healthwatch
North Lincolnshire

Quarterly Report

Quarter 2 - 2023/24

Healthwatch North Lincolnshire quarterly performance report Quarter 2 2023/2024

Quality and performance data and reporting

Successes and best practice

- This quarter we have carried out two Enter and Views:
    - Rathside Care Home
    - Lindsey Lodge Hospice

  Reports for both visits are currently being written up and will be published on our website once completed. Before the visit to Lindsey Lodge staff from the facility came in to talk to staff / volunteers undertaking the visit to explain more about the care they offer and what people might see during the visit.
- The Summer newsletter has been published and sent out to all those who are on our contact lists. 146 postal copies were sent, 592 e-news copies were sent and a further 25 have been distributed through engagement up to now. Articles included: the Armed Forces Day, Information about the Every Voice Matters Group and information about dementia support in North Lincolnshire.

Summer 2023 Edition

healthwatch North Lincolnshire

Armed Forces Day Article

Featured:

- Preparation was undertaken for the ongo carnival, which included: preparing information boards and printing copies of our publications, to help inform members of the public (such as the newsletter, end-of-life care report and annual report). We also printed copies of our pharmacy survey and created Healthwatch activity booklets for children. Unfortunately, the carnival did not take place due to bad weather and was cancelled at the last minute by the organisers, however, the preparation and information was still useful and was used at other events or out on engagement.
- The End-of-Life Care report was shared with North Lincolnshire's Quality Place Group for their information. The group found the report very interesting and thanked us for sharing it.
- The annual report was shared with the Children and Young People's Partnership. The work of Healthwatch North Lincolnshire during the previous year was noted and no questions were raised.
- Our regular engagement sessions have continued at the Ironstone Centre and at Scunthorpe Hospital.

- On 18th August one of our project officers and a volunteer attended the Westcliff Funday at Westcliff Community Centre. Throughout the day they interacted with members of public. They discussed Healthwatch with 18 people and gave out 41 contact cards. Copies of our free newsletters were also handed out along with the QR code for our pharmacy survey. They also had an activity booklet for the children and all 40 copies taken to the event were handed out.

- A member of staff attended the Community Learning Disability STOMP Conference held at Forest Pines. (STOMP – Stopping over medication of people with a learning disability, autism, or both). The event was to highlight the importance of STOMP and how other interventions can support reducing medication. The conference was aimed at professionals working in health and care.
- During August Healthwatch North Lincolnshire's manager took part in the CQC Local Authority Pilot Assessments.
- We held a volunteer meet up in early September (5 volunteers attended). This provided us with an opportunity to highlight our work around End-of-Life care and talk about our rural home care project that is due to begin next quarter.
- Last year a service user rang Healthwatch North Lincolnshire trying to find the correct number for the Community Equipment Service. The telephone number was provided after researching on the NLaG website; however, the member of the public rang back to say that the number was incorrect. Healthwatch Nort Lincolnshire contacted the organisation and was then able to provide the correct number to the individual, the number was also altered on the organisation's website. From this Healthwatch North and North East Lincolnshire approached the trust to suggest that Healthwatch Read and review volunteers could help them by reviewing parts of the website to see if any further issues could be found and highlighted. The trust was happy with this suggestion. Following on from this the Read and Review volunteers began work on the following Patient Information leaflets available on the website:
    - Cardiology
    - Dietetics
    - Family Services
    - Radiology

Healthwatch asked volunteers to highlight what worked well with the leaflets, recommendations for improvements and an overall rating for each leaflet. Overall, the leaflets were well received by Healthwatch volunteers, with most leaflets receiving an overall rating of 'Good'. We are continuing to read and review other Patient Information Leaflets based on volunteer availability and will share this feedback and evaluations as they become available as this will be an ongoing exercise. Please see the compliments section to see the feedback we have received form the trust so far.

- This quarter volunteers have contributed 51.5 hours of their time. This has included: assisting with engagement, helping at events, attending the volunteer meet up and assisting staff with the Lindsey Lodge Hospice Enter and View visit.
- One young volunteer is going through the process to join our Youth Healthwatch.

