

Navaz Sutton
Chief Executive Officer



HWLincs

LVET Presentation

Our Purpose



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

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

Our Services



ENGAGEMENT TO INSIGHT

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



EVALUATION & DEVELOPMENT

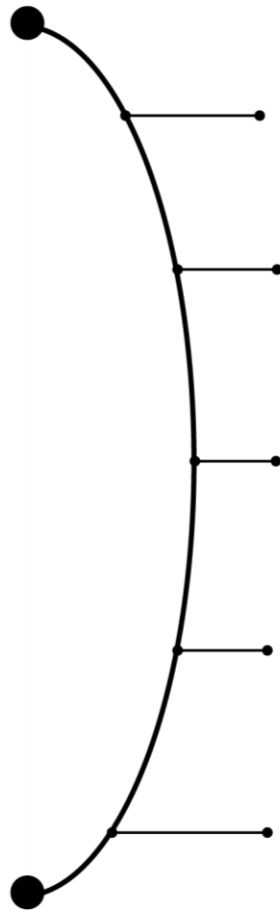
**Reviewing
and
evaluating
services.**



PROJECT MANAGEMENT

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

Our Projects



Health Research in Communities



Breastfeeding Analysis



Tenant Satisfaction Measures



Integrated Hospital Discharge Research



How People Live: Assessing Health Experiences

Our Work



Care Quality Commission | HWLincs | healthwatch

Digital Inclusion

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

Lincolnshire COUNTY COUNCIL

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

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

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

Home First Hospital Discharge Hubs

Summary of Patient Experiences
By HWLincs

HWLincs | healthwatch Lincolnshire

YMCA | HWLincs

HAVE YOUR SAY TODAY!

HOW HAPPY ARE YOU WITH YOUR ACCOMMODATION?

YMCA Resident Survey

Carried out by HWLincs on behalf of YMCA Lincolnshire



Digital Inclusion



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



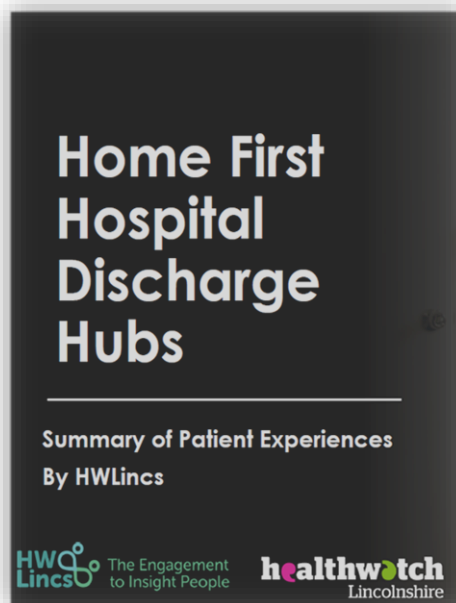
- **Barriers to Access:** digital skills, confidence, connectivity, and data limits.
- **Apathy and Distrust:** undervalued feedback and feared negative repercussions.
- **Low Awareness:** certain groups had limited awareness.
- **Impactful Feedback:** visible changes would result in better engagement.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

Hospital Discharge



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

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



Part One
Patient Experiences

Part Two
Carers' experiences

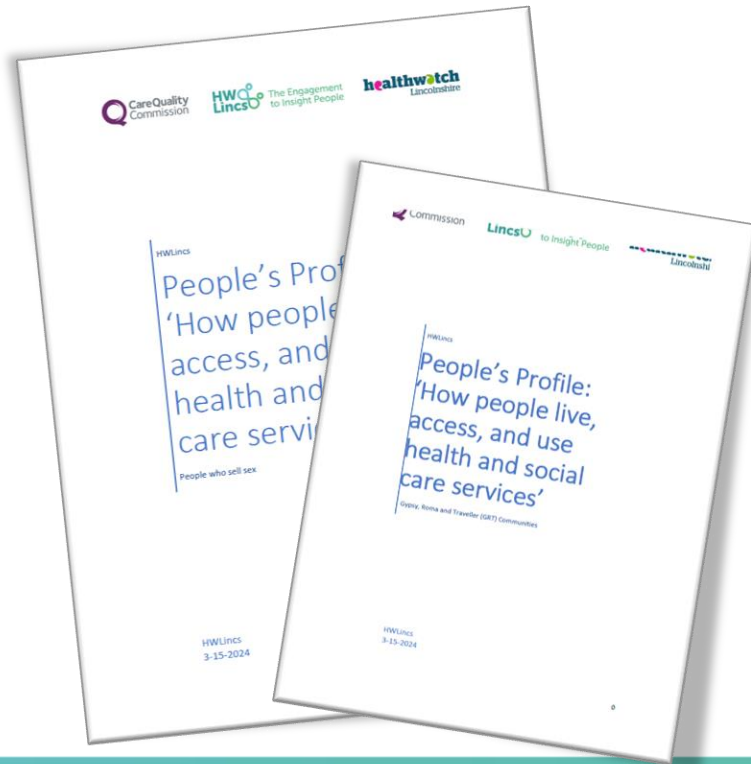
Part Three
Providers' Experiences

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

People's Profile



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



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

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

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

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

Healthwatch



Highlights from our year

- **2,328** people shared their experiences of health and social care
- **4,555** received advice, information and signposting
- **36** volunteer gave **1,669 hours** to gather public voice from our communities
- **30,899** website views and **305,514** online reach

