



Annual Report 2019-20

Guided by you

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Abbreviations used in this document:

CCG	Clinical Commissioning Group
GP	General Practitioner / Doctor
PPG	Patient Participation Group
STP	Sustainability and Transformation Plan
LCC	Lincolnshire County Council

Message from our HWLincs Board Chair



Healthwatch Lincolnshire was set up as a charity in 2013. Since then we have developed an excellent reputation and have had significant impact in our role as Watchdog, Signposter and Influencer. It is important to us that we build on this success for the benefit of the people of Lincolnshire, but also take account of funding and market place changes. As a result, in August 2019 our charity formally changed its name to HWLincs. This change enables us to expand our charity's reach beyond just Healthwatch and deliver additional programmes of work that meet with HWLincs' vision to: inform and improve the holistic wellbeing of individuals and communities; connect and engage people with services and drive positive change in Lincolnshire.

Despite the change in name and scope for the parent charity, we continue to proudly deliver Healthwatch in Lincolnshire and will hopefully continue to do so for many years. Healthwatch Lincolnshire has an extremely important role to play, providing a pathway for the peoples' voice to be heard by key organisations such as the Care Quality Commission, NHS England, Healthwatch England, NHS Lincolnshire Clinical Commissioning Group, NHS Trusts and Lincolnshire County Council.

I am very proud of the work we do and would like to thank our dedicated team of paid and volunteer staff for all their hard work over the last year and in particular during the Covid-19 pandemic.

It is a privilege to be Chair of HWLincs and I commend this Healthwatch Lincolnshire Annual Report to you.

I am very proud of the work we do and would like to thank our dedicated team of paid and volunteer staff for all their hard work over the last year and in particular during the Covid-19 pandemic.

Dr Maria Prior

Message from our Healthwatch Lincolnshire Steering Group Chair



We were pleased when Pauline agreed to continue to Chair this group knowing Pauline has a wealth of knowledge around carers and the care sector.

Following the change during 2019 with our charity name and board structure it was agreed, in January 2020, to form a new Healthwatch Lincolnshire Steering Group. The focus of this new group is to guide, support, steer and advise our work to deliver the Healthwatch contract. This, along with group members being our critical friend, listening ear and evaluator, as well as importantly being a formal representative at meetings, ensures that we have a body of volunteers having oversight of our work.

Pauline says the following about her new role:

"I am very proud and honoured to continue as Chair of the Healthwatch Lincolnshire Steering Group in support of the people across our vast county who use all Health & Social services for an array of reasons and then choose to connect with our organisation.

During the year I have been proud to chair our four YourVoice@Healthwatch Events, seeing them grow from strength to strength. In particular it has been good to see so many new faces joining us.

Although Covid-19 is having a huge impact, I feel we have maintained our public focus, albeit in different ways, whilst staying connected to our core values, thanks to our great team".

"Championing the role of family carers has been a passion of mine for a long time. Through Healthwatch I am particularly keen to see us build on the work we have done to raise the important voice of family carers, particularly when they are supporting their loved ones with health and care services."

Pauline Mountain MBE

Our priorities

Last year 2,035 people told us about the improvements they would like to see health and social care services make in 2019-20. Below are some of our priorities for the year.



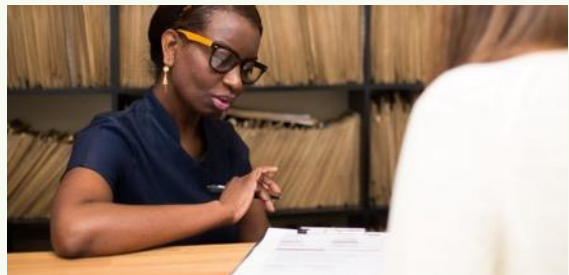
Better understanding of how to access GP services through our PPG Toolkit



More open access for the public to meet via YourVoice@Healthwatch Events



Impact of Stroke services on patients and family carers



What are Personal Health Budgets?



Sharing your views to influence the NHS Long Term Plan for Lincolnshire

'Healthwatch Lincolnshire have worked closely with LCC over the past year and continue to work collaboratively to help support and listen to the voice of the people in Lincolnshire. They have produced reports that have had a positive impact on providers.'

Kelly Wells - Senior Contract Officer, LCC

About us – Healthwatch England

Here to make care better

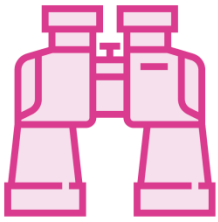
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people, who find it hardest to be heard, a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis,
Healthwatch England Chair





Our Vision is for everyone in Lincolnshire to access and receive outstanding Health and Social Care services

Our Mission is to be the consumer champion for all Health and Social Care services for everyone in Lincolnshire



Our Purpose

To find out what matters to you and to help make sure your views shape the support you need.

Our Approach

People's views come first – especially those who find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our employees and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations
- Looking at new and innovative ways in which we can extend our reach, for instance through digital engagement opportunities.



