Did you come across this person and have to signpost or refer them again?)
- Any changes seen in the need for and type of mental health support over the past 6 months

You can share your experience by clicking [here](https://www.smartsurvey.co.uk/s/CMHMR23/) (or visiting: <https://www.smartsurvey.co.uk/s/CMHMR23/>)

Both surveys close: 6th October 2023

Volunteering

The total volunteering hours for June and July are an outstanding **951 hours**. **This year we've covered 168 events to the end of July! An amazing achievement, thank you to everyone.**

Here is what our volunteers got up to in July:

- Charlotte assisted with North Kesteven Macular Society meeting, which was a great opportunity to explain Healthwatch to a new audience.
- Big thank you to Anna, Ruth and Helen for helping at YourVoice.
- St Barnabas coffee drop in – thank you Julie, who reports that her presence was much appreciated. She had lots of questions to answer and gave out 12 feedback forms, collecting them the following week.
- Equally successful were Michael and Maureen who visited the Grantham St Barnabas coffee drop in. A very warm welcome was received, and numerous feedback forms completed.
- Also, a success was the Sensory Service coffee drop in, attended by for Carol and Alison.
- Janet completed her spreadsheet on the evidence gathered by the Mystery Shopping team after three weeks of visits to the six Minor Injury Units and Urgent Treatment Centres. Thank you, Janet.
- Helen and Anna assisted Dean at The Care Association workshop and conference at Bishop Grosseteste University.
- Ruth and Anna completed their Enter and View training.



Community Engagement

YourVoice@Healthwatch

On Monday, 7th August 2023, Healthwatch Lincolnshire hosted its latest **YourVoice@Healthwatch event at The Storehouse in, Skegness**. This event was delivered in partnership with Lincolnshire County Council (LCC) Adult Social Care Team and the theme was **“What is Social Care?”**

The free event provided members of the public with a chance to see and hear first-hand from an expert panel and meet other people interested in finding out about social care. Members of the public submitted questions prior to the event and a report will be available shortly on the issues and concerns raised.



The event was opened by our guest speaker, Afsaneh Sabouri, Assistant Director for Adult Frailty and Long-Term Conditions, Adult Care and Community Wellbeing, Lincolnshire County Council. The panel consisted of Julie Green, Information and Systems Officer, Adult Care and Community Wellbeing, Lincolnshire County Council, Chris Erskine, Principal Social Worker / Improvement and Development Lead, Adult Care and Community Wellbeing, Lincolnshire County Council, and Lisa Loy, Public Health Programme Manager, Adult Care and Community Wellbeing, Lincolnshire County Council.

One of the core functions of Healthwatch is to provide information and signposting to our residents and we were joined on the day by other organisations in the Market Place with a stand who were on hand to give an insightful chat about their resources and services.

In the market place forum we had the company of: Healthwatch Lincolnshire Signposting and Advice Team, Age UK and Connect to Support, BRIC, British Red Cross Mobility Aids Service, Community Mental Health Transformation Team, County Care and Radio Project, Day Opportunities, Lincolnshire County Council, Digital Coaching Team Lincolnshire Community Hospital Services, Liaise, Headway Lincolnshire, Hodgkinson's Solicitors, Lincolnshire Sensory Services (LSS), Lincolnshire Voluntary Services (LCVS), Occupational Therapy Services Lincolnshire County Council, First Coastal Primary Care Network (PCN) Social Prescribing, United Lincolnshire Patient Experience Team (ULHT), VoiceAbility and Wellbeing Lincs.



93 people attended the event which included: four Panel members, four HWLincs staff, two HWLincs trustees and three HWLincs volunteers.

Representation from attendees included: Adult Social Care Practitioners, Age UK, Alford PPG, Case Workers, Community Connectors, Community Workers, County Care Service Users, Disability Group Reps Early Help Workers, ELDC Age Friendly Community, First Coastal Rural PCN, Gam Care, Home Care Direct, LCC Contracts Manager, LVET (Lincolnshire Voluntary Engagement Team), Local Councillors, Matt Warm's Case Worker Mindspace Stamford, NHS ICB, OSJCT Care Provider, One You Lincolnshire other PPG reps, other professional from LCHS, Public Health Reps LCC, Public Governor for East Lindsey LPFT, Quality Assurance Team LCC, Recovery Coach, Recovery Coach LPFT, St Barnabas Hospice, Skegness Town Councillors, Social Prescribing Team,

Therapists, TIME Support Workers, ULHT Volunteers, Workforce Quality and Development LCC and YMCA Lincolnshire.

The questions and answers for the Q&A session will be shared on our website

www.healthwatchlincolnshire.co.uk

Healthwatch Lincolnshire Outreach Clinics

Join us at one of our Outreach Clinics! Clinics coming up in September:

Grantham Citizens Advice - Monday 4 September - 10am - 3pm - 14 Finkin Street Grantham, NG31 6QZ

Stay up to date with our Outreach Clinics by following us on social media.

The idea around Outreach Clinics is to offer information signposting around anything related to health or social care, so the community can have the opportunity for face to face and one to one support with any concerns they may have and they are provided with contact information on how to resolve their issue. We are there to listen, log and provide information on what the community needs to share. These will be relayed to service providers via our monthly reporting.

The signposting team hope to visit all areas of the vast county of Lincolnshire and provide information and guidance.

