Together

we're making health and social care better

Annual Report 2022–23

healthwatch
North Lincolnshire

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from The CEO

Over the last year the Health and Care system has faced significant challenges including staffing pressures, strikes, ambulance handover times and the tackling of health inequalities. In addition, the system has seen a major change with the development of local Integrated Care Systems (ICS) with their statutory powers and responsibilities.

Despite the challenges and changes over the last year we have continued to ensure that residents are at the heart of all our activities. We have listened to feedback and contributed towards changes in local health and care, for example, our read and review group provided comments on a forensics leaflet, which helped increase the leaflets readability.

We have also made sure that the public is kept up to date with clear, accurate and trusted information. This has included: publishing reports about local services, publishing newsletters, attending events, and carrying out regular engagement sessions.

Our team have continued to go above and beyond to capture the experiences of diverse populations, engaging with them in way that is accessible and meets their communication needs. This has included holding engagement sessions in key locations and carrying out targeted research such as finding out the experiences of carers and rough sleepers for our work on end of life care. The results of that project will feed into the ongoing work of the Northern Lincolnshire End of Life Steering Group.

We ensure that your feedback is heard locally and at a regional level, through representation on the: Integrated Care Board, Integrated Care Partnership and Place Quality Group. This ensures that North Lincolnshire residents have a voice when it comes to the development and commissioning of services.

Helen Grimwood
Chief Executive

Meeting New Horizons
(contract holder)

"I would like to thank all those who contributed to the successes highlighted in this report. Our work is supported by our dedicated volunteers, local organisations and partners and through the feedback provided by members of the public. The team is keen to make sure that the work we are focusing on continues to achieve successful outcomes for everyone in our community."

About us

Healthwatch North Lincolnshire is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

Equitable Health and Care services that meet the needs of every person within our community.

Our mission

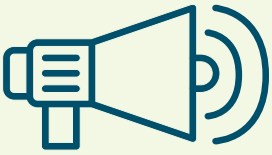
To give every person in North Lincolnshire the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.

Our values are:

- We are proud to be independent, and not afraid to speak up and challenge decisions that do not meet the needs of our communities
- We operate a culture of transparency and openness, ensuring we are accountable to the communities in which we serve.
- Our work is evidenced based-led by public voice and need.
- We are collaborative, working with organisations that share our vision of equitable health and care services that meet the needs of every person within our community

Year in review

Reaching out



434 people
shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

10,137 people
came to us for clear advice and information about topics such as mental health and the cost of living crisis.

Making a difference to care

We published
12 reports
about the improvements people would like to see to health and social care services.

Our most popular report was
End of Life Care
which highlighted the issues people faced on their end-of-life journey.

Health and care that works for you

We're lucky to have
35
outstanding volunteers who gave up 26 days to make care better for our community.

We're funded by our local authority. In 2022-23 we received **£115,640** which is the same as the previous year.

We currently employ
3 staff
who help us carry out our work.

How we've made a difference this year

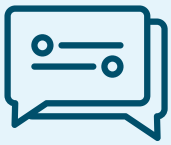
Spring

We undertook targeted engagement with the public on the Community Equipment Service

We led two workshops at the local Carers Conference Event that introduced Healthwatch activities and projects

Summer

We promoted the work of our Youth Healthwatch through establishing links with the University Campus North Lincolnshire



Interviews and Focus Groups were carried out for the end of life care project

Autumn

Our staff and volunteers supported our local NHS service providers by attending Patient-Led Assessments of the Care Environment (PLACE)

The first Youth Healthwatch report was published looking at access to information on sexual health and relationships

Winter

We worked alongside the local hospital trust to ask patients about their experiences of the Continence Service.

We consulted with the public on what they would like to see Healthwatch North Lincolnshire focus on during the next year 23/24

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Hospital discharge

Our research on the Welcome Home service highlighted the need to continually monitor the impact for the client and for this information to help with service development. As a result, the service took on board our feedback including the reviewing of literature and developing a contact card for service users, to support a smooth transition to the service.

