



Board news

Our next board meeting is on 3 March, during the meeting our trustees will be receiving a financial update, reviewing our new Operational and Business Plan, receiving a CEO report, approving 7 new membership applications and hearing more about our Coffee & Company pilot project from Nicola Clarke, HWLincs Operations and Development Manager

Staff news

Helen Leek will be joining our team from the 6 April 2023 as our new Communication and Marketing Officer. We will let Helen properly introduce herself once she starts but what we can tell you is she lives in the county but comes with a wealth of knowledge in her field from working in London for some major clients.

Our staff team are working hard with project activity alongside increased engagement activity as part of our 10th Anniversary celebrations.



INSIDE THIS ISSUE

- Volunteering News..... 2
- Communication and Marketing News 2
- Highlighting one of the team 4
- Contract News 6
- Healthwatch Lincolnshire .. 7
- Other News 8
- Partner News 9



VOLUNTEERING NEWS

As we progress into 2023, a busy year looks very likely, particularly as we celebrate our 10th anniversary year.

Our Enter and View Team made a total of 14 visits to Grantham, Pilgrim and Lincoln A&E covering mornings, afternoons, and early evenings. These visits were Mystery Shops, where we recorded our findings without engaging with staff or patients. The purpose of these visits was to record such evidence as cleanliness, signage, numbers of patients waiting, staff and patient interaction, and so forth. A report on our findings will be shared in due course. We would like to thank the volunteer team for their support.

Thanks also go to those who have assisted with covering, Stamford Arts Centre Connected Communities Event, also the same venue for Living with Long Term Conditions Event. Also, for the volunteers that have received leaflets, flyers and feedback forms preparing to visit their local community venues, including shops, libraries, and Warm Hubs a big thanks in advance of this work, more of which is to come.

We must take this opportunity to thank volunteer Valerie who left us recently to pursue other goals and challenges. We would also like to welcome Louise to volunteering following her successful induction this month. Simon is in the process of arranging to meet and hopefully welcome another five valuable volunteers to our team in due course.

Thanks again everyone, looking forward to numerous events coming up in March. Take care for now.

Simon Parker, Volunteer and Membership Officer.



Highlighting Carol

We must praise the proactive work of Carol who has been a long standing and very dedicated volunteer, we would like to share with you her email detailing her recent community work she has undertaken: This is truly amazing commitment to volunteering, really providing an insight to local community life and relationship building with those central to it, thank you Carol:

I have been distributing some of the promotional materials you posted to me. I had lovely morning walking round Bardney and visiting the Open-Door Community Coffee Shop, Pharmacy, the Post Office, and local Co-op.

Open Door Community Coffee Shop - this is a meeting place and social space in the centre of the village that provide a café for anyone to visit – villagers (they have quite a few regulars) or passing trade such as cyclists, etc. They also deliver the Warm Space project (October – March) and have regular Toddler Tales and Bardney Babies/Toddlers and Families meet ups and other events. They provide an opportunity for volunteers including linking up with the local care home for residents to join the team and help.

They took 5 Signposting Flyers and Healthwatch leaflets and flyer about volunteering to display in the café. They will also share 5 of the feedback forms and envelopes with staff and visitors to complete about health and care services.

I am returning on the 3rd March to find out how it went (and have been invited for a coffee and cake!).

Bardney Pharmacy – again positioned in the centre of the village on the main road through the village. They have a display board facing the main doorway and have taken a Signposting Flyer to use as a poster and display here. They have also taken another 5 of these flyers to display in the shop near to the seat where customers can sit and wait for their prescriptions.

I am going back in 6 weeks' time to find out how it went.

Bardney Post Office – in the centre of the village – used by locals and those passing by on their way to and from work, etc. They agreed to display one of the Signposting Flyers as a poster in the front window – free of charge – for 2 weeks.

Local Co-op – in the centre of the village, used by locals and passers-by and provide take away Costa coffee. They no longer have a Community Board to display information.

- *The venues I visited this morning were interested and engaged in conversation about Healthwatch/HW Lincs – I spoke to 7 people.*
- *3 of the venues displayed the leaflets, flyers, feedback forms that I delivered.*
- *The most popular flyer to display was the Signposting Flyer.*
- *Although the Co-op could not display any information, they were helpful in suggesting other places in the village that might be willing to help.*

The Open Door Cafe has been contacted by LCC about a Coffee & Chat project – not sure if that is linked to the HWL project.

