

# Healthwatch Lincolnshire Update Report – October 2023

Report covers the period July to Sept 2023

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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. <b>1500 yearly target</b>	<b>Exceeding Target – 201</b> people have shared their views and experiences with us on Health and Social Care in Lincolnshire, directly with our Information Signposting Team.
2	Number of people provided with information and signposting. <b>1428 yearly target</b>	<b>Exceeding Target – 899</b> people have been provided with information and Signposting. <b>102</b> people have been provided with information signposting directly with the team and an additional <b>797</b> have accessed through the Information Signposting articles on our website.
3	Volunteer Hours – <b>Target for year 1414 hours</b>	<b>Exceeding Target – 476.5</b> hours across volunteering. Healthwatch Volunteers, taking part in <b>73</b> activities, meetings, and events.
4	Number of people signed up to our Distribution list – <b>Target for year 2000 people</b>	<b>Exceeding Target – 2255</b> people on our Distribution lists, <b>1,378</b> on our monthly Enews List, <b>83</b> on our media contacts, <b>187</b> Healthwatch Monthly Report list, and <b>601</b> on our groups, societies and other spreadsheet.
5	Website & social media stats –  <b>Target for year 42,027 website views</b>  <b>Target for year 473,403 FB Post Reach</b>	<b>Target on Track</b>  <b>7,194</b> website Page Views,  Facebook Post Reach <b>92,952</b> (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	Quarter 2	Quarter 3	Quarter 4	Total
	Oct 22 – Dec 22	Jan-Mar 23	Apr-Jun 23	Jul-Sept 23	
Annual target – 1500	387	1781	343	201	2712
					Exceeding Target

This quarter **201** people shared their views and experiences directly with us on Health and Social Care in Lincolnshire, through our information signposting team.

The three service areas commented on the most this quarter were:

- All Hospital Services (39%)
- GP Services (33%)
- Dentistry (14%)

60% of the experiences shared with us were negative and 13% were positive.

During this time, the main themes patients are contacting us about are:

### Hospital Services

Hospital services were the most commented on this quarter with 5% of all comments relating specifically to A&E. The areas of concern included:

- No one taking responsibility or ownership of care. (People feeling they are being “past from pillar to post”.)
- Hospital discharge. Patients being discharged without discharge details which also failed to then turn up in the post.
- Administration/Communication. Letters being lost, waiting months for tests results which is delaying treatment and no contact regarding follow-up appointments. Poor communication around appointments and cancellations.
- Waiting times continues to be a concern both for A&E and other services. Those who are cancer or suspected cancer patients are concerned what impact waiting times exceeding the recommended guidelines will have on their prognosis.
- Isolated incidents of poor-quality care.

### GP Services

People continue to share with us their difficulties of getting through to GP surgeries both on the phone or via online tools such as askmyGP or Doctrin. The comments

related to a range of surgeries throughout the county. It did not appear to be a problem exclusive to a particular surgery or area.

## Dentistry

The lack of NHS dental services in the county continues to be a concern with both adults and children struggling to access services. Access to services continues to especially be a problem in the east coast of the county. For many the only option appears to be to pay for private treatment, but this is not feasible for the majority. It is also likely to worsen health inequalities.

## Target 2 – Number of people provided with Information and Signposting

Number of people provided with information and signposting	Quarter 1 Oct 22 – Dec 22	Quarter 2 Jan-Mar 23	Quarter 3 Apr-Jun 23	Quarter 4 Jul-Sept 23	Year to Date Total
Annual target – 1428	1327	951	1022	899	4199
					Exceeding Target

**Exceeding Target** – Between July and September **899** people have been provided with information and Signposting. **102** people have been provided with information signposting directly with the team and an additional **797** have accessed through the Information Signposting articles on our website.

