

Making a Difference

-APRIL TO DECEMBER 2020-

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April to November 2020

HWLincs Board

We have strengthened our recruitment to the Board of Trustees with two new members bringing a wealth of new skills



New Business

We have secured eight new funded work programmes and projects supporting the longevity of our charity and impacting on the wellbeing of our communities



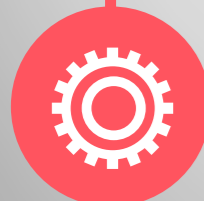
Awards and Achievements

Successfully achieved three industry led awards of recognition.

- Trusted Charity Award
- Investing in Volunteers
- Carers Award

Volunteers

Developing and improving community representation of our volunteers. Changing roles in light of COVID-19 and stronger than ever



Healthwatch

Successful delivery of Healthwatch Lincolnshire including a COVID-19 response, spotlight on stroke and suicide in Lincolnshire



Welcome to Making a Difference

Heading rapidly towards 2021 we want to tell you about some of the work we have been contracted to deliver. This report shows the scope of the activity we have undertaken.

Naturally the Healthwatch Lincolnshire contract features heavily as our prime and long term delivery function. However, other projects and activities have provided organisational growth, development and perhaps, most importantly, a strong reputation for adaptability, high quality and a focus on influencing positive change in everything we do.

The following covers a selection of our work from 2020. If you would like to know more about our programmes of work please don't hesitate to contact us.

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- Our Values - We want to tell you what drives us
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- What's Next?

ABOUT US

HWLincs is a charity that strives to deliver activities in line with strong values and beliefs.

Our ethos of creating change is one of the main reasons that for the last seven years we have been proud to deliver the Healthwatch Lincolnshire contract. This contract provides a direct link between our charitable aims and the communities we want to support.

In addition to the Healthwatch contract we want to take the opportunity with this, our first 'HWLincs Making a Difference Report', to share the other work our charity has been involved with over the last six months.

We aim to work in partnership with as many sectors as we can to influence and provide a pathway for people's voices to be heard. We continue to do what we are best at, and that is bringing people and organisations together to provide a tangible link, which benefits the people of Lincolnshire and indeed more widely across England, as demonstrated through our recent work with the Care Quality Commission.



OUR VALUES

What drives us

It goes without saying that as a charity we exist for the benefit and wellbeing of others and our values underpin that responsibility.

Passionate

We are passionate about driving positive change with people and communities.

Innovative

We want to influence and change the way services and behaviours are developed through a dynamic approach, which includes the development of digital tools that improve reach and insight.

Diligent & Inclusive

We care about getting it right for everyone. Communities, services, and systems mustn't be knowingly neglected, and our approach works towards being inclusive and equitable.

Honesty, Trust & Fairness

Our good reputation, particularly as a deliverer of Healthwatch, which is not only local but also national, has been built on our capacity to conduct our business in a meaningful way that is open, transparent, and fair.

OUR PEOPLE



Our people, the staff and volunteers, are at the heart of our charity.

Drawing on varied skills and life experiences they bring a rich balance to our organisation whether that is a member of our small paid staff team or one of our 43-strong volunteers.

In the last six months we have seen opportunities to increase and diversify the core of our business through the development of our Trustees and Board.

We appreciate that there is much that can still be done to ensure our Board evolves to keep pace with the needs

of the charity but the recent recruitment of Navaz Sutton and Liz Ball are a welcome addition to the team.

It goes without saying that without the dedication of our volunteer Board of Directors the charity would not have been able to develop as it has.

Our staff and volunteers have felt the challenges over the past six months in terms of the restrictions and limitations imposed on our activities due to the pandemic. But everyone has risen to the challenge of ensuring that our work levels are retained, and that our 'business as usual' work ethic



New HWLincs board members Liz Ball and Navaz Sutton.

is strong and our volunteers still have the opportunity to operate.

VOLUNTEERS

Our Volunteer Officer, Emma, explains the impact our volunteers have made over the last six months.

During the COVID-19 pandemic and particularly during the period of lockdown, supporting volunteers by holding virtual coffee mornings, providing a weekly quiz and sending quarterly newsletters has helped keep us connected and volunteers engaged in our work.

The coffee mornings have brought together our community of volunteers to support each other. Sharing positive news and activities, discussing ideas and having input into HWLincs projects clearly makes a difference to people, keeping them motivated and engaged as well as reducing isolation or a feeling of loss of purpose.

