

healthwatch

North Lincolnshire



Quarterly Report

Quarter 1 - 2023/24

Healthwatch North Lincolnshire quarterly performance report

Quarter 1 2023/2024

Quality and performance data and reporting

Successes and best practice

- The End-of-Life Care report has now been published and is available on our website.
- Healthwatch North Lincolnshire's Annual Report has also been published. Copies of the report have been sent to several stakeholders including: Healthwatch England, NHS England, The Humber and North Yorkshire Integrated Care System and North Lincolnshire Council.
- The Spring newsletter has been published and sent out to all those who are on our contact lists 146 postal 592 online and a further 25 distributed through engagement and at events. Articles included: an interview with volunteers at Scunthorpe General Hospital and a thank you to our own volunteers (to coincide with volunteer awareness week).
- We held a development session for our Independent Advisory Group (IAG) on the 10th May. This was to highlight the role of members and illustrate how they fit in with the wider Healthwatch North Lincolnshire volunteer community.
- On 1st June, Healthwatch North Lincolnshire's manager attended "The Voice of Lived Experience", ICB Engagement Workshop. The event was attended by representatives of local Healthwatch, and staff from the Humber and North Yorkshire Health and Care Partnership. The aim of the workshop was to understand how the public's views and experiences could be incorporated into the work of the Integrated Care System (ICS).
- This quarter we have attended events to help promote the work of Healthwatch and gather public feedback including the Armed Forces Day event, Exam Fair at John Leggott College and ongo action day. Overall, these were successful, please see the engagement section below for more information.
- Our regular engagement sessions are now promoted on the Council's LiveWell directory website.
- We continue to show support for other organisations. This quarter Healthwatch North Lincolnshire attended the Dementia Awareness drop-in



session held by Carer's Support. Following on from this we have now been invited to the Dementia Action Alliance meetings.



- In June the Healthwatch North Lincolnshire manager also attended a regional Healthwatch Event. Five regional Healthwatch were chosen to showcase their work. The Healthwatch North Lincolnshire manager and Healthwatch East Riding manager did a joint presentation on

collaborative working. This focused on some of the work we have done collaboratively with other Healthwatch across the Humber area.

- This quarter volunteers have contributed 27.5 hours of their time.
- Five people have expressed an interest in volunteering with Healthwatch. Four of these are potential Youth Healthwatch volunteers.

Progress towards outcomes

Healthwatch North Lincolnshire is required to evidence activity and progress against each of the following outcomes, which are in line with the statutory functions of local Healthwatch. The table below highlights examples of the work we are doing to meet these outcomes.

Outcome 1: High public awareness of Healthwatch North Lincolnshire and the services it provides.

- Our newsletter has contributed to increased public awareness of Healthwatch North Lincolnshire.
- Regular engagement activities and attendance at events helps to increase our profile amongst the community.
- Social media platforms also improve our visibility to online communities.

Outcome 2: People's understanding of their rights as users of health and social care services will be improved.

- The newsletter featured articles containing relevant information, for example, the article telling people how they can complain about their local

pharmacy and our article informing young people where they can go for extra help and support if they are struggling with their mental health.

- Some of our service users are signposted to alternative services, which they were previously unaware of. This quarter we have signposted 13 people.
- RDaSH are now regularly attending the Every Voice Matters group

Outcome 3: Greater patient and public involvement in the work of Healthwatch.

- Our volunteers have contributed 27.5 hours hours of time over quarter 1. This included:
 - Nine hours spent joining staff on regular engagement at Scunthorpe General Hospital.
 - 8.5 hours spent reviewing information on NLaG's website.
 - 7 hours spent in meetings, volunteer one-to-one sessions or training with staff.
 - 3 hours helping at the Armed Forces Day event.

Outcome 4: Strong and effective relationships with commissioners and a credible voice on the Health and Wellbeing Board.

- The manager for Healthwatch North Lincolnshire attended April's Place Quality Group and has also spoken to The Interim Director for Nursing and Quality about how Healthwatch can contribute to future Place Quality meetings.
- The Head of Care Programmes for Hull CVS attended June's Health and Wellbeing Board on behalf of the manager

Outcome 5: Ability to show the impact of Healthwatch North Lincolnshire to challenge and speak on behalf of health and social care service users, for example at the Health and Wellbeing Board.