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 informing people about Dementia Support in North Lincolnshire • Volunteers on our Read and Review Group have been reviewing online leaflets for NLaG • This quarter we have signposted 18 people to other services, which they were previously unaware of.
Outcome 3: Greater patient and public involvement in the work of Healthwatch. • 32 members of the public completed our pharmacy survey, which closed on the 31st August 2023.

- Our volunteers have contributed 51.5 hours of time over quarter 2. This included:
    - Three hours spent joining staff on regular engagement at Scunthorpe General Hospital.
    - Engagement at Westcliff Funday (4.5 hours)
    - Volunteer meet up (10 hours)
    - Lindsey Lodge Hospice meet up before the Enter and View visit (4 hours)
    - Enter and View – Lindsey Lodge Hospice (10 hours)
    - PLACE visit (Goole) (20 hours)

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 August's Place Quality Group and presented the End-of-Life care report for information.
- Healthwatch North Lincolnshire has raised issues around the proposed Humber Acute Services Review with the ICB ahead of their engagement across the Northern Lincolnshire / East Riding patch (this was done through our representative on the board).
- Healthwatch North Lincolnshire has spoken with NLC commissioners regarding our upcoming work on rural home care. As a result of this commissioners have asked Healthwatch to include some questions that they would like to ask to help with their work around transforming care at home and to help inform their upcoming tender process.

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.

- As stated, Healthwatch North Lincolnshire has raised issues around the proposed Humber Acute Services Review with the ICB ahead of their engagement across the Northern Lincolnshire / East Riding patch.

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 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

Staff have noticed a decline in the number of service users attending the hospital. It is believed that strikes may be part of the reason, but this will impact on our regular engagement figures.

The newsletter was slightly late in being sent out due to staff annual leave and sickness absence during the quarter.

As stated in the previous quarterly report - following advertising the vacant Project Officer role we successfully recruited. The new Project Officer started with us on the 3rd July 2023. Unfortunately, the member of staff has since had to give in her notice due to a change in personal circumstances.

Another individual who worked part time for Healthwatch North Lincolnshire on a contracted basis also handed in their notice, at the end of the quarter, due to wanting to concentrate more on their own business.

This quarter we have also had to terminate the employment of another member of staff as they did not pass the requirements for their probationary period.

Partnership working (examples of multi-agency working)

Continence Service

The Continence service receives referrals for people across North Lincolnshire, with bladder and bowel 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 and 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.

The Project Officer who was leading on this piece of work attended the Carer's In Partnership meeting in July and asked if anyone still wanted to contribute their experiences to please get in touch with us.

The data is currently being analysed and a report is being prepared. Once completed the report will be shared with the hospital trust.

Rural Care at Home Project

Concerns were raised to Healthwatch by three families seeking care at home in North Lincolnshire. All were concerning rural areas.

- *Gentleman trying to get home care for his mother who lives in Whitton. He said cost was no issue as he could fund the visits but all providers he had tried said that it was too far out to travel. (Not LA funded).*

- *Gentleman is currently in a local care home following a hip replacement. Both his family and he would like him to go back home but this isn't possible whilst no home care is in place. (It is not known whether he would be LA funded or not).*

- *A lady is currently 'stuck' in hospital. She needs home care to go home. Her elderly husband is not able to look after her without support. (We believe the individual; was LA Funded).*

In addition, Carers Support was asked if they had heard of any issues. They confirmed that some people in rural areas were experiencing issues.

So, throughout the quarter work has been undertaken to develop a project to investigate the situation in more detail and discover whether this is a common problem in North Lincolnshire.

Research will consist of a public survey and interviews with care at home providers. The survey and interview questions are currently being worked on.

Conversations have taken place with commissioners at North Lincolnshire Council about rural care at home, upcoming tenders, and the Healthwatch North Lincolnshire project. Commissioners have requested that certain questions be included in the public survey.

Pharmacy Project

We are currently designing a project around pharmacies. People have contacted Healthwatch North Lincolnshire expressing dissatisfaction with their pharmacy,

including issues over obtaining medication in a timely manner, pharmacy opening times and accessibility. Also, periodically we are hearing about people not managing to get hold of prescribed medication. This is because the pharmacy cannot get hold of it and don't know when it will be back in stock.

