

Together

**we're making Health
and Social Care better**

Annual Report 2022–23



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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

Every year Healthwatch Lincolnshire produces an Annual Report and I hope you enjoy reading the report for 2022/23 as much as I have, I believe it truly demonstrates the commitment we have to the residents of Lincolnshire.

As chair of the Healthwatch Steering Group in Lincolnshire we measure ourselves on how we ensure we listening to everyone in the local community. You will see in this report some real tangible examples of how we have achieved this by meeting and listening to patient groups and the seldom heard communities.

In these challenging times in health and social care and the impact the pandemic has had on access to services and waiting times we have an important role in representing patients in the new Integrated Care System. Healthwatch are a member of the Integrated Care Board and therefore we can ensure your voices are heard at these strategic meetings. You will see throughout this report examples of how we have used our influence to represent your voices both locally and nationally.

As Healthwatch we will continue to represent your voices and help to make a difference to health and social care in Lincolnshire.



Liz Ball

Healthwatch Lincolnshire
Steering Group Chair



About us

Healthwatch Lincolnshire is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

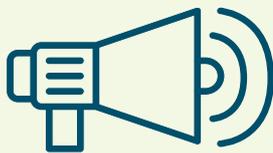


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with Care Providers, Government, and the Voluntary Sector – serving as the public's independent advocate.

Year in review

Reaching out



3,689 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

We have seen **36,846** page views on our website and have reached an incredible **371,989** people through Facebook.

Making a difference to care

3627 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

100% of experiences

were closed or resolved at the end of the year.



Health and care that works for you



We're lucky to have

36 volunteers

outstanding volunteers who gave up **1657 hours** to make care better for our community.

We're funded by Lincolnshire County Council In 2021-22 we received: **£299,600** which is in line with grant funding from previous year.

We also currently employ 3 full-time and 5 part-time staff (5.6 FTE) who help us carry out this work.

How we've made a difference this year

Spring



Providing Information and Advice, signposting people to appropriate services.



336 people shared their views on how they are impacted by health inequalities

Summer



We supported the CQC in its development and approach of regulatory assessment for Integrated Care Systems



We supported the #BecauseWeAllCare campaign which saw 54,000 people come forward to tell us about issues they faced with services.

Autumn



Our YourVoice@ event saw 100 people attend to hear the presentation of our Annual Report and round table discussions



Gained insight into how well Health and Care Services are delivering Accessible Information Standard (AIS)

Winter



So What? – This report discussed what you told us about services and how we and providers responded to your concerns.



We urged the Government to act when we raised Lincolnshire people's concerns around NHS dentistry access

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Accessible Information Standard (AIS)

As a result of our work on AIS during a Lincolnshire Quality System Group meeting we were told requirements have been re-introduced into the NHS Trust contract processes for 2022/23.



Seldom Heard Groups

As part of engagement around Integrated Care Systems we worked with people with MS, ME and Fibromyalgia to help share their views.



NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.



NHS Communication

We highlighted the negative impact poor NHS communication can have and recommended for services to improve people's experiences.



Quality of annual Health Checks for those with LD –

We have brought this to the attention of providers, quality should be monitored as well as the quantity of LD health checks.





Healthwatch Hero



Celebrating a hero in our local community.

Our volunteer Carol Lintin is a Healthwatch Hero. We would define a “Hero” as a person who is admired for their achievements, or someone who has become a local hero or champion – this is Carol.

For the past few months Carol has been very busy working proactively in her local area promoting both Healthwatch and our charity HWLincs. Carol has been placing leaflets, flyers and feedback forms throughout the area as well as engaging directly with members of the public. Locations attended by Carol include, warm hubs, community coffee shops, pharmacies, libraries, and leisure centres. She has very much promoted the work of Healthwatch.

Carol has been a very active volunteer for a total of 8 years, and I must congratulate her for her tenacity and her ambassador role spreading the word for Health and Social Care needs and support in her local area.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Advocating for fairer NHS dentistry

Access to NHS dental care continues to be one of the main issues we hear about from the public. Difficulties getting support has led to many people living in pain.

