

Navaz Sutton
Chief Executive Officer



HWLincs Annual Report 2023-2024

Our Vision and Mission



Our Vision:

To influence positive change and improve people's wellbeing.

Our Mission:

HWLincs is committed to capitalising on the knowledge, skills and experience of our people to deliver a cost-effective, high-quality service which has the potential to change the lives of others.

Our Purpose



HWLincs is a people-first charity dedicated to improving wellbeing and influencing change.

We work with the public, private and voluntary sector to enhance the quality of products and service delivery for the benefit of Lincolnshire people.

Our Strategy



Priority One

Financial Resilience

Priority Two

Our People

Priority Three

Communications

Priority One



Financial Resilience

Expand income and become a trusted partner for engagement, research, and evaluation to boost reach and impact.

Our Progress:

- Diverse contracts
- Healthwatch contract ready
- Process implementation



Priority Two



Our People

Protect and support staff expertise while valuing volunteers, who extend our reach and gather vital community insights.

Our Progress:

- Wellbeing
- Volunteers
- Trustees



Volunteers



Staff



Board

Priority Three

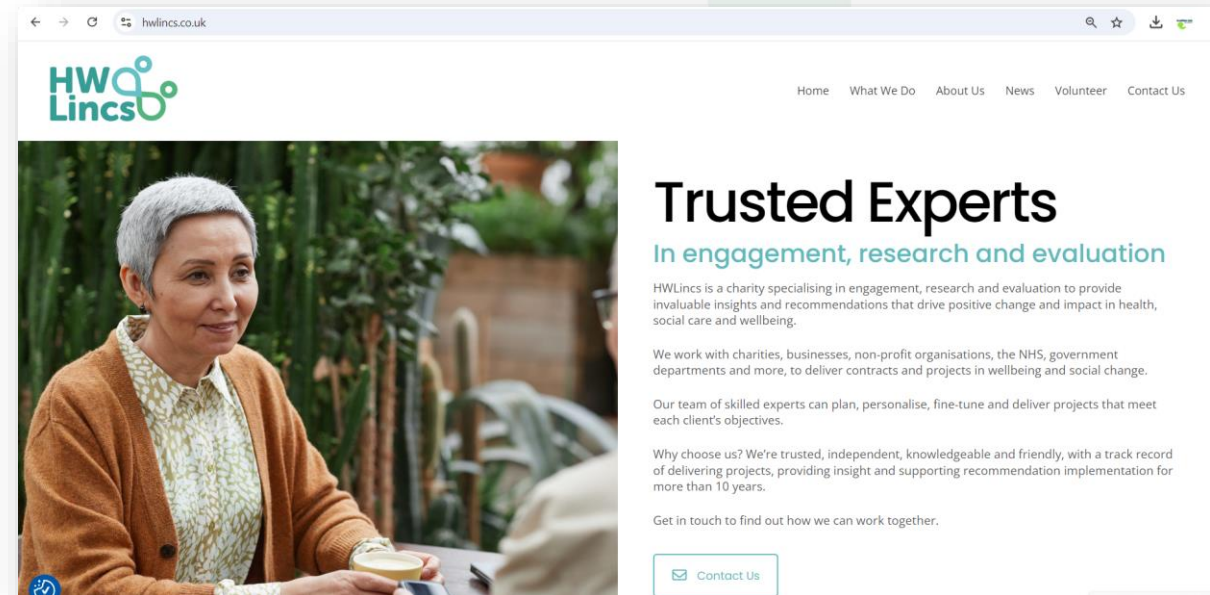


Communications

Boost brand awareness with a new website, a clear communications plan, regular evaluation, and stronger stakeholder engagement.

Our Progress:

- Website
- Evaluation
- Relationships



Our Services



ENGAGEMENT TO INSIGHT

**Gathering
people's
opinions and
experiences.**



EVALUATION & DEVELOPMENT

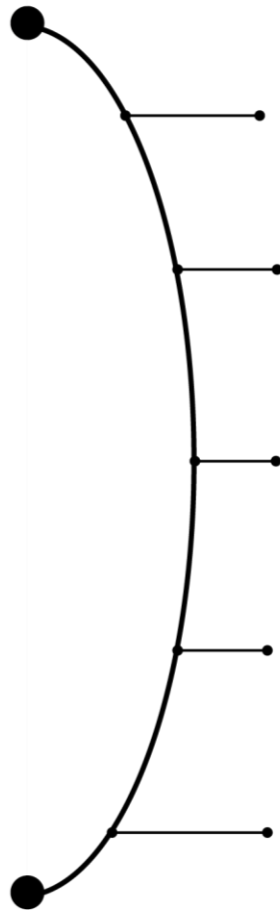
**Reviewing
and
evaluating
services.**



PROJECT MANAGEMENT

**Working with
communities
to deliver
activities
and services.**

Our Projects



Health Research in Communities



Breastfeeding Analysis



Tenant Satisfaction Measures



Integrated Hospital Discharge Research



How People Live: Assessing Health Experiences

Our Highlights



Anniversary

**10
years**



Engagement

**4,000
people**



**Menstrual
Health**

**468
conversations**



Volunteering

**1,669
hours**



**Website
Launch**

hwlincs.co.uk

Our Work



Care Quality Commission | HWLincs | healthwatch

Digital Inclusion

What prevents people from accessing digital services and sharing their experiences of care with the Care Quality Commission (CQC)

