

All Change At The Top

Goodbye to Sarah Monday 31st July was the final day of Sarah Fletcher as CEO, having been with HWLincs for 10 years. Starting with a blank sheet of paper, Sarah has steered us through to our current great charity. Sarah's input has been outstanding. The hours of hard work and dedication she has put in has made such an impact, but



her sense of humour and approach of rolling up her sleeves and getting stuck in has been just as important.

Sarah is moving on to a very new area of work but thankfully staying in the county she was born in and loves. Her new role is NWS Regional Manager GDF Siting for Lincolnshire.

We asked Sarah what it has been like as CEO of HWLincs. "What a rollercoaster HWLincs has been over the past 10 years. Every year has been about change and growth, but for me, it has always been about the people I have worked alongside and most importantly the people who we are supporting. I truly wish HWLincs and the team every future success and I am very proud of the legacy I leave behind."

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and hello to Navaz HWLincs Board of Trustees are pleased to announce the appointment of Navaz Sutton as our incoming CEO. Many of you may know Navaz from his work in Lincolnshire over the years. He is leaving his current role at the Centre for Aging Better.

Navaz comes with a wealth of skills and knowledge including strategy, running charities, partnerships, engagement and networking, leadership, and the all-important funding to name but a few. We are all looking forward to Navaz joining us on 21 August 2023.

STAFF NEWS

Staff Survey Stuff – 100% Good

At HWLincs we are constantly checking in with our team to make sure that we remain an employer that really appreciates and takes care of our key resources: our people.

From the last staff survey (May 2023) the following highlights were a fantastic indicator of where we are today.

- When asked if it was felt HWLincs offered and encouraged development and training opportunities, the response was 100% yes.
- When asked if HWLincs recognises and actively supports a good work life balance, the response was 100% yes.
- When asked if staff would recommend HWLincs as a good employer, the response was 100% yes.

When we asked if staff felt HWLincs could fulfil their career aspirations, 80% said yes. The other 20% were unsure where their careers and lives

would take them, but they did recognise that wherever that was HWLincs would support them.

Nicola Clarke, Operations Development Manager, said: “Our work and home lives have changed dramatically since the pandemic. We used to be a team in a building based in Swineshead, enshrined into the belief that to be at work and work productively, we had to follow traditional working practices. Nothing could actually be further from the truth as we have discovered. Our now hybrid model has driven a different path to an even more engaged and driven team, who have shown loyalty, resilience, and pride in the charity they work for.”

The findings showed the biggest team motivators to do a great job, day in and day out, are a good work–life balance, variety in our work with changing and stretching projects and goals, and an autonomous flexible work profile. All this enables HWLincs to be an agile employer ready for the future.

Commonwealth Challenge

What a journey! We are very proud to say that thanks to a massive group effort, the torch is back home. We can all collect our medals and hug a cow. After almost 500 entries onto the huge spreadsheet of miles, kms and steps, we've reached our goal.

HWLincs
COMMONWEALTH
CHALLENGE

MISSION ACCOMPLISHED

WE MADE IT!
The first miles were logged on the 22nd of November 2021. An amazing **488** logs later we've hit the target. It's been a huge journey and a pleasure getting weekly updates from everyone. Congratulations - see you at the next challenge, whatever that may be.

72 torch stops

140,000+ km travelled

6 activities
walking
swimming
running
cycling
flying
sailing

WE ALL GET THE MIDDLE ONE

OUR BEEFY WELCOMING PARTY

THIS MONTH'S JOURNEY

OUR JOURNEY IN FULL

Another busy month for volunteers

Volunteers are at the centre of our organisation, always there with a willing helping hand and a smile. They have been out and about during an exceptionally busy two months for our volunteers so it's time to share the great work they do, and perhaps encourage others to join them.

Activities

- We had a fantastic opportunity to talk to North Kesteven Seniors' Forum about all things health and care as we gathered their experiences.
- We've kept the Readers Panel busy, with the Glebe House Report, Maternal Health Report and the Signposting Directory.
- We held "Enter and View" training and congratulations to Wendy, Maria, Alison, Jacqui, Louise, and Rosina on completion.
- A big thank you to Louise who left information at the Bereavement Café; Bridget and Charlotte who've been placing leaflets in community locations; Janet who has been working hard on administration for us; Helen and Wendy for manning a stall at the NHS 75th anniversary fun run in Lincoln, and all those who are helping display YourVoice event flyers.
- Having volunteers on the ground, doing activities in and around their home locations really allows us to reach into our communities. If you are interest in this type of volunteering please get in touch.
- Volunteers carried out Mystery Shopper visits to the county's Urgent Treatment Centres and Minor Injury Units over a three-week period.
- We assisted NHS Lincolnshire with the setting up of a display called "Colin's Story" to explain hospital to home at the Waterside Shopping Centre, Lincoln. Thank you to all the volunteers who checked the display to ensure it was clean and tidy, and topped up our leaflets and feedback forms. They also spoke to any members of public asking for information.