NHS dentistry

The work around access to dentistry in care homes led to care homes taking steps to ensure residents received appropriate oral health care this included: having an oral health policy, training staff and making sure oral health assessments were carried out on admission.

Outpatients

We spoke with 273 people in hospital outpatients waiting areas. This resulted in changes to the information board in the eye clinic and plans to review correspondence sent to those waiting for appointments.

Youth Healthwatch

Youth Healthwatch North Lincolnshire was established. Their first project around accessing and improving sexual health and relationship services was well received and the findings and recommendations have been taken on board for the re-commissioning of sexual health service provision. They have also fed into the Local Authority's health needs assessment.

Reducing the risk of falls

Our recommendations around falls in care homes were included in the champions incentive framework, meaning care home champions were incentivised to improve safety by following our recommendations including carrying out falls risk assessments and undertaking falls prevention training.

Healthwatch Heroes

Celebrating heros in our local community

Our Healthwatch Heroes are those people who regularly take part in improving services for people with mental health issues through our Every Voice Matters group. Healthwatch North Lincolnshire and MIND facilitate the North Lincolnshire Every Voice Matters group, but it is the service users that share their experiences who really make a difference.

The group meets online, on a monthly basis and provides individuals with the opportunity to speak openly and freely about mental health, share their thoughts and experiences on mental health services and find out more about local support.

Members of the group have helped raise important concerns over diagnosis and support for adults with autism and were involved in the development of Haven House. Haven House is a non-clinical setting that provides short-term support for adults that are undergoing mental health crisis.

This group is an important, safe space for experience sharing and collaboration and we are proud to be a part of it. We would like to thank everyone who has participated in Every Voice Matters group since it started.

Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Helping to shape end of life care across Northern Lincolnshire

Community end of life care within the Northern Lincolnshire and Goole NHS Foundation Trust (NLAG) had been rated as requires improvement by the CQC in 2020 and 2022.
As part of the NLAG improvement plan a joint end of life strategy was developed that covered both North and North East Lincolnshire. This joint strategy includes all partners within Northern Lincolnshire, including North and North East Lincolnshire Clinical Commissioning Groups; East Midland Ambulance Service; Rotherham, Doncaster and South Humber NHS Foundation Trust; local councils; Lindsey Lodge Hospice in Scunthorpe; St Andrew's Hospice in Grimsby, Focus; Care Plus and Navigo.

The strategy, covering the period 2021- 2026 was developed and changes to service delivery started to be implemented.
In order to understand how the changes had impacted residents of North and North East Lincolnshire , our Healthwatch teams worked together to gather the views of services users and their families who had recently used the End of Life pathway to find out what worked for them and what still needed improvement.

Due to the highly sensitive nature of the subject our teams held conversations with service users and their families rather than a general survey. This one to one approach gave individuals the opportunity to describe in their own words what the journey was like for them, it also allowed them a safe place to discuss their thoughts and feelings.

Healthwatch North and North East Lincolnshire also attended 3 peer support groups, that offer support to those whose caring role has come to an end through bereavement. The groups are established and those that attend are all at different stages of their journey. This was to understand the views of those that had experienced the End of Life pathway over the past 12 months.

Our Findings

Since the introduction of the new end of life strategy, services have been slow embedding the new systems and processes. This has led to an inconsistent approach to end of life care across Northern Lincolnshire, and our findings have indicated a mixed experience of end of life care across both areas.

Communication seems to be a major stumbling block for services users and their families.
Communication is most effective when everyone who is involved in the process knows what is happening and the wishes of the service user are always taken into account. When this happens, the process runs smoothly.
When communication is not effective service users feel they have been abandoned and pressure is put on the family, sometimes leaving them feeling unsupported and 'lost' in the system.
For those service users and their families where the documents were completed in a timely manner and ReSPECT documentation was used, the End of Life process was easier than for those that had not had this documentation in place.
Our report found that some unpaid carers/family members felt alone, isolated and unsure of what to do when their loved one had died. The End of Life Pathway and strategy need to encompass the package of support for the unpaid carers/family members during the end of life and beyond.

