

Healthwatch Lincolnshire Update Report – May 2024

Report covers the period Jan to Mar 2024

Contents

Key Performance Indicators Overview	2
Target 1 - Public sharing their views.....	3
Target 2 - Information and Signposting	6
Target 3 – Volunteers	10
Target 4 - Distribution list.....	11
Target 5 – Website & Social Media stats.....	11
Engagement and Involvement.....	12
Representation	15
Looking forward Apr – Jun 2024	15

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. 1500 yearly target	Exceeding Target – 826 people have shared their views and experiences with us on Health and Social Care in Lincolnshire, 348 directly with our Information Signposting Team and 478 through our Menstrual Health Survey. Last Quarter total – 336, YTD* = 1162 *YTD= Year to Date
2	Number of people provided with information and signposting. 2000 yearly target	Exceeding Target – 1745 people have been provided with information and Signposting. 133 people have been provided with information signposting directly with the team and an additional 1412 have accessed through the Information Signposting articles on our website. Last quarter – 1089, YTD* = 2834 *YTD= Year to Date
3	Volunteer Hours – Target for year 1414 hours	Exceeding Target – 334 hours across volunteering. Healthwatch Volunteers, taking part in 61 activities, meetings, and events. Last quarter – 422.5, YTD* = 756.5 *YTD= Year to Date
4	Number of people signed up to our Distribution list – Target for year 2300 people	Exceeding Target – 2470 people on our Distribution lists, 1,599 on our monthly Enews List, 83 on our media contacts, 187 Healthwatch Monthly Report list, and 601 on our groups, societies list. Our Enews list has increased from 1,486 to 1599 .
5	Website & social media stats – Target for year 30,000 website views Target for year 200,000 Facebook Post Reach	Target on Track 9,393 website Page Views Last quarter 6,778 Facebook Post Reach 109,580 – Last quarter 24,037 . YTD = 133,617 (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 Oct 23 – Dec 23	Quarter 2 Jan 24 – Mar 24	Total
Annual target – 1500	336	826	1162
			Exceeding Target

This quarter **348** people shared their views and experiences directly with us on Health and Social Care in Lincolnshire, through our Information Signposting Team and an additional **478** people shared their experience through our Menstrual Health Survey.

This quarter **348** people shared their views and experiences directly with us on Health and Social Care in Lincolnshire, through our information signposting team.

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

- GP Services (46%)
- All Hospital Services (36%) – (5% of all comments were about A&E)
- Social Care (12%)
- Dentistry (7%)

*Some comments relate to multiple service areas.

64% of all comments were negative and 13% were positive. Many of the experiences shared with us this quarter were very case-specific.

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

GP Services

Access to GP appointments appeared to be a particular concern for those in the east of the county (mainly coastal and Horncastle). **

Access issues included:

- Facing long waits on the phone and by the time they connect the appointments have gone. They are then told to try again the next day (and the cycle starts again) or book an appointment online but...
- Online services are being closed early in the morning.

As a result of this, some of these individuals were going to UTCs and A&E.

****During the past six months, we've held several outreach clinics on the East Coast which may explain why so many comments related to this locality.**

Incontinence Services/Supplies

Both service users and professionals working in care homes raised concerns about access to incontinence assessments and supplies. Experiences were shared of having to wait months for an assessment and delays in providing supplies. As a result, care homes and carers were having to source supplies at their own expense.

Hospital Services

The main issues raised relating to hospital services were waiting times for appointments (even those referred to as urgent) and cancellations. Whilst waiting for appointments, patients were worried about the impact this would have on their prognosis. Some also shared their experience of long waits for test results and the latter not being shared between services. All of which delayed treatment.

Access to NHS dental services is still an ongoing problem for many patients in Lincolnshire.

Menstrual Health

During the first quarter of 2024, we also ran our menstrual health campaign. 450 service users shared their views on accessing care for endometriosis, polycystic ovary syndrome (PCOS), menopause and perimenopause. 18 healthcare professionals also shared their views on diagnosing and supporting women navigating menstrual health conditions and menopause.