"The Volunteer Officer has called regularly, and we get communications through email and the newsletter, and we love the virtual coffee mornings," a volunteer said.

This action allows us to maintain our requirement and drive to support volunteering as a key resource within our organisation.

COVID-19 has been difficult for the community and voluntary sector, particularly in maintaining and providing

opportunities for volunteers to remain engaged. The work we have done has enabled volunteers to continue to be involved and contribute to HWLincs in different ways.

One volunteer said: "They are a small team, very welcoming, very knowledgeable and very professional."

Volunteers continue to provide a resource that supports us more quickly and effectively to be able to share messages with the community, providers and commissioners, which in turn ensures we are supporting communities in understanding the current health and wellbeing environment.

"We have been asked how we might do our role differently during lockdown, for example, using the phone or through Zoom," a volunteer said.

One of our Volunteer Administrators has been updating contact spreadsheets from home.

They said: "I feel that what I am doing is useful, thanks to HWLincs, I feel a really important part of the admin team".

This year saw the renewal of our Investing in Volunteers Award, confirming our intention to continue supporting volunteers, ensure we deliver best practice and look to bring about improvements to our volunteer programme.

We are proud to say that our volunteers are building up to be a representative mix of our localities and ethnicities in the county, with men and women aged between their 20s and 80s, enabling us to reach new communities, opening doors for new engagement activities with a wider cohort of people.

This will make a huge difference to how we are able to influence positive change.

One volunteer said, "I work with diverse communities, English is not my first language, so I can break down barriers because of my background."



"IT KEEPS ME OUT OF TROUBLE."

”

#VOLUNTEERSWEEK

PALLIATIVE CARE

A community based review



Commissioned through the local Clinical Commissioning Group (CCG), this work aimed to include the voice of the patient, family, and carers of those experiencing palliative and end of life care. This is a unique phase in people's lives and getting support and care right first time is the goal that all related services want to achieve.

The subject of palliative care and end of life is very sensitive, and the work required careful engagement of local people experiencing these life events.

We spoke to 113 members of the public and engaged

with an additional 40 health professionals who shared their personal experiences of palliative and end of life care.

The result and final report was a powerful and person-centred piece of work. The work was able to put the words, experiences and individual stories in front of those people responsible for ensuring that they plan, purchase and connect all the services and different sectors together to really achieve what is important to a patient, their family and carers at this point in their lives.

As of November 2020, our work and the voice of our

communities is currently live, making an impact.

We can't stress enough what a privilege it was to work with the communities impacted by these life events, and how empowering it was for local people to share their voice in 'real time', as the service reviews are taking place within the health and care system – people are at the heart and really able to make a difference.

"A really powerful piece of work that draws on and highlights the very essence of what we are trying to achieve for people with palliative and end of life needs through this reflective practice."

CQC CASE STUDIES

Inclusivity in inspections and patient story campaign

Two recent commissions from the Care Quality Commission (CQC) have enabled HWLincs to showcase the work we can do with both a local and national reach.

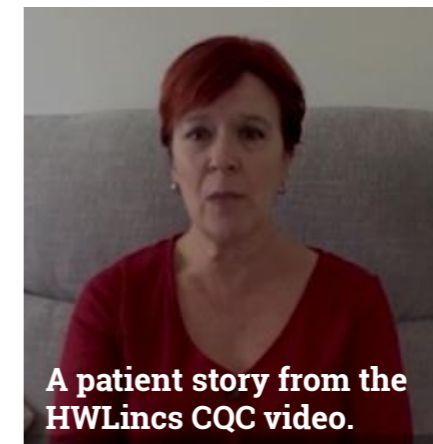
The first focussed on how CQC could engage differently to ensure people with Learning Disabilities and Autism have a greater role in the inspections of the services they use.

This work came on the back of the Whorlton Hall independent review and the recommendation made for CQC to take immediate action to address the shortcomings within inspections that led to the shocking issues at Whorlton Hall being missed.

Whorlton Hall exposed many concerning issues related to the delivery of services to people with learning disabilities and autism but also the gaps and cracks which enabled the services to continue without being identified as poor.

One of the main reasons identified was because the voice of the service users and families was not being listened to.

Our work ensured that we spoke to people who had learning disabilities and autism to understand their needs, wants, concerns,



and challenges when being involved in a review of their care.

This work was embedded within the CQC policies for future inspections nationally. It also currently informs seven streams of their working policy development, meaning that the voices of people in Lincolnshire with a learning disability and autism impacts national delivery of the CQC right now.