> *"Services need to communicate better and to have things when you needed them, we wanted to care for mum but needed some support to carry it out"*
>
> Family Member

> *"I provided personal care but nobody explained anything or showed me how, I was left on my own"*
>
> Family Member

Our findings have shown that overall, the agencies involved in end of life care have treated the service user, family and unpaid carers with sensitivity, care and dignity. However, some patient experiences suggest this has not always been the case if a patient has needed to access a different hospital service, not related to end of life.

Our Recommendations

- All relevant documents in relation to a patient's wishes at end of life, including the ReSPECT document and care plans should be shared with all agencies involved in the individuals care to allow for seamless communication between care givers.
- A single point of contact/ helpline number for service users and families should be made available 7 days a week to ensure that service users and unpaid carers are able to get all the information they need in one place. The details of the single point of contact/ helpline should be provided to the service user and their carers as soon as they enter the end of life pathway.
- All agencies should ensure that the service user has access to their own care plans to keep all the information in one place allowing it to be updated at every point in their care journey.
- The commissioning of an end of life advocacy service should be considered to ensure that service users have the opportunity to discuss end of life preferences with someone who is independent, and will speak on their behalf. Where this isn't possible, service users should be signposted to a national end of life support line. Mechanisms should be put in place to ensure that this is offered to every person on the pathway.
- Hospital processes should be reviewed to make sure that patients who are receiving end of life care are identified and treated with sensitivity and kept comfortable in all departments not just those caring for the patient's terminal illness. This includes being provided with a place to rest and something to eat/drink if needed.
- Information on how to access carer's assessments should be offered to all unpaid carers in order to support them to carry on their caring roles should they wish to.

What difference will this make?

Our report is enabling services to now develop action plans to address the issues Healthwatch has identified and to improve services and the experience of service users, their families and for staff.

To read the full report please visit
https://www.healthwatchnorthlincolnshire.co.uk/wp-content/uploads/2022/10/End-of-Life-Care-HW-Report.pdf

"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"
Northern Lincolnshire End of Life Steering Group.

Community Equipment Services

Following a commissioner request we undertook a piece of targeted engagement to find out public opinion around the local Community Equipment Service. This included finding out whether equipment had been useful, whether the right information was provided alongside the equipment and what service users felt about the process including: obtaining, maintaining and returning equipment.

Information was initially requested from Healthwatch North Lincolnshire because commissioners had not received any service user feedback, so they did not know how satisfied people were with the equipment and/or service.

The equipment provided through the service can assist people in maintaining their independence and can include support aids such as: walking sticks, walking frames, shower seats, raised toilet seats and bath hoists.

Key Findings

The following key findings were identified from the feedback received.

- 89% of people were satisfied with the process.
- 93% of respondents were using the equipment provided at the time of providing feedback.
- 39% of respondents felt that the equipment had not been useful
- 37% of people did not know how to return equipment.

What difference will this make?

The findings have been provided to commissioners to consider service user voice in the ongoing development of service provision. It has been confirmed that commissioners are currently exploring re-procurement options.

"The hospital told me that they didn't want the equipment back so it is still in my garage." **Service user, from North Lincolnshire**

"It helped me get my life back and be a little less relying on people all the time." **Service user, from North Lincolnshire**

Helping People to Access Hoists for GP Appointments

In March 2020 we published a report about barriers to accessing cervical screening. The issue was raised to us by a local disabilities campaigner who highlighted that some women with physical disabilities were unable to undergo screening at GP practices due to hoists not being available. We are highlighting this study again in the annual report for 2022/23 as there has been some significant developments over the last year.