To help inform the project (and find a particular focus) we ran a survey to understand the problems people were having. This closed at the end of August. The project will be re-visited once a new Project Officer has been recruited.

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 support[1].

The North Lincolnshire Community Mental Health Transformation Delivery group comprises representatives from: RDaSH, North Lincolnshire Council, Voluntary sector, Community & Social Enterprise and the ICB. 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:

- Both MIND and the Primary Care networks (PCN's) have mindful workshops. There was some concern raised that this meant duplication and that courses may only receive small numbers as people would be split between each provider. It was mentioned that people had previously commented that they liked the fact that MIND offered a confidential service and that it was separate to the NHS Foundation Trust delivering mental health care in this area.
- Information was provided to give greater context, for example the percentage of males and females receiving psychological therapies. (72% Female / 28% Male).
- Overview of the CMHT work – RDaSH now have a new inequalities dashboard to help look at service provision and any gaps. They are also moving on to look at peer support roles and how these may help gather lived experience information.
- Provider updates included:

[1] https://www.england.nhs.uk/mental-health/adults/cmhs/

- North Lincolnshire Council – Over the last quarter they received 10 new referrals and moved 6 people into long term accommodation (Parkers Lane). Parkers Lane is accommodation for people needing Mental Health Support. There are 10 units and people can stay there up to two years.
- Citizens Advice – They have successfully recruited an expert by experience role – due to start 2nd November.
- MIND – Peer support groups have now been extended to run 5 afternoons a week. This is currently funded by central MIND but funding will run out soon. So, they are trying to get more funding to keep it going.

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 is a member of the Equality and Inclusion Forum. A member of staff represented us at September's meeting. At the meeting it was mentioned that attendance from partners had not been great recently. It was suggested that a member of the ICB should attend the group as it was understood that the group was very similar to the Equality and Inclusion Forum. Healthwatch explained what the ICB is and suggested that instead a representation from Place (either place board or place quality group) may be more appropriate. The Healthwatch North Lincolnshire manager will raise this at the next Place Quality meeting they attend.
- 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. From October we will be moving the group to hybrid meetings allowing for in-person attendance as well as online (this decision was made after consulting with the group about their preferences. We regularly ask the group if they are satisfied with how things are going and take account of any feedback received).

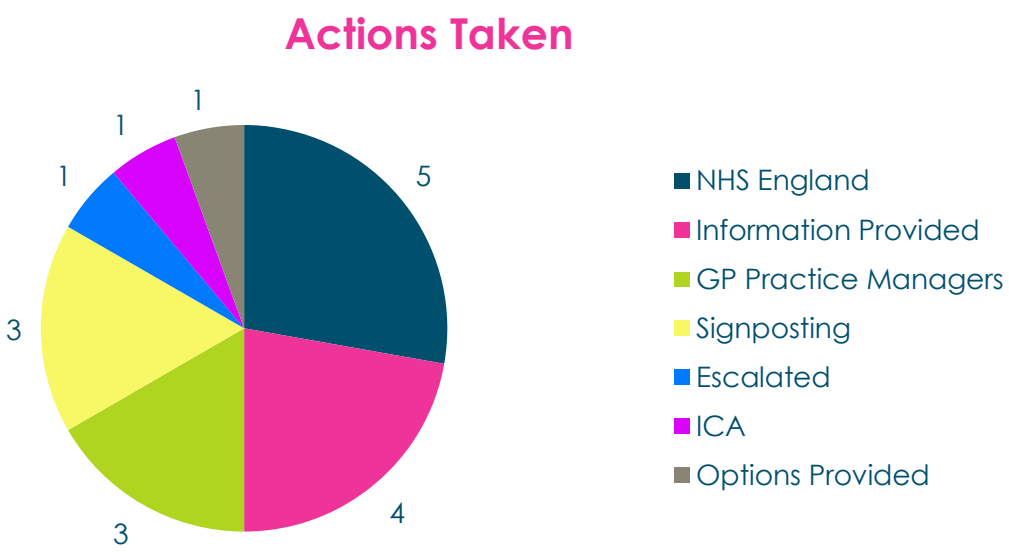
- We are now members of the Dementia Action Alliance. The first meeting was held in July where we gave a brief introduction to the work of Healthwatch.
- We ask for demographic information in surveys. This is partly to see if any communities are being disadvantaged because of certain characteristics.
- We also put in an expression of interest to undertake some work on pharmacies for Healthwatch England. They were looking for local Healthwatch to assist with the research by undertaking three semi-structured interviews: one with a member of pharmacy staff and two with service users. As part of this we had to ensure that we captured the opinions of pharmacy users who we may not usually hear from, ideally meeting one of more of the following criteria:
  1) Under the age of 25.
  2) On low income.
  3) From a minority ethnic background.
  4) Faces geographical barriers to accessing a pharmacy (this could be due to living in a rural location, lack of a local pharmacy, or lack of transport options)
  Unfortunately, we were not successful on this occasion, but we will continue to look out for other pieces of work we can contribute to, at a national level, that incorporates our more seldom heard communities.