Some Key Headlines from the report:

Common themes persisted throughout the report, spanning areas such as endometriosis, PCOS, menopause, perimenopause and other menstrual health conditions. Both service users and professionals raised many of the same issues. These themes included:

Diagnosis

- Symptoms being dismissed, normalised or put down to your age or what periods are like.
- Lack of knowledge and interest in the signs and symptoms (both physical and mental) of menstrual health conditions and menopause and the impact they can have.
- Respondents did not feel listened to. They knew their own bodies but felt ignored.

- Long waiting times. For endometriosis especially it often took 10+, even 15+ years to be diagnosed.
- PCOS was often diagnosed and then left without any support or care.
- Inequalities in the access and use of blood tests to diagnose menopause.

Treatment/Condition Management

- Generally, respondents felt currently conditions were not managed holistically and they wanted this to change. They wanted more emotional and wellbeing support. For many the support came when they wanted to have children, but what about those who do not?
- Access to HRT was raised as a concern, with shortages, supply issues and access to testosterone highlighted.

What works well about how Health and Social Care Services in Lincolnshire are supporting those navigating menstrual health conditions and menopause?

Whilst a minority, examples of good practice were shared. Good practice tended to relate to individuals rather than systems and included the following:

- Quick and easy access to appointments (both primary and secondary care).
- Interested, knowledgeable and supportive professionals.
- Being listened to.
- Being referred when needed.
- Follow-ups and reviews.
- Responsive and proactive care.

What could be improved?

- Review the training for healthcare professionals, on menstrual and menopausal health. Especially for those in primary care who are the first port of call for many on menstrual and menopausal health issues.
- Listening to service users and taking them seriously.
- Quicker access to diagnostic tests e.g. blood tests and scans.
- More emotional and well-being support for service users.
- Greater awareness and acknowledgement of the impact these conditions can have on mental health, wellbeing, work and relationships (in the healthcare system and beyond).
- Person-centred, individualised care.
- A dedicated hub or “one-stop shop” for information about signs/symptoms and management strategies. A place to direct queries which don’t warrant a GP appointment.

- Stronger public health messaging around menstrual and menopausal health e.g. signs, symptoms, what is “normal” and how to stay well. This should be for everyone not just a specific age or gender.

The findings of this work have already supported the development of the Women’s Health Strategy and Health Hub for Lincolnshire. The full final report will be published in May 2024.

Target 2 – Number of people provided with Information and Signposting

Number of people provided with information and signposting	Quarter 1 Oct 23 – Dec 23	Quarter 2 Jan 24 – Mar 24	Year to Date Total
Annual target – 2000	1089	1745	2834
			Exceeding Target

Exceeding Target – Between July and September **1745** people have been provided with information and signposting. **348** people have been provided with information signposting directly with the team and an additional **1412** have accessed through the Information Signposting articles on our website.

348 cases came through Information signposting team during this period.

Update on Outreach clinics, these are places where a member of the signposting team will go to the venue for people in the community to have face to face signposting, these took place in :-

January 2024

- Grantham – Citizens Advice Offices
- Mablethorpe – Coastal Centre
- Spalding – Citizens Advice Offices

February 2024

- Grantham – Citizens Advice Offices
- Skegness – Store House
- Gainsborough – Bearded Fisherman
- Spalding – Citizens Advice Offices

March 2024

- Ruskington – Warm Space
- Spalding – Citizens Advice Offices
- Gainsborough – Bearded Fisherman

Posters are provided for each venue with dates, times and if they would like to book an appointment or can just turn up.

Looking further afield in places such as Lincoln; Sutton On Sea; Holbeach and Boston for future Outreach clinics.

If there is a location or venue you would like us to attend, please get in touch. You can call 01205 820 892 or email info@healthwatchlincolnshire.co.uk

The signposting team have also raised: -

2 x **Safeguarding referrals** (Safeguarding means protecting a citizen's health, wellbeing, and human rights; enabling them to live free from harm, abuse and neglect),

and

2 x **Poor Practice Concerns** (Concerns raised about service standards and quality (poor practice) of regulated care providers either in a residential or community setting) during this timeframe.

Quarterly Case Study

Flu Vaccination

Case 1

Full-time carer of elderly parent who is housebound. Has been in touch with the surgery and are waiting for the flu vaccination for parent. Has been informed 'on the list'. Carer has been told this a few times and no further forward. Concerned that parent is not going to get the flu vaccine. Carer does pop out from time to time to get groceries etc and therefore would like to know when this will take place so they can work around the person coming to do the vaccine.