The Bardney Gateway Centre also provide community space and deliver the Warm Space project. This Centre and the Food Bank are open on a Saturday, so I plan to go this Saturday.

SHINING A LIGHT ON TEAM MEMBERS— JULIE EVANS, HEALTHWATCH INFORMATION, SIGNPOSTING OFFICER

Talk us through a typical working day as Healthwatch Information and Signposting Officer

No two days are the same, which I quite like. Everyday can provide challenges, hearing people's stories can sometimes be very distressing and on others, uplifting, again no two people's stories are the same, as each person is unique and wants to be heard. Irrespective of the sentiment, merely the fact people want to share their comments with us is always a pleasure. My role is to signpost people to the most appropriate place where they can get appropriate help, information and support.

As a signposting officer you never know what is going to come in, so I arm myself first thing in the morning by opening up many different tabs with information at the ready, should the need arise. Oh, and of course a coffee to hand.

Starting firstly with emails and responding to them in the best way possible, some come in from patients, others are from external bodies asking for information, or requesting I get in touch with someone, be it CQC (Care Quality Commission), ICB (integrated Care Board), Citizens Advice, GP Surgery, other Healthwatch's, Carers First etc, the list is endless, or from internal staff members and volunteers.

Phone calls that come into Healthwatch are usually passed through to me as and where necessary, should Pam be busy, or not in, I am the next port of call so will answer the phones and provide any signposting information as and when needed or pass the call onto the relevant staff member if it's not signposting.

All the people I speak with or email, that feedback is then manually loaded onto our bespoke database, (IMP) which captures, where, when and what happened, (good or bad) and where/who I have suggested they contact (signposted to), and this allocates a case number for each comment. These comments are then, on a monthly basis, sent to the providers (without personal details) so they can see what people are saying about their services and to respond to any questions either we as a Healthwatch or the patient themselves have asked.

In the last year February 2021 to date (21 February 2023) I have been in contact, either via email or phone call, with 1295 people in the community.

What are your biggest challenges with the job?

One of the biggest challenges for me I feel is that many people are under the impression that I will do it for them, when my role is to provide them with the information to empower the person to do it themselves. Sometimes, this is difficult to get across when people have been pushed from pillar to post with being provided contact numbers and feel frustrated that, yet another number has been provided. On some occasions I will try to go to the provider for a patient if this has been requested by them, due to vulnerabilities or frustrations etc but informing them that I am unable to take on individual casework.

One of best the challenges I have overcome is the fact that prior to COVID I was in the office

Monday – Friday. When it was deemed necessary to work from home, in March 2020 this was a challenge in itself, I knuckled down and faced the prospect of working from home (not an idea I relished) but have found over the lockdown and subsequent times, it has worked very well, and I can concentrate on the person in hand.

However, normal day to day challenges is part of the role which, as previously mentioned, can be very rewarding too.

What are your standout moments in the job?

There have been many during the last 9 years with Health-watch but I think for me, the standout moments are those where a person who has got the answers they need, have contacted me to say Thankyou. That one word means a lot and makes it all worthwhile.

You were born in Lincolnshire, where did you grow up and what was life like growing up in the county?

I was born in Louth Hospital Maternity wing, so a real Lincolnshire lass. For the early part we lived in Osgodby (close to Market Rasen), where I am the youngest of 4 children, this is where I went to Primary School, we were out in the sticks, surrounded by farmland but loved every minute of it. As a young child I would be out most of the day, taking a sandwich with me and my friends and I would be in the fresh air until it got dark!! just playing in the fields, becks and I guess looking back, being a general nuisance, but always knew not to walk in the crops, or there would be consequences!

We moved when I was 10 years old, to Middle Rasen and not long after that I would go potato / daffodil picking during school holidays, travelling in the back of an old open topped pickup on some bales of straw to get there and home again, I think Health & Safety would have had something to say nowadays.

After Comprehensive school, I went onto Gainsborough College for 2 years, then it was into the real world of work! where I became a Nanny.

Then I met my now husband, where we moved away with his work and lived in a number of UK locations plus overseas for 10+ years, which was great, for the 17 years away, but Lincolnshire called me back, where we have been back living here for the past 22 years, our sons both live in Lincolnshire too with their families.