Service User feedback

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

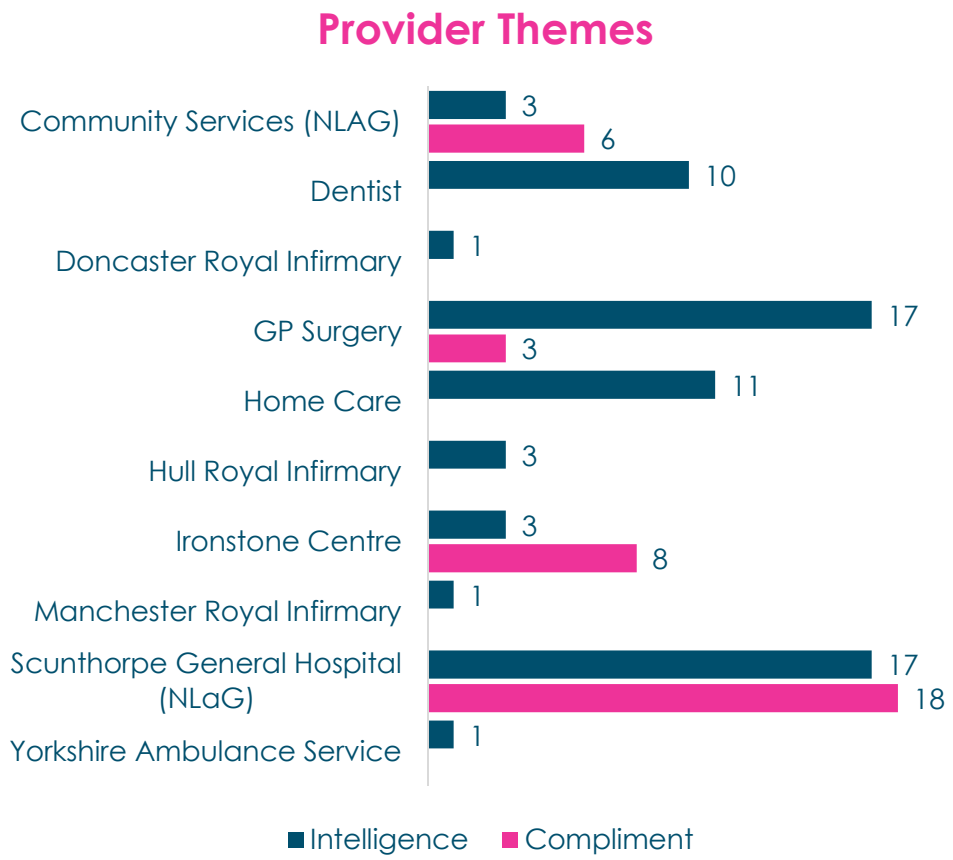
Signposting

During quarter 2, we were able to help 18 people with signposting and a range of services were signposted to.



Feedback - **32** experiences were gathered by Healthwatch North Lincolnshire; the most common method for talking with people was through engagement activities (16) and telephone calls (11).