Find out more about us and the work we do

Website: www.healthwatchlincolnshire.co.uk

Twitter: @healthwatchlinc

Facebook: facebook.com/healthwatchlincolnshire/

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



40 volunteers

helping to carry out our work. In total, they gave up **1,862** hours

We employed

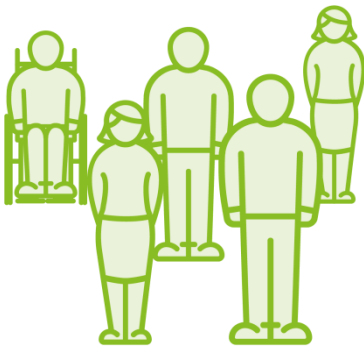
8 people

We received

£299,600 in funding

from our local authority in 2019-20

Providing support



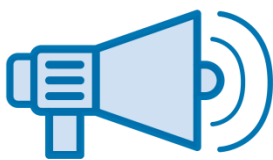
2,035 people

shared their health and social care story with us

1,425 people

accessed Healthwatch advice and information and contacted us with questions about local support

Reaching out



219,726 people

Reached on Facebook. **30,257** page views through our website.

Making a difference to care



We published

540 reports

about the improvements people would like to see with their health and social care and from this, we made 361 recommendations for improvement.

A few highlights from our year

"Healthwatch Lincolnshire has been a part of many different activities that have influenced the national approach. From the invitation to NHS Conference, Manchester, to understanding the information gathered through the NHS Long Term Plan to being involved in the development and testing of the Quality Framework Toolkit. Recognition of our skills, expertise and experience has resulted in excellent working partnerships with other organisations to reach into many vulnerable communities. A good example of this was a piece of work carried out on behalf of the Care Quality Commission working with local people with learning difficulties to change the national policy of inspection and review."

Nicola Clarke, Operations & Development Manager

- **NHS Long Term Plan** – following up on our completed survey work and report, Lincolnshire STP used the intelligence we shared with them (and cited it) to support the writing of the Lincolnshire NHS Long Term Plan
- **Make a Difference and Quality Framework** – working closely with Healthwatch England as an early adopter and pilot, we were able to build on our existing relationship and were proud to be part of this work that will help support the network of local Healthwatch
- **8 day removal of patients from GP lists** – our continued work to follow up concerns with NHS England and the Lincolnshire Medical Committee highlighted serious failings and improved patient outcomes
- **Healthwatch England conference** – our delivery of the *'Making reports work for you'* workshop at Conference was a highlight, particularly following the feedback we have received from participants
- **Peterborough Fast Track Discharge** – our directed piece of work to highlight inconsistencies for South Lincolnshire patients requiring Fast Track Discharge from Peterborough Hospital raised the need to change their process and it was recognised that all CCGs across Lincolnshire needed to re-evaluated their processes
- **Healthwatch England Report Library Work** – whilst this was a significant commitment for us and one that we definitely underestimated the amount of time required, the fact that our whole team pulled together to complete the work was a real testament to our work
- **COVID-19** – whilst the pandemic lockdown came at the very tail end of our year, to ensure continuity of the service we were not only able to mobilise our staff team very quickly, we also immediately planned how we were going to meet our statutory requirements and most importantly enable the people of Lincolnshire to 'have a say'. The fact that our campaign was up and running and live by 8 April was outstanding.



Healthwatch Lincolnshire receives highly commended recognition at National Healthwatch Network Awards

The engagement work undertaken by Healthwatch Lincolnshire has been recognised as 'Highly Commended' in last year's Healthwatch Network Awards in the Championing Diversity and Inclusion category.

Many communities can become isolated and misunderstood and therefore their experiences of accessing local health care can result in inequalities within their community.

Our Engagement Officer, Oonagh Quinn working in partnership with the Lincolnshire Traveller Initiative's Well Woman Group based in Gainsborough, wanted to improve the wellbeing of the community as a whole.

Following an invitation to one of our YourVoice@HWL Events, the Elders of the Lincolnshire Traveller Community and our local mental health trust, Lincolnshire Partnership Foundation Trust (LPFT) were able to discuss an opportunity for the community to access Mental Health First Aid Training and become Ambassadors within their community.

This has also had a positive impact on engagement between other health professionals from the community health teams and the community itself

around other services such as screening, vaccinations and immunisations and dental hygiene for children.

"This award recognises that our community is made up different people with different experiences of access to health and care services," said Oonagh Quinn, Engagement Officer, "and it is important to work together to ensure that inequalities are challenged. I would like to thank the Lincolnshire Traveller Initiative for the opportunity to work alongside them, build bridges, improve communication and trust so that access to health and care is made easier for them as a community. "

Imelda Redmond, CBE, National Director of Healthwatch England said:

The awards demonstrate the breadth of issues local Healthwatch work on every year. Their work makes sure people's experiences are placed at the heart of the services they receive.

I'd like to acknowledge and thank all the network and congratulate those who took part, they have done their communities proud."

How we've made a difference



Speaking up about your experience of health and social care services is the first step to change.

Engaging with the community

Throughout the year, we made **139** visits to Lincolnshire community groups. Our visits included a number of informal presentations and talks; brand awareness raising as well as the all important collecting shared experiences.

A staggering **2,520** people took part in these events – from small meetings for targeted harder to reach people to a large public Health and Well Being Day for serving military personnel and their families at a military base.



Healthwatch HUBs

During the year our network of Healthwatch HUBs was joined by 4 new community groups adding a wealth of knowledge to us through their experiences, including carers of adults with learning disabilities, adults living with low level mental health, breast cancer survivors and those still on their journey through their treatment and last but not means least, a Live and Learn Community group developing life skills for a range of adults 18+ from disadvantaged circumstances.

We now have 38 registered Healthwatch HUBs including support groups that, within their membership, have access to

over 45+ individual groups across the county.

Over the last 12 months many of our community groups have struggled to survive due to lack of funding, membership and volunteers to support them on a day to day basis.

