



Healthwatch North Lincolnshire

Annual Report 2018-19



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Message from our Chair

I am delighted to be offering the foreword for the 2018- 2019 annual report for Healthwatch North Lincolnshire.

Healthwatch is now in its 6th year of operation, and I am proud to say that Healthwatch North Lincolnshire has gone from strength to strength to strength over the past year.

2018/2019 has been particularly busy for the team who have worked tirelessly to engage with the local population not only to raise the profile of the service, but really get to the heart of the issues that matter to people living in North Lincolnshire.

Towards the end of the year, the team pulled out all the stops to engage with the public on the NHS Long Term Plan and had exceptional involvement from members of the public.

Throughout the year, we have continued to develop strong relationships with stakeholders, service providers and commissioners. This was further strengthened by the launch of the Healthwatch partnership in January.

Local Health and Care services continue to face challenges in how they are able to provide services, which can unfortunately have an impact on the quality of care that is delivered.

Healthwatch North Lincolnshire will continue to challenge these services and ensure that the voices of those who use them are heard.

The team are also passionate about

celebrating the many examples of good practice that can be seen in the area, and will ensure that this is as much of a priority in the coming years.

I would like to thank the wonderful volunteers who have been so generous with their time over the last year. Their contribution is vital to the work of Healthwatch.

Finally, I would like to extend my gratitude to the partners and members of the public who have provided valuable feedback to Healthwatch North Lincolnshire.



Carol Lightburn

Chair, Healthwatch North Lincolnshire



'As Health and Care services continue to adapt in line with National strategy such as the NHS Long term plan, the role of Healthwatch is more important than ever in ensuring that local voices are heard.'

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.

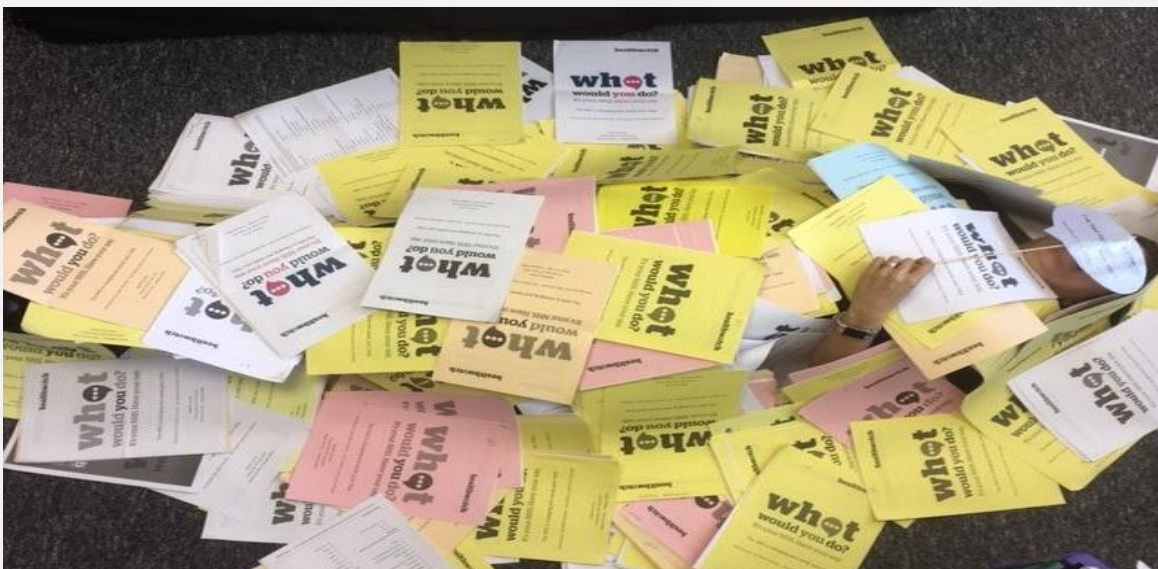


People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across North Lincolnshire. The evidence we gather also helps us recommend how policy and practice can change for the better.