In addition, this work supported partnerships with the local learning disability and autism college, Voice Ability. Furthermore, CQC has continued to roll out this service user focused engagement across other inspection fields as the first-hand feedback is so crucial in developing the way they work.

The second piece of work focussed on our ability to reach out into communities and gather first-hand stories of people with long term

conditions.

Specifically, the work aims to highlight the benefits that could be achieved by people speaking up about their own concerns and issues, and encourage others to also share their stories and raise their concerns and to know they are not alone. The work also raised awareness of CQC, local support agencies including Healthwatch and of Long Term Conditions that people live with day in and day out.

We received stories from around England and covered a wide range of people from all walks of life with different long-term conditions, some of which were well known and some of which lesser so, this provided an opportunity to raise awareness on a national platform.

The work was carried out over a very short timeframe of six weeks. We shortlisted 15 stories and produced written case studies and videos.

All these materials will be used by the CQC in the next few months to share people's experiences of raising their voice with others and ensure that public and patients are heard. Again, the CQC have rolled this programme out across other conditions and will continue to share and develop these poignant messages on a national scale.

CITIZENS' PANEL



In early 2020, the NHS selected HWLinCs to recruit and promote The NHS Lincolnshire Citizens Panel – the first of its kind in the county.

Entirely digital, panel membership will allow the NHS direct engagement with a representative sample of the county's population through regular surveys and gives the people a voice.

The NHS Lincolnshire Citizens' Panel is perceived as a positive product and has been well received, with more than 500 people registered as of early November.

HWLinCs created a multi-platform marketing campaign to recruit the public.

In July we rolled out our two-pronged soft launch

through social media and a separate campaign to personally contact stakeholders and community leaders to inform them of the panel.

These include personalised messages to Lincolnshire's 283 district councillors and 80+ county councillors and MPs, as well as healthcare managers within the NHS and the county council.

As well as dramatically increasing the social media presence and engagement on Facebook, Twitter, and Instagram, HWLinCs has joined almost 500 local community groups dedicated to everything from LGBTQI+ groups to village COVID Kindness groups. These have all been welcoming and have responded positively to us sharing information about

the panel. This success has also been reflected in the registration data.

Our good working relationship with the NHS allows a high level of autonomy in the promotion of the panel, allowing for experimentation in engagement and the development of videos and platform-specific media, as we maximise our impact with each demographic.

Along with the NHS we are now sample testing to ensure we work towards a representative panel and highlight areas we need to target.

The first survey will go out early December and will start to truly demonstrate the potential impact this vehicle for sharing the public voice has on the health and care system.

LIVING WITH CANCER AND BEYOND SURVEY

This work was commissioned by the NHS to support county-based activity. The work aimed to engage with a population living with, or someone supporting people living with cancer within our communities.



The cancer pathway from assessment to diagnosis to treatment is a flow of systems and services which are accessed during active treatment time. However, when patients have finished their treatment their needs for support and care continue.

This project worked with local communities to gather

their experiences and expectations of community care.

We received 271 engagement responses to our work which enabled the local NHS to consider and review its planning and development of community-based services

within the Living with and Beyond Cancer Programme. It is essential the public have a voice when services are being reviewed, planned, and delivered and our work enabled and ensured a public voice throughout this process.

NEW WORK

We have recently been awarded the Lincolnshire Community Resilience and Recovery Fund.

Our role within this fund will aim to coordinate a local third sector approach to meeting the unmet needs of our communities as a result of, and during the pandemic. We will update you on this in the next edition.

To stay up to date with the latest news from HWLinCs, find us on Facebook at facebook.com/hwlincs, on Twitter at @hwlinCs and on Instagram - just search HWLinCs.

All three also carry our #hwlifts wellbeing series, dedicated to making small improvements to peoples' lives every week.

**OUR
WORK
REALLY
DOES
MAKE
A
DIFFERENCE**

HEALTHWATCH

healthwatch
Lincolnshire

2020 VISION

for Health & Social Care in Lincolnshire

As Healthwatch continues to deliver its core functions during the COVID-19 pandemic, we continue to encourage patients, carers, and service users to have their say on health and social care services in Lincolnshire.

Here are some highlights:

- **COVID-19 Campaign**

This 10-week campaign tracked how people felt during the pandemic and had more than 3,000 responses. The campaign aimed to understand how people coped at different stages, what they found helpful and what were their biggest concerns.