Our HUBs are made up of the following range of groups: 2 Patient Participation Groups, 30 support groups for specific medical conditions or illnesses, 4 Carers groups, 8 support older people such as friendship groups, 2 specialised interest groups, 1 Migrant group, 1 Gypsy and Traveller Well Woman Group and a Veteran Association.



Panel members Q & A with the public at our Sleaford event in January 2020

YourVoice@Healthwatch

Four themed public events held over the year including (April) Stroke, (July) Personal Health Budgets, (October) Community Mental Health and (January) Long Term Condition - specifically Muscular Skeletal Conditions. During the year we listened to what attendees wanted and made the following changes:

- Format changed to reflect feedback from attendees. e.g. made into an Event rather than a meeting; more networking opportunities for attendees; panel Q+A session; updates from providers in other formats prior to event rather than a verbal update on the day. Panel is made up of key decision makers within the field of expertise in the chosen field.
- Less formal with emphasis on participation from attendees. e.g., opportunities to question decision makers directly through the Panel Q+A Session.
- Information and Signposting as well as networking session a much larger part of the event than before.
- More participation from community groups, 3rd sector organisations, patient representative groups and general public attending. Less professionals leading the proceedings.
- Themes chosen to reflect priorities of the Healthwatch Lincolnshire contract and data gathered from engagement and other sources.
- Development of attendee packs available prior to the event.
- Summary document distributed across a large number of networks.
- Average attendance between 40 to 50 per event from a wider background of the community and a higher attendance from 'Seldom Heard' groups as well as patient representation groups and members of the public.

Patient Participation Group (PPG) Toolkit

Healthwatch Lincolnshire in collaboration with representation from Patient Participation Groups and the Boston Disability Forum 2019 produced a PPG Toolkit. This was done to provide **Key Messages to Patients**.

Patients benefit from up to date information about how to access the most appropriate services from their GP Surgery, at the right time on their health journey. The PPG Toolkit consists of an awareness presentation and 2 Packs of helpful hints, signposting and information.

- Pack 1 is made up of a number of information and Resource Sheets.
- Pack 2 a selection of information leaflets and contact details for local, regional and national organisations to support patients. Including contacts for alternative formats.

Distribution of the PPG Toolkit to all 98 surgeries in Lincolnshire was completed by January 2020.

Outcomes from this work as at February 2020:

- HWLincs Engagement Officer, Oonagh Quinn was invited to attend Practice Manager's Meetings (West & South West Lincs CCG) and PPG Meetings (East & West Lincs x 4).
- Request from Practices for additional hard copies of Pack 1 for PPG members from 4 practices (East, South & West Lincs CCG areas).
- One surgery (West Lincs CCG) have used the "Top 10 Tips for getting the most out of your Appointment" Factsheet in their New Patient Pack.
- Pack 1 is available electronically and is being distributed or made available to all Practices and PPGs across the county.
- One practice in West Lincs CCG is ensuring that all Pack 1 resources are available through their intranet system for their patients.



Personal Health Budgets (PHB)

Following a public priorities survey conducted in 2018, Personal Health Budgets were identified as a potential concern in Lincolnshire due to lack of understanding from the public.

To better understand what is happening with regards to the take-up of Personal Health Budgets, in the autumn of 2019, we facilitated a meeting of appropriate stakeholders including the Lincolnshire CCG leads on PHB and Personalisation, Neighbourhood Team Leads, the Carer Service, Children's Services and Adult Social Care.

At the same time, using social media, we invited people to get in touch with us if they had any comments to make about their PHB experiences.

As a result of our work, we have identified a number of areas of impact and our internal Healthwatch Steering Group agreed to keep PHB on their agenda for the next 6 months to 'watchdog' local performance.

Impact from our PHB work includes:

1. A number of stakeholders e.g. GPs are now better informed about Personal Health Budgets
2. Lincolnshire CCG team are aware we are monitoring the progress with regards to any increasing numbers of people in receipt of PHB in accordance with government guidance and that this progress will be reviewed in six months
3. A small number of people have had the opportunity to share their thoughts and experiences of PHB with Healthwatch Lincolnshire.



Insight into Stroke Services in Lincolnshire *A patient and carer perspective*

Stroke can affect anyone at any time, so it is no surprise to see that stroke is a priority for the NHS Long Term Plan. In Lincolnshire, specifically, there has been targeted work undertaken (the 100 day challenge) to look at the prevalence of stroke, our Stroke services and how to improve prevention, early detection, treatment and survivorship.

The National Institute for Health and Care Excellence (NICE) Quality Standard for Stroke requires a shift in commissioning to provide a coordinated, multi-agency approach across the whole stroke care pathway. It was these NICE requirements and the movement across the Lincolnshire health and care system, to challenge or test existing behaviours, that led us to explore and share the public voice of patients, family and carers impacted by stroke. **Most importantly Lincolnshire people were also telling us that Stroke services were a priority for them.**

Our project was over a year long to enable us to learn more from people's experience of stroke pathways in Lincolnshire

To gather our data we:

- Distributed a survey to ask people what their experience of stroke services in Lincolnshire were.
- Invited respondents completing our survey to be part of our ongoing project.

- Worked with partners such as the Stroke Association and the Lincolnshire Carer Service to reach patients.
- Sought the Hospital Trusts consent to visit Stroke wards to have face to face discussions with patients still on the ward.
- Spoke to over 100 stroke patients.
- Selected a few sample patients to have further in-depth conversations with. Selection was based on a number of factors including age, whether they were in work at the time of the stroke and where they lived in order to get a fair geographical mix including urban and rural. In-depth conversations were followed up at 3 month and 6 month intervals.
- Compared their experiences against NICE quality statements on Stroke.
- Produced a final report (June 2020).