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

- Two people told us about the difficulties faced in trying to find an available NHS dentist for themselves or a family member.
- People have had issues when trying to book appointments with their local GP. This included one person who struggled to get through to their practice by telephone and difficulty getting appointments for the same week. Another person explained how they had tried to get an appointment using the practices website but when someone form the practice phoned them, they insisted that the individual attend an appointment 20 minutes later or they would have to retry for an appointment. Unfortunately, the person was at work at the time they received the phone call.
- Three people have mentioned that communication from staff at NLaG has been an issue. One person felt that they hadn't received enough information about their hip replacement, another patient was deaf and when they received a phone call, he only heard the department but no information about the hospital or the time (letter would have been preferable). The

final person was unhappy with Ward 2 for not explaining his discharge letter especially around his medication.
- Two people commented about problems with records at NLaG; one person's notes were not transferred from Goole before their SGH appointment another person stated that their maternity notes had gone missing.

Positive

- Four members of the public commented about services running 'on time' or quicker. Departments mentioned included: Emergency department, Ward 2, X-ray and physiotherapy.
- Two members of the public commented on the attitude of staff working in NLaG's Community Services (helpful / friendly).
- Feedback was also received from two members of the public about their positive experiences of Ironstone Centre this included the attitude of staff (helpful / friendly).

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. Permission form the hospital has now been obtained to now go into Outpatients departments during our regular engagement sessions.

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. We received feedback from members of the public struggling to access the toilets. We were also contacted by a member of the local Prostate Cancer Support group who highlighted that a gentleman had contacted him to say that he could not access the toilets at the Centre easily. He went on to say that sometimes when people with Prostate Cancer need to go this can be a sudden urge and therefore toilets need to be readily accessible. It was established that a key is still needed to access the toilets, due to previous abuse of the facilities, and that the keys are held by three organisations at the centre. Healthwatch North Lincolnshire suggested that posters be displayed at the centre saying where people can get keys from. This was taken on board and implemented.

Weldricks pharmacy is also present within the centre. Healthwatch North Lincolnshire received some comments around access, as people were having to go around the side of the building to access the pharmacy rather than going through

the centre. The Ironstone Coordinator had been informed by the pharmacy that the Ironstone Centre had responsibility for the shutters and the Ironstone Centre manager explained that it was the pharmacy who was responsible. Some enquiries were made by Healthwatch North Lincolnshire to the pharmacy, and it was discovered that indeed it was the pharmacy's responsibility. The pharmacy has since taken steps to mend the shutters, however, the original date for re-opening was put back as a part needed to be ordered (On 9th October it was noted that the shutters were still closed).

Sadly, the ongo carnival was cancelled this year due to poor weather conditions and the state of the ground. This is an important event for local people and provides organisations such as Healthwatch with a good opportunity to speak to the Ridings / Westcliff community and gather feedback. We did, however, attend the Westcliff Funday on the 18th August. Throughout the day we interacted with members of public and gave out 41 contact cards. Copies of our free newsletters were also handed along with the QR code for our pharmacy survey. Our activity booklet for the children was also popular.

Out Project Officer responsible for Secondary Care and Mental Health attended MIND to talk to a peer support group about the work of Healthwatch and to gather feedback on experiences of using Health and Social Care services. 6 people were in attendance.

Finally, we also had a stand at the Community Learning Disability STOMP Conference held at Forest Pines to help inform professionals about the work of Healthwatch (for any who were not already aware). The event was to highlight the importance of STOMP and how other interventions can support reducing medication.

Social media / website information

Facebook - 31 posts were published on our Facebook platform. The overall Facebook content reached 3,211 in the quarter. A Pharmacy Survey post was top reaching 309 people. We also had 16 new followers.

Twitter - This quarter 9 tweets were published, and we achieved 1,700 impressions. The post Annual report was the top post with 422 impressions. The post engaged 28 people.

Instagram - This quarter we have published 23 posts that reached 136 people. The top post was the Come and share your experiences engagement post reaching 43 people and gaining 4 likes. We also gained 35 new followers this quarter.

Website – For unknown reasons our website stopped providing statistics to Google Analytics. Technical support from Hull CVS went through it and reconnected it all but it didn't record anything from 10th July 2023. So the website statistics for Q2 are unreliable and so have not been included in the report.

