



# Quarterly Report

Year Six Quarter 4  
January - March 2019

# Healthwatch North Lincolnshire

## Quarterly report

### Year 6, Quarter 4

(January- March 2019)

#### ***Quarter 4 Highlights***

The final quarter of 2018/2019 was particularly busy for the team at Healthwatch North Lincolnshire.

The 24<sup>th</sup> of January marked the launch of the Healthwatch Partnership at a very well attended and productive event.

The team started to plan the priorities for 2019/2020 in quarter 4, ready for the new annual work plan to be produced in April.

During February Healthwatch welcomed the new Volunteer Coordinator Louise Parkin to the team.

From the 4<sup>th</sup> of March, Healthwatch North Lincolnshire became involved in the biggest piece of collective engagement with the Healthwatch network to date. All local Healthwatch organisations in England were tasked with finding out local views on the NHS Long Term plan which was published in January 2019.

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

##### Engagement and events

The team were incredibly active during quarter 4 engaging with the local population during regular drop in sessions and at planned local events.

The aim of these events is to raise the profile of the service and ensure that the local population are aware of how they can have their say on any health or care issue in North Lincolnshire.

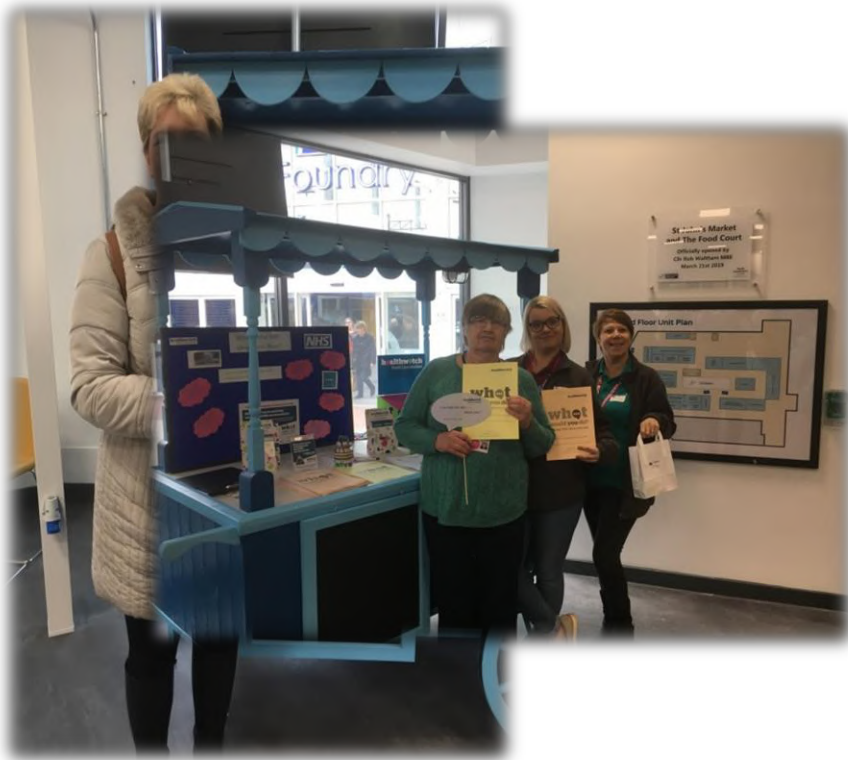
The launch of the NHS Long Term Plan engagement project at the beginning of March created an ideal opportunity to engage with the public on a specific issue that was important to them. This significantly boosted the number of people made aware of Healthwatch and the services it provides.

In quarter 4 the team spoke to 554 members of the public about Healthwatch. This is an increase of 447 on the previous quarter. This was achieved by involvement at the following events during quarter 4:

- Healthwatch Partnership
- Town and Parish Liaison meeting
- ‘Let’s Get Going’ awards
- Scunthorpe General Hospital outpatients department
- Headway at Scunthorpe General Hospital
- Sir John Mason House
- Scunthorpe Central Library (apprenticeship event)
- Lindsey Lodge Hospice open day
- The Downs Syndrome support group
- Walking for Health group at Normanby Park
- The Ironstone Centre
- Mind
- Scunthorpe General Hospital Coffee Bean Restaurant
- Prostate cancer support group
- Men in Sheds
- Age UK
- Breast cancer support group Brigg
- Iron Will cancer support group
- St Johns Market

The most successful venue for promoting the service to the widest group of people was St Johns Market in Scunthorpe.

The team were present at the launch event on the 22<sup>nd</sup> of March and again one week later. In total, Healthwatch staff and volunteers spoke to 210 people at the market events, and all those who engaged with the team were given a flyer and information about the service.