As far back as 2015, the number of poor experiences shared with by residents about substandard dentistry has been continuous, and we have raised these concerns about the decline on behalf of our residents. During this time, Healthwatch have consistently worked closely to raise concerns with Lincolnshire MPs and Councillors, NHS Lincolnshire ICB, NHS England Midlands Dental Commissioning Team, Healthwatch England, as well as with local and regional dental networks.

Healthwatch Lincolnshire also contributed to the National Parliamentary NHS Dentistry Inquiry and provided evidence for the Health Select Committee in London.

What Lincolnshire people are calling for...



1. More NHS dentists and practices throughout the county
2. Improve NHS dental provision for children
3. NHS practices should not be able to become solely private
4. Better pay and contracts for NHS dentists
5. A local dental teaching hospital
6. Private patients at NHS practices should not be prioritised over NHS patients
7. Greater transparency on the cost of NHS treatment and the introduction of payment instalments
8. Greater transparency on waiting and practice

Power to the voice

On the 25th April 2023, Sarah Fletcher CEO of Healthwatch Lincolnshire appeared before the House of Commons Health and Social Care Committee inquiry on dentistry.



"It is all thanks to the people of Lincolnshire that we have been invited to take part and provide evidence to the Health and Social Care Committee, I'm delighted to be there on their behalf. It's opportunities like this that demonstrate the collective power of the voice and the people of Lincolnshire

Sarah Fletcher, CEO at Healthwatch Lincolnshire.



Accessible Information Standards (AIS)

If you have a disability or sensory loss you have the legal right, under the Accessible Information Standard (AIS), to have health and social care in a way you understand, and communication support if you need to do so. This has been a legal requirement since 2016. However, many organisations have not been supporting this.

In February 2022, we supported a national piece of work and **58** people in Lincolnshire shared their experiences of the Accessible Information Standards.

- **Just under half** of respondents had asked for additional support to help understand information or to communicate with services, but just 2% felt they got the support they needed to do so.
- **1 in 5** were refused this additional support. Many felt uncomfortable asking for help, with staff attitudes and previous (negative) experiences being the two main factors in deterring people from asking for extra support.
- **22%** did not know that they could ask for support.

This highlighted the lack of awareness of the AIS and the rights people have. The findings showed that despite the AIS being a legal requirement since 2016, many are still struggling to understand the information given to them by health and care services and to enable them to communicate with these services they are not being given the additional support they need.

This is having a direct negative impact on people's health. It is therefore crucial that not only are people made aware of the AIS and their rights, as outlined in this report, but that health and care organisations play their part in ensuring equitable access to information and services.

Our recommendations:

1. Health and care services to be made accountable for fully delivering the standard
2. Every health and care service to have an accessibility champion
3. Mandatory training on accessible information for all staff

Next Steps: Healthwatch Lincolnshire will follow up on progress across the Lincolnshire Integrate Care System against the Accessible Information Standards

Health Inequalities

What are health inequalities?

Health inequalities are avoidable, systematic differences in health between different groups of people. The term also refers to the differences in care that people receive and opportunities they have to lead healthy lives – both of which affect health status. Health inequalities can involve differences in, for example, access to care, life expectancy, quality of care and wider determinants of health such as geographical location or income (Kings Fund 2022).

Provision of equitable services is at the heart of the NHS Constitution. A key way to tackle health inequalities is to listen to people's experiences of care and how it can be improved. This is at the heart of all our work. These experiences can then be shared and considered by those who commission services.

How did we gather people's experiences of health inequalities?

As part of our 'COVID-19 One Year On' survey, we asked people in Lincolnshire whether there was any specific reason that had impacted on their ability to access Health and Care in an equitable manner. 336 people shared their experiences.

What did we find out?

Age, disability and geography were the biggest reasons given for inequality.

47% felt age resulted in inequalities in health and care.

"You get to 60 and it seems your written off as things are age related and you have to 'put up with it' rather than being treated."

"Feels like oh you've got long term illness just get on with it and manage."

"The infrastructure in Lincolnshire, roads and distances everyone is obliged to travel mean that we are not often able to access healthcare within 'the golden hour'."



What is Healthwatch Lincolnshire doing?