- The manager for Healthwatch North Lincolnshire attended The Voice of Lived Experience, ICB Engagement Workshop. As stated above the event was attended by representatives of local Healthwatch, and staff from the Humber and North Yorkshire Health and Care Partnership. The aim of the workshop was to understand how the public's views and experiences could be incorporated into the work of the Integrated Care System (ICS).
- The manager for Healthwatch North Lincolnshire spoke with The Interim Director for Nursing and Quality for North Lincolnshire (North Lincolnshire Health and Care Partnership) to discuss the intelligence that Healthwatch North Lincolnshire could contribute to Place Quality group meetings. It was agreed that the End-of-Life Care report would go to the next meeting and that Healthwatch could feedback on upcoming issues identified through public feedback including that around rural home care provision.

Outcome 6: Collective views, experiences and needs of local people are made known to Healthwatch England, local Overview and Scrutiny committees and to local health and social care commissioners and providers.

- Healthwatch North Lincolnshire have trialled a new Healthwatch England Impact Tracker that records Healthwatch activity leading to tangible outcomes. This is then sent back to Healthwatch England. The manager for Healthwatch North Lincolnshire provided feedback to Healthwatch England on the use of the tracker. The tracker has now been updated and made available to all Healthwatch.
- Healthwatch North Lincolnshire has representation on national, regional and local groups including: the ICB, the local Dental Network, NLaG's Patient Experience Group, the Quality Place group and North Lincolnshire's Adult Safeguarding Board. These are just a few examples of the meetings attended where we promote Healthwatch and raise issues, trends, and concerns.

Provider Report (provider story / case studies)

Good news, challenges and issues

Following advertising the vacant Project Officer role we successfully recruited. The new Project Officer started with us on the 3rd July 2023.

Partnership working (examples of multi-agency working)

Continence Service

The Continence service receives referrals for people, across North Lincolnshire, with continence issues. The service undertakes a continence assessment and puts a management plan in place, relevant to the individual.

There had previously been one nurse working for the service within North Lincolnshire. After approaching the Northern Lincolnshire Clinical Commissioning Group (CCG), the Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) was given additional funding and so recruited more staff.

Now that the service has additional capacity the trust would like to explore people's priorities for the service, including ascertaining where improvements can be made and what needs to be considered in future service planning.

Healthwatch North Lincolnshire created a survey that was sent out w/c 9th January. Patients, carers and family members could all complete the survey. Continence nurses helped to distribute the surveys whilst visiting patients. There was also an online option. The survey, along with a Freepost envelope, was left with those wishing to complete it. Initially, we asked for all surveys to be returned to us by the 28th February, however, due to low numbers we extended the deadline to the 31st March. During March we contacted care homes, the PIP Forum, and schools catering for children with special needs to encourage more responses.

A survey of professionals was also produced to ascertain their opinions of the Continence Service.

In total we received 18 surveys. Six of these were from professionals. The data is currently being analysed.

The Project Officer leading on this piece of work will attend the Carer's In Partnership meeting in July to provide an update and ask that if anyone would still like to contribute their experiences to please get in touch with us at Healthwatch North Lincolnshire.

A report will be written and will be shared with the hospital trust.

End of Life Care Project

Healthwatch North Lincolnshire worked collaboratively with Healthwatch North East Lincolnshire on the End-of-Life Care project. The project involved interviews with members of the public who had recent experience of End-of-Life Care services (mostly contributions were from families who had experienced the loss of a loved one). Both Healthwatch also carried out focus groups with the Way Forward Groups in these areas.

The report was presented to the End-of-Life Care Steering Group for comment /action. At the steering group meeting Healthwatch was thanked for the work and some members of the group made comments/suggestions, which were gone through and incorporated into the report where relevant. The report has now been published.

The following response was received to the final report, on behalf of the Northern Lincolnshire End of Life Steering group:

“The Northern Lincolnshire End of Life Steering Group would like to thank Healthwatch for all the work that has gone into producing this report. This work has given us a different window into the experiences of people using services and enables us to take the learning from it to inform the work we are doing. We are confident that our work will address the issues raised within the report including the importance of improving communication and our continued implementation of the electronic systems to share information between services and the roll-out of documents like the ReSPECT form. Our work has also already included the development of a new 24 hour helpline which has been piloted in North Lincolnshire during 2022, and work in the hospital called the Bluebell project which aims to identify patients who require end of life care.