Weekly reports were shared with the system and partners whose services underpin the Lincolnshire and

UK health and care infrastructure, including Local Resilience Forum for COVID-19, NHS Governing Body, NHS Lincolnshire Clinical Commissioning Group, Lincolnshire Health and Wellbeing Board, the Healthwatch England network and senior management across stakeholder organisations. This information will be crucial for future learning.

- **Engagement Practitioners' Network Focus Group**

As the result of our early COVID-19 and YourVoice work during the pandemic, we have been selected by Healthwatch England, to take part and support an Engagement Practitioners' Network Focus Group to share our work and experience.

- **Hospital Discharge** - The discharge report has been

shared with interested parties, most recently at the Lincolnshire Clinical Commissioning Group (CCG) and Quality and Patient Experience Committee (QPEC). The outcome agreed that reports such as this should routinely be included in the quality monitoring meetings that occur between providers and commissioners.

- **Healthwatch GP Access report** - This report was shared at Primary Care Co-Commissioning (PC3), it was well received.

We share below a quote from the meeting minutes: *"Mr Macdonald advised that as a Committee this report is one of the most valuable that has been shared as it refers to patient experience directly."*
Non-Executive Director of Lincolnshire CCG –

Primary Care Commissioning Committee."

- **Engagement Practitioners' Network Focus Group**

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- **Boston West Hospital** - *"I had my first eye done early March 2020 at Boston West. My follow-up was cancelled two weeks later due to lock-down. I have been left un-*

balanced, unable to drive as prescription glasses are not advised, and unable work."

- **We did** - Healthwatch contacted the Hospital and obtained information and contacts for the patient with an update position on restarting patient procedures and points of contact.

- **UPDATE** - The patient contacted us to say they now had a date for surgery.

- **Hawthorn Medical Practice**

- Anxious patient with various medical complications who was told to avoid risk of future infections, recently suffered with groin pain. Following a telephone consultation, the patient was told to go to A&E. The patient resisted doing this due to the possible risk of infection and wanted a face to face appointment at the GP.

We did - Healthwatch with patient consent, contacted the Practice Manager at the patients' practice.

UPDATE - Patient has been seen by the surgery. Patient thanked Healthwatch as felt at a loss of what to do.

- **Healthwatch Signposting Booklet** - HWLincs produced an information directory which was circulated to our own employees, staff, and volunteers in addition to

up face to face.

"Feeling a bit low and lost without my community group, I felt that my anxiety levels were rising.

"On this day I had an unexpected phone call from Oonagh (Engagement Officer, Healthwatch) and we had a chat.

"She helped me to look at the good things that were in my life and we talked about how important the little things are."



the wider public and our hub community groups.

- **Healthwatch HUB Networks**

During COVID many of the Healthwatch HUB community groups have not been meeting face to face. We have kept in touch by email or telephone and have attended a few "virtual meetings". A few have started to embrace new ways of supporting each other and hold a regular get together using a virtual platform such as Microsoft Teams or Zoom.

All report missing meeting

- **A Cuppa with...**

This new series of monthly drop in sessions for the residents of Lincolnshire to attend. It will be an opportunity for people to share experiences and get signposted to services that can support them to live well.

Even through the national struggles with COVID we are still here for patients, families and carers.

We would encourage everyone to contact us if they need information or want to share an experience good and bad.

DEVELOPMENT OF THE VET STRATEGY



HWLincs' facilitation, compilation and writing of the Health, Care and Wellbeing Strategy for community organisations in Lincolnshire on behalf of Lincolnshire VET (Voluntary Engagement Team) has been one of our highlights in 2020.

The important role that charities, voluntary and community organisations (known as VCS) play in the delivery of these services has long been acknowledged.

With the introduction of the Lincolnshire Long Term Plan it has also been recognised that in order for the third sector to be an equal partner in the design, delivery and monitoring of healthcare services in the county, much more needs to be done and at pace to balance that equality.

With a county the size of Lincolnshire from our back-

ground discussions what became apparent, was how disjointed the VCS is both in terms of geography and having 'one voice'. The strategy has become an excellent tool to set out what the VCS in Lincolnshire needs to do to ensure we are integral in health and care delivery for local people.

In order to gather specific information Oonagh Quinn our Engagement Officer and Tim Barzycki, Project Officer provided background support by completing over 40 one to one telephone interviews with a variety of different VCS groups, some of whom we had not previously engaged with directly.