Lincolnshire COUNTY COUNCIL

Feasibility Study:
Care working practices and barriers for recruitment and retention in Boston and the East of Lincolnshire

NHS Lincolnshire Integrated Care Board | Palliative and End of Life Care Lincolnshire | HWLincs

VOICES Survey
Post-bereavement views of palliative end-of-life care in Lincolnshire 2022 – 2023

Home First Hospital Discharge Hubs

Summary of Patient Experiences
By HWLincs

HWLincs | healthwatch Lincolnshire

YMCA | HWLincs

HAVE YOUR SAY TODAY!

HOW HAPPY ARE YOU WITH YOUR ACCOMMODATION?

YMCA Resident Survey

Carried out by HWLincs on behalf of YMCA Lincolnshire



Digital Inclusion



Brief: ‘How can CQC collect experiences of care from people who are digitally excluded?’, focused on seldom heard groups; Homeless, Low-income households, young families and adults with learning difficulties



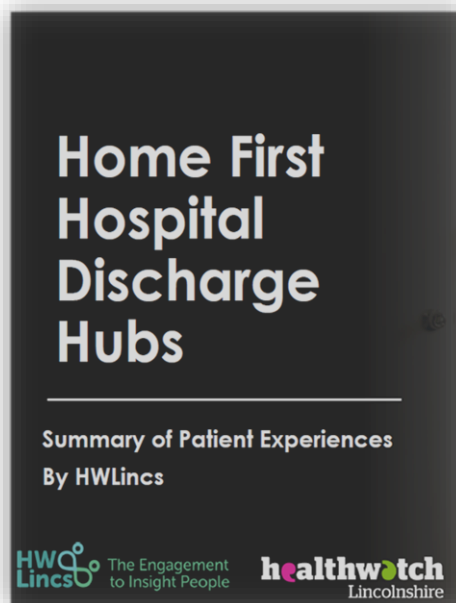
- **Barriers to Access:** digital skills, confidence, connectivity, and data limits.
- **Apathy and Distrust:** undervalued feedback and feared negative repercussions.
- **Low Awareness:** certain groups had limited awareness.
- **Impactful Feedback:** visible changes would result in better engagement.
- **Preferred Feedback Channels:** multiple feedback methods needed.

Hospital Discharge



Brief: We were asked by Lincolnshire County Council Adult Social Care to explore experiences of hospital discharge.

The work consisted of three parts to ensure a comprehensive and well-rounded perspective was gathered:



Part One
Patient Experiences

Part Two
Carers' experiences

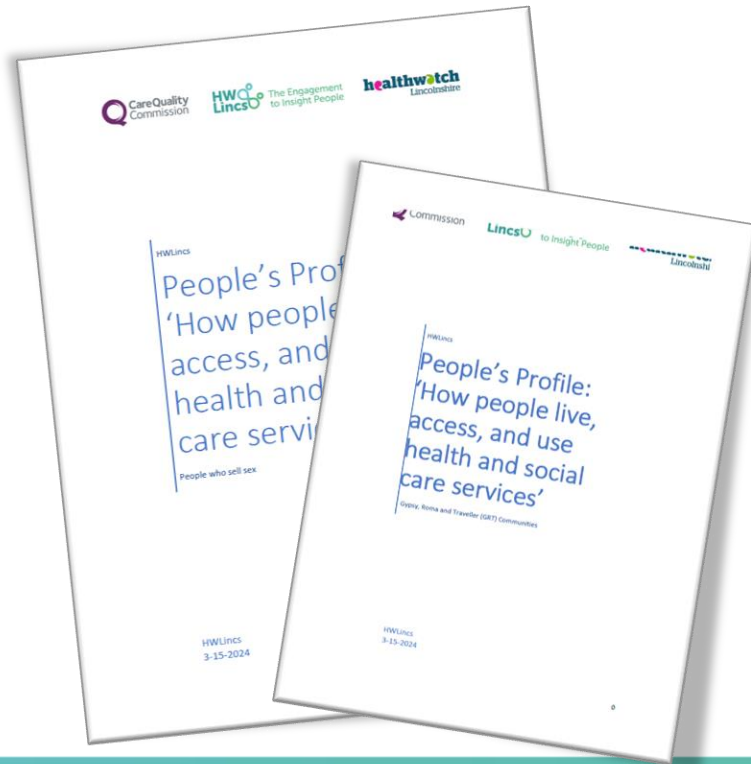
Part Three
Providers' Experiences

The insights gathered aided Adult Social Care in identifying areas for improving flow management, spanning Adult Social Care, Acute, and Community settings.