Some of the impacts from our Stroke work:

1. 100 patients and carers were able to express their thoughts on their stroke treatment and pathways
2. 11 people were able to give an in-depth explanation of their diagnosis, treatment and aftercare. From feeling unwell to recovering at home and what they thought of services at each step of the process
3. Healthwatch was invited to be part of the local 100 Day Challenge Group for Stroke Services
4. Patients views will be taken into account as part of the ongoing service review.

Coastal Communities

This short term project focused on gathering information from a small very rural coastal community to better understand their health, care and wellbeing needs.

Lincolnshire has many miles of coastline and we are aware that a lot of time and effort has already been put into the 'tourist' areas of the coast, but it is the everyday lives of people living in these very rural areas that concerned us most.

Inviting local stakeholders to help us better understand local needs this included two primary schools, church leaders and a number of voluntary and community sector groups, with an

intention to establish what the key issues were and concerns were around living in a rural coastal area and any suggestions as to what solutions might be available.

We also had the opportunity to attend one of the primary schools and did a small piece of work in school with years 5 & 6. This enabled us to gather the views of young people who perhaps would not otherwise be listened to.

Impact of this work:

1. A number of important stakeholders were able to share their issues and concerns with us.
2. Children and young people were able to share and discuss what the issues and concerns were, where they lived.





Skellingthorpe Branch Surgery

We carried out an engagement exercise with patients from this GP surgery after hearing that the branch was going to close which would leave patients with a 5 mile trip, with limited public transport, to attend the main surgery following it's closure.

To enable us to listen to as many patients as possible we facilitated two separate sessions. One being an open public meeting and the other an open drop in event. A small number of patients attended across both sessions. Patients views were captured and collated into a report.

A Healthwatch Lincolnshire representative also attended one of Skellingthorpe Branch Surgery's own consultation sessions.

Our report was shared with West Lincs CCG and the surgery to ensure that all patients views were taken into account when making their decision.

Impact

1. Patients had the opportunity to independently share with us their thoughts and experiences as to the impact this branch surgery closure would have on them and request information as to how they would be supported going forward.



Enter and View

Healthwatch Lincolnshire has the opportunity through its work, to visit providers of services and explore the delivery with both staff and patients. The way that this is carried out in Lincolnshire is three fold. Firstly, we have the statutory right to Enter and View a premises. Secondly, we have a concurrent arrangement with the Care Quality Commission which means that where we have capacity and are notified, we will attend a visit. And thirdly, we can support either our local Clinical Commissioning Group or Council in accompanying them on a visit, with the express intention of capturing the patient and carer views.

Through 2019/20, we carried out 5 visits and the most standout visits were to a local care home for people with autism with a variety of complexities. The first visit was carried out with the council and then our feedback with the provider developed into something more.

The care home was keen to ensure the voice of the residents was captured and had already started the process of developing their own in-house 'service checkers'. We took the opportunity to attend their first regional training event and were inspired by the number of service users who wanted and could take part.

As part of our on-going engagement with the provider, we offered our support to the service users about their visits, and linked the organisation in with VoiceAbility who deliver 'speak up' sessions for those with learning disabilities and autism. Our plan was to bring external experts in who could work with the home and support local 'checkers' to have a voice.

The planned workshop sessions have been halted due to the pandemic, we have rescheduled the workshop for later in the year. This is a supportive and constructive piece of partnership work and we look forward to seeing the impact in the months and years to come.

Long

Term

Plan

#WhatWouldYouDo

NHS Long Term Plan Highlights



More than 300 people shared their views locally with our Healthwatch.



Our Healthwatch held 4 focus groups to reach different communities in Lincolnshire and met with 95 people.



We also supported the 4 NHS Healthy Conversation events in Lincolnshire during April/May 2019.

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

"My biggest problem is that you have multiple health issues and find continuity of care difficult to access and seeing a number of different doctors only acts like a sticking plaster and no one looks at the whole person or even tries to link various problems to find a full diagnosis." Comment from a NHS Long Term Plan survey respondent

What are we doing about it?

Following the collation, analysis and reporting of all responses, we shared the final results with NHS England, Healthwatch England, Lincolnshire STP Team, as well as distributing our report to a number of key organisations and people across Lincolnshire.

We were pleased that the recognition of our work and feedback from the public was included in the final submission of the Lincolnshire NHS Long Term Plan to NHS England.

A copy of our NHS Long Term Plan report can be downloaded from our website here:

<https://bit.ly/3hIknPw>

"Consider the rural area of Lincolnshire, infrastructure and transport before cutting and centralising services. A vast majority of the people accessing health care are elderly and this is the group less able to travel distances for treatment."

Comment from a NHS Long Term Plan survey respondent

NHS Long Term Plan for Lincolnshire

Our work from March to June 2019, identified a significant number of findings which were shared with the Lincolnshire STP team. From our analysis of respondent feedback, below provides an overview of the key findings. We do recommend readers consider our full report to get a better understanding of the wide range of views shared with us from Lincolnshire people.