### The full contract year saw 4199 people provided with Information and Signposting.

In August 2023 the signposting team took to the road and started providing outreach clinics around Lincolnshire. The clinics are face to face, offering 1:1 appointments for the community to come and speak to us about health and social care. We offer individual and bespoke signposting to people who would like to share their stories with us, be it good, not so good, or indifferent.

So far we have been to:

- **Alford** – based in the Alford Hub Uniform and Baby Bank
- **Spalding** – based in the Citizens Advice offices
- **Grantham** – based in the Citizens Advice offices
- **Mablethorpe** – based in the Boatshed Coastal Centre
- **Holbeach** – based in children’s centre

We are going further afield into Lincoln and Gainsborough so watch this space.

So far these outreach clinics have been slow to start, but we are hoping that as we expand the promotion and programme of clinics, the awareness of Healthwatch will be raised and we will be supporting communities on a face-to-face basis.

## Quarterly Impact Case Study

**You said:** Patient contacted Healthwatch requesting information about NHS podiatry service. They had accessed this service 10 years ago and doesn't know how to make contact.



**Healthwatch did:** Healthwatch made contact with Boston Health Clinic, as patient does not have access to Internet, consent was obtained to share personal details.

Podiatry services will send self-referral form by post to patient to return so that can access services.

**Patient said** – “Thank you for your help with this, it has made such a difference.”

**You said:** Patient was quite distressed, who has been on 10mg of MST (slow releasing Morphine), a controlled drug, for their back pain. They have been under Pain Management previously and discharged as nothing more they could do, which they accept.

The MST they mentioned is to relieve pain due to L3/4/5 crumbling which worked very well. They spoke with a GP a couple of weeks ago who mentioned about 'cutting down' which the patient agreed to try, they have now been to collect prescription and it has been stopped totally, not cut down in any way or weaned off.

They asked the surgery online, but only provided with an appointment at the end of the month. They are in severe pain and struggling without this medication to cope. They do not have any left.

They also mentioned that when speaking with a GP they stated they would call the patient on Friday (last week) to discuss their B12 after a blood test was taken. No call was made and are still waiting for this call.

**Healthwatch did:** At the Patients request Healthwatch make contact with the surgery on their behalf

**Patient said:** “Many thanks for your help, one of the issues has been resolved and the other is being resolved so thank you.”

## 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. Help making a complaint**

<https://www.healthwatchlincolnshire.co.uk/help-making-complaint>

**3. Essential First Aid Kit Supplies for Every Home**

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-07-11/essential-first-aid-kit-supplies-every-home>

**4. What is adult social care?**

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-03-21/what-adult-social-care>

**5. 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>

**6. 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>

**7. 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>

**8. What support can I get as a carer?**

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-07-20/what-support-can-i-get-carer>

**9. What to expect after a dementia diagnosis**

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-05-23/what-should-you-expect-after-dementia-diagnosis>

**10. Support and treatment for long covid**

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-05-24/support-and-treatment-long-covid>

**11. How to access mental health support if you're lesbian, gay, bisexual or transgender**

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-08-12/how-access-mental-health-support-if-youre-lesbian-gay-bisexual-or>

## Target 3 – Volunteers

Volunteer Hours	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Oct 22 – Dec 22	Jan 23 – Mar 23	Apr 23 – Jun 23	Jul 23– Sept 23	<b>Total</b>

Annual target – 1414 hours	<b>506</b>	<b>326.75</b>	<b>435</b>	<b>476.5</b>	<b>1744.25</b>
					<b>Exceeded Target</b>

**Exceeding Target – 476.5 hours of** volunteering in the last quarter.. 43 specific Healthwatch activities took place, totalling 205 hours. **The full contract year saw our volunteers give 1744.25 hours. Thank you!**

### **Update from our Volunteer and Membership officer Simon Parker:**

“July to September has been a very busy time for our dedicated volunteers, with 43 Healthwatch activities and 30 HWLincs activities. Our number of volunteers has remained reasonably steady, although more Trustees are needed. We currently stand at 29 Volunteers (a decrease of 3) and 7 Trustees (a decrease of 2). Trustee Navaz Sutton became the new CEO in August. Six recruitment events will be held. These events started in September and will be coupled with in person and social media publicity in an attempt to bolster our committed team of volunteers. We have identified and will continue to target areas where we currently have a smaller number of volunteers. We will evaluate these events, and reflect on any lessons learnt. The latter will then inform the other recruitment events.