People's Profile



Brief: To provide CQC with insight on Gypsy, Roma, and Traveller communities and people who sell sex, building on what we already know and providing a national picture of health and social care areas impacting on these groups.



55 individuals from the Gypsy, Roma, and Traveller communities engaged in highlighting significant barriers to accessing healthcare, including:

- Lack of fixed addresses and hesitance to participate in feedback initiatives
- Negative attitudes from healthcare providers and mistrust of authority
- Poor access to GP and dental services, noting low awareness of services.

61 individuals selling sex engaged through surveys and interviews, revealing significant barriers they face in accessing healthcare, including:

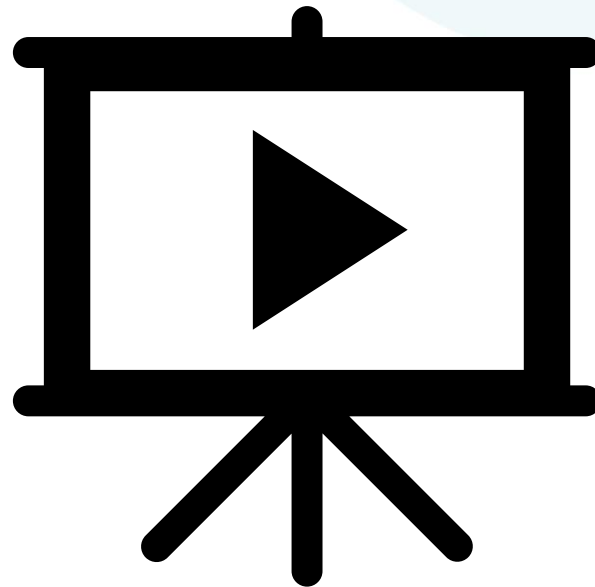
- Stigma and judgment, particularly around mental health and STI testing
- A need for better understanding from healthcare professionals
- More accessible environments with anonymous feedback mechanisms

Healthwatch



healthwatch
Lincolnshire

Play Video



Connect With Us



Join our mailing lists to keep up to date with our work, surveys and impact



Get the latest news straight to your inbox



healthwatch

healthwatch

Engage With Us



Have Your Say on

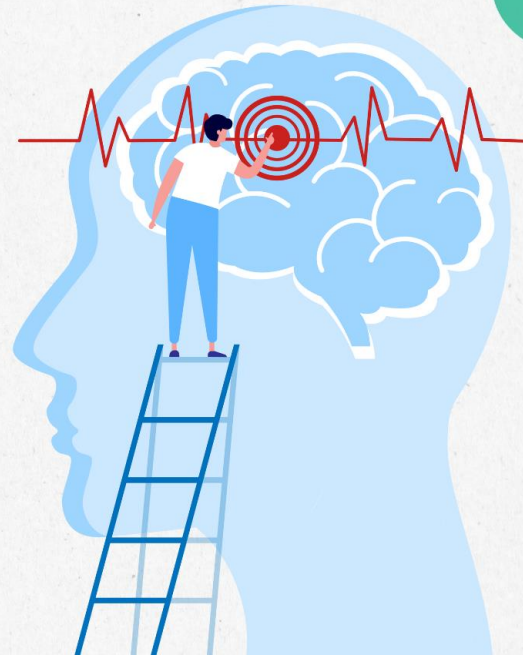
MENTAL HEALTH

Share your experiences...

We want to hear from:

- New fathers
- Farmers
- Military families and veterans

healthwatch
Lincolnshire



Support Us



Volunteering

We value our volunteers' essential role in extending our reach, gathering insights and supporting our development.

Get Involved:

- Volunteer with us
- Help us reach communities
- Support our board and steering group



Volunteers

www.hwlincs.co.uk



Break

Discussion 1



Community Engagement:

- *What are the biggest health and social care challenges you or your community are facing?*
- *How can we better reach underrepresented or underserved groups in Lincolnshire?*

Discussion 2



Improving Patient Experience:

- *How can we ensure that patient feedback is better acted upon by health and social care providers?*
- *How should information about decisions and services be shared back with those sharing their experiences with Healthwatch?*

Discussion 3



Collaboration with Local Services:

- *How can Healthwatch collaborate with local services to improve health outcomes?*
- *Are there specific areas where you feel your voice or expertise could help make an impact?*

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Thank You

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