The Healthwatch report has also provided us with areas we can improve on including how we make information available to patients and families about existing services and how they can access them. For

example, The Carers Support Centre in NE Lincolnshire is where families who might be unpaid carers can go for support, advice and signposting, and we should advertise this more than we have done. The Steering Group is very grateful to the people who contributed to the work and for Healthwatch bringing this together into a report.”

Community Mental Health Transformation (CMHT)

The NHS is looking to develop new integrated models of primary and community mental health care. This information has been laid out in the NHS long Term Plan and NHS Mental Health Implementation Plan 2019/20 - 2023/24. The new system should include: more support close to home, improved access to psychological therapies, personalised and trauma informed care, medicines management and support for self-harm and coexisting substance use. There should also be improved physical health and access to employment support¹.

The North Lincolnshire Community Mental Health Transformation Delivery group comprises representatives from: RDaSH, North Lincolnshire Council, Voluntary sector, Community & Social Enterprise, The ICB and local Experts by Experience. Members of the group help make strategic decisions that direct the delivery of transformational change in conjunction with Primary Care Networks and Integrated Care Systems (ICSs).

At the last meeting the following was briefly discussed:

- NHS England Changes - It was mentioned that NHSE is going through a re-structure with a 40% reduction in posts expected. NHS digital, clinical networks and Health Education England will all be amalgamated.
- SMI and physical health checks are going well especially in North Lincolnshire
- There are issues surrounding funding an Eating Disorder Service (this currently remains non-funded).
- Overview of the CMHT work - The transformation is looking at issues such as quality of care and waiting times. An action plan is currently underway to monitor how long people are waiting on waiting lists. The aim is to track people from going into the system to being seen.
- An event was held in North Lincolnshire to highlight NHS England’s plan for community transformation and to hear form the commissioning lead from the Humber and North Yorkshire Integrated Care Partnership (ICP). Table discussions covered integration (information sharing, dual diagnosis and partnership working) and access (barriers to carers, peer support, waiting times, access to crisis care).

¹ <https://www.england.nhs.uk/mental-health/adults/cmhs/>

Healthwatch North Lincolnshire also sits on the Engagement working group. This meeting is about how to build community engagement activity that will feed into the Community Health Transformation work (adults). This quarter the engagement group had received updates in preparation for the North Lincolnshire event.

Equality and Diversity (is the service accessible, fair and inclusive?)

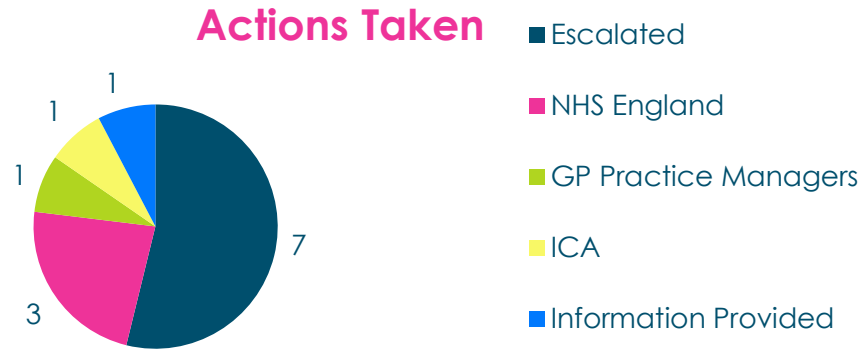
- To make our newsletter as inclusive as possible we send it to Talking News. This is an organisation that produces audio news and targets people who have: learning disabilities, visual impairments or who are blind. This will help to reduce communication barriers and to ensure we are reaching more people with our newsletter content.
- Healthwatch North Lincolnshire has signed the Experts Together Pledge 2022. The pledge was produced by people with lived experience and asked that organisations commit to working with people with lived experiences to shape services through asking, listening, and then acting. We also attend the Experts Together Partnership meetings.
- We jointly host Every Voice Matters meetings alongside MIND. These take place every month. Members consist of people who have had experience of using mental health services.
- Healthwatch North Lincolnshire are members of the local Equality and Diversity Forum. This ensures that we receive the latest information and can contribute to Equality and Diversity discussions across North Lincolnshire. The next meeting is due to take place in September.
- We ask for demographic information in surveys. This is partly to see if any communities are being disadvantaged because of certain characteristics.

Service User feedback

The next section focusses on the feedback received about health and care services in North Lincolnshire.