How do you keep busy when you are not at work?

Now there's a question.

We used to go on overseas holidays at least 2 -3 times a year but then we bought an old house! which constantly needs something doing. We have recently purchased a piece of land out the back of our house to extend the garden, which has been a great project and is still in the early stages, although from a farmers piece of land to a garden I must say we have achieved a lot in a short space of time, but it isn't finished yet and when the lighter nights come back in, we will be out there after work and weekends, weeding, planting, de-signing or building and the list is endless.

We now have a 10-year-old Labrador which we re-homed, and he loves going for walks, the cat isn't too sure of him as yet, but at least they tolerate each other.



CONTRACT NEWS

Coffee & Company

**HW
Lincs**

The Coffee & Company pilot scheme will successfully conclude on mid-March. We've had the pleasure of working with five diverse businesses that have tested the concept on all levels and at each stage it's provided positive impact and the chance for individuals to experience meaningful change.

A huge thanks goes to the businesses that signed up : Crowland Pharmacy, Moulton Bulb Company, University of Lincoln National Centre for Food Manufacturing, Point74 and Citizens Advice Bureau. We have also completed our first wellbeing workshop, with the excellent yoga teacher Jo Spink leading a free taster session that drew people from two nearby businesses.

These will continue online, the next one taking place at 6pm on Monday, March 6th. Email tom@hwlincs.co.uk for the link and treat yourself to tools that will help you to relax and reduce stress.

Post-pilot, Coffee & Company will continue, watch this space to see the new and improved version we have in the works.



Healthwatch Cambridgeshire and Peterborough Awareness and Perception Survey

This survey has now finished. Thank you to the 160 people who shared their views. The findings of this survey will be used by Healthwatch Cambridgeshire and Peterborough to review and refresh their 2020 - 2025 strategy.

Cost-of-living Survey:

Our cost of living survey has now drawn to a close. Thank you to the 325 people who shared their views.

Over 80% said the rising cost of living was causing them to worry/feel anxious. As a result of the rising cost of living 50% of respondents had seen a decline in their physical health and 69% felt their mental health had worsened. To try and cope with the rising cost of living people have been making many different changes whether this be not turning on the heating when they usually would (76%), buying less healthy food than usual (44%) or not travelling to see their friends and family (45%). The rising cost of living has also negatively impacted on people accessing health and care services. 32% of respondents are avoiding going to the dentist due to the cost of check-ups or treatment and 18% have cut down or stopped support from services they pay for privately such as counselling or physiotherapy.

The changes people have made to try and mitigate the effects of the rising cost of living have caused people to feel isolated from friends and family and negatively impact the ability of some to manage their long-term health condition and feelings of physical pain.

A full breakdown of the results will be published shortly.

NHS 5 Year Priorities Survey

In just over 10 days, 1,028 people shared their views on what the NHS in Lincolnshire should focus on over next 5 years. The views people shared will feed in directly to the development of The Lincolnshire NHS Strategy. 75% of people responded as a member of the public and 25% shared their views from the point of view of being an NHS staff member. However, regardless of who responded the same improvements and suggestions were made. The findings have been shared with the team developing the strategy and our team will also present the findings at a workshop in the coming weeks.

Home First, Discharge from Hospital Interviews

Interviews with patients, families and carers are due to take place by our team on 6, 7, 20 and 21 March at Pilgrim and Lincoln County hospitals. The purpose of this work is to learn about the experience of patients during the discharge process, findings will then be presented to assist the service going forward.

Healthwatch Lincolnshire Report to ICB (Lincolnshire Integrated Care Board).

Representing Healthwatch, Sarah Fletcher shared the following highlights at the January 2023 ICB

Healthwatch Lincolnshire reported key areas of public concern the organisation continues to be contacted about. These include:

- 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.
- Complaints about the lack of availability of NHS dentistry and the affordability issues associated with private dentists remains a common theme.
- Communications received by patients from the services that they are registered with continues to be an issue, primarily the lack of timeliness and accuracy, as well as the need for people to repeat information throughout a pathway.
- A recent A&E mystery shopping exercise had yielded some positive comments about the service and staff within it, which will be reported in the near future.