People told us:

- They want to be treated 'holistically', not just for their condition or specific illness.
- Technology needs to be embraced and developed as a 'world class' facility but not assumed that everyone will participate.
- Travel, transport, county road infrastructures with links in and out of Lincolnshire are a consistent barrier for effective health and care systems.
- People want more information, advice and guidance about how to make better lifestyle choices and an affordable and supportive infrastructure to achieve this.
- People are accepting that some health services might be delivered further from home, but they definitely want their recovery, recuperation and ongoing healthcare support delivered locally (close to home with continuity of care).
- Waiting times for appointments need to be reduced.
- Diagnosis and test results needs to be much quicker.
- Services need to be much more visually joined up, this also includes 'strategies' from any of our statutory bodies that impact on the local population.
- All communications with people, both verbal and written, need to be consistent, clearer, informative, concise, reliable and appropriate.
- People, families and carers have an important voice which must be included and acknowledged as an essential part of their health management.
- Where people don't have a voice they don't want to be disadvantaged, there is more need for advocacy and support to navigate the systems for all.



Helping you have your say



Your story has the power to make a difference. The more people share their ideas, experiences and concerns about NHS and social care, the more services can understand what works, what doesn't and what people want from care in the future.

If it matters to you, it's likely it matters to someone else too. Lincolnshire residents have contacted us through our website, emails, letters, telephone calls, volunteer and employee engagement and social media.

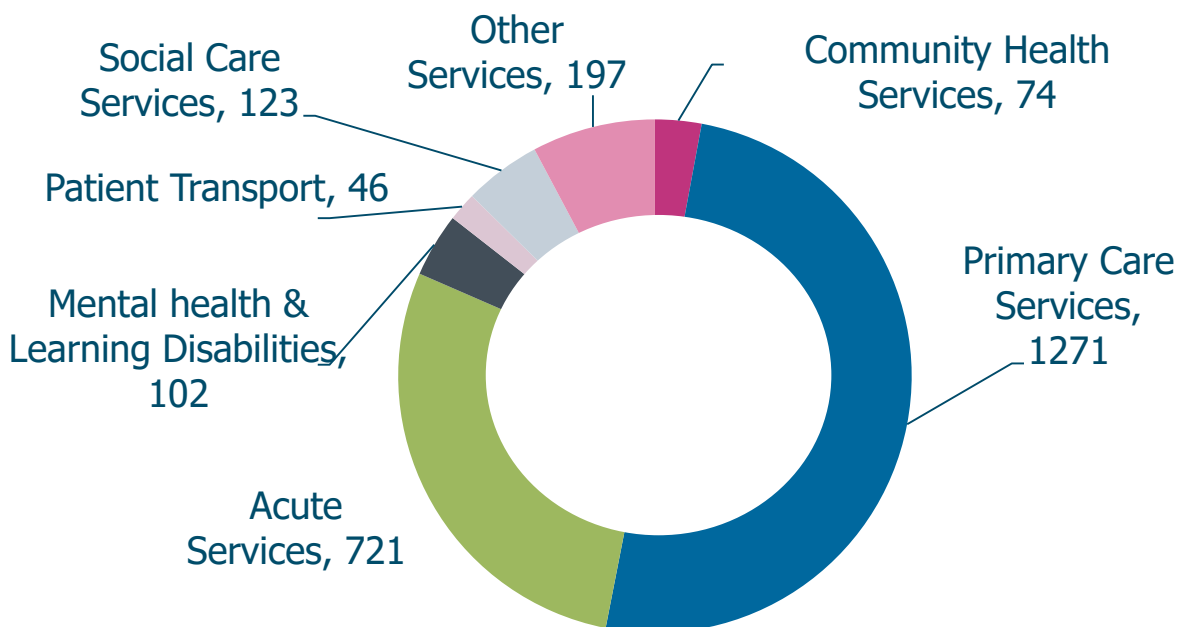
This year **2,035 Lincolnshire residents** have contacted us to have their say.

- Over 469 patients commented that they were experiencing difficulties accessing

appointments or long waits.

- Over 429 people commented there was a lack of communication, either to the patient or information that should be sent from Hospital to GP or vice versa. Administration in hospitals sending out multiple letters, or no letters at all which is then counted as a Did Not Attend (DNA).
- 38 people contacted us about the Pain Management Service and in particular relating to the new service implementation. Many were concerned about the lack of contact from the new provider.
- Over 74 contacts related to dental problems, mainly an inability to access NHS dentists in their local area.
- **879 comments were of a positive nature about services within Lincolnshire.**

Here are some of the areas that people told us about:



Case study: Elderly patient has been diagnosed with 3 types of Cancer

An elderly patient diagnosed with 3 types of cancer contacted us as their catheter required looking at and the district nurses kept cancelling the appointment.

We were able to work with Macmillan support to make sure the catheter was looked at and the local GP surgery has

now made sure the patient is on the Gold Framework – this enables the GP practice earlier recognition of patients with life-limiting conditions, helping them to plan ahead to live as well as possible.

Macmillan support were very helpful and thanked us for highlighting the concerns with them. The patient said:

"Thanks for your help as I need lots at the moment, I was lost and didn't know what to do."

Case study:

A patient with chronic back pain, Type 2 diabetes, along with Arthritis in both hands contacted us as they were unable to get to a hospital appointment.

We made contact with patient transport (TASL) which allowed them to attend their appointment. Talking more with the patient, we were able to provide information and advise them about accessing dental services, as well as support groups to deal with their depression. The patient said to us:

"Thank you so much, I didn't know transport was an option for me."



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchlincolnshire.co.uk

Telephone: 01205 820 892

Email: info@healthwatchlincolnshire.co.uk

Volunteers



At Healthwatch Lincolnshire we are supported by 40 volunteers who help us find out what people think is working and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

Volunteers – Care Home Engagement

Working with our local residential and care homes, our volunteers have been enthusiastic in giving their time to gather social care feedback.

