

Healthwatch North Lincolnshire

Quarterly Report

Year 6, Quarter 2

(July - September 2018)

Overview

Quarter 2 2018 was a period of transition for the team at Healthwatch North Lincolnshire with the departure of the Delivery Manager Kirsten Spark in July and the arrival of a new Manager - Carrie Butler in September.

Transition over to the new contract also took place and this report reflects the changes in the Outcomes framework.

Outcome 1 - High public awareness of HWNL and the services it provides

The team at Healthwatch North Lincolnshire is passionate about giving people a voice to improve and shape the services they use. This is achieved through a range of activities that involve engaging directly with residents in North Lincolnshire.

Community engagement work enables people to share their views and concerns about local health and social care services, whilst at the same time raising awareness of the services HWNL provides.

Events:

Quarter 2 was a very busy time for summer events which was an ideal opportunity to speak to members of the public and raise the profile of Healthwatch. The team attended the following events:

- Lindsey Lodge garden party
- Rescue Day in Crowle
- Kirton summer fayre
- Jerry Green open day
- Strongman event North Lindsey College
- North Lindsay College Fresher's fair
- International day

In addition to these events the HWNL Festival of Wellbeing was held at Normanby Hall Country Park in July. This was the second large scale event that was hosted by the team and despite the unpredictable weather it was a great success.

1136 visitors entered the park that day, and the team of staff and volunteers spoke to over 100 individuals, and as a result of extensive advertising it is anticipated that many more will have been made aware of Healthwatch NL. Poor weather did have an impact on numbers but the feedback from everyone involved was positive.

62 organisations attended the event from a range of health and social care services such as diabetes UK, the school nursing team and the Fire Service.

Leading up to the event Healthwatch North Lincolnshire held the 'Ray of Sunshine' competition which helped to raise people's awareness of the service. Social media was used to gain nominations for individuals from health and care settings who had gone above and beyond and added a 'Ray of sunshine' to people's lives.