Healthwatch made contact with Provider – *"We have been doing home visits since getting our flu vaccines but had to cancel a number of appointments due to nursing dept sickness. I'll pass this on to our Admin Manager and ask her to see where this patient is on the list and then advise accordingly. We didn't deliver the Covid vaccinations ourselves so they and the flu have not been given concurrently."*

Carer Update – Nurse has been this morning (5/12/23) and flu vaccine has been given. Thank you for getting this sorted.

Digital Exclusion

Case 2

Patient contacted Healthwatch requesting information about NHS podiatry service. Had accessed this service 10 years ago.

Healthwatch made contact with Boston Health Clinic as patient does not have access to Internet, consent obtained to share personal details. Podiatry services will send self-referral form by post for patient to complete and return so that they can access services.

Patient - Thank you for your help with this, it has made such a difference.

GP Phone Access

Case 3

Patient is quite frustrated with the phone system at their GP Surgery, was in touch with NHS 111 over the weekend who suggested they make contact with their surgery this morning, which they tried to do via phone, but unable to get through, so drove to the surgery, where they were informed a GP would contact them this morning, patient requested this be done via land line as mobile coverage not a good reception.

Mobile phone rang only twice then went off, has tried to call back, but unable to get through - states 3rd in queue, then 2 then 1 then back to 3 again. Frustrated on trying to get through.

Spouse Update - received meds on 30 June, meds changed (not informed), noticed not enough to last the month. A white box with no information on, old medication prescribed, so a mix of old & new medications - with no information in the box.

Healthwatch contacted the Surgery at patients request.

I have asked the Dr to call the patient on their land line and they will happily oblige. Patient update - has been asked to go into and see the GP face to face. Thank you for helping me get this sorted.

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. 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>
- 3. Help making a complaint**
<https://www.healthwatchlincolnshire.co.uk/help-making-complaint>
- 4. 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>
- 5. 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>
- 6. What is adult social care?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-03-21/what-adult-social-care>
- 7. Support and treatment for long covid**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-05-24/support-and-treatment-long-covid>
- 8. 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>
- 9. 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>
- 10. 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>
- 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 Oct 23 – Dec 23	Quarter 2 Jan 24 – Mar 24	Year to Date Total
Annual target – 1414 hours	422.5	334	756.5
			Exceeded Target

Exceeding Target - 334 hours across volunteering. Healthwatch Volunteers, taking part in 61 activities, meetings, and events. Last quarter - 422.5, YTD = 756.5

334 hours of volunteering in the last quarter. 34 specific Healthwatch activities took place, totalling 120 hours. **Thank You!** This winter quarter has seen a busy volunteering period with Warm Hub visits

Volunteer Numbers

- 36 Volunteers and 8 Trustees are registered with HWLincs as of 15th April 2024
- There have been 3 departures and have carried out inductions for 9 new Volunteers.

Operational Activities

Below the table shows the locations and types of volunteering completed in quarter four.

January	February	March
Readers Panel Reports	Warm Hubs x 4	E&V Care Home
Admin assistance	Readers Panel Reports	Lincoln Area coffee catch up
Newshound x2	Newshound	Boston Area coffee catch up
Warm Hubs x 7	Jobs 22 Fair Grantham	Boston College Student Fair
E&V Skegness Hospital	UoL Volunteering Fair	Readers Panel x 4
E&V New Grantham Diagnostic Centre	Admin assistance	Skegness Listening Clinic
	Lincoln Endometriosis Forum	Online Dementia Forum
		Horncastle Community Centre
		Warm Hubs x 2
		Newshound

Future Engagement

- The Enter and View team will continue with Care Home visits.
- NK One in North Hykeham will be holding a Health Fair, with Kim and Volunteers attending
- At the end of April, the first 2024 YourVoice@ will be held at the Jakemans Community Stadium, Wyberton, Boston. Three volunteers are assisting and others attending as residents.
- Plans have commenced to celebrate Volunteers Week, which this year is 3rd–9th June.