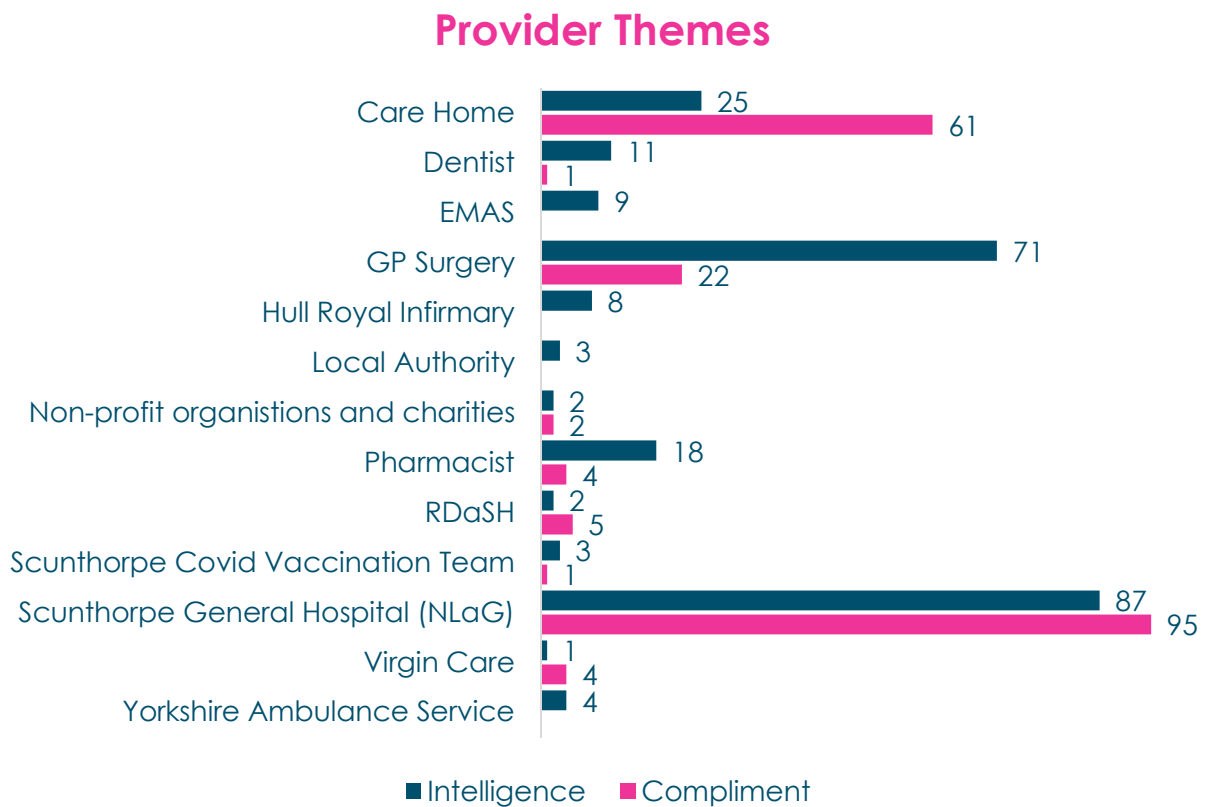
Signposting

During quarter 1, we were able to help 13 people with signposting and a range of services were signposted to.



Feedback - 93 experiences were gathered by Healthwatch North Lincolnshire; the most common method for talking with people was through engagement activities.

The graph below highlights the services that were mentioned. It also highlights the numbers of negative (intelligence) and positive (complimentary) comments received about each service area. The number of negative and positive comments received is more than the numbers of experiences obtained because more than one complimentary / negative comment may have been received for each experience received.



Lessons Learned (from complaints / compliments / feedback)

The following trends and themes have been identified from the public feedback given to Healthwatch North Lincolnshire.

Negative

- People told us they found it difficult to find an available NHS dentist for themselves and/or their families.
- People have had issues when trying to book appointments with their local GP. This includes people struggling to get through to their practice by telephone and difficulty getting appointments if they do manage to get through.
- Issues with pharmacies have been raised including: the amount of notice patients must provide pharmacies to receive a prescription, pharmacy opening hours, people with mobility issues struggling to access Weldricks Pharmacy at the Ironstone Centre due to the shutters being down. Those trying to access the pharmacy then had to make their way outside and find an alternative entrance.
- The accessibility of the toilets at the Ironstone has been raised. People are struggling to access as the toilets are frequently locked and the public struggle to find a key.
- A couple of people have mentioned disappointment that the Ironstone Centre no longer provide a Covid-19 vaccination 'walk in service'. One of those was sent to the centre by their GP practice.