Our loyal Volunteers have been very busy attending:

- Sensory Services coffee mornings
- Hospice coffee mornings,
- Community centres,
- Our Skegness YourVoice event,
- GP flu vaccination events...just to name a few!

The Readers Panel team has been very busy proofreading Healthwatch reports. Our Volunteer Ambassadors have been kept busy, keeping venues topped up with leaflets and feedback forms so communities can share their feedback on their Health and Social Care with us. I am grateful to the volunteers for assisting with the recruitment by placing posters in areas prior to each event taking place, and coming to each venue to talk to members of the public on what volunteering means to them. Our trained Enter and View Team will be busy in the next quarter with Care Home visits.”

## **Target 4 – Number of people signed up to our Distribution list**



<b>Number of people signed up to our Distribution list</b>	<b>Quarter 1</b> Oct 21 – Dec 21	<b>Quarter 2</b> Jan 22 – Mar 22	<b>Quarter 3</b> Apr 22 – Jun 22	<b>Quarter 4</b> Apr 22 – Jun 22	<b>Year to Date Total</b>
Target for year 2000 people	<b>2217</b>	<b>2238</b>	<b>2255</b>	<b>2249</b>	<b>2249</b>
					<b>Exceeded Target</b>

**Exceeding Target – 2255** people on our Distribution lists, **1,378** on our monthly Enews List, **83** on our media contacts, **187** 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

	<b>Quarter 1</b> Oct 22 – Dec 22	<b>Quarter 2</b> Jan 23 – Mar 23	<b>Quarter 3</b> Apr 23 – Jun 23	<b>Quarter 4</b> Jul 23 – Sept 23
<b>Website Page Views</b>	<b>9,719</b>	<b>7,167</b>	<b>7,534</b>	<b>7,194</b>
<b>Facebook Post Reach</b> (Facebook reach is the number of unique people who saw our content)	<b>25,192</b>	<b>79,246</b>	<b>78,945</b>	<b>92,952</b>
<b>Facebook Engaged Users</b> (The number of unique users who engaged with the page and/or content, including clicking links reactions and comments)	<b>825</b>	<b>1916</b>	(This data is no longer available through Facebook)	(This data is no longer available through Facebook)
	Target on Track	Target on Track	Target on Track	Target on Track

Across this quarter we have seen 7,194 website page views. We have reached 92,952 people on Facebook.

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

### Engagement Activities: July to September 2023

### Oonagh M Quinn Healthwatch Involvement Officer Update

### New Development in Rural Communities Update

Connecting with Rural Communities through Lincolnshire County Council Mobile Library Services. Starting date tbc by the Library Team . Healthwatch leaflets will be distributed by the Home Service Team. (Potential for Outreach for Signposting and Advice. OQ to liaise with Library Team and HWLinCs Volunteer and Members Officer.)

### **Engagement and involvement activities attended – Seldom Heard Community**

- 3 July 2023 Carers First Event, Skegness
- 6 July and 20 October Sleaford Children’s Centre Family HUB Network Event
- 13 July EAL / BAME Task Group Meeting (online)
- 24 July Family HUBS – Military Families, Waddington
- 26 July and 25 October Veterans Open Day, Grantham (quarterly)
- 1 August Wheelchair Users Forum, facilitated by AJM Services
- 17 August the Bearded Fisherman Charity, Gainsborough
- 18 August and 13 October Disability Action Group, Boston
- 23 August CURO Ltd, social enterprise group supporting wellbeing
- 1 Sept Community Cancer Support Group
- 4 Sept Thistles Market Garden Centre, supporting adults with LD
- 12 Sep Healthy Lifestyle Working Group, VoiceAbility
- 5 October What Matters to You? Maternity Services
- 9 October Lincolnshire Care Association Event: the Unforgettable Story telling the Care Home Story with Panel Q+A Session