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

Number of people signed up to our Distribution list	Quarter 1 Oct 23 – Dec 23	Quarter 2 Jan 24 – Mar 24	Year to Date Total
Target for year 2300 people	2357	2470	2470
			Exceeded Target

Exceeding Target – **2470** people on our Distribution lists, **1,599** on our monthly Enews List, **83** on our media contacts, **187** Healthwatch Monthly Report list, and **601** on our groups, societies list. Our Enews list has increased from **1,486** to **1599**.

We will continue to build our existing lists of community groups/contacts and increase the distribution list through our engagements 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

	Quarter 1 Oct 23 – Dec 23	Quarter 2 Jan 24 – Mar 24
Website Page Views – Target for year 30,000 website views	6,778	9,393
Facebook Post Reach – Target for year 200,000 FB Post reach (Facebook reach is the number of unique people who saw our content)	24,037	109,580
	Target on Track	Target on Track

Across this quarter we have seen **9.393** website page views. We have reached **109,580** 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

Involvement and Engagement Summary for January to March 2024

Oonagh M Quinn Healthwatch Involvement Officer

Engagement Activities: January to March 2024

Seldom Heard Community

- 15 January Family HUBS: Farmer and Rural Communities
- 16 January ICB Workshop: Engaging with Patients with Autism
- 31 January Veterans Open Day
- 9 February ICB Workshop: Engaging with Military Families
- 12 February Disability Community Group (Adults 18+)
- 14 February Community Group: Vulnerable Adults
- 15 February Mental Health Networking Group (Bourne and Stamford)
- 22 February Family HUBS: Children with Disabilities
- 28 February Presentation to Skegness PROBUS
- 4 March Lincolnshire Veteran Network
- 5 March Lincolnshire Sensory Group
- 12 March VoiceAbility Healthy Lifestyle Forum
- 21 March Bishop Grosseteste University: Year 2 Health & Care Students
- 25 March Boston Disability Group

Main Themes emerging: Access to accessible information, access to NHS dentists and face to face appointments with clinicians at primary care level and lack of communication with patients. Sourcing support for people living with dementia and other long-term conditions and access to reliable and timely information on social care including respite care. Long waiting times for assessments and referrals for children with additional needs that impact on their wellbeing. Lack of support while waiting for this to happen. Lack of information and availability of respite for carers.

General

- 4 January Carer Champions update with Lincolnshire County Council
- 11 January LPFT NHS111 Option 2
- 29 February ULHT Fundamentals of Care Workshop
- 13 March Listening Clinic Hawthorne Medical Centre,
- 18/19 March MHFA Certificate Training Delivery to Support Workers from LPFT
- Jan to March Planning and Preparation for YourVoice@Healthwatch Event

Main Themes emerging: access to face to face appointments at Primary Care level, access to services and long delays, communication to the patient, demands on the service and ongoing impact on patients' wellbeing. Accessibility of information and the overwhelming the drive to go digital and becoming less human contact and interactive. Use of technology in medicine and the pros and cons for patients – how patients can be supported by having access to digital resources (not just online websites). Primary Care use of online APPS and accessibility for patients who are happy to use them, support for those that find this challenging. Changes in services meeting the demand and managing the expectations of the patients.

Representation

- EMAS Patient Voice (quarterly)
- Patient Panel ULHT (monthly)
- Patient Experience Group, ULHT (quarterly)
- Service Quality Review – Adult Social Care LCC (monthly)

Emerging Theme: access to services, recruitment and retention of good staff with right attitudes to take on the roles in care home settings, changes in the CQC visits to care homes.

Other

CQC Project People's Profile: How people live, access and use health and social care services (Gypsy, Roma and Traveller Community)

This project involved the use of a survey (paper and online), and semi structured interviews. Healthwatch Lincolnshire worked in partnership with Lincolnshire Traveller Initiative (LTI) and a well-known family from within the community. LTI have Health Ambassadors across the county who work within the community on our four Local Authority owned Traveller sites. These representatives completed the surveys with the community.

Key findings: access to GP and dental services, negative and judgemental attitudes from clinicians, mistrust of authority and institutions (such as the NHS and social care) (perceptions and barriers on both sides), access to online resources (complicated to use, lack of technology and skills, poor literacy and computer skills, mistrust of use of technology), bowel cancer screening very poor amongst the males in the community and cultural awareness and sensitivity.

Enter and View Visits

Community Diagnostic Centres (CDC).