We have also observed, on engagement, that some members of the public are struggling to find the right department in the Ironstone Centre due to inadequate signage. The issue has been raised with Ironstone's Volunteer Coordinator.

Positive

- Some members of the public communicated to Healthwatch that they were pleased with the overall service received at Scunthorpe General Hospital. Many also commented about the attitude of staff (friendly / pleasant etc.).

Details of outreach sessions

This quarter we continued to engage members of the public and provide them with signposting information.

Healthwatch North Lincolnshire continued engagement at Scunthorpe General Hospital (SGH). We gathered feedback and experiences at the Healthwatch Stand on level C near the volunteer's station. The Healthwatch visits, to engage service users, are currently scheduled once a week on Tuesday morning; each engagement session takes approximately 3 hours, however this is dependent on the numbers of people.

Engagement at the Ironstone Medical Centre has continued. We have a stand at the centre on Monday mornings. Currently our new project officer is shadowing another on engagement. By the end of quarter two the new project officer will take over the running of these sessions.

Healthwatch North Lincolnshire attended the ongo Action Day held on the 4th April at Hempdyke Road. Although the event was not well attended by the public, we still managed to speak with a few people to inform them about the work of Healthwatch and obtain comments.

Staff attended the Exam Fair at John Leggott College. We spoke to students about the work of Healthwatch North Lincolnshire and about exam stress. We also gave out helpful information from anxiety UK. One person expressed an interest in volunteering but wanted to volunteer at the hospital rather than with Healthwatch. The name and contact details of the volunteer manager at the Northern Lincolnshire and Goole NHS Foundation Trust was passed onto the individual so that they could progress this.

Staff also attended John Leggott College's volunteering event on the 8th June to speak to young people about our Youth Healthwatch and volunteering opportunities. Four people left their contact details to find out more information and one person emailed our enquiries email to find out more. It is hoped that this interest will ultimately result in an increase to the Youth Healthwatch numbers.

On the 24th June staff attended the Armed Forces Day Event at Brumby Hall Gardens, Scunthorpe. During the event we explained about the work of Healthwatch to seven people, gave out 10 newsletters and gathered seven experiences. We also gave out five information cards for people to take home.

Lindsey Lodge has enquired about our Enter and View process. They wondered whether they could request a visit. The manager for Healthwatch North Lincolnshire and the Volunteer Coordinator visited the premises and spoke with some members of staff about the Enter and View process. It has been agreed that a visit will take place in September. To help prepare our Enter and View representatives for the visit staff from Lindsey Lodge will come to the



Gateway to meet with them and talk about what they might see whilst on site, this includes End-of-Life Care.

Social media / website information

Facebook - 20 posts were published on our Facebook platform. The overall Facebook content reached 2,202 in the quarter and 2,492 people overall. An Ambulance Survey post was top reaching 403 people. We also had one new follower.

Twitter - This quarter 17 tweets were published, and we achieved 2,000 impressions. The post promoting a coffee morning for Parents and Carers of young people up to the age of 25 years with a Learning Disability, Autism or both was the top post with 82 impressions. The post engaged one person.

Instagram - This quarter we have published eight posts that reached 73 people. The top post was about the Healthwatch 10-year anniversary and a thank you to everyone who has supported our work over that period, this post received 3 likes. We gained seven new followers this quarter.

Website - Our website received 553 visits during the quarter. Popular pages: included: our home page, about us page (78), reports page (97) and meet our team (69).

For more information, please see Appendix 1&2

Training Delivered

Staff Training

In addition to meetings, some training sessions have been attended by the staff team to help develop knowledge, support, and communication.

Training sessions attended this quarter have included:

- Edge Training: Legal Literacy and Safeguarding Adults
- Hull CVS - Staff development Day
- Dementia Friends Training
- Change communication, Trauma informed communication
- The capacity to act ... Opening doors for people with hidden disabilities and differences
- Healthwatch Development Day

Volunteer Training

Volunteers have taken part in the following training this quarter:

- Two volunteers completed Equality and Diversity training via the NHS passport and attended one-to-one sessions to go through policies.