Our main body of work is with healthcare providers, GP surgeries and Hospitals. However, Social Care is a very important aspect of healthcare in our local community and we need to make sure we actively seek out feedback from social care users in order to give them the opportunity to share their experiences.



This year, we were welcomed by Registered Managers into a number of homes. Our volunteers attended in pairs and spoke to residents about their care, activities, choices and how they felt about their home. Not only did we gather some very positive and informative data, the feedback we had from our volunteers was that they really enjoyed the visits and that giving residents a voice was very important.

The residents welcomed the opportunity to 'chat' and were very open with their comments. Importantly, we made the definition between these general engagement visits and Enter & View visits. These visits were informal rather than an inspection of the whole service. The visits provided us with an excellent opportunity to speak to residents in funded places and to learn about the care they receive. The visits were well received and will be continue over the coming year.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Lincolnshire.

Website: www.healthwatchlincolnshire.co.uk

Telephone: 01205 820892

Email: info@healthwatchlincolnshire.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



Helen

I was one of the first group of volunteers to be trained in 2014. I had recently retired from a career in Adult Social Care and was keen to remain involved in a related field but with less responsibility!

What I love about working with Healthwatch is the variety of work available (I mainly undertake community engagement in hospitals, GP surgeries and care homes but have done a range of other tasks over the years).

Healthwatch is a very supportive organisation to be a part of, offering regular training and valuing its volunteers who are a lovely group of people to work with. So pleased to be involved.

Jacqui

I became aware of HWL's request for volunteers during 2019 and wanted to be involved in something local to our county and also which had a consumer watchdog element to it, HWL fitted the bill.

I'm home based in the south of the county caring for my family and so have a bit of time to spare. I have been impressed with the quality of support from Healthwatch and particularly Emma the Volunteer Officer who tries really hard to engage volunteers, giving appropriate training and support.

I enjoy getting out and about in our wonderful county and appreciate being able to gather views of residents on health and social care and be involved in some hospital review activity. I feel I'm giving a little something back to our own community.



Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.

Paul

I decided that when I retired I would like to use some of my skills and expertise with an organisation which had authority to influence our NHS and Social Care services.

For me it was important that Healthwatch had been set up under Statute with a clear mandate and that patients and users of care services as well as their relatives and friends were being given an opportunity to have a "Voice" in influencing the services they utilised and paid for. For me this was the chance to keep my mind active, use my skills and help the people of Lincolnshire to have a "Voice".