Healthwatch Lincolnshire was part of the national Healthwatch England Project focussing on Community Diagnostic Centres (CDC). At the time of the project, Lincolnshire had one CDC in operation based in Grantham. As part of this project the Involvement Officer was joined by 5 of the Enter and View Team of Volunteers to visit both the Grantham CDC and Skegness Urgent Treatment Centre (UTC). Overall, the feedback from patients was very positive: patients liked the fact that these resources were available closer to home and without the need to attend an appointment at the acute hospitals within the county. Professional staff who were friendly and supportive to patients across both units. Separate report has been extracted for Lincolnshire.

Report: <https://www.healthwatchlincolnshire.co.uk/report/2024-05-13/enter-view-visits-grantham-community-diagnostic-centre-cdc-skegness-urgent>

Stonehaven Care Home

Visit to Stonehaven Care Home Involvement Officer was joined on this visit by two Authorised Representatives (Maria Bright and Louise Southgate). CQC Rating for the home is Good. On the visit we were able to interview ten residents, two relatives and seven members of staff. We were also invited to lunch with the residents. Overall, what we found was a very well managed Care Home where the residents felt safe and well looked after and cared for. The staff displayed very positive relationships with the residents and supported them with their choices.

A Report is available to review in more detail:

<https://www.healthwatchlincolnshire.co.uk/report/2024-05-13/enter-and-view-report-stonehaven-care-home>

Representation

During this quarter Healthwatch have contributed to several meetings including:

Representation meeting requests

- Health & Wellbeing Board/ICS Partnership Board
- Integrated Care Board (ICB)
- Health Scrutiny Committee
- Primary Care Co-commissioning Group PC3
- Lincolnshire System Quality Group
- System QPEC
- Health Protection Board
- Primary Care operational, quality, performance oversight Group (PCQP)
- Patient Experience Group (PEXG) ULHT
- Patient Panel ULHT
- Service Quality Review (SQR) LCC
- Patient Voice EMAS
- Lincs Veteran Network facilitated by Every-one
- Regional Healthwatch Dentistry Meeting
- Lincolnshire Digital Inclusion Meeting
- Health Inequalities Programme Board
- Primary Care Access Working Group
- HWL,HWB, ICP, HSCFL & CQC Liaison Meeting
- Healthwatch – CPL Pharmacy
- Healthwatch LCC
- Patryk and Dean LCC Contract Update
- East & West Midlands HW Network Meeting
- Co-Producing Health and Care in Lincolnshire Working Group
- Our Shared Agreement
- Equality Diversity and Inclusion (EDI)
- Disability Action Boston (as required)
- Ed Baker Adult Social Care LCC
- Kay Gamble LPFT
- Healthy Lifestyles VoiceAbility
- LinCA Care Managers Meetings
- Carer First Events
- Family HUBS LCC
- Catch up with CEO's and Chairs across Trusts and LCC

Looking forward April – June 2024

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 their comments, be they good, or not so good we are happy to have a chat.

- Mablethorpe Coastal Centre – Outreach – 2nd April
- Grantham Citizens Advice – Outreach Clinic – 8th April
- Health and Wellness Day at One NK – 18th April
- Skegness Storehouse – Outreach Clinic – 2nd May
- Bearded Fishermen – Gainsborough Outreach 7th May
- Spalding Citizens Advice – Outreach clinic – 8th May
- Dementia Event EPIC Centre – 14th May

- Grantham Citizens Advice - Outreach Clinic – 20th May
- Tideturners Community hub - Outreach Clinic – 11th June
- Mablethorpe Coastal Centre – Outreach – 18th June
- Spalding Citizens Advice - Outreach clinic – 19th June
- Extra Time Hub, LNER Stadium, Lincoln, Outreach – 26th June

Book by calling 01205 820 892 or emailing info@healthwatchlincolnshire.co.uk

Enter & View

Care Homes May to July 2024

Three Care Homes have been identified by Lincolnshire Adult Social Care who have not had a CQC Visit for a while and currently have a poor rating. Each visit will be focused on different aspects such as change in provider or management teams and a merger of two homes onto one site. Bespoke questionnaires will be designed for each Care Home visited. Visits to be planned between May to July 2024.