Safer Recruitment / DBS (vacancy management)

One new member of staff applied for their DBS certificate. This has now gone through the process and the certificate has been received. They have begun undertaking engagement activity by shadowing the team's other Project Officer.

Staffing information

Name	Role	Project Officer area of Specialty	Hours Per Week
Jen Allen	Manager	N/A	35
Jess Gibson	Project Officer	Secondary Care / Mental Health and Adult Social care including SEND	35
Rachel Chrost	Project Officer	Primary Care and Community Services	35

(As of 3rd July 2023)

Following recruitment, we hired another full-time member of staff from 3rd July 2023.

Sickness Absence

In total, this quarter, staff have had two days of sickness absence.

Compliments

The following compliments have been received.

"Healthwatch is doing great job for the community. I would refer their services to my friend and families..."

"The lady on the reception desk was also very helpful and directed me to where I needed go."

Complaints

No complaints have been received about our service.

Whistleblowing (action plans / solutions)

N/A

Service Improvement / Development

Improve awareness of Healthwatch amongst the general public

Since the pandemic we have begun building up our engagement activity once more. For example, we currently hold two regular engagement sessions each week (one at the Ironstone Centre and one at Scunthorpe General Hospital). For more information about these and our other engagement sessions please see the Details of Outreach section above.

We also attend various meetings where we promote our work. Some of these meetings involve members of the public, for example, the Experts Together meetings. Other meetings involve agencies who work closely with members of the public, for example, the VCSE Alliance.

Wherever possible we incorporate pieces of work relevant to local and national campaigns or events.

Holding stakeholders to account

Please see examples of important steps taken, during this quarter, below:

- We now attend the Quality Place Group. This group will feed matters of concern through to the Place Board. One meeting of the group was attended this quarter. The manager for Healthwatch North Lincolnshire has spoken with the Interim Director for Nursing and Quality for North Lincolnshire (North Lincolnshire Health and Care Partnership) outside of the group to discuss the intelligence Healthwatch is picking up through public feedback and how Healthwatch could contribute to Place Quality group meetings in the future. It was agreed that the End-of-Life Care report would go to the next meeting and that Healthwatch could feedback on upcoming issues identified through public feedback, including that around rural home care provision.
- During the last quarter a Health and Wellbeing Board meeting and a Quality Place group meeting were attended.
- Healthwatch North Lincolnshire received notification that we will shortly be involved in the local authorities upcoming CQC pilot inspection of Adult Social Care. (The CQC have been given new powers under the Health and Care Act 2022 to assess how local authorities deliver against their duties under Part 1 of the Care Act 2014.) In preparation for this the Healthwatch North Lincolnshire manager attended a meeting, arranged by Healthwatch England, that focused on local Healthwatch involvement.

Social Value

NT27 - To coincide with Loneliness Awareness Week we dedicated three days where members of the public could contact us if they were feeling lonely. Whilst providing a listening ear and being there for people during that period it was also felt that we could have lasting impact by helping people find permanent support routes.

Information was shared by us and by other local organisations on social media platforms and cascaded to key contacts. Posters were displayed at the Ironstone Centre and Scunthorpe General Hospital. The activity was also mentioned to members of the public and volunteers at Scunthorpe General Hospital. Carers Support was also informed.

However, despite these efforts including producing and cascading advertising materials, scheduling posts, and promoting the days, no member of the public contacted us. Although this is disappointing it is worth mentioning that when the buddy service ended Healthwatch North Lincolnshire helped refer people, who were still part of the service, to other sources of help. As we are only a year down the line it may be that the majority of those who would have contacted HWNL have already been signposted. Professionals also knew to no longer signpost people to us, which may have had an impact.

We have estimated that one member of staff used 14 hours to work on this activity. This does not include the three days to undertake the work. The estimate includes all the preparation (creation of Social Media material / posters / video), talking to members of the public / volunteers at Scunthorpe General Hospital about the event and putting up posters at the hospital and at the ironstone Centre. It also includes the monitoring of social media reach.

Safeguarding

Safeguarding Incidents

We have not received any concerns about our service.

Serious Incidents

There were no serious incidents during this quarter at Healthwatch North Lincolnshire.