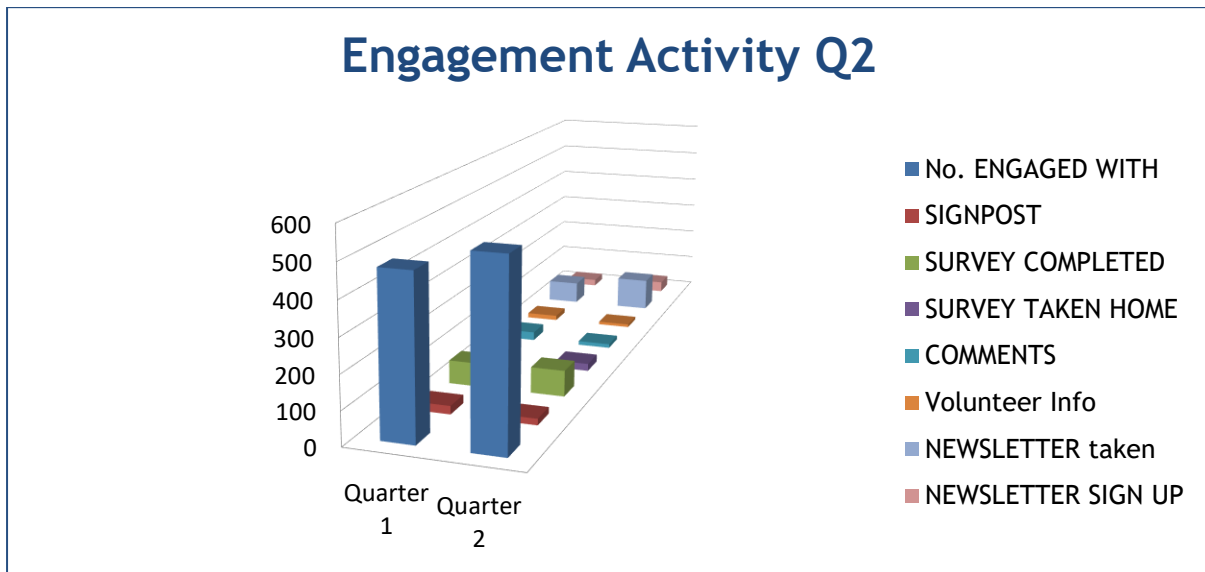


'Ray of Sunshine' Hatty Radley

Festival of Wellbeing Highlights



Engagement results



	No. ENGAGED WITH	SIGNPOST	SURVEY COMPLETED	SURVEY TAKEN HOME	COMMENTS	Volunteer Info	NEWSLETTER taken	NEWSLETTER SIGN UP
Quarter 1	475	25	71	35	26	15	69	21
Quarter 2	539	19	78	22	12	9	101	34

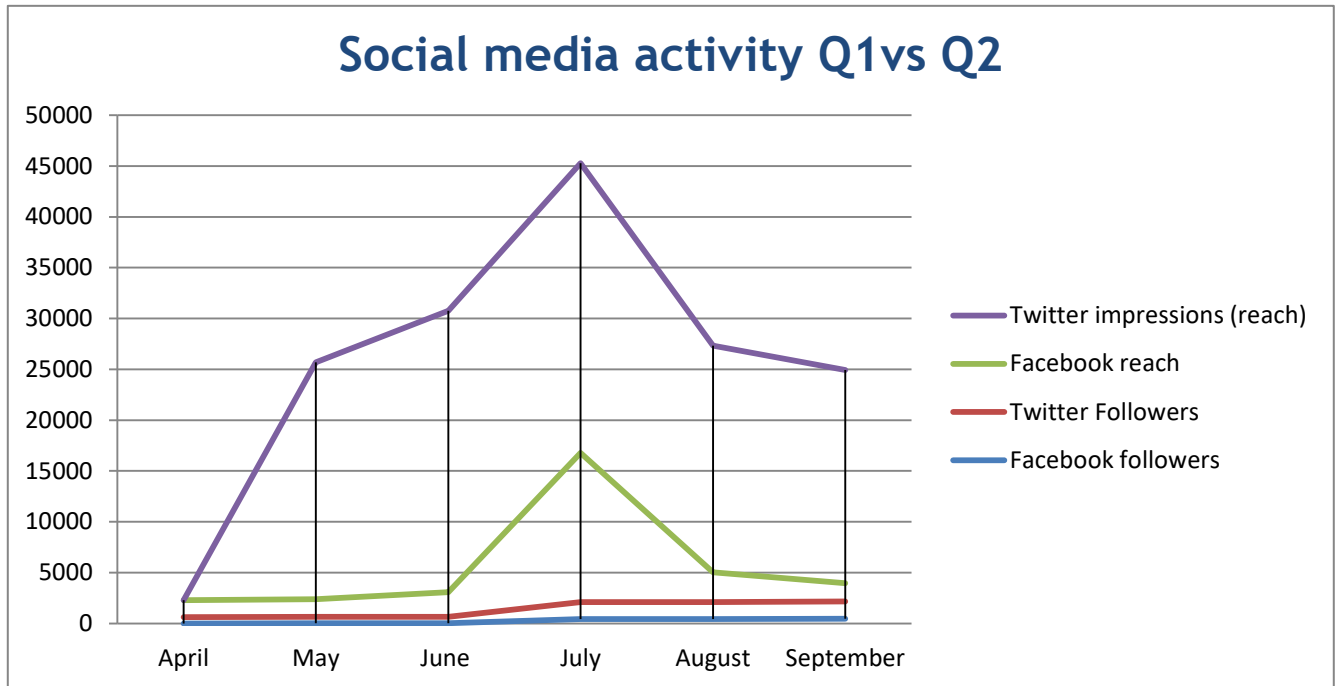
Quarter 2 saw an overall improvement in engagement activity across all channels. This is a direct result of the summer events and the Wellbeing Festival held in July. In total HWNL spoke directly to 539 individuals during quarter 2 which is a 22% increase on the previous quarter.

HWNL hope to continue this trend and are proactively planning involvement in more events in Q3.