*Members of the public getting involved at St Johns Market*



## Marketing and Promotions

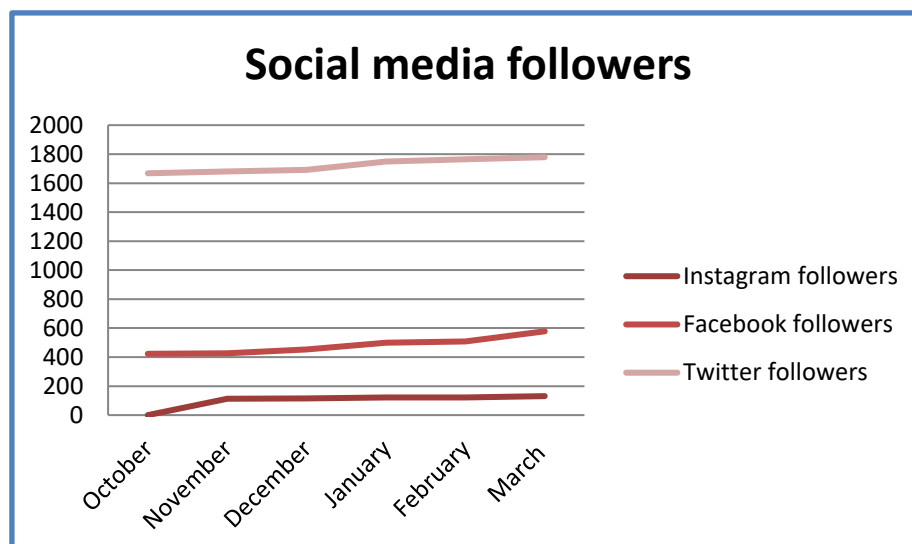
During Quarter 4, the team continued to raise the profile of Healthwatch North Lincolnshire through the use of both printed and digital media.

Healthwatch England produced a range of marketing materials to be used for the Long term plan engagement activities across all services in England. The ‘what would you do?’ branding was used across all media outlets as part of this campaign.



As a result of increased engagement activity, a further 73 people have now subscribed to the Healthwatch newsletter. There are now 565 regular subscribers who receive a bi monthly update on Healthwatch activities and local and regional issues.

The team continued to promote the service through engaging and interesting social media posts during the quarter and continued to see a growth in followers across Facebook, Twitter and Instagram.



## Top performing Facebook and Twitter posts in Quarter 4



The Healthwatch Manager also took part in two radio interviews during the quarter.

Both interviews were for BBC Radio Humberside. The first was to share patient experience of hospital parking in the area. This was an ideal opportunity to support the trust in encouraging the most able patients and visitors to use the park and ride service to reduce the demand on car parking spaces.

The second interview was to raise awareness of the work of Healthwatch and the involvement in the NHS Long Term plan.

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

During Q4, 69 individuals were signposted to a range of services across North Lincolnshire. Individuals contact the team via telephone, through face to face engagements or via social media. The team have noticed an increase in phone calls to the office since the increased engagement activity. 312 people also accessed the signposting page on the Healthwatch North Lincolnshire website in Q4 to find out how to access local services.

In Quarter 4, Healthwatch received feedback from two members of the public who were dissatisfied with the treatemnt they had from In Health pain management services and two who were dissatisfied with treatment received from Newmedica ophthalmology services. Both services are private providers, providing services on behalf of the NHS. In all four cases, the patients were not aware of how they could make a complaint as the policy was not clear and they were under the impression that they did not have the the same rights to PALS (Patient advice and Liaison

Service) as NHS patients. HWNL contacted both services and gained a copy of the complaints policy. HWNL also contacted the CCG to gain clarity over access to PALS. The CCG confirmed that patients who wish to complain about these services have access to the CCG PALS. The CCG agreed that the process should be clearer and said they would feed this back to the providers.

The issue of wheelchair availability improved in Quarter 4. The Healthwatch Manager provided feedback to Dr Peter Reading, Chief Executive of NLaG who ensured that the porters and estates team took responsibility for making sure that wheelchairs were available by carrying out systematic checks and ensuring they are in the correct place.

Access to GP appointments continued to be raised as an issue during quarter 4, and despite extended access appointments now being available, it seems that many patients are not aware of this. Healthwatch North Lincolnshire continue to monitor this situation, alongside colleagues in Healthwatch North East Lincolnshire, and are raising awareness of the extended access service to members of the public.

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

#### Priorities survey

As part of planning for the 2019/20 annual work plan Healthwatch North Lincolnshire asked the public; 'if there was one thing you would change about Health and Social Care in North Lincolnshire, what would it be?'

The team received general feedback on lack of available GP appointments, and lack of NHS Dentists. The team also received feedback that some of the most vulnerable groups within North Lincolnshire were having difficulty receiving dental treatment. One gentleman with dementia had to visit the GP for dental pain as he was not registered with a Dentist. The GP advised him to register with a dentist and was unaware that the Community Dental Service accepted referrals from GPs.

Further scoping of this issue revealed that some people with learning disabilities, and patients who were detally phobic were also struggling to access appropriate support.