Update:

Enter and View Visits had been booked in at the following Care Home at the time of writing this report:

- Wednesday 22 May 2024 Woodview Care Home

All Authorised Representatives have a current enhanced DBS Check in place with up-to-date photo ID that needs to be carried with them on each visit.

NB: With an E+V Visit, factor in availability and capacity of Volunteers, designing of surveys and identify suitable themes to gather patient experiences. Additional training that some Volunteers may need to take on board (how to record the information, listening to patients and observational skills), time allocated by Involvement Officer to coordinate E+V Visits (pre and post Visits admin, collation of data gathered and drafting the report), collation of data and information gathered, report writing and QA process and finally support from other members of the Healthwatch Team such as Healthwatch Contract Manager and HWLincs Insight Officer (development of survey or questionnaire, analysis of data).

Report written for each Care Home Visit and has been shared with the Care Home Manager and Team, Adult Social Care Team Lincolnshire County Council (LCC), Healthwatch England, Healthwatch Lincolnshire website, NHS England and the Care Quality Commission (CQC).

YourVoice@Healthwatch – April 2024

The Director of Public Health and the NHS Director of Nursing and Quality spoke at the Healthwatch Lincolnshire YourVoice@Healthwatch event at Jakemans Stadium, Boston in April.

More than 80 guests were welcomed at Friday's event, which hosted a marketplace for service providers and charities, as well as presentations from two guest speakers.

Prof. Derek Ward, Director of Public Health **Lincolnshire County Council**, spoke about the county's plans to help our people improve their quality of life as they get older. The talk drew highlights from the **Ageing Better in Lincolnshire: Adding Life to Years** Report. From practical advice such as standing on one leg while you brush your teeth to maintain muscle tone and bone density, through to the projected figures the county faces (Lincolnshire's over 65 population is projected to increase by 41% (74,351) by 2043 and its 85+ population will increase by 94%).

Areas of focus include community support and health services, respect and social inclusion, communication and information, social participation, civic participation and employment, outdoor spaces, transportation and housing. Each of these play a part in ageing well, Prof. Ward explained.

Martin Fahy, Director of Nursing and Quality for the **NHS Lincolnshire Integrated Care Board** (ICB), followed with a presentation that explained the aims of the ICB to bring together groups to take collective action and focus on prevention and early intervention, as well as tackle inequalities and equity in healthcare. The plan is outlined in the **NHS Lincolnshire Joint Forward Plan 2023-2028**.

Read more here: <https://www.healthwatchlincolnshire.co.uk/news/2024-05-07/ageing-better-and-moving-forward-together-yourvoicehealthwatch>

MENSTRUAL AND MENOPAUSAL HEALTH

Healthwatch Lincolnshire wanted to understand individuals' experiences of health and care services that support people in Lincolnshire navigating a range of menstrual health conditions e.g. endometriosis and menopause. Common themes persisted throughout the report, with service users and professionals raising the same issues.

450

service users

18

healthcare professionals



DIAGNOSIS



Symptoms being ignored and/or normalised.



Women not being listened to or taken seriously.



Long waiting times.



A lack of knowledge or interest in menstrual and menopausal health among healthcare professionals.



MEDICATION

70%



had struggled to get medication that worked for them.

This included HRT shortages and supply issues.

Download our info-graphic here:

<https://www.healthwatchlincolnshire.co.uk/report/2024-05-08/menstrual-health-info-graphic>

The full report will be shared soon with a live webinar where we will present the results for more information contact us at 01205 820892 or email info@healthwatch.co.uk



Respiratory Health

Healthwatch Lincolnshire has launched its Respiratory Health Survey.

We want to hear your experiences of health and care services regarding asthma, chronic obstructive pulmonary disease (COPD), long covid and all other respiratory conditions.

Whether good or bad, your feedback will help to create a picture of Lincolnshire's healthcare and inform what needs to be done to improve it.

The survey covers diagnosis, waiting times, treatment, management, what's working well, what needs to be improved and more.

It should take 5-15 minutes to complete and can be completed online here:

[Complete the survey](#)

If you are a health and care professional and work with those who have respiratory health conditions, we want to hear from you too: **[Health and Care Professionals](#)**

All information will be confidential and anonymous in reports.

If you would like help in completing this survey or would like to do it over the phone, contact us at **01205 820892** or email **info@healthwatch.co.uk**



healthwatch

Lincolnshire

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