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:

- The Kings Fund – Health and Care explained (two-day event)
- Economic Abuse and the Impact for Victims / Survivors and their children
- Safeguarding Training (Children and Adult)
- Enter and View Training

Volunteer Training

No training has taken place this quarter. All volunteers are up to date with their training and DBS etc.

Safer Recruitment / DBS (vacancy management)

One member of staff applied for their DBS certificate. This was due to a lost certificate. During this time the member of staff was accompanied by others during their activities.

Staffing information

Name	Role	Project Officer area of Specialty	Hours Per Week
Jen Allen	Manager	N/A	**35**

(As of 16th October 2023)

Sickness Absence

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

Compliments

A letter was received from the Director of Adults and Health as a thank you for taking part in the CQC Local Authority Pilot Assessments.

> ***"I just want to say thank you for your time and contribution to the CQC Inspection Pilot and our overall pending results. Your feedback on the day was invaluable to our future learning.***
>
> ***As this is a pilot, we will also be sharing a feedback form with those involved to gather further information on how you felt the inspectors process has been and how we can help the inspectors and other local authorities going forward.***
>
> ***The inspectors will continue to gather information over the next few weeks and then we expect to receive initial feedback late September and then a written report with indicative ratings in the autumn.***
>
> ***Thanks again for your commitment to our shared ambition of keeping people in their homes, families, jobs and communities, and we look forward to sharing the feedback with you in the autumn."***

Feedback received so far from the Lead Nurse for Patient Experience at The Trust for the work undertaken on their leaflets by the read and review volunteers:

> ***"Thank you for this - some really interesting feedback and some actions for us to take forward with leaflet authors.***
>
> ***I have a patient panel coming up so will share this information with them and with our leaflet readers panel.***
>
> ***It would be good to go to patient experience group - maybe October.***
>
> ***Would that be ok? Great piece of work from the volunteers, thank you."***

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

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 Patient Experience Meeting (NLaG). Other meetings involve agencies who work closely with members of the public, for example, the VCSE Alliance.

Holding stakeholders to account

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

- During the last quarter a Quality Place group meeting was attended were the end-of-life care report was presented. It was reiterated that Healthwatch could feedback on upcoming issues identified through public feedback.
- Healthwatch North Lincolnshire's manager took part 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.)

Social Value

NT39 – Room booked on Time to Talk Day to hold the event to promote positive mental health to staff and volunteers. Council staff have been approached to confirm that they can still deliver mental health awareness training (we are just waiting for confirmation).

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 Protection and Accountability Subgroup in July.
- Whilst we receive information from CMARS we have not attended CMARS meetings, as raised at previous contract meetings.