#### Healthwatch Partnership launch

During Quarter 4 HWNL launched the 'Healthwatch Partnership' with local organisations to encourage participation in Healthwatch activity and create ambassadors for the service.

The event was a great success with over 50 organisations in attendance. Participants learnt more about the work of healthwatch and ways in which they could utilise their own networks and connections to help improve services locally.

The event was informative and interactive, and allowed people to be involved in activities to show the value of working together.

Participants were also given the opportunity to contribute to the upcoming priorities of the service by providing their views on what needs to improve locally. Feedback from the event was generally positive, with many of the participants keen to be involved in the future work of Healthwatch.



*Partners getting involved in the event activities*



### The NHS Long Term Plan engagement

As part of the engagement on the NHS Long Term Plan, Healthwatch North Lincolnshire was expected to promote and enable the use of two surveys that were

developed by Healthwatch England. The first survey was designed to find out what is most important to people when using NHS services, and the second looks at peoples experiences of using local services, if they have a long term condition. Each individual area was required to obtain at least 250 responses by the 30<sup>th</sup> April 2019.

By the end of Quarter 4, Healthwatch North Lincolnshire had exceeded this target by achieving 432 completed surveys. This put the North Lincolnshire team in the lead in the entire country for number of survey responses.

The team ensured that a targeted approach was taken to involve the hardest to reach groups in the Long Term Plan engagement. An 'easy read' version of the survey was shared with the Learning Disability Partnership, and the Engagement Officer visited Creative support and 'Peggy's Place' to engage with people with learning disabilities and dementia.

The survey was also shared with teachers at a local secondary school, and two local colleges to gain the views of younger people.



*Service users at Creative Support taking part in the NHS Long term plan survey*

During Quarter 1 of 2019/2020 the team will continue to target engagement activity on the NHS Long Term Plan at the hardest to reach groups and ensure the voice of North Lincolnshire residents remains the most diverse and loudest in the Country.

Two focus groups are also due to be held in quarter 1 to gain a deeper insight into the issues facing local people when accessing NHS services. The first focus group is aimed at the general population to have their say and the second is for people affected by cancer to share their experiences.

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

Healthwatch North Lincolnshire is represented quarterly on the Health and Wellbeing Board. During quarter 4, the Health and wellbeing board did not meet.

HWNL were active partners in the following groups in quarter 4:

- Adult Partnership
- Children and Young People's Partnership
- Learning Disability Partnership
- Health and Social Care Standards Board
- Safeguarding adults board
- Safeguarding children's board
- ASD pathway group
- Emotional health and wellbeing group

During Quarter 4 the staff team and the Independent Strategic Advisory Board members attended a number of regular meetings with other professionals and stakeholders. These were a mix of public and voluntary sector organisations:

- NLaG Patient Experience and Action Group
- Quarterly meeting with NLaG CEO and Chair of governors
- North Lincolnshire Patient Participation Group Forum
- North Lincolnshire Quality Surveillance Group
- Carer's Advisory Partnership
- North Lincolnshire Council Overview and scrutiny panel
- Equality and Inclusion Forum

Opportunities for collaborative working with some of these partners on common topics of interest were identified.

During January 2019, Healthwatch North Lincolnshire met with the Senior Commissioning Manager for Children and Community Services at the CCG to discuss progress on the HWNL autism pathway report. The result of this meeting was that the Research Officer is now involved in the development of new the pathway, representing service user views. The autism report is now complete, and has been sent to stakeholders for factual verification. It will then be shared with all relevant organisations to allow responses before publishing on the website.

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

During quarter 4, the 10 individual reports for care homes around the theme of falls were published on the Healthwatch website. All of the providers had the opportunity to respond to the recommendations within the reports within 20 days.

Providers responded positively to the recommendations, and as a result of the individual reports some care homes have now introduced specific falls prevention training for staff, residents are now being given advice on how to self manage the risk of a fall and more strength and balance exercises are being introduced.

The overall findings report was produced in quarter 4, with recommendations to improve falls prevention and management across all Care Homes in North Lincolnshire. This report has been sent to all Care Homes, commissioners and stakeholders, and will be published, alongside responses during Quarter 1 2019.

*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 record all feedback and enquiries on the CRM database which is accessible by Healthwatch England.

The CRM system helps Healthwatch to analyse the feedback that has been received and monitor the progress of enquiries received. Information stored on CRM about local organisations is being continuously updated and added to so that the team can signpost people more effectively.

The results of the Long Term Plan surveys are automatically shared with Healthwatch England, and will be used regionally to influence decision making at STP level.

### ***Quarter 1 plans 2019***

- Carry out Long Term Plan focus groups
- Complete NHS Long Term Plan engagement and report
- Produce annual work plan
- Produce annual report
- Plan annual Festival of Wellbeing event
- Publish falls findings report with responses to recommendations
- Follow up on recommendations from falls enter and view visits
- Publish Autism Spectrum Disorder report