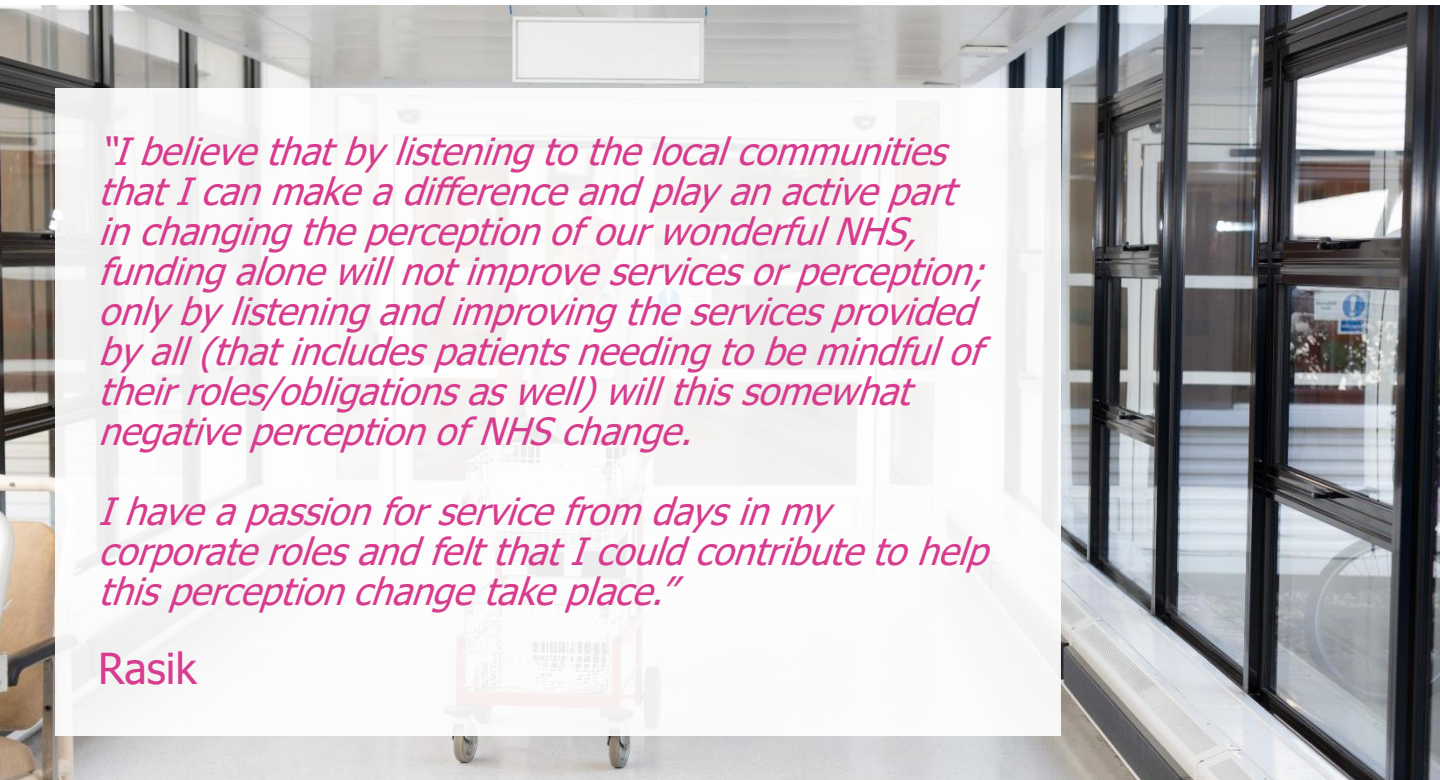


I have benefitted from meeting new people truly dedicated to their chosen professions and seen some of the difficulties they face and how they overcome these. I have gained new friends through volunteering which has helped my wellbeing and mental health as well as giving me a feeling as an older citizen that I can still be of some use to society. It has been a stimulating and mostly enjoyable volunteering experience as a member and director of HWLincs."

"I believe that by listening to the local communities that I can make a difference and play an active part in changing the perception of our wonderful NHS, funding alone will not improve services or perception; only by listening and improving the services provided by all (that includes patients needing to be mindful of their roles/obligations as well) will this somewhat negative perception of NHS change.

I have a passion for service from days in my corporate roles and felt that I could contribute to help this perception change take place."

Rasik



Why our volunteers chose us

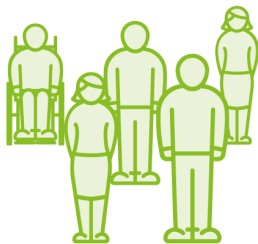


"Healthwatch Lincolnshire highlight the good as well as areas needing improvement"

"I have an interest in public health and in improving health and care services."

"Interested in the work they do to make a difference."

"To serve the community and get health services improved in Lincolnshire"



"Because I like the idea of using my skills to help improve and monitor the NHS for everyone."

"Because I am interested in improving the health and social care for the people of Lincolnshire"

"I like the variety of work and the flexibility of choosing when to work. I'm interested in health and social care issues and like meeting members of the public."

"I felt that having worked in the NHS it would be interesting to hear people's experiences good or bad and help influence changes in practice from their feedback."



Volunteer with us

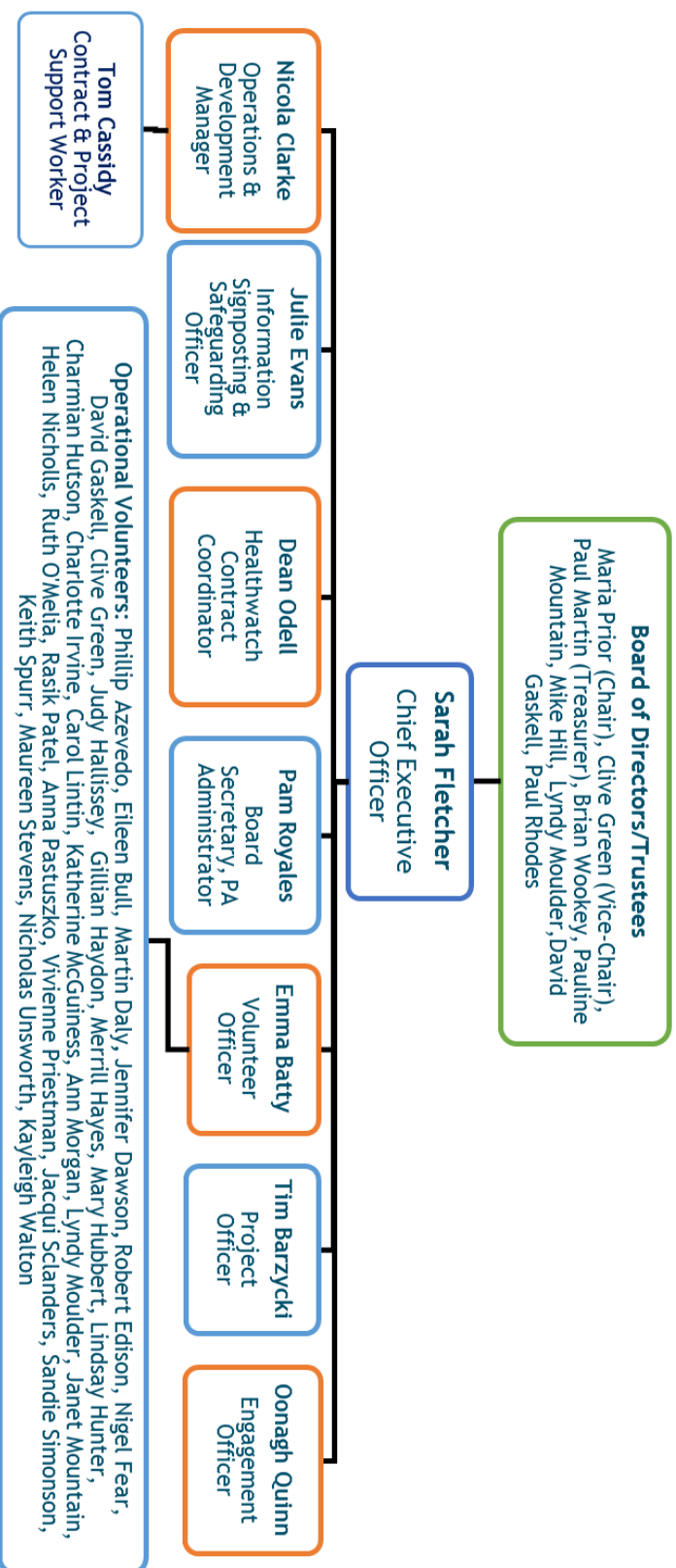
Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Lincolnshire.