Relevant registrations

N/A

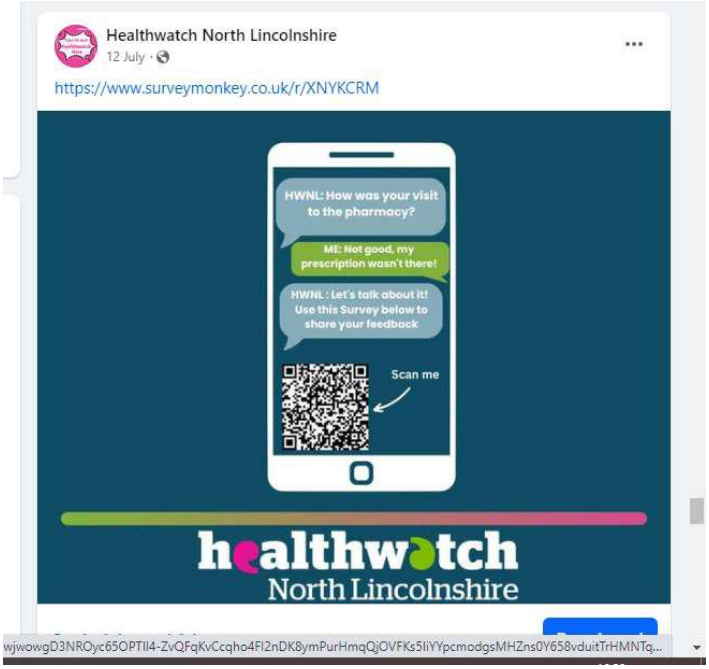
Inspections

N/A

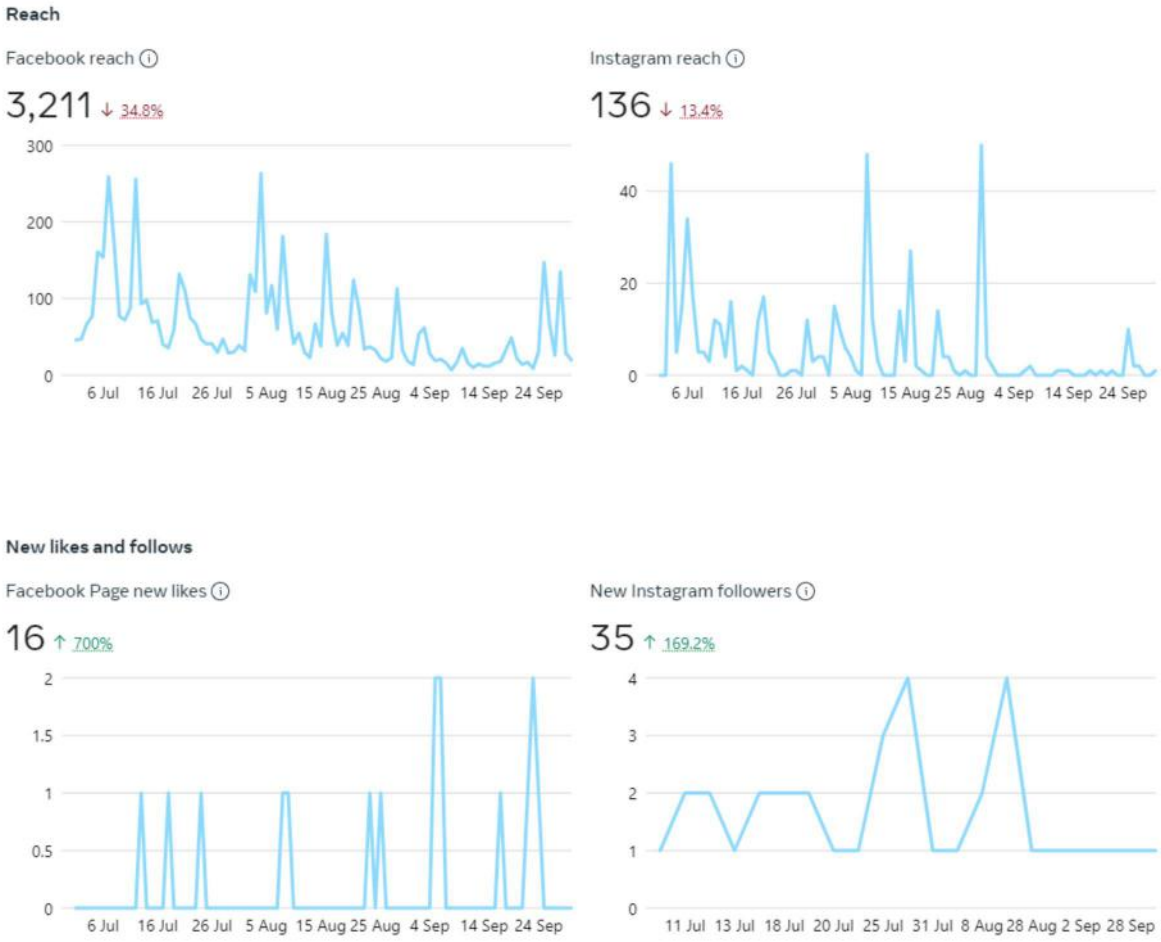
Appendices

Appendix 1 - Facebook and Instragram Analytics:

Top Facebook Post



Top Instragram Post



Appendix 2 - Twitter Analytics:

****Please note that a message appearing on twitter stated that some data may have been lost (in the charts section) due to maintenance being conducted on their systems, for example, the chart shows no activity during September. Therefore, there may be differences in the numbers highlighted in the main document and numbers shown below.**

Your Tweets earned **1.7K impressions** over this **91 day** period