We will carry on our work to reduce inequalities in health and social care in Lincolnshire. To do this we will continue to work closely with our partners in the sector to highlight key issues to decision-makers and ensure they are addressed.

What is being done to address health inequalities in Lincolnshire?

NHS Lincolnshire Integrated Care Board (ICB) and Better Lives Lincolnshire (Lincolnshire's Integrated Care System) are fully committed to reducing Health Inequalities across Lincolnshire. Tackling inequalities in outcomes, experience and access to services is one of the key aims of Better Lives Lincolnshire. The ICB has set up a team to lead on this work, working closely with colleagues from Lincolnshire County Council's Public Health Team, together with colleagues across the whole health and care system in Lincolnshire

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.



Many people have contacted our Information Signposting Officer around the frustrations they have had accessing NHS dental services, it has been challenging for us as very few, if any, Lincolnshire dentists are seeing new patients.

One caller asking for assistance in getting registered with an NHS dental practice who needed root canal treatment and if going private has been quoted in excess of £1700.00. The caller was provided information, Patient responded – *“My sincere thanks for such prompt and helpful information. Fantastic service. It really is much appreciated”*.

Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.



Healthwatch Lincolnshire gathered the experiences of health and care services from adults living within the Autism and Learning Difficulties communities in Lincolnshire to support the CQC (Care Quality Commission) in helping services improve how they engage and feedback to this community.

Improving care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.



Healthwatch Lincolnshire has contributed to the National Parliamentary NHS Dentistry Inquiry and provided evidence for the Health Select Committee in London, raising the voices of local people nationally, where they will influence future reforming NHS dentistry.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Holding a dedicated focus group and 1:1 interviews with people living with long term conditions (Epilepsy, Fibromyalgia, MS and ME). This highlighted in particular the difficulties people had in accessing services in a timely way, disjointed services and the increased impact on mental wellbeing.
- A cost-of-living survey that showed the impact on people living with long term conditions, rural isolated communities, low income and benefits, those who are carers or have a disability.
- Facilitated opportunities for people living with sensory impairment to join the Patient Panel at our Acute Trust, United Lincolnshire Hospital Trust. As a direct result of this, the subgroup has been involved in the redesign of the access to the dog park areas (for use by assistance dogs and their owners) across the Trust advising on areas such as location, layout, access, materials and signage including both auditory and visual accessibility options.

YourVoice@healthwatch

YourVoice@healthwatch Information Events are 'free to attend' for the public in Lincolnshire to listen, learn and discuss specific health and care services.

Holding two very successful public YourVoice@healthwatch Events, with a variety of themes, Dental Services and Your Health and Care Services in Lincolnshire combined with the Annual Report Presentation. We involved a Panel of Experts and encouraged audience participation through a Q+A Session and Market Place.

"Good to listen to the presentation to have a clearer picture of the work Healthwatch has undertaken in the last 12 months and the plans for the future. Good to listen in on the various discussion groups about concerns but also what is happening around the county. Enjoyed the choir!"

"Buzz in the room from the number of people attending; speaking to people from organisations we don't normally have a chance to meet; lots of informative stands; Coastal Community Choir was a great addition." Stakeholder



Making a Difference to our Community

Over the last twelve months, covering a wide range of engagement activities, we have had the opportunity to promote Healthwatch Lincolnshire through attendance at a number of Events: addressing Health and Social Care Students at Bishop Grosseteste University, Lincoln (May 2022 and March 2023), LinCA (Lincolnshire Care Association) Care Home Managers Meetings on a monthly basis, Neighbourhood Team Events, Veteran Open Days and Network Meetings, Community Connections Events across the county, Ageing Better Conference and International Day of Older People Event hosted by Lincolnshire YMCA.

There has also been the opportunity to attend Healthwatch Cambridgeshire and Peterborough Annual Summit and the Governance Patient Experience Group, Queen Elizabeth Hospital Trust, Norfolk, to support those who access services across the border.

The focus for community engagement has been on targeted community groups, such as wheelchair users, disability groups, adults living with autism and learning difficulties. Gathering their experiences on the impact of the cost of living, dental services and geographical location across a very rural county with a number of high areas of deprivation. Much of this work has been undertaken working with partner organisations who work day to day with their clients and service users. There has also been a lot of support from our team of volunteers at a number of community events and activities.