Our project found that although women who have physical support needs should access cervical screening through their local GP surgery, there did not appear to be any practice in North Lincolnshire that had hoisting facilities. It was reported through North Lincolnshire's Clinical Commissioning Group (CCG) that practices were generally able to manage the mobility needs to their patients by using adjustable examination beds and supporting the individual, with moving and handling, to be positioned. If the patient could not be assisted into the required position, due to significant physical disability, then a referral to the hospital may be needed.

As part of the project: a general survey was undertaken at engagement events and an easy read survey was produced and distributed at a 'Do Something Different' session, which is a session for adults with learning difficulties. A focus group was conducted at Lincolnshire House, An interview was also carried out with women at a supported living setting and a survey was sent to GP practices.

In conclusion, we found that disabled women, specifically those who use a wheelchair and cannot transfer themselves independently onto an examination table were particularly disadvantaged due to the lack of hoists available in GP practices. The lack of hoisting facilities meant that both disabled women and men who require any kind of intimate examination were disadvantaged.

Our recommendations included:

1. GP practices should consider adding hoists to examination rooms to make examinations more accessible. Where this not possible, a hoist should be made available within each Primary Care Network.
2. Implement a more defined referral pathway for patients who require use of a hoist which considers patient choice about their preferred setting for this examination. These options should include the patient's home, a different GP practice with a hoist, or the hospital.

What difference has this made?

Following on from the project more work has been done across North Lincolnshire, which included the setting up of a group to specifically look at the issue of hoists. The work has contributed to a consultation room being made available at the Scunthorpe Ironstone Centre for GP's across North Lincolnshire to book for appointments with patients who need a hoist. We will continue to push for our ambition of having hoists available across all PCNs in North Lincolnshire.

> "My own GP surgery doesn't have a height adjustable bed, and I use a wheelchair full time, my husband has to transfer me onto the examination bed, having somewhere to go to with a hoist has given me some of my independence back " Local resident

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems that people face.

We shared with the Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) the experiences some people had raised with us around difficulties accessing the hospital Patient Advice and Liaison Service by telephone. This has resulted in the trust reviewing the telephone systems daily working, including answerphone messages and automated email replies. This will help the trust manage service user expectations.

Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We jointly host an online group that brings together mental health service users to discuss any issues or concerns they have especially around mental health care. Some of the issues raised this year needed the expertise of the NHS trust providing mental health care to residents. After discussions with the trust regular attendance at the meetings has been confirmed, allowing service users the opportunity to feedback their comments direct to the provider.

Improving care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Over the years, Healthwatch North Lincolnshire have been raising the issue of patients struggling to access NHS dental treatment, most recently we highlighted residents' difficulties by providing written evidence as part of the government's Health and Social Care Committee's inquiry into NHS dentistry.

Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Re-establishing regular engagement sessions at locations central to communities whose feedback we hear less often
- Attending a mixture of events
- Considering the experiences of homeless people in our end of life care project

GP access

Winterton Senior Citizens Forum invited us to attend their meetings to discuss issues they were having with GP access and the pharmacy.

As a result of this feedback Healthwatch approached the GP practice who confirmed that they had made changes to their telephone system, which should reduce caller waiting times.

"When you call for an appointment, you are kept waiting for a long time and when it is close to being answered the phone suddenly goes off." **Local resident**

Obtaining correct information

A member of the public contacted us for the telephone number of the Community Equipment Service so that they could return equipment. We found the contact details on the hospital trust's website and provided it to the caller.

However, the individual called us back explaining that the telephone number did not work. Enquiries were made to the hospital and the correct number was obtained and passed on.

We then contacted the hospital's communication team who confirmed that they would alter the details displayed on the website so that others could find the correct number.

This contact has also led to the development of a volunteer project set to take place in 2023/24. The project will involve our enthusiastic volunteers checking parts of the hospital's website for accuracy and readability. This exercise will give the hospital Trust confidence that people can find the information they are looking for, and will improve accessibility for patients.