healthwatch
Lincolnshire

Research Projects



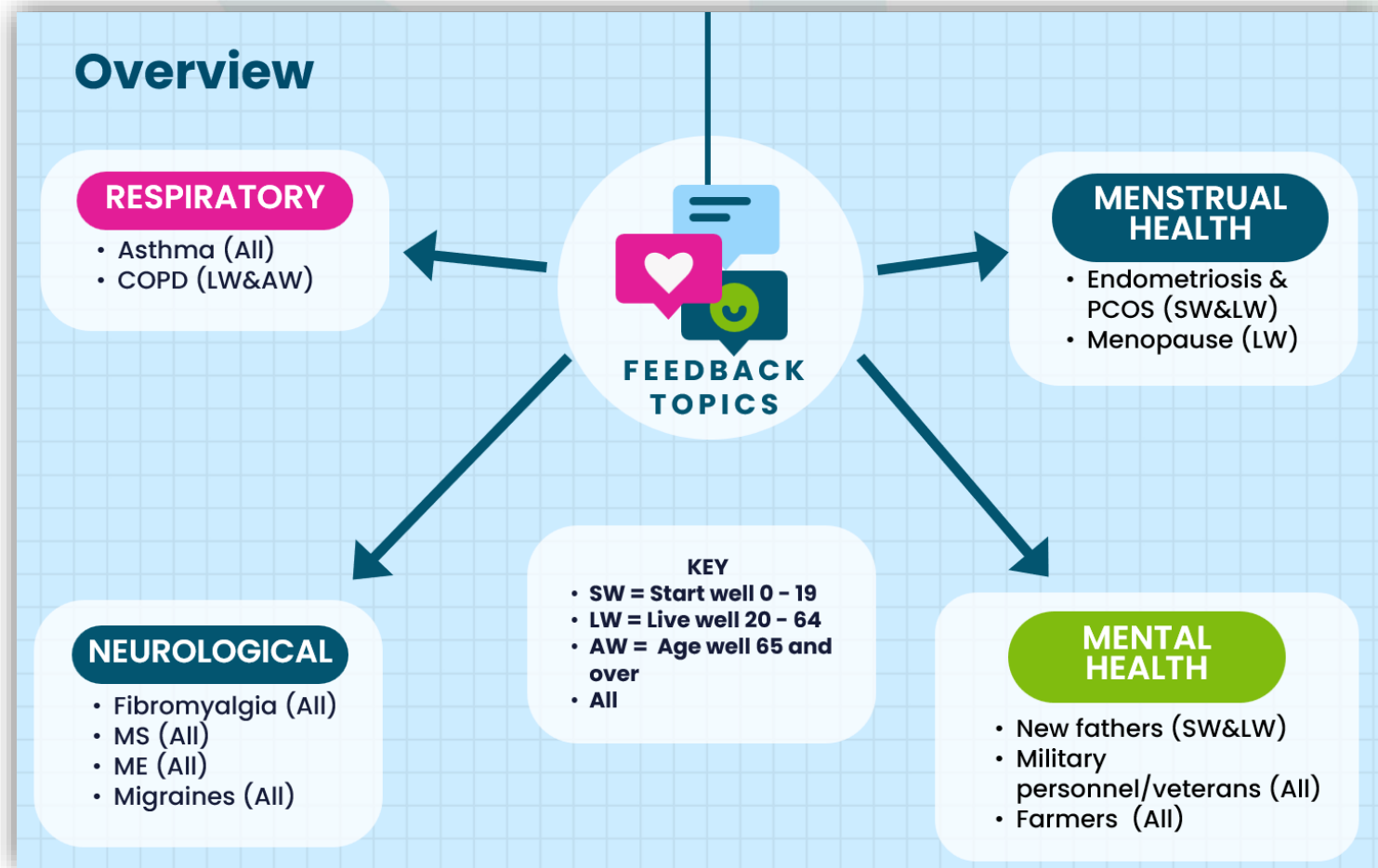
Healthwatch Research Projects

Jan-Mar – Menstrual Health

Apr-Jun – Respiratory Conditions

Jul-Sept – Neurological Conditions

Oct-Dec – Mental Health



Current Work



Infant Feeding

Explore the barriers that impact breastfeeding rates in Lincolnshire

- Gaining independent insight into breastfeeding in Lincolnshire
- Exploring barriers to breastfeeding in low-rate areas
- Gather feedback on materials produced about breastfeeding



**Lincolnshire Maternity
& Neonatal Programme**

Better Births



Lincolnshire
Integrated Care Board



Current Work



Childhood Immunisations

Exploring reasons and concerns of people who have chosen for their 0-5 year old children not to have their immunisations to provide insights that will inform Public Health and NHS for their future plans and strategies.



Lincolnshire HWLincs

✓ Child under 5
✓ Not fully vaccinated?

We'd like to understand your feelings on childhood vaccinations

Share your vaccine views or concerns with us. Visit <http://bit.ly/4a5ZeZs> or call 01205 820892

Engage With Us



Support



Research



Newsletter

www.hwlincs.co.uk



Thank You

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