Giving Back Days: Social Responsibility and Wellbeing Programme

Team Building brings people together by encouraging collaboration and teamwork. At HWLincs / Healthwatch Lincolnshire we want to create a strong team that is cohesively working together towards a common goal through forming bonds and connections.

Healthwatch Lincolnshire / HWLincs Staff team had 2 Giving Back Days in 2022 where we supported local charities:

- **Askfield Project** creates rewarding and meaningful opportunities to enhance community health and wellbeing. Here the team took part in gardening, moving livestock and erecting an electrical fence!
- **Butterfly Hospice** who provide free 24-hour patient care to those who need it most. Here the team weeded a large part of the garden area and used their DIY skills to assemble a number of furniture items for the new Therapy Rooms.



Enter and view

This year we made one joint Enter and View visit to an Urgent Treatment Unit with Healthwatch Rutland, one to a Care Home, two informal joint visits with our local Mental Health Trust and 17 individual Mystery Shop visits (observational only) to our acute Trust's Accident and Emergency Departments.

We made 13 recommendations or actions as a result of this activity.



Location	Reason for Visit	What we did as a result
<p>United Lincolnshire Hospital Trust (ULHT) Accident and Emergency Departments (A+E) across the 3 different acute hospital sites (Pilgrim Hospital, Grantham Hospital and Lincoln County Hospital)</p>	<p>We had heard about the long waits in the A+E Departments.</p> <p>We had trained 6 new Authorised Representatives.</p>	<p>Completed a Mystery Shop Activity that included 17 individual Observational opportunities for the Volunteers.</p> <p>Produced a Report on findings which included 7 recommendations for the Trust to consider highlighting long waiting lists for treatment, lack of updated information communicated to patients and lack of access to Primary Care resulting in higher numbers seeking medical assistance at the A+E department.</p> <p>The Report will be presented by the Patient Experience Manager to the Patient Experience Group (PEXG) and the Board of Directors for the Trust.</p>
<p>Lincolnshire Partnership Foundation Trust (LPFT) (Mental Health Trust)</p>	<p>Following a televised BBC Programme in 2022 on Mental Health wards, LPFT proactivity commenced an informal programme of visits to their inpatient wards.</p> <p>Healthwatch Lincolnshire invited as the Independent Voice of the patient to be part of the visiting team.</p>	<p>Completed 2 informal visits to an inpatient ward (Langworth Ward supporting older patients living with dementia) and Maple Lodge (rehabilitation inpatient unit).</p> <p>Main findings from observations: menu choices for patients in recovery and lack of meaningful activities or enrichment activities (such as use of outside organisations, e.g., therapy dogs, crafting).</p> <p>Observations taken to the Board of Directors by the Patient Experience Manager and Healthwatch invited to be part of the rolling programme of inpatient visits across the Trust in 2023 – 2024.</p>

Enter and view continued

Location	Reason for Visit	What we did as a result
<p>Healthwatch Rutland Enter and View Visit to Stamford Urgent Treatment Centre (UTC)</p>	<p>Healthwatch Lincolnshire were asked to support Healthwatch Rutland in completing an E+V Visit to the UTC, Stamford as this Unit is accessed by patients both in Rutland and Lincolnshire counties.</p>	<p>Healthwatch Rutland produced a Report with 9 recommendations.</p> <p>There was confusion about the role of UTCs and when the public should present at these units.</p>
<p>Glebe House Care Home, Caistor, Lincolnshire</p>	<p>Following concerns raised by residents on food choices / menu available Healthwatch Lincolnshire asked by Lincolnshire County Council Adult Contract Team to visit the Home.</p>	<p>Enter and View visit arranged with a survey designed for staff and residents / service users to find out about their food choice and satisfaction levels.</p> <p>10 staff completed the staff survey and 10 residents (5 male/ 5 female) interviewed.</p> <p>Report written and 4 recommendations made including staff training and qualifications on the impact of food on well-being and choice given around availability and timings of drinks.</p> <p>Development of a rolling programme of identified Care Homes across the county to support Adult Social Care Team. Regular meetings scheduled for 2023 – 2024 programme of visits to low-risk establishments.</p>





Advice and information

When you feel lost and don't know where to turn, Healthwatch Lincolnshire is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding a GP Practice, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information
- Helping people access the services they need
- Helping people with up-to-date information relating to NHS dentistry
- Supporting people with concerns raised in hospitals.