Participation in the International day event allowed HWNL to gain insight into health and social care issues that are relevant to BME groups in North Lincolnshire and the team plan to target more under represented groups in the coming months.

Social media:

Social media continues to be an ideal platform for reaching as many members of the public as possible to raise awareness of Healthwatch and local services. Quarter 2 saw an increase in social media activity, with a peak in July during the lead up to the Wellbeing Festival.



Top Facebook and twitter posts from Q2

Healthwatch North Lincolnshire
Published by Healthwatch NL Yvonne [?]: 19 July · 🌐

Nomination four: Hatty Radley Age UK Lindsey

Nomination four: Hattie Radley Age UK Lindsey

"I would like to nominate Hattie for the Ray of Sunshine Award 2018 because she is a true ray of Sunshine and her selfless act touched all our hearts here at Age UK Lindsey. Hattie came to the Age UK Lifestyle Centre in December 2017 with her school choir to sing in Lucy's Kitchen for entertainment to our older clients over the Christmas period. Hattie was that overwhelmed with the response she received from the customers she decided to take it on herself to fund-raise for the Age UK Lindsey Charity. Without the support from people like Hattie, we would not be able to continue to provide services to our older clients. I think Hattie is an inspiration. Unknown to her mum Hattie arranged a sponsored run at her local park, asking her dad for help in creating a poster and sponsorship form on the computer. At this point Hattie's mum and dad thought it was a game that Hattie was playing with her friends. It was only on the morning of the sponsored run that her mum and dad realised that this was no longer a game and in fact 5 other children were waiting at the park to join in. It was February and the temperature was -3 degrees. Parents supported Hattie and their kind donations raised a huge £65 for Age UK Lindsey. Hattie has a condition called hypermobility which makes it difficult for her to exercise causing her pain in her joints and muscles. She receives ongoing physio for this condition. Therefore for her to arrange a fun run whilst having this condition was very challenging for her and this shows what an inspiration she is and what a completely unselfish act this was. Hattie came to the Lifestyle Centre and presented the £65 she had raised. Although Hattie is not a regular volunteer for us the fact that she raised money for Age UK Lindsey allows us to continue providing services within the community".

Get more likes, comments and shares
Boost this post for £8 to reach up to 7,600 people.

6,732 People reached	520 Engagements	433 Clicks	Boost Post
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Amy-louise Peart, Justine Westwell and 253 others · 46 Comments 70 Shares

Like Comment Share

Healthwatch N Lincs @HealthwatchNL · Sep 24

Charity helps make local hospitals more dementia friendly bit.ly/2Q4IFbl
@HealthTree_NLAG @ScunnyHospital @PeggysWorldCIC @alzheimerssoc



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Outcome 2 - Peoples understanding of their rights as users of health and social care services will be improved.

Referrals and signposting

HWNL continue to receive enquiries from members of the public about health and social care services available to them in their local area. These enquires come from face to face contact, the HWNL website, social media and over the telephone.

During quarter 2, 36 individuals were signposted to different services across North Lincolnshire. This is an increase on the previous quarter from 30 individuals. However these numbers do not reflect the amount of people using the HWNL website to access information.

The information and signposting section on the website is updated regularly to reflect the health and social care services that are available in North Lincolnshire, and this is promoted through social media pages and printed media.

Information sharing and partnership working

During September the team worked in partnership with the Healthy Lifestyle service to host NHS health checks for anyone who was eligible in North Lincolnshire. This allowed the Healthy lifestyle team to increase activity and in

turn allow HWNL the opportunity to promote the service to a partner organisation who will continue to spread the word about Healthwatch.

In quarter 3 the team will continue to look at new and innovative ways of working alongside partners in Health and care to develop information sharing systems including working alongside the wellbeing at work champions across North Lincolnshire.

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

Feedback

Feedback about Health and social care services in North Lincolnshire is received regularly through outreach activity, social media and calls to the office. Members of the public are encouraged to 'share their care' and this intelligence is collated weekly to identify trends and to shape future workplans and feedback into relevant organisations.