### **Main themes emerging:**

- Access to accessible information, NHS dentists and face to face appointments with clinicians at primary care level.
- Lack of communication with patients and counselling services appropriate at the right time for the patient and their families.
- Sourcing timely support for people living with dementia and other long-term conditions.
- Home visits for wheelchair users.
- Access to reliable and timely information on social care including respite care.

### **General events attended:**

- 4 July Judging the Team LPFT Nominations
- 11 July Boston Community Leaders Meeting (bi monthly)
- 11 July Boston Community Briefing
- 7 Sept Practice Manager’s Meeting, Boston PCN
- Boston Primary Care Network and Neighbourhood Team Event, PRSA, Boston
- 29 Sept Ageing Better Conference (attended with HWLinCs Colleagues)
- 18 October CRISIS and Home Treatment Service update

### **Representation**

- Active Lincolnshire EDI Group (quarterly)
- Co Producing Health and Care in Lincolnshire
- EMAS Patient Voice (quarterly)

- Our Shared Agreement (monthly)
- Patient Panel ULHT (monthly)
- Patient Experience Group, ULHT (quarterly)
- Patient Experience Group, Queen Elizabeth Hospital, Kings Lynn (quarterly)
- Service Quality Review – Adult Social Care LCC (monthly)
- Emerging Theme: impact of industrial action on patients' wellbeing, access to services.

Other: 19 July 2023 Breakaway Training with LPFT (Lincolnshire Partnership Foundation Trust) completed by Involvement Officer and one HWLincs Volunteer.

## **YourVoice@healthwatch Planning: Event in Partnership with LCC 7 August 2023**

**Theme:** What is social care? Information, advice and signposting

**Venue:** The Storehouse, Skegness

**Guest Speaker:** Afsaneh Sabouri Deputy Lead for Adult Social Care, Lincolnshire County Council (LCC)

**Format:** Guest Speaker introduced the Event (AS), followed by a Q+A Session with the Panel and a Market Place, Networking Opportunities and Signposting and Advice. Questions and Answers will be available in a separate document on Healthwatch Lincolnshire website.

### **Members of the Panel:**

- **Afsaneh Sabouri**, Assistant Director for Adult Frailty and Long Term Conditions, Adult Care and Community Wellbeing, Lincolnshire County Council,
- **Chris Eskine** Principal Social Worker / Improvement and Development Lead, Adult Care and Community Wellbeing, Lincolnshire County Council,
- **Julie Green** Information and Systems Officer, Adult Care and Community Wellbeing, Lincolnshire County Council
- **Lisa Loy** Public Health Programme Manager, Adult Care and Community Wellbeing, Lincolnshire County Council.

**Market Place Organisations:** *Age UK and Connect to Support, BRIC, British Red Cross – Mobility Aids Service, Butterfly Hospice, Community Mental Health Transformation, County Care, CURO Lincs, Day Opportunities Service Lincolnshire County Council, Digital Coach Lincolnshire Community Hospital Service (LCHS), Healthwatch Lincolnshire and HWLincs, Headway Lincolnshire, LIAISE, Lincolnshire Voluntary Community Service (LVCS), Occupational Therapy Services, Social Prescribing First Coastal PCN (Marisco Surgery), United Lincolnshire Hospital Trust (ULHT) Patient Experience Team, VoiceAbility and Wellbeing Lincs.*

County Care Radio Project Team (service users) joined the Event and conducted informal interviews with a number of people.