Website: www.healthwatchlincolnshire.co.uk

Telephone: 01205 820892

Email: info@healthwatchlincolnshire.co.uk

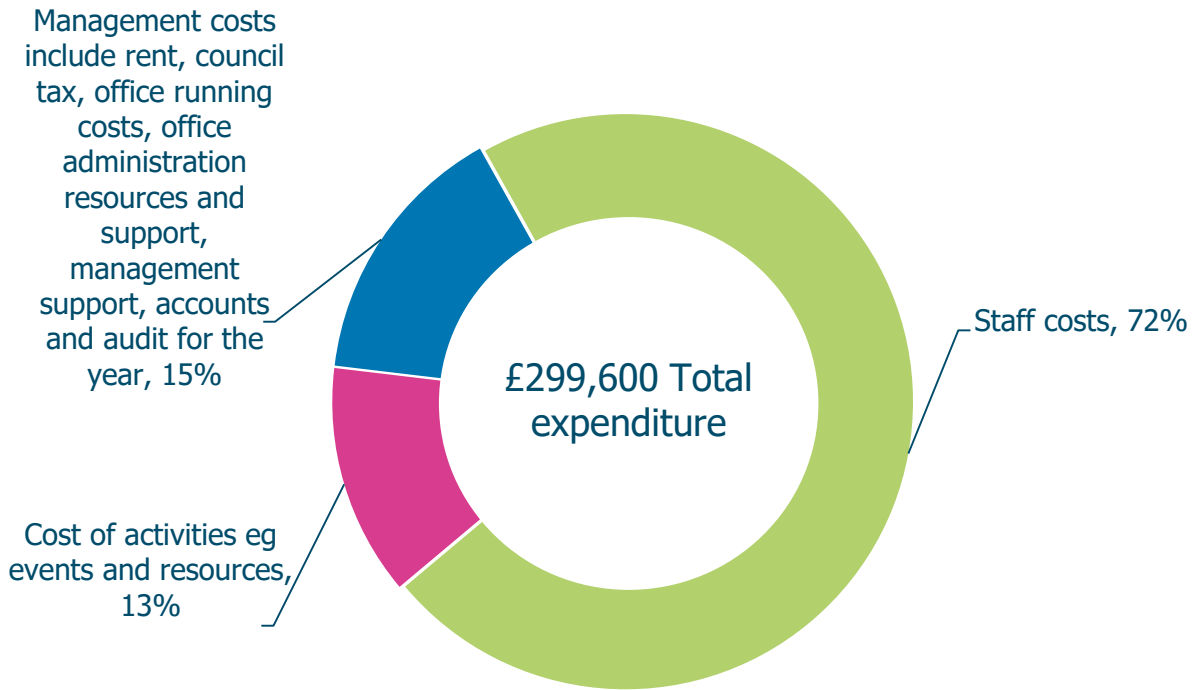
Our all important staff team



Finances



We are funded by our local authority under the Health and Social Care Act (2012).



£299,600 grant funding received from Lincolnshire County Council, 100%



Our plans for next year



Looking ahead

Moving into our new financial year it is important that we acknowledge the impact COVID-19 pandemic in Lincolnshire is having. Our future plans are affected by this pandemic and most importantly the impact on people in our county.

Our first priority area for this year has already commenced on the 8 April, by way of a COVID-19 13 week barometer survey. Our Healthwatch Steering Group have already agreed that much of our future priorities for 2020/21 will be based on the results of this survey and most importantly what the public in Lincolnshire are telling us.

Key areas already emerging from our survey forming our 'Themes and Streams' for 2020/21 include :

- Support to provide timely, appropriate and local communication and information about Lincolnshire health and care services
- The impact of COVID-19 on people's mental ill health
- Getting to the heart of social care needs
- Response to providing Non COVID-19 urgent health care services and impact on patients where services are not 'up and running'
- Digital health and how we can support Lincolnshire residents
- Supporting the national picture , working with Healthwatch England and CQC.

We have already started the process of working closely with Lincolnshire Public Health, Lincolnshire CCG, Lincolnshire County Council and the NHS Trusts in Lincolnshire. Some of our work highlighted above will be to take their messages and help distribute them to our residents as well as signposting people to access the most up to date information.

During the year we will be proactively linking in with other organisations to ensure we are reaching out to as many people as possible.

By working with a wide range of statutory and voluntary organisations we hope to support the residents of Lincolnshire with getting the best healthcare advice, diagnosis, treatment and care they need.

Thank you

Finally from me, I would like to extend a very big thank you to our volunteers, trustees and my fellow employees, without you all Healthwatch Lincolnshire would not be the excellent organisation that is it.

"Once again I am honoured to be closing our Annual Report following another very successful year. On behalf of everyone at Healthwatch thank you also to the public who contacted us and talked to us during the year, without your input our work would be futile".

Sarah Fletcher, CEO



Thank you

Thank you to everyone who is helping us put people at the heart of health and social care, including;

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.
- Lincolnshire County Council and our grant management team



Contact us

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Facebook: www.facebook.com/healthwatchlincolnshire

We will be making this annual report publicly available by 30th June 2020 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s and our Local Authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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HWLincs is proud to deliver Healthwatch Lincolnshire

HWLincs is a registered charity number: 1154835 and Company Limited by Guarantee number: 08336116



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