With regard to the issues with dentistry, Healthwatch Lincolnshire also reported their involvement and support with the dental strategy engagement work the ICB are undertaking in order to hear and understand more fully the public's views, as we near the delegation of specialised commissioning (including dental) into ICB from regional NHSE.

OTHER NEWS

The end is in sight.....hurrah ! For all of you that have been following our Commonwealth Challenge we actually now visualise getting the baton back to the UK (we won't mention when it actually came home!). This has been a mammoth collective effort from our trustees, volunteers and staff, with us managing to pick up an award along the way.

We have already had some ideas for our next challenge so watch this space.....

HW & Lincs
COMMONWEALTH CHALLENGE

We've hit 50 torch stops! Another update, another tropical island. We're just west of Cuba at Turks & Caicos Islands, where a quick search reveals the main draw for tourists seems to be riding horses in water.

We're well on our way now, with less than 25,000km to go. A big thanks to everyone who's kept up with sending their stats - we can do it!

50
torch stops

116,791
km travelled

6 activities
walking
swimming
running
cycling
flying
sailing

THIS MONTH'S JOURNEY

YOU CAN LEAD A HORSE TO WATER... AND STAND ON IT AT TURKS & CAICOS ISLANDS

OUR JOURNEY IN FULL

Other Stuff

The Bread and Butter Thing (TBBT) - Want to reduce food waste and have been affected by the rising cost of living? Then you might want to check out **The Bread and Butter Thing (TBBT)** Mobile food clubs make life more affordable for people on low incomes, build strong communities and reduce food waste. <https://www.breadandbutterthing.org>

Too Good to Go—To make sure good food gets eaten, not wasted. Every day, delicious, fresh food goes to waste at cafes, restaurants, hotels, shops and manufacturers – just because it hasn't sold in time.

The Too Good To Go APP lets customers buy and collect Magic Bags of this food – at a great price – directly from businesses. <https://toogoodto.go.co.uk/en-gb/>

Healthwatch Engagement Activities

Mystery Shopper Activity: A+E Departments (Lincoln County, Pilgrim and Grantham)

During the 2 week period from 23 Jan to 3 Feb 2023, Oonagh and a team of Volunteers visited the 3 sites on 14 different occasions between the hours of 8 am to 8 pm (Monday to Friday) to observe and record their findings. This information has been collated and will go into a short report. The findings and main themes will be shared with United Lincolnshire Hospital Trust (ULHT). This valuable insight will support further E+V (Enter and View) Activity in the next few months.

Seldom Heard Groups

Adults with Learning Difficulties and Autism

March 14 2023 Working with partners at County Care, Skegness Involvement Officer, Oonagh Quinn, will be holding an information session for Adults living with Learning Difficulties and Autism, their Carers and families to share some of their experiences accessing local health and care services. This is going to be followed up by with a further session on **6 April** for 1:1 sessions. Main concerns raised so far have been access to dental services and annual health checks.

19 April 2023 Informal visit to Glebe House, Market Rasen home to residents with mental Health and Learning Difficulties to listen to their experiences on the food and nutrition on offer to them. One volunteer and Involvement Officer will encourage residents and staff to share their thoughts on the menus that they have on offer though a completion of a survey.

Supported E+V Visits with neighbouring Healthwatch Healthwatch Rutland are carrying out a number of E+V Visits to Urgent Treatment Centres (UTC) and Healthwatch Lincolnshire will be supporting our cross boundary colleagues at Stamford UTC on 13 and 15 March 2023.

Informal Visit to Rehabilitation Unit, Boston Involvement Officer and Kay Gamble Patient Experience Manager LPFT (Lincolnshire Partnership Foundation Trust) will be visiting the Unit on 21 March 2023 to listen to service users' experience of the rehabilitation unit.

Talk to Students at Bishop Grosseteste University, Lincoln An opportunity to promote the work of the charity and in particular what Healthwatch Lincolnshire is doing to Health and Care Students at the University. First and Third Year Students.

Events coming up:

13 April 2023 **No Wrong Door – a vision for Mental Health and wellbeing in Lincolnshire hosted by LPFT at Lincoln Showroom**

26 April 2023 **Veteran Event, South Holland Centre, Spalding**



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

enquiries@hwlincs.co.uk

Telephone: 01205 820892

For Healthwatch Lincolnshire communications and enquiries:

www.healthwatchlincolnshire.co.uk

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

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

healthwatch
Lincolnshire

