

# Monthly Report July 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:

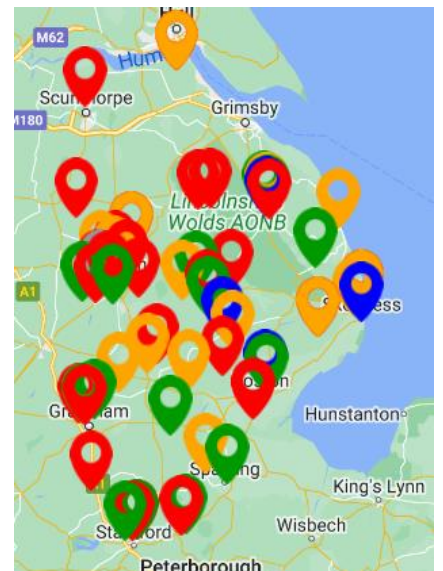
**Positive - green**

**Negative - red**

**Mixed - orange**

**Neutral - blue**

**Unclear - grey**



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# Overview

## Monthly Report

During May 2023 Healthwatch Lincolnshire received **80** patient experiences directly to our Information Signposting Officer. This is a summary of the key themes raised by patients, carers and service users during May 2023 about services in Lincolnshire.

For more details you can call us on **01205 820892**  
Email: [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)



## Overall Sentiment

**21%** of all comments were **positive**  
**44%** of all comments were **negative**

**10%** of all comments were **neutral**  
**24%** of all comments were **mixed**

## May 2023 – Feedback Service Themes Sentiment



40%

Hospital Services  
(All services)



28%

GP Services



10%

Community Health  
Services



11%

Accident &  
Emergency



13%

Patient Transport



8%

Dentistry



5%

Mental Health &  
Learning  
Disabilities



4%

Social Care

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

This month access to NHS dental services continues to be a concern for many patients. Furthermore, some shared their concerns about non-emergency patient transport. These concerns included reliability of the service (last minute cancellations) and the impact this has on patients and services. The two biggest themes of the experiences shared with us this month were pharmacy/medications and Urgent Treatment Centres UTCs.

## Medications

In May we were eager to hear peoples' experiences of being able to get their prescriptions. The concerns share included:

- Opening hours
- Staffing
- Travel time and distance
- Availability of medications



“Locum pharmacists are mostly employed, sometimes the branch is closed because there is not a pharmacist. The drugs prescribed are not always available which means patients have to return sometimes more than once to get their drugs. I have led the PPG for several years and the complaints are consistent. We have tried to be helpful but with a growing population the service is just not adequate. It is often not possible to buy basic items that such a shop should stock.”

“It's a 16 miles round trip to get a prescription. I was told I had to fill a form in which was in the entrance. I drive to Skegness fill the form in, drive home they eventually send the order to the local pharmacy. But they don't tell you when the item is at the chemist.”

“Long Sutton Boots pharmacy – Only pharmacy locally. Often no pharmacist available so will close. No permanent pharmacist for 3 years. They will just put a note on the door to say you have to go to Wisbech.”

“Unable to obtain famotidine. Pharmacy said they would try alternative suppliers, other alternative would be to ask my GP to write a prescription to take elsewhere myself (but I know there's a shortage/difficult to obtain anywhere). My relative lent me some to tide me over. Took 2wks to get famotidine, pharmacy phoned me to let me know when they'd managed to source.

Pharmacy was brilliant in finding alternative suppliers and informing me of when they had sourced famotidine.”

“Lincolnshire pharmacies in Grantham there are no pharmacies after 4pm on a Sunday in Grantham so anyone with no car cannot get the meds they need ie antibiotics, this needs addressing.”

## Urgent Treatment Centres (UTCs)

This month we were keen to hear about patients' experiences of UTCs. The feedback we received was overwhelmingly positive. People praised the staff for being kind and helpful and the quality of care they received.

"Seen promptly staff explained everything were reassuring."

"Despite being a member of staff, I got treated with the upmost care & respect by all staff."

"I received excellent care at Skegness urgent treatment centre."

"From the moment I walked through the door of Urgent Treatment Centre in early April 2023 I have been treated with nothing but care, kindness and respect."

"Absolutely fabulous, convenient for people like myself who work. Doctors very attentive. Seen almost straight away. Fab!"

## Positive Stories

East Midlands Ambulance Services (EMAS) was praised this month.

"East Midlands ambulance service - Excellent service, great paramedics, quick acting to save my partner's life."

"Ambulance arrived for my Partner within 20 mins, excellent service, thorough, professional, friendly, couldn't fault them."



"Excellent service from ambulance service, staff were kind, caring and reassuring."

# Healthwatch Lincolnshire Update

## YourVoice@healthwatch

**Monday 7 August 2023 at The Storehouse, North Parade, Skegness PE25 1BY 1 pm to 4 pm**

Healthwatch Lincolnshire is pleased to announce we are working in partnership with the Adult Social Care Team, Lincolnshire County Council and our next **YourVoice@healthwatch** is to be held on **Monday 7 August 2023** as a face-to-face Event, with all encouraged to attend.

