



**Board News—proposed changes to our Articles**

HWLincs Members have been contacted this month with a request for them to consider and vote on proposed changes to our articles (Governing Document). Board is holding a Special General Meeting on 12 May to complete the formal voting process, the outcome from this will determine if we are able to present our proposed changes to Charity Commission for their approval.

**Staff news**

Oonagh has recently completed the highly rated Mental Health First Aid Trainer the Trainer course in London. This required a lot of personal commitment from Oonagh and we are delighted to say she passed at a high level. She will be required to deliver 2 supported sessions during the year, but we hope in due course these new found skills will add to the delivery ability within our own business.

We are pleased to share with you that Helen Leek will be joining the team in April as our new Communication and Marketing Officer, Helen comes with a wealth of skills and knowledge and will be a very welcomed member of the team.

March has seen quite a lot of sickness and it is very clear that COVID is very much still with us, so we are all hoping we will be springing into April feeling much better and leaving the bugs behind :)



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## VOLUNTEERING NEWS

Another busy month of volunteering, thank you everyone for your time, efforts, and commitments to improve Health and Social Care across the county.

At the beginning of the month a small team gathered evidence from discharging patients at Boston's Pilgrim Hospital and towards the end of the month this was repeated at Lincoln County Hospital.

At the end of the month an open forum event was held at the Len Medlock Centre run by Guide Dogs, we provided a tabletop display. Also attend was an Endometriosis event, in addition to Carol carrying out proactive visits around Bardney, Horncastle, Woodhall Spa and Bucknall, spreading the word about HWLincs/Healthwatch to Community Groups, Warm Hubs and meeting points. Thank you, Carol!



Louth Dementia Alliance meeting was also attended and Jacqui helped with Healthwatch Rutland by gathering evidence at Stamford Minor Injuries Unit (MUI). Also, thanks to Janet for admin work on various documents.

At the end of the month, we are pleased to welcome three new Volunteers to our fold, inductions completed. So welcome to Zarah, Rosina and Maria, we hope you enjoy volunteering with us. Even better, is the fact Simon will be inducting another three new volunteers in April.

Here's to another busy month ahead, take care everyone.

## SHINING A LIGHT ON TEAM MEMBERS— TOM CASSIDY AND COLIN WARREN, PROJECT AND CONTRACT SUPPORT OFFICERS

Tom started with us during COVID, and has remained a key member of the project delivery team. Tom and Colin have been working closely on Coffee & Company so it felt right to ask them to share a little of themselves in the same piece.

***Tom, What gets you out of bed in the morning?***

Family, music, films and fun.



**What is your biggest achievement to date – personal or professional?** Difficult to choose. Lots of high points and hopefully lots more to come.

**What are you currently working on for HWLincs?**

Following a successful and enjoyable pilot, we're now working on the second stage of the workplace mental health project, Coffee & Company. This has been incredibly rewarding and I'm happy to be able to expand the offer to businesses across the county. I am also keeping the Commonwealth Challenge miles log and creating the bulletins. Almost there!

**What three words would you use to describe your role?**

Varied / Busy / Involved (which on what3words, puts me in the South Pacific <https://w3w.co/varied.busy.involved> )

**What is your favourite part of working at our company?**

It's mandatory to make things better for people, which results in an inspirational to-do list and chance to make a positive difference is around every corner and when you see it happen on a personal level, makes the work all worthwhile.

Colin has been with us a while now and has been a valued member of the Coffee and Company contract team. Colin possibly has the longest journey when attending our team meetings or having to visit organisations at the south of the county as he hails from 'up north', but that certainly doesn't impact on his ability to keep us all on our toes with his curiosity and drive for our contracts to succeed.

So we asked Colin to share a little about himself ....

**What gets you out of bed in the morning?**

My two small dogs, Paddington and Lucy! They are Cocker Spaniel Shih Tzu cross breeds. They are very affectionate but need lots of care and attention.

**What is your biggest achievement to date – personal or professional?**

Competing in the Seagrave Memorial Challenge race in Leicestershire, completing the 16 miles cross country course, walking rather than running in just over 4 hours and 30 minutes (post COVID infection)

**What are you currently working on for HWLincs?**

The Coffee & Company project which is about supporting people with their health and well-being in the workplace with an emphasis on mental health and resilience.

**What three words would you use to describe your role?**

Interesting, challenging and varied.

**What is your favourite part of working at our company?**

The relationships I have made with colleagues and the flexible approach to our work.