Find out more here: <https://www.healthwatchlincolnshire.co.uk/events>

The poster features a dark blue background with four stylized hands in pink and green. The text is as follows:

- Top center: **healthwatch** Lincolnshire
- Center: **COME TALK TO US**
- Left side (pink hand): **Where to get help for your needs**
- Right side (green hand): **What you can do when things go wrong**
- Below center: **A free, friendly, independent and confidential signposting service!**
- Large pink box: **SEPTEMBER 4 10AM - 3PM*** | **Citizens Advice 14 Finkin Street Grantham, NG31 6QZ**
- Below pink box: **10am - 12 noon (drop in)** | **1pm - 3pm (booked appointments)**
- Bottom center: **Book your appointment today:**
- Bottom left: **01205 820 892**
- Bottom right: **info@healthwatchlincolnshire.co.uk**
- Small text at the bottom: *Please note we are unable to give clinical, financial or legal advice, investigate complaints or offer therapeutic support.*

Healthwatch Forward Vision Event

31st October 2023 at- Bishops Grosseteste University, Lincoln - 10 am to 3 pm

Healthwatch Lincolnshire is pleased to announce that our Forward Vision Event takes place on 31st October 2023 in Lincoln.



Following a short presentation of the Healthwatch Lincolnshire annual report and plans for the next year, we will again be bringing together Lincolnshire's health and social care leaders to discuss their challenges and the positive work that is being done throughout our county. There will also be an opportunity for the public to ask questions.

The panel includes:

John Turner - Chief Executive, NHS Lincolnshire Integrated Care Board

Glen Garrod - Executive Director for Adult Care and Community Wellbeing, Lincolnshire County Council

Andrew Morgan - Chief Executive, United Lincolnshire Hospitals NHS Trust (ULHT) and Lincolnshire Community Health Services NHS Trust (LCHS)

Sarah Connery - Chief Executive, Lincolnshire Partnership NHS Foundation Trust (LPFT)

In 2018, Healthwatch Lincolnshire hosted the 2020 Vision event that encouraged the public to come and meet, listen, debate, and question senior county NHS Leaders, in order to increase awareness of the healthcare challenges and most importantly changes they were facing by 2020. Fast forward to 2023 and many challenges remain but additionally, the landscape of health and social care has changed. For instance, in 2022 the Integrated Care System was established.

This event will be held in the lecture theatre at Bishop Grosseteste University, with an additional room for stallholders where the public can find helpful information and advice. There will be opportunities to network and meet key service providers in addition to hearing the latest information from the panel of experts.

Sign Up here: <https://www.healthwatchlincolnshire.co.uk/healthwatch-lincolnshire-forward-vision-event-2023>

What else is coming up?

The following are just some of the events/meetings our Involvement Officer will be attending in the coming months.

Date	Event/Meeting
21 September	Boston Primary Care Network and Neighbourhood Team Event
25 September	EMAS (hospital transport) Patient Voice
29 September	Ageing Better Conference, Sleaford

Supporting Adults with Learning Difficulties, Thistles Market Garden Centre (4 September)

We have been invited to run a drop in/ cuppa and chat session for the carers of adults with learning difficulties that use the services of the Thistles Market Garden Centre, Boston. It will be an opportunity for carers and service users to find out what we do at Healthwatch and how they can share their personal experiences of health and care and help us to shape the services in Lincolnshire.



Key issues we'd like you to tell us about

Issue	Description	Equalities focus	Healthwatch Lincolnshire action
Urgent Care	Patient experience across A&E, Urgent Treatment Centres, Ambulance services, Patient transport	Rurality	Enter & View Mystery Shopper activity taking place across UTC's– June-July 2023 Campaign collating experiences, report shared with the ICB Quality Committee
Medication	People's experience of trying to get the medication they need.	TBC	Social media focused posts as well as care home Enter and View activity.
Social Care	General experiences of social care in Lincolnshire including Unmet Need/ Assessments Enter and View Activity in Care Homes	TBC	Our next Yourvoice@healthwatch will focus on What is Social Care? We will also be commencing a rolling program of Enter and View activity across a number of Care homes
Mental Health	Community mental health including Children, young people	Rurality	Work to be carried out between July – Sept
Completed Work			
Accessible Information Standard	People's experiences of getting care information in a format they can understand or being provided with support.	Digitally excluded, those with Learning disabilities and sensory impairments	Revisiting recommendations from previous report later in 2023
Cost of Living	Impact of the cost of living on peoples health and wellbeing	Low income	Report findings launched in April 2023 – continuing to monitor
Dentistry	Experiences of people accessing dental services and whether extra NHS funding improves people's experiences. Policy changes announced.	Low Income Rurality	Campaign, focus group, seldom heard engagement – Reported in February 2023 including providing evidence in Parliament at the Health Select Committee. Continued involvement with the Lincolnshire NHS Dental Strategy .

Demographics

In addition to location data, for those who consent, we are now able to collect demographic data from the individuals who contact our Information Signposting Officer.

Demographic	Number of people	Demographic	Number of people
Age		Ethnicity	
25 to 49	7	White: Gypsy, Traveller or Irish Traveller	1
50 to 64	9	White: British/English/Northern Irish/Scottish/Welsh	10
65 to 79	16		
80+	5		
Gender		Carer	8
Male	7	Long term condition	6
Female	38		
Birth Sex			
Current same as birth	17		
Sexual Orientation			
Heterosexual/Straight	11		
Lesbian/Gay woman	1		
Gay man	2		



healthwatch

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