On July 11th we had a volunteers coffee morning in Lincoln. Discussions were had about building on our community success stories and expanding and recruiting volunteers in parts of the county where we need additional support. Thank you to everyone who attended.

It was great to see so many members and volunteers at the 10th anniversary event at the Jakemans Community Stadium, in Boston.

The total hours of volunteering in June were 78 hours and as at 24th July we had so far accumulated 56.5 and counting.

New Volunteers

A warm welcome back to Michael and Maureen who have returned to us as volunteers. They originally joining us back in 2014.

Awards

Well done to the following volunteers who received certificates this month. We appreciate their time and commitment to volunteering.

A big thank you to you all.

- 2 Year certificates – Julie Emmott and Brenda Wickham
- 5 Year certificates – Martin Daly, Vivienne Priestman and Trustee Paul Rhodes
- Healthwatch Hero Certificates (Long Volunteering Service) – Carol Lintin, Helen Nicholls, Keith Spurr, Maureen Stevens and Trustee Pauline Mountain.



Volunteers Recruitment

We are actively looking for volunteers to join us and will shortly commence a volunteer recruitment drive. We hope to fill some of our "gap areas" around the county. We are particularly looking for volunteers in the following areas: the East Coast, Louth, Gainsborough and Sleaford.

Want to volunteer but don't know where to start? Contact Simon, our Volunteers Officer by email at simon@hwlincs.co.uk for more information.

Trustee Recruitment

We also have trustee positions available. For more information or to apply please contact Pam by email pam@hwlincs.co.uk or call on 01205 820892.



COULD YOU BE OUR NEXT TRUSTEE?



We're looking for new trustees to help us achieve our ambitions

CONTRACT NEWS

The past month has seen some new links not only in terms of HWLincs working with new partners but also in new opportunities on the horizon. We have been working with the YMCA in Lincoln to gather the views of their residents. This work is in response to the Government's new requirements that started in April 2023 for social housing providers to carry out Tenant Satisfaction Measures Surveys. Whilst YMCA doesn't fall under these regulations, it was keen to work with us to gather and share resident feedback on it's housing and environment. Our team and volunteers have been out at YMCA talking to residents and this work will continue through to the end of August when we look forward to sharing the findings with the YMCA team to drive continuous improvement for the residents.

We are currently awaiting funding decisions on bids for Coffee & Company, as well as exploring alternative funding methods and partnerships.

We have also recently put in an expression of interest to Healthwatch England for a piece of work related to people and staff experience of accessing pharmacy services. We should hear more about that in early August.

VOICES and Hospital Discharge

You will have seen in our earlier editions the work we are currently doing on behalf of Lincolnshire Integrated Care Partnership about end of life and palliative care from the viewpoint of friends, families and carers who have been on that journey with patients. We are privileged to have received 148 responses so far, which has far exceeded the number from last year and we feel it shows that people recognise that their voice does matter, and things do change as a result.

There is still time to complete the survey
<https://tinyurl.com/VOICES2022>

Healthwatch

As the independent champion for people who use health and social care services, we're here to make sure that those running services put people at the heart of care. Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

Recent Campaigns

GP Referrals – Following a Healthwatch England campaign that started in October 2022 about how patients experience GP onward referrals, we are delighted to share the report with you. The report highlights the experiences of both those who got referred and those that didn't. When asked to rate their overall satisfaction with the referrals process, 82% of respondents felt they were referred when necessary. However, 45% agreed that they felt supported by their GP practice through the process and that they were given all the information needed by their GP practice.

To read the full reports click here.

www.healthwatchlincolnshire.co.uk/report/2023-07-04/gp-referrals-2023

Maternal Mental Health – Women from Lincolnshire shared their views on maternal mental health care via Healthwatch England's national online survey. Of the 21 respondents, 18 experienced mental health difficulties during their pregnancy or after birth.

What's working well?

- Informing those who are pregnant about the risk of taking medication for their mental health through pregnancy.

What needs to be improved?

- The support available for mental health needs.
- Access to support – especially the timeliness of access.
- The basics – e.g. listening, involving people in decisions about their care, and taking their concerns seriously.
- Ensuring mental health and wellbeing is discussed during the
- post-natal check up.

Cost of Living: The Impact on Health & Wellbeing

The rising cost of living (rising household energy bills, inflation, and interest rates) is adversely affecting people's mental health and wellbeing.