## CONTRACT NEWS

**Coffee & Company is nervously awaiting the outcome of the latest Shine bid round for a 3 year sustainable fund** to continue the work we do, whilst driving towards making it a sustainable project for the longer terms as the subsidised work decreases over the 3 years. Tom, Colin and Nicola have all met to start the planning of the 3 year focus, looking at professionalising a paid for service to meet the needs of the Lincolnshire organisations. We are also excited to start some new partnership work with the Chamber of Commerce and some of our volunteers will be involved too.



We are delighted to tell you that we have received to additional pieces of funded worked in March.

The first is for the **Care Quality Commission** looking to understand how people who are digitally excluded can shared their experiences with the CQC and also how the CQC can better communicate with them.

The second piece of work is a continuation of the **Voices and Hospital Discharge work for palliative and end of life care**. We successfully completed the 2022 patient experience work and have now been invited to complete 2023 on behalf the **Lincolnshire NHS**.

## **Home First, Discharge from Hospital Interviews**

The engagement part of this work is now concluded with in excess of 30 patients spoken to over the course of 2 days at Boston and Lincoln Hospitals. The work on analysing the data will now begin. This will be followed up by discussions with the Discharge Hospital Hub to share some of our insight and seek their perspective, before finally sharing the report with LCC and the wider Health and Care system. A big shout out to our staff and volunteers in supporting the engagement and makes us one of the reasons why commissioners and stakeholders come to HWLincs for all things Engagement to Insight.

## **Improving Dental Services across Lincolnshire**

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 enquiry and provided evidence for the Health Select Committee.

Read our full report here: <https://www.healthwatchlincolnshire.co.uk/report/2023-03-14/improving-dental-services-across-lincolnshire>

## **Healthwatch Lincolnshire Insight & Reports**

We are currently putting the finishing touches on several reports including:

**Cost-of-Living report** which highlighted that 82% of people Healthwatch Lincolnshire have heard from are anxious about the potential impacts of the cost-of-living crisis. 57% shared that this is affecting their physical health and 71% their mental health.

**Enter & View – Mystery Shopping Activity at A&E.** We conducted many visits across the three Lincolnshire A&E Hospitals and our findings will be shared soon.

**GP Referrals**, Healthwatch England conducted a campaign last year (October 22), which suggests potentially serious issues with referral processes, we have just received local data which we will be looking at Lincolnshire people's experiences of GP referrals and sharing our findings.

**Maternal Mental Health**, Healthwatch England recently found a deep-dive analysis of experiences of 2,693 new mothers and birthing parents shows that six-week postnatal checks – required of GPs in England - are failing many new mothers. We have received the local data and will sharing our findings.

### **NHS Lincolnshire Integrated Care Board**

Sarah Fletcher our Healthwatch representative attending this Board, in March shared not only the above information but also additional patient concerns raised with us about difficulties many patients are experience when trying to get repeat medications and lack of local knowledge and information about the COVID antiviral support service in Lincolnshire. These were both acknowledged by the Board and agreement that NHS Lincolnshire Primary Care Team will be working with Healthwatch to address improvements.

### **WE NEED YOU - Join our Healthwatch Lincolnshire Steering Group (HSG) – recruiting new Voluntary Members**

HWLincs is currently looking to recruit new volunteer members onto its Healthwatch Steering Group, which oversees the operation of the Healthwatch Lincolnshire contract, and provides guidance to Healthwatch Lincolnshire, to ensure successful delivery of its work programmes.

We are particularly looking for people who have knowledge or experience in Adult Social Care, Community Health Services, and Women, Children and Young People.

Healthwatch Lincolnshire has achieved a great deal of success since it began in 2013. Reaching out to excess of 200,000 people our delivery has recognised positive impact year on year, with the services delivering health and care to Lincolnshire people.

For more information or to have an information chat about this role, please visit [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk) telephone Dean Odell on 07485 338440 or email [dean@healthwatchlincolnshire.co.uk](mailto:dean@healthwatchlincolnshire.co.uk)

## OTHER NEWS



# Lincolnshire Community Health Services

NHS Trust

## **NEW!! Lincolnshire Community Health Service Volunteer to Career Scheme**

Volunteer to career (VtC) is a new pathway within Lincolnshire Community Health Service existing volunteer service.

It provides an opportunity for volunteers to realise their ambitions, learn new skills, gain qualifications, develop a sense of purpose, meet new people and be part of a team. This new initiative could potentially lead to a future career in healthcare.