Our invited Speaker is Glen Garrod, Executive Director of Adult Care and Community Wellbeing, Lincolnshire County Council.

The FREE event will provide 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 **"What is Social Care?"** with lots of opportunities to Signposting and Advice about social care.

A Market Place will also take place, with a number of stands from different organisations who will be on hand to give an insightful chat on their resources and services.

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/yourvoicehealthwatch-what-social-care>



## Enter and View Activity

After completing our mystery shopper activity in the A+E Departments at Lincoln County, Pilgrim, and Grantham Hospitals we will sharing our findings in June 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 will also be making visits across Lincolnshire Urgent and Minor Injury units. We are also busy working with Lincolnshire County Council to plan our care home enter and view activity for later in the year.



## Community Engagement

This month our Involvement Officer has been out and about in our community talking to a variety of groups about their experiences of health and social care.

### Care Quality Commission (CQC) Project: Digital Exclusion 18 and 25 May 2023

The project aimed to understand what prevents those who may be digitally excluded from sharing their experiences with CQC.

#### 2 x Focus Groups – Young Families (Awesome Community Group / Norfolk Lodge Children's Centre, Boston)

- One group had limited access to or interest in using technology. Main barriers identified were lack of skills (very poor literacy / IT skills/ adults with LD) and financial impact (low-income families, basic mobile phone limited internet access and knowledge).
- The second group had a better understanding of Internet services and were able to use them but expressed that during certain times (during pregnancy/ early years) preferred to have face to face contact with services.

#### Seldom Heard Groups:

- **Long Term Conditions - COPD** (18 and 31 May 2023)
  - The main concerns for them were consistency of care and information, where to access support as their circumstances changed, access to face to face appointments in a timely manner and joined up approach to their care with consistency.
- **Veterans'** (22 May 2023)

The following concerns were raised:

- Access to timely care and treatment and where to find dependable and up to date information when needed.
- The misunderstanding of the Armed Forces Covenant or misinterpretation of it by health and care professionals.
- Support for Carers supporting a spouse with dementia no practical solutions on offer – currently people are being directed to a Directory online.
- **Sensory Loss (Blind Veterans)** (5 June 2023)
  - Main concerns raised: access to information in accessible formats - not everyone can afford the technology or is able to go online to get more information.
- **Veteran Group** (13 June 2023)
  - Access to mental health services in a timely manner and support for carers of people living with dementia / Alzheimer's were the issues raised with us. People wanted practical solutions not just a link to a directory.
- **Learning Disabilities** (6 June 2023)
  - Open Day – met the team and arrangements made to revisit and hold an information session for service users and their families.



## Projects

**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.

As a result of the rising cost of living respondents reported a decline in their mental (69%) and physical (50%) health. 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

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 and 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>

**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 July 2023.

## Volunteering

May has been a busy month for our dedicated volunteers. 49 hours of volunteering was chalked up with:

- Proactive leaflets in community locations around Boston
- Admin volunteer on MIU and UTC spreadsheet and research
- Readers Panel various reports
- Dementia Alliance stall in Louth\*
- EMAS meeting and tour of Air Ambulance Waddington
- Lincoln Dementia Conference\*
- Boston Dementia meeting\*
- Volunteer Induction – one new volunteer inducted – welcome Bridget.

\*3 parts of the county covered on Dementia events due to in being Dementia week in May

**I'd like to thank all our volunteers for their valuable time and commitment, we could not help to make a difference in all aspects in Health and Social care without them.**





## Key issues we'd like you to tell us about

Issue	Description	Equalities focus	Healthwatch Lincolnshire action
<b>Urgent Care</b>	Patient experience across A&E, Urgent Treatment Centres, Ambulance services, Patient transport	Rurality	Enter & View Mystery Shopper activity <b>taking place across UTC's– June-July 2023</b> Campaign collating experiences, report shared with the ICB Quality Committee
<b>Medication</b>	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.
<b>Social Care</b>	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
<b>Mental Health</b>	Community mental health including Children, young people	Rurality	Work to be carried out between July – Sept
<b>Completed Work</b>			
<b>Accessible Information Standard</b>	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
<b>Cost of Living</b>	Impact of the cost of living on peoples health and wellbeing	Low income	Report findings launched in April 2023 – continuing to monitor
<b>Dentistry</b>	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
<b>Age</b>		<b>Ethnicity</b>	
18 to 24	2	White: Any other background	1
25 to 49	14	White: British/English/Northern Irish/Scottish/Welsh	41
50 to 64	20		
65 to 79	12		
80+	1		
<b>Gender</b>		<b>Carer</b>	<b>8</b>
Male	14	Long term condition	25
Female	45	Physical or mobility impairment	2
		Blindness or severe visual impairment	2
<b>Birth Sex</b>			
Current same as birth	47		
<b>Sexual Orientation</b>			
Asexual	1		
Heterosexual/Straight	42		



# healthwatch

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