"I've just tried the telephone number, that you got from the website, but it doesn't work. Can you find another number or possibly help me further as I really would like to return the equipment?" **Local resident**

Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Listening to local support groups
- Cascading messages from service providers to the public

Contributing to accessible health information

Health service commissioners for the East Riding of Yorkshire and North Lincolnshire areas, supported by both Safeguarding Adults Boards, were leading a pilot that would provide a safeguarding forensics service to adults who may have been harmed due to neglect or abuse.

It was felt that a patient information leaflet should be made available to those involved so that they could understand about the examination and give informed consent.

We were invited to be involved by making sure the leaflet could be understood widely by members of the general public. Healthwatch North Lincolnshire's Read and Review group looked at the proposed leaflet. Suggestions were then feedback to the Safeguarding Adults Board Manager at East Riding Council to be considered for "incorporating into the leaflet

> "It was reported in the meeting how grateful we were for your feedback."
>
> **Safeguarding Adults Board Manager, East Riding Council**

Helping the public understand how they can raise concerns and complaints with local pharmacies

Healthwatch North Lincolnshire has received numerous comments from people about their local pharmacy services with many comments being about timely access to medication.

During our conversations it became evident that many people did not understand the process for complaining about a pharmacy and were unaware that they could contact the pharmacy direct to discuss their concerns.

We have provided help to individuals on a case-by-case basis, helping them raise their concerns. Due to the number of people raising concerns we are also preparing to feature an article in one of our upcoming newsletters in order to inform as many people as possible about what to do if they have issues with a pharmacy.

> "My pharmacy in Brigg is constantly closed and patients can't get access. I have visited three times and have been unable to get my prescription because the pharmacy has been closed." local resident

> "There are no electronic prescriptions at the practice, they have to be sent to a private pharmacy which takes a long time." local resident

Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Took part in PLACE visits for the Northern Lincolnshire and Goole NHS Foundation Trust
- Attended seven volunteer meet ups, giving volunteers the opportunity to meet each other, share their experiences of volunteering and raise any concerns. In house and external training was provided on topics relevant to the volunteer roles.
- Supported staff at events including the Ongo carnival and Community Support Fair.
- Undertook an Enter and View visit at a local care home.

Gayle

"I applied to volunteer with Healthwatch after finishing work and whilst home educating my children. I wanted to keep my brain active and also take on a role where I can learn new things. It has been very interesting learning how Healthwatch work with a multi-agency approach. I have only been volunteering a few short months but it's nice how friendly everyone is and I like listening to everyone else's views. The support Healthwatch provide others in difficult situations is paramount and can aid better understanding of an individual's needs as there is support from a broad section of knowledge."

Denise

"I have volunteered with Healthwatch since 2015. After a time of illness, I wanted to increase my confidence again and meet new people. I also wanted to give a voice to possibly unrepresented individuals. I feel I contribute to my community, and I am a valued member of Healthwatch and this is why I continue to give my time as a volunteer. One thing I value is Healthwatch independent status, this shines through in their published reports on care homes."

Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

www.healthwatchnorthlincolnshire.co.uk

01724 844986

enquiries@healthwatchnorthlincolnshirte.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£115, 640	Expenditure on pay	£65,545
Additional income	0	Non-pay expenditure	£7,452
		Office and management fee	£36,388
Total income	**£115,640**	**Total expenditure**	**£109,385**

Any underspend will be carried forward to next year to be invested into further delivery capacity.

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Complete our work with the Northern Lincolnshire and Goole NHS Foundation Trust on the Continence Project / Report.
2. Support the Youth Healthwatch in their upcoming projects.
3. Understand the diagnostic pathway and support available for adults with Autism and bring the voice of lived experience to help influence change.

Statutory statements

Healthwatch North Lincolnshire, Suite 37, Normanby Gateway, Lysaghts Way, Scunthorpe, North Lincolnshire, DN15 9YG. Contract holder: Meeting New Horizons CIC, The Strand, 75 Beverley Road, Hull, HU3 1XL.