Help to find dental care in Lincolnshire

Healthwatch Lincolnshire had 412 people contact them for advice and information on dental services. The public reports to them that majority, if not all practices, were not taking on new NHS patients, and that some had waiting lists of up to three or more years.

The impact if delayed treatment has resulted in people living with considerable pain, with dental conditions worsening.



You said: Caller asking for assistance in getting registered with an NHS dental practice. Willing to travel. Needs root canal treatment and if going private has been quoted in excess of £1700.00.

Healthwatch did: Caller was provided with information on the NHS111 Service, the link for NHS Dental Choices and given the contact details for NHS England Complaints Team

Patient said:

"My sincere thanks for such prompt and helpful information. Fantastic service. It really is much appreciated."

NHS England response to Healthwatch Lincolnshire work on NHS Dentistry

"I am grateful to Healthwatch Lincolnshire for their proactive approach with their campaign for improving access to NHS dentistry in Lincolnshire. Their report highlights the ongoing challenges many people are facing in trying to find an NHS dentist

In response to these challenges, Lincolnshire Integrated Care Board and NHSE Midlands are currently working with a range of partners in the county, including Healthwatch Lincolnshire, Lincolnshire County Council Public Health, local dental professionals to develop our dental strategy and action plan aimed at improving access to NHS dental care in the county through supporting our local dental workforce, developing new models of dental care delivery and collectively stepping up our efforts in supporting people and communities improve the health of their mouths."



Helping residents access the support they need



You Said: *Spouse has been very ill since testing positive of COVID and though negative now is still very ill and being physically sick and unable to keep anything down. They have a history of breast cancer and Multiple Sclerosis (MS), is supposed to be a gold star patient but despite making attempts to contact a clinician nobody is ringing back. We are now very concerned for their condition as they are now getting weaker as they are unable to keep any food down.*

Healthwatch Did: Healthwatch Lincolnshire advice and information officer with patient consent contacted the Practice Manager which led to the spouse having a face-to-face appointment that evening. They have been referred for Endoscopy procedures.

"I just wanted to say a big thank you on behalf of our family. After months of trying to persuade our Surgery to look properly at my spouse, your intervention finally resulted in the hospital appointment yesterday during which, with the various "oscopies" they did discover things that will warrant further intervention in the bowel. This is now in the hands of the hospital so hopefully things will move forward. We are enormously grateful for your help."

Thomas, Lincolnshire resident



You said: *Lincolnshire resident looking for home care provision for spouse who is living with dementia. Has direct payments and is looking for an agency for social care with prompting, at present no personal care is needed. Has been in contact with numerous agencies but finding it difficult. Resident asked if it is normal to be left to get on with it themselves? Looking for 40 hours a week home care as they work and spouse needs someone to be present.*

Healthwatch did: Healthwatch contacted Age Care Advice and Early Bird Lifestyle

"Thank you so much for your information and advice, I was phoned yesterday and they are coming to see us this Thursday afternoon."

Lincolnshire resident



You Said: Patient long wait (over 4 years) for cataract surgery.

Healthwatch did: Healthwatch with patient consent contacted the Hospital PALs, Information was shared with the senior Ophthalmology Team to investigate.

"Thank you so much for your help in moving this forward. Thank you again words cannot begin to express how grateful I am and how this news has made me feel - at last there is some light at the end of a very long journey. I feel like throwing a party."

Top Information Signposting Articles



During 2022 -23 year we have shared **22** information and advice articles on our website, to help people find and access the support they need to live well.

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. 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>

3. Support and treatment for long covid

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

4. How can your pharmacy help you?

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-07-29/how-can-your-pharmacy-help-you>

5. Looking after your health during cost-of-living crisis

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-01-18/looking-after-your-health-during-cost-living-crisis>

6. What is adult social care?

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

7. Where can I go for support for my mental health as a new parent?

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-04-29/where-can-i-go-support-my-mental-health-new-parent>

8. Registering with your GP: understanding your rights

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2019-04-16/registering-your-gp-understanding-your-rights>

9. Four things your pharmacist can help you with

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2019-11-07/four-things-your-pharmacist-can-help-you>



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community we are able to understand what is working and what needs improving.