To find out more visit their webpage [Volunteer to Career :: Lincolnshire Community Health Services NHS Trust](#)



**In a slight change to norm we are sharing just a selection of Easter activities out there, not all for the kiddies.**

[Easter Extravaganza at Rand Farm Park](#)

March 25; 2023 to April 17; 2023

Rand Farm Park

[Enchanted! Magical Quest at Lincoln Castle](#)

April 1; 2023 to April 16; 2023

10:00am to 5:00pm

Lincoln Castle

[Easter Egg Hunts at Tattershall Castle](#)

April 1; 2023 to April 30; 2023

10:30am to 4:40pm

Tattershall Castle

[Easter Activity Trail at Belvoir Castle](#)

April 1; 2023 to April 10; 2023

All Day

Belvoir Castle

[Easter at Whisby Nature Park](#)

April 1; 2023 to April 16; 2023

All Day

Whisby Natural World Centre

[Easter Nature Trail at Belton House](#)

April 3; 2023 to April 16; 2023

10:00am to 3:00pm

Belton House

[Dance Free at Mablethorpe Beach - Family Silent Disco](#)

FREE

Free-movement silent disco dance for adults and children. Fun - Freedom - Joy.

[Easter at Lincolnshire Wolds Railway](#)

Enjoy a nostalgic trip back in time with a journey by steam this Easter!

**We would like to take this opportunity to wish everyone a very happy  
Easter whatever you may be doing**



## General Items:

### WaitLess APP

<https://lincolnshire.icb.nhs.uk/your-health-and-services/your-guide-to-health-services-in-lincolnshire/waitless-app/>

Combines current waiting times, queue numbers and travel times at Urgent Treatment Centres (UTC) in the county for those minor emergencies.

**Homes for Living:** would you like FREE home products to support your health and well being? E.ON has secured government funding in support of the Healthy Ageing Grand Challenge to promote mobility, wellbeing and active independent lives. Anyone over the age of 50 and in receipt of certain benefits is eligible.

**Apply Today:** 0333 202 4806 or email: [homesforliving@eonenergy.com](mailto:homesforliving@eonenergy.com)

<https://www.eonenergy.com/home-heating/warmer-homes-scheme/mobility-aids.html>

### Home Upgrade Grant

The South and East Lincolnshire Councils Partnership has secured £15.4m to improve the energy efficiency of hundreds of homes across East Lindsey, Boston and South Holland. The grant funding will award an average of £18,000 per property to install measures such as loft cavity, external/internal wall and floor insulation, solar panels, heating controls, low-energy lighting and low-carbon heating solutions such as air source heat pumps. The measures are designed to reduce utility costs whilst also lowering the carbon footprint of domestic properties. Read more information and how to apply for a grant here: <https://bit.ly/3LXullJ>

### Crowdfunding

Did you know groups can apply to the new #SouthEastLincsCrowd funding scheme to get funding of up to £5,000 for their community project. Pitch your community project to our crowdfunding website #Spacehive, and you could be eligible for a contribution from the councils funding pot, up to a maximum of £5,000. Check it out and show your support 👍 <https://loom.ly/gpTaNX4> Visit <https://loom.ly/UmfxcTM> to crowdfund your own ideas!

**Books and More to your Door** If you or someone you know is unable to visit the library due to mobility, age or health related issues then the Access Service can arrange for books to be delivered straight to your door.

### For more information:

tel 07483 017 085 or email [graham.owen@gll.org](mailto:graham.owen@gll.org)

tel 01522 782 010 or email [Benjamin.tatton@gll.org](mailto:Benjamin.tatton@gll.org)



# The Engagement to Insight People

2013-Today

Celebrating 10 years of positive change

## Main contact information

For HWLincs contracts, volunteering, membership or general enquiries:

[www.hwlincs.co.uk](http://www.hwlincs.co.uk)

[enquiries@hwlincs.co.uk](mailto:enquiries@hwlincs.co.uk)

Telephone: 01205 820892

For Healthwatch Lincolnshire communications and enquiries:

[www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)

[info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

Telephone: 01205 820892

If you want to know more about any of the information in this newsletter, please get in touch with the team using one of the above.

Thank you to the staff that have contributed their 'news' to this week's edition. If any Trustee or Volunteer would like to contribute to future editions, please send your updates to [enquiries@hwlincs.co.uk](mailto:enquiries@hwlincs.co.uk)

Celebrating  10 years of  
being your local health and  
social care champion.

**healthwatch**  
Lincolnshire