**93 attended on the day.**

## General Feedback received:

- Event was organised and informative.
- Good opportunity to find out about other organisations – lots of information on offer and to be able to network and link in together.
- Panel were very open and honest and addressed a number of the issues that Lincolnshire is facing offering some of the ways that they are working to resolve them. Recognition that it will take time and that by working together things can improve for people needing to access services.
- Overall feedback has been very positive and many have offered suggestions for potential improvements that can be adopted going forward.

## 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.

**Enter and View Training:** Team of trained Authorised Representatives includes: Alison Cadman, Ann Morgan, Brenda Wickham, Jacqui Sclanders, Julie Emmott, Wendy Cottam, Maria Bright, Ruth O'Melia, Rosina Nash-Smith and Louise Southgate.

## Looking forward Oct – Dec 2023

### **NEW – Healthwatch Information and Advice – Outreach**

Healthwatch Lincolnshire Information Signposting Team will be doing an Outreach Clinic in a number of areas across Lincolnshire so the community can access us face to face.

. We can provide information and guidance to the public and record your comments, be they good, or not so good we are happy to have a chat.

- Spalding Citizens Advice Council Offices Priory Rd – Wednesday 4 Oct 2023
- Sutterton Childrens Centre – Thursday 12 Oct
- Grantham Citizens Advice – Monday 16 Oct 2023
- Sutton Bridge Childrens Centre – Thursday 19th October
- Mablethorpe Coastal Centre – Monday 23 Oct 2023
- Alford Hub – Tuesday 7 November 2023

Book by calling 01205 820 892 or emailing [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

## Enter & View

### Planned Enter and View from July 2023

Enter and View Visits: Care Homes From the low-risk register provided by Lincolnshire County Council Adult Social Care Contract Team 3 homes were identified to visit during the period September to December 2023.

Healthwatch Involvement Officer is waiting for confirmation from LinCA membership for a date to do a short presentation to the Care Home Managers. This would help them to understand about what Enter and View is and how this can support them as well as give us valuable insight into a harder to reach community. There is still a lot of misunderstanding from care homes about our Enter and View activities and to reassure them that it is NOT an inspection.

Enter and View Visits have been booked in at the following care homes:

- Monday 16 October 2023 Newton House, Grantham
- Thursday 19 October 2023 Belvoir House, Grantham
- Thursday 26 October 2023 Ashridge House, Boston

**Authorised Volunteers taking part:** Oonagh Quinn Healthwatch Involvement Officer, Maria Bright, Julie Emmott, Alison Cadman, Jacqui Sclanders and Ann Morgan. All have a current enhanced DBS Check in place with up to date phot ID that needs to be carried with them on each visit.

After each visit a Report of Finding will be written and shared with Care Home to make a response before it is published and shared more widely. Reports will be available early January 2024.

### So what? / Impact Report

We will once again this year produce our 'So what?' report which will highlight the main themes Healthwatch have been hearing from patients and Lincolnshire across 2022/23 and will include what is being done locally and nationally to improve these services. As well as an opportunity to share with the public our impact.

### Annual Plan Oct 23 – Sept 24

We will launching our Annual plan for the next contract year (Oct 23 – Sept 24) where we will outline our priorities for the new year and how we will involve the Lincolnshire public.

## Mental Health Services

This quarter several individuals came forward to share they did not feel their mental health needs were being addressed or supported by services. Questions were raised over the continuity of care, treatment plans and communication with patients.

To gain greater insight into peoples' experiences of community mental health services in Lincolnshire we launched two surveys.

- 1) This first survey was for service users (both adults and children) and their parents/carers/relatives.
  - It explored access to and quality of support, what worked well and what could be improved?
- 2) The second survey was for professionals both those working in mental health services in the county and professionals in all other sectors.
  - It explored experiences of signposting someone to support and any changes seen in the need and type of mental health support over the past six months.

The surveys ran from August to October 2023.

In total 91 services users (70 adults and 19 children) shared their views alongside 22 professionals (10 of which work in mental health services.)

The report will be available by the beginning of November 2023 and a summary will be included in next quarters report.



# healthwatch

Lincolnshire

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