Policy/Procedure/Regulatory/Guidance

Safeguarding Update (CMARS and SAB)

- We attended the Safeguarding Adults Board meeting in June and the Protection and Accountability Subgroup in April.
- The Healthwatch North Lincolnshire Manager attended training around Legal Literacy and Safeguarding Adults.
- Whilst we receive information from CMARS we have not attended CMARS meetings, as raised at previous contract meetings.

Relevant registrations

N/A

Inspections

N/A

Appendices

Appendix 1 - Facebook and Instagram Analytics:



Reach

Compare your reach from this period to the previous one.

[See more about your content performance](#)

Facebook reach ⓘ

2,202 ↓ 85.3%

Instagram reach ⓘ

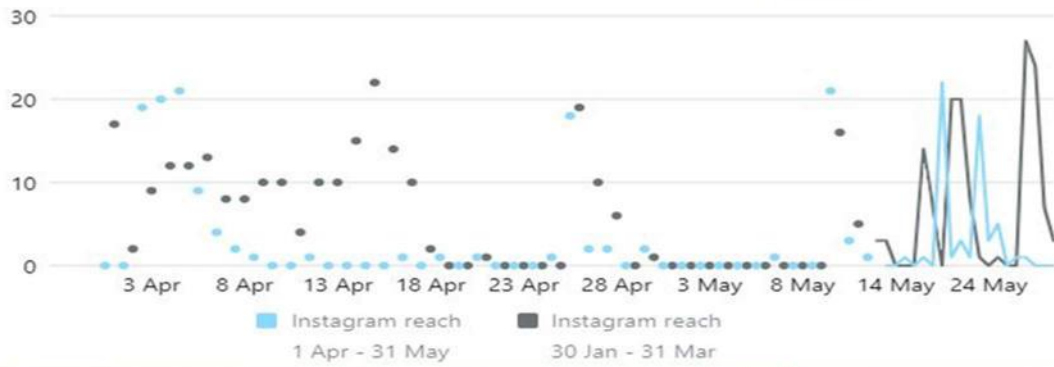
73 ↓ 29.8%

Paid reach ⓘ

0 0%

Daily

Cumulative



Reach

Compare your reach from this period to the previous one.

[See more about your content performance](#)

Facebook reach ⓘ

2,202 ↓ 85.3%

Instagram reach ⓘ

73 ↓ 29.8%

Paid reach ⓘ

0 0%

Daily

Cumulative



New likes and follows

Facebook Page new likes ⓘ

1 ↓ 88.9%



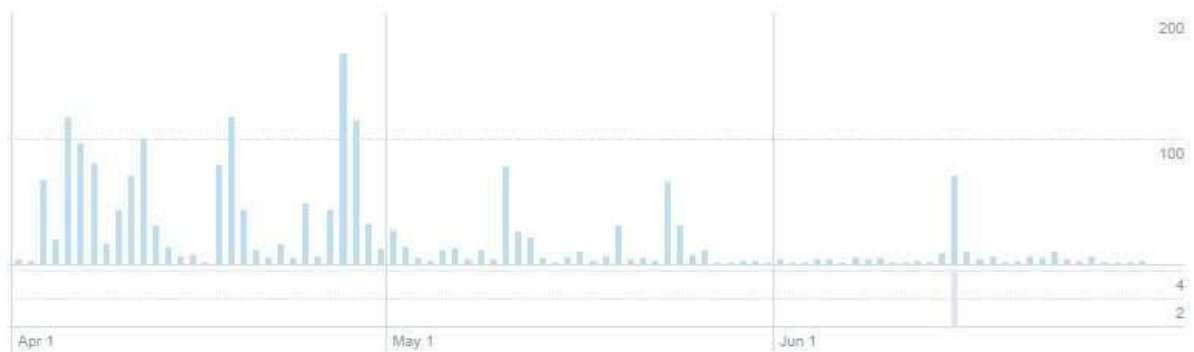
New Instagram followers ⓘ

7 ↓ 22.2%



Appendix 2 - Twitter Analytics:

Your Tweets earned **2.0K impressions** over this **91 day** period



Tweets **Top Tweets** Tweets and replies Promoted Impressions Engagements Engagement rate



Healthwatch N Lincs @HealthwatchNL · May 23
The Community of Experience Project have organised their next coffee morning event in your local area for Parents and Carers of young people up to the age of 25 years with a learning disability, Autism or both.
pic.twitter.com/TacaY2SztX

[View Tweet activity](#)

82

1

1.2%