Healthwatch North Lincolnshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Board of Trustees provide governance and oversight to the work of Healthwatch North Lincolnshire, ensuring we meet our statutory requirements.
In addition to this our newly developed Independent Advisory Group consists of 3 members who work on a voluntary basis to add an additional layer of expert advice to help shape our work plan and activities. Our group also ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board of Trustees met four times. The Independent Advisory Group have been involved in shaping the work of Healthwatch Nort Lincolnshire through several mechanisms, including meetings and involvement in work planning.We will be developing the model further and expanding the membership in the coming year
We ensure wider public involvement in deciding our work priorities, which includes analysing the public feedback we have collected on health and social care experiences. Each year we also run a 'Priorities Survey' that allows members of the public the chance to comment on what they would like to see us focus on in the forthcoming year. This year the survey was shared on our website and social media and distributed whilst out on engagement.
We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard from. This year we have done this by seeking and considering the opinions of people from diverse backgrounds in our investigation projects / reports such as considering rough sleepers experiences in our work around end of life care.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by: phone, email, social media and webform as well as attending meetings of community groups and forums and holding engagement sessions.
We will ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website.

Responses to recommendations

We had one provider who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear the insights and experiences that have been shared with us. In our Local Authority area, we take information to the Health and Wellbeing Board, Health Scrutiny Panel, Safeguarding Adults Board and Children and Young People's Partnership.
We also take insight and experiences to decision makers in the Humber and North Yorkshire Health and Care Partnership. For example, we share information on trends and themes, identified from service user feedback, with the ICB Board and Integrated Care Partnership in collaboration with other Healthwatch teams in the region. We also share our data and insights with Healthwatch England to address health and care issues at a national level.

Enter and view

This year, we made one Enter and View visit. We made seven recommendations as a result of this activity.

Location	Reason for visit	What you did as a result
St Mary's Care Home, Scunthorpe	Public feedback had highlighted some concerns about the care home setting.	Produced a report with Recommendations relating to three themes – Building access and signage, falls prevention and safety, nutrition and hydration and providing a dementia friendly environment

Healthwatch representatives

Healthwatch North Lincolnshire is represented on the North Lincolnshire Health and Wellbeing Board by Jennifer Allen, Manager for Healthwatch North Lincolnshire. During 2022/23 our representative has effectively carried out this role by attending meetings and highlighting public feedback on health and care services.

Healthwatch North Lincolnshire is represented on the Humber and North Yorkshire Health and Care Partnership Integrated Care Partnerships by Ashley Green CEO of Healthwatch North Yorkshire and Integrated Care Boards by Helen Grimwood CEO of Meeting New Horizons. Jennifer Allen, Delivery Manager represents Healthwatch North Lincolnshire at the North Lincolnshire Quality Place Group.

2022–2023 Outcomes

Project/ activity	Changes made to services
The Youth Healthwatch report on accessing and improving sexual health and relationship services has been published and presented at the Children and Young people's Partnership	Recommendations have been taken on board for the re-commissioning of sexual health service provision. The recommendations have also been fed into the local authority's health needs assessment.
The council's Adult Protection Team are looking to develop a survey for people using the safeguarding service and asked for Healthwatch advice in developing the survey	Advice was provided and the survey is now available online for people to complete.
Healthwatch North Lincolnshire worked with three other Healthwatch in the region to gather people's experiences on health and care services during the Covid pandemic	Information from the project has been taken into consideration by the Humber Acute Services Review.
In 2020 we produced a report highlighting the issue around access to hoists in GP practices	In 2023 we are pleased to say that a local Health Centre has now created a room with a hoist to allow disabled patients to transfer independently on to the examination table.
A+E enter and view report (2022) Four Healthwatch teams in the Humber region worked with the Humber Acute Services to understand the local populations needs and preferences in accessing urgent care.	Findings and recommendations were shared across all system partners who have committed to working together to reduce the number of unnecessary visits to A+E. Service infrastructure development across the Humber is continuing and the insights from our work are contributing to ensuring the public can access the most appropriate treatment options more effectively.

healthwatch
North Lincolnshire

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