As a result of the rising cost of living, respondents reported a decline in their mental (69%) and physical (50%) health. To try and cope with the rising cost of living respondents had made changes to their health and social care, which included:

- Avoiding going to the dentist due to associated costs.
- Cutting down or stopping private services (e.g., counselling).
- Avoiding buying over-the-counter medication.
- Stopping a special diet needed for a medical condition.

Respondents had also made changes to their general lifestyle, which included:

- Putting on more clothes than normal to stay warm.
- Not turning on the heating when they usually would.
- Turning off or avoiding using an essential appliance to save on energy costs.
- Reducing how much food they eat and buy.

People who seem to have been especially affected by the rising cost of living include; carers, those with a disability, those with a long-term health condition and those whose income includes means-tested and/or disability benefits.

Full report can be found online here:

www.healthwatchlincolnshire.co.uk/report/2023-04-27/cost-living-impact-healthwellbeing

YourVoice@healthwatch

Healthwatch Lincolnshire is pleased to announce we are working in partnership with the Adult Social Care Team, Lincolnshire County Council for our next YourVoice@healthwatch event, which takes place on Monday 7 August 2023 as a face-to-face Event.

JOIN US... healthwatch Lincolnshire

YourVoice@Healthwatch Public Event

- Are you a carer looking for help and support?
- Are you a parent of a child with Autism, ADHD or a learning disability?
- Do you have a relative receiving care at home or in a residential/nursing care home?
- Join us for this FREE event with a number of organisations who will be on hand to give an insightful chat on their resources and services.

What is Social Care?

Up-to-date information | Support | Help | Share experiences | Advice | Ask

Monday 7th August 2023
1 pm to 4 pm
The Storehouse,
North Parade,
Skegness PE25 1BY

To book a place please contact:
01205 820892
info@healthwatchlincolnshire.co.uk

Our invited Speaker is Afsaneh Sabouri, Assistant Director of Adult Frailty and Long Term Conditions, Lincolnshire County Council.

The free event will provide members of the public with a chance to see and hear first-hand from an expert panel and meet other people interested in finding out about “What is Social Care?” with lots of opportunities to Signposting and Advice about social care.

A market place will also be there on the day, with stands from different organisations who will be on hand to talk about how they support our local communities.

Sign Up here:

www.healthwatchlincolnshire.co.uk/yourvoicehealthwatchwhat-social-care

Monday 7 August 2023 at The Storehouse, North Parade, Skegness PE25 1BY 1 pm to 4 pm

Enter and View Visits

Mystery Shop Activity – Earlier in the year, we undertook a Mystery Shop across the A+E Departments in Grantham and District, Lincoln County and Pilgrim Hospitals. A report was produced and has been welcomed by ULHT. It was presented to the Patient Experience Group in July 2023 and will also go to the Board to consider our seven recommendations.

The emerging themes from the visits across the sites were:

- Long waits – varies across the sites in the Trust
- Confusion for patients knowing what can be treated at an A+E Department or Urgent Treatment Centre (UTC) (run by Lincolnshire Community Hospital Trust, LCHS)
- Links with NHS 111 referring patients inappropriately to A+E rather than other services such as Out of Hours (OoH) or UTC
- Post COVID – more people presenting to an A+E Department due to challenges accessing Primary Care via the Medical Practices (GP/nurse appointments).

The full report can be seen here:

www.healthwatchlincolnshire.co.uk/report/2023-07-14/ulht-ae-mystery-shopping-report-jan-2023

At the time of writing, authorised representatives had undertaken a series of mystery shop visits across the six UTCs in Lincolnshire (Boston, Gainsborough Lincoln, Louth, Skegness and Spalding) during a three-week period in July 2023. A report will be written and shared in due course.

Have Your Say

If you would like to share your experience, good or bad, of health and care services you can either fill in our form online or contact us today.

Fill in the form on our website at

www.healthwatchlincolnshire.co.uk/have-your-say

or email info@healthwatchlincolnshire.co.uk or call 01205 820 892



USEFUL INFORMATION

For information only, the activities listed here are not our events or activities.

Engagement Activities

1 August	Wheelchair Forum
2 August	Patient Experience Group, United Lincolnshire Hospital
8 August	Service Quality Review Lincolnshire County Council
15 August	Patient Panel, United Lincolnshire Hospital Trust
21 September	Boston Primary Care Network and Neighbourhood Team Event
25 September	EMAS (hospital transport) Patient Voice
29 September	Ageing Better Conference, Sleaford

MAIN CONTACT INFORMATION

HW Lincs

HWLincs contracts, volunteering, membership or general enquiries:

www.hwlincs.co.uk

enquiries@hwlincs.co.uk

Telephone: 01205 820892

Healthwatch Lincolnshire

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 edition. If any Trustee or Volunteer would like to contribute to future editions, please send your updates to enquires@hwlincs.co.uk