Due to the pandemic this year Lincolnshire runs the real risk of losing the backbone of its communities through the closure and reduction of charities, voluntary and community groups. COVID-19

also brought home to every one of the need to produce a strategy that sets out how statutory and third sector organisations will work closely together to improve health and care services for local people and at the same time address the support needs of grassroot services that are already in existence.

We would like to thank the many people who contributed to this work from local charity volunteers and employees to key people within statutory health and care services.

By October 2020, the draft strategy was completed and presented by Sarah Fletcher, CEO at the VET conference. However, this is only the first steps of the strategy as VET now has to work on the many actions, goals and objectives set out in order to make the whole thing come alive.

OUR LATEST AWARDS

As a third sector organisation our achievements and our standards of service delivery are not demonstrated through the profits we make, but rather through the industry recognition and approval that we are achieving what we set out to achieve.

The Awards and Achievements provide the public, our staff and volunteers, and our customers a level of industry assurance that we are practically doing all we can do, demonstrating we are a forward thinking and robust organisation here for the long term.



Carers Award Renewed

HWLincs have just been reaccredited with the Carers Quality Award. Having first been granted the award in 2017 HWLincs have worked tirelessly to ensure carers are always involved in our work.

The Lincolnshire Carers Charter Quality Award 'You Care - We Care' ensures that the profile of unpaid carers in Lincolnshire is raised and the invaluable and essential contribution they make is recognised enabling carers to live fulfilling lives combined with their caring roles.

In undertaking the Lincolnshire Carers Quality Award was a positive experience and strengthens organisational effectiveness.

It ensures we continue to consid-

er and embed the continuing development of quality approaches for those with caring responsibilities across Lincolnshire and beyond.

By adopting the Carers Charter, we pledge to identify, recognise and value carers; engage with and involve carers; inform, advise, and support carers; respect and enable carers; support carers in education, training and employment. We were proud to be one of the first ten non-medical related organisations to be granted the award and the renewal of this award shows our continued commitment to recognising carers in everything we do.

Volunteer award

We have successfully renewed the Investing in Volunteers Award for the second time.

We are just one of four organisations in the county to earn the prestigious mark. The Investing in Volunteers Award is granted by the National Council for Voluntary Organisations, which represents more than 15,000 organisations across England. Volunteers continue to provide a resource that supports us to share messages more quickly and effectively with the community, service providers and commissioners, which in turn ensures we are supporting communities.

Investing in Volunteers Officer Adam Fox congratulated us on our renewal, Adam said, "Renewing an Investing in Volunteers award is a challenge at the best of times, so completing your renewal journey in the midst of the Coronavirus pandemic is an excellent achievement." As HWLincs expands and adapts, there are more opportunities than ever to join the team of volun-

teers integral to helping the charity deliver its pledge to support positive change in the county.



Trusted Charity Mark



The Trusted Charity Mark is a quality mark awarded to organisations after an extensive external assessment. It is a nationally recognised award, and it remains the only quality mark for charities designed by charities.

No other quality mark addresses all the essential areas necessary for the effective management and governance of a charity. This holistic charity and organisation award had required a significant amount of investment from the team to provide the evidence to achieve the accreditation,

this includes the input from Board and volunteers. As an organisation we recognise that accreditation adds value and reinforces all the efforts we have made over the years to ensure a purposeful and productive charity. We have achieved a 'hattrick' of awards and we are immensely proud of what we have achieved so far and more importantly what they mean for our Board, staff, volunteers, customers and all our beneficiaries, providing reassurance that we are achieving what we set out to.

NEW YEAR, NEW PHONE SYSTEM



We have just received our new phone system which will allow us to replace the old building-based phone. This means we can be more flexible in the way we work, with greater home working than ever before, to help do our part in protecting our staff and communities, creating a better work life balance and being more flexible in our approaches to work.

Calls will be routed through the new phone system creating greater flexibility and greater access for those who need to keep in touch.

What will it mean for you if you need to get in touch? Essentially nothing will change for the public or any of our beneficiaries but for us, it will provide a new and seamless approach to staying connected to each other and the wider community.

As we watch the world and communities evolve in the current global environment; this period has seen a complete change to life as we knew it. HWLincs, holds firm to its values and will continue to seek new business that will enable us to continue and flourish as a charity in supporting the wellbeing of our local communities.

We will seek to continually innovate the way we work and provide solutions where today's world provides challenge, and we will do all we can to ensure our people are supported to realise that goal.

**Chair: Dr Maria Prior
CEO: Sarah Fletcher**

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