This year our volunteers have increased from 29 to 36 with more people interested.

Our volunteers have carried out a variety of activities with us:

- Visited communities to promote their local Healthwatch and what we have to offer – attended veteran coffee mornings, dementia alliance meetings, Endometriosis, Older Persons, Children and Young people's mental health events, Health Inequalities Conference, and many more.
- Collected experiences and supported their communities to share their views across the whole county which included attending Warm Hubs
- Carried out enter and view mystery shopper visits to local hospital A&E departments
- Checked numerous GP and dentist websites to review accessibility
- Collected surveys as part of work on the Hospital Discharge hubs
- Readers Panel have been active in reviewing our own reports as well as external ones

Janet

"I volunteer for Healthwatch because I like to keep busy and keep my brain active. Being able to work from home, as and when I can, is ideal for me."



Helen

"I had retired from a long career in health and social care services and the opportunities offered by Healthwatch enabled me to continue to work directly with the public in relation to their health and social care issues, retain an interest in the field and hopefully bring some of my experience to benefit the work of the organisation. What I liked about Healthwatch and now HWLinCs, is the variety of roles and opportunities available as a volunteer and the flexibility of when to undertake the work."



Rosina

"I have seen how the quality and dimensions of care can impact on individuals and feel passionately about the quality of care and health provisions that people receive. I want to help other people by raising awareness and bringing positive change. Healthwatch ticks all those boxes for me."



Carol

"I volunteer for Healthwatch because of the variety of roles and services involved in the projects being offered that I can take part in. I have made new friends, met lots of interesting people and enjoy working as part of a team. As well as the projects, I like taking part in the extra activities such as the Commonwealth Challenge and Mindfulness walks."



Jacqui

"I volunteer for Healthwatch because I'm a switched on consumer and hate to be short changed, misled, or treated badly particularly in relation to retail goods and services. I believe that we all are due excellence in our health and social care and am proud to do my own tiny bit to help support local accountability via Healthwatch."



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

 www.healthwatchlincolnshire.co.uk

 **01205 820 892**

 info@healthwatchlincolnshire.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Lincolnshire County Council	£299,600	Expenditure on pay	£191,432
South & East Community Lottery (% of ticket sales)	£32	Non-pay expenditure	£10,250
		Office and management fee	£96,090
Total income	£299,632	Total expenditure	£297,772

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they require. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless of whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Community Mental Health – including Children and young people
2. Health Inequalities – hearing from more marginalised groups
3. Increasing our community engagement with support from our Volunteers



Statutory statements

On behalf of Lincolnshire County Council, HWLinCs is the charity that holds and delivers the Healthwatch Lincolnshire Contract.

HWLinCs has held the Healthwatch Lincolnshire Contract since 2013. HWLinCs is very proud to hold the successful Healthwatch Lincolnshire Contract, managed by Lincolnshire County Council. We have a positive working relationship with LCC, and our contract leads, Patryck Kosmala and Kelly Wells.

Healthwatch Lincolnshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Lincolnshire Steering group consists of members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. The Steering Group ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. We ensure wider public involvement in deciding our work priorities.

By using insight from information and signposting enquiries other patient experience activities such as surveys and focus groups help facilitate when priority setting

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2022/23 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media. We are committed to taking steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers.

Thank you

Finally, we would like to extend a very big thank you to our Volunteers, Trustees and Employees, without you all Healthwatch Lincolnshire would not be the excellent organisation that is it.



Healthwatch Lincolnshire
Rooms 33-35
The Len Medlock Centre
St George's Road
Boston
PE21 8YB

www.healthwatchlincolnshire.co.uk

t: 01205 820892

e: info@healthwatchlincolnshire.co.uk

 [@HealthwatchLinc](https://twitter.com/HealthwatchLinc)

 [Facebook.com/Healthwatchlincolnshire](https://www.facebook.com/Healthwatchlincolnshire)