A significant amount of feedback relating to the accessibility of wheelchairs at Scunthorpe General Hospital was received during quarter 1 and 2. This was fed back to the Patient Experience Action Group in September. This issue is still ongoing and the team will continue to follow up on this in subsequent months.

In quarter 3 HWNL will follow up on recommendations that were made in relation to Outpatients appointments at North Lincolnshire and Goole Hospital Trust and the subsequent action plan.

Volunteers

In total HWNL volunteers have contributed to 35.5 hours of work in quarter 2. This is an increase of 20 hours compared to the previous quarter.

14 volunteers actively support the service and were involved in the following activities in quarter 2:

- Event support - the Festival of Wellbeing and the Ongo carnival
- Enter & View visits (x2 care homes)
- Autism project interviews
- Read & Review - reviewing health literature and promotional material ensuring its suitability for use.

One new volunteer is due to start during quarter 3 and will undergo enter and view training in October.

The team will continue to encourage participation from existing volunteers and endeavour to increase the number of new volunteers engaged in a range of roles.

The focus will be on ensuring the team of volunteers is more representative of a wide range of groups within the North Lincolnshire community.

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

HWNL continue to be active partners and with consistent attendance in the following:

- Adult Partnership
- Children and Young People's Partnership
- Learning Disability Partnership
- Safeguarding Adults Board
- Health and Wellbeing Board
- Health and Social Care Standards Board

Engagement with Stakeholders -

During this quarter the staff team and Strategic Board attended a number of regular meetings with other professionals and stakeholders. These were a mix of public and voluntary sector organisations. Opportunities for collaborative working with some of these partners on common topics of interest were identified.

- NLaG Patient Experience and Action Group
- Mental Health Collaborative
- NLaG System Improvement Board
- Multi Agency End of Life Care Group
- Safeguarding Adults Board
- NLaG Governors and Healthwatch Steering Group
- NLAG Quality and Safety Committee
- North Lincolnshire Patient Participation Group Forum
- North Lincolnshire Quality Surveillance Group
- North Lincolnshire Health and Social Care Standards Board
- Emotional Health and Wellbeing Strategy Group (NLCCG)
- Carer's Advisory Partnership
- North Lincolnshire Council Health Scrutiny
- Equality and Inclusion Forum

Specific feedback fed in to commissioners/stakeholders this quarter has included:

- Increased patient voice relating to the supply of continuous blood monitors for type 1 Diabetics.
- Access to wheelchair services at SGH.
- Falls feedback from care homes
- Intelligence about care homes to the CQC in advance of their inspections
- Contribution to the Citizen Voice Annual Report

Outcome 5 - Ability to show the impact of HWNL to challenge and speak on behalf of Health and Social care service users

Enter and view

The team took part in two enter and view visits of care homes during quarter 2. These visits were prompted by feedback from the public regarding the standard of care within these settings.

The reports with recommendations will be published in quarter 3.

In quarter 2 HWNL planned the next series of enter and view visits that are to be centred on the theme of Falls in residential care homes. Questionnaires have been developed to gain an understanding of the views of the residents in relation to the prevention of falls within their own care home.

10 announced enter and view visits are planned for Quarter 3 and Quarter 4 and will commence in November.

Research

In quarter 2, seven interviews took place with parents of autistic children to determine their experiences of the diagnostic pathway and the support available to them post diagnosis.

Themes that were identified during the interviews formed the basis of the questionnaires that were developed during this quarter and are due to be circulated to parents and schools during quarter 3.

The results of the investigation will be collated with a view to publishing the report with recommendations in the New Year.

Outcome 6 - Collective views experiences and needs of local people are made know to Healthwatch England, local overview and scrutiny commitees and to local health and social care commissioners and providers

During this quarter the team continued to work in partnership with neighbouring local Healthwatch and with Healthwatch England.

All feedback and enquiries are recorded on the Healthwatch England CRM system, which enables HWE to extract themes from intelligence gathered across the country.

During this quarter Healthwatch England also selected our case study in our Annual report relating to Accessible Information Standards as part of their '#It Starts with You' national campaign.