Highlights from



our year



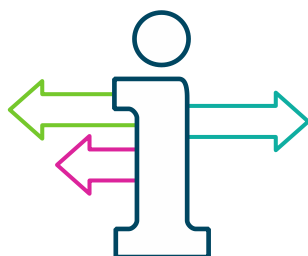
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



591 people shared their health and social care story with us



We have 17 active volunteers helping to carry out our work. In total, they gave up 131 hours.



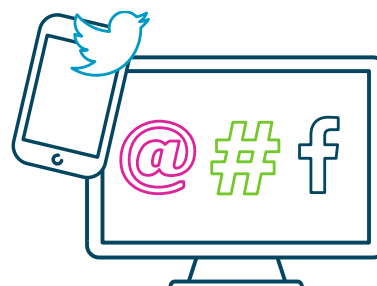
1093 people accessed Healthwatch advice and information online or contacted us with questions about local support.



We visited 13 services to understand people's experiences of care. From these visits, we made 45 recommendations for improvement.



57 improvements we suggested were adopted by services to make health and care better in our community.



41% more people engaged with us through our website and social media.



How we've made

a difference

Changes made to your community

Find out how sharing views with your local Healthwatch has led to positive changes to health and social care services in North Lincolnshire. We show that when people speak up about what's important, and services listen, care is improved for all.

Mapping a new direction for autism diagnosis

In 2017/2018 the team started to receive queries from parents who wanted to know where to go for an Autism Spectrum disorder diagnosis (ASD) for their children. Parents were also unsure of where to get support and told us that there seemed to be lack of support available for those with a diagnosis of ASD.

The Emotional Health and Wellbeing Group, run by North Lincolnshire Clinical Commissioning Group (CCG) and attended by Healthwatch North Lincolnshire, also wanted to find out more about the experiences of families who were accessing children's services for ASD.

The overall aim of the research was to identify areas for improvement in the current diagnostic pathway and find out

what additional support parents, caregivers and guardians felt was needed. This was achieved by gathering experiences through focus groups, interviews and surveys.

From this work we produced a set of recommendations which included setting out the suggested changes to the referral and assessment process.

The findings also illustrated gaps in family support and issues with communication (between professionals and between professionals and families).

This work has led to Healthwatch North Lincolnshire now becoming actively involved in a steering group, organised by the CCG, which has been set up to redesign and implement the local children's ASD pathway.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchnorthlincolnshire.co.uk

t: 01724 844986

e: enquiries@healthwatchnorthlincolnshire.co.uk

Reducing the risk of falling in care homes

The issue of falls in older people is a high priority in North Lincolnshire, and the team had noticed during recent enter and view visits that the approach to recording fall in care homes appeared to be inconsistent.

A series of visits to 11 care homes in North Lincolnshire took place in November and December to find out residents' views on falls in the care home, and to look at staff attitudes and training around falls.



The visits identified a great deal of good practice which the care settings can be proud of. Several common themes also became clear, including the need for more specific training around falls, a greater understanding of the risks of falls by staff, and how patients/residents can help themselves.

As well as individual 'snapshot' reports of each setting, we produced an overall findings report with recommendations for the Local Authority, CCG and Care Home Managers. In total, 11 recommendations for improvement were made.

As a result of the report, local care homes are now taking steps to ensure that

- Falls risks are appropriately assessed.
- Referring residents for a frailty assessment if needed.
- Residents are made aware of the steps they can take to reduce their own risk of falling.
- Where training hasn't already taken place, care home managers have taken steps to ensure that this is implemented.

The CCG and Local Authority have also committed to working together to co-commission falls prevention training which will become mandatory for all care home staff, to ensure a consistent approach across North Lincolnshire. This will also be included in the future refresh of care home contracts.

The CCG will continue to promote SAFE frailty assessments to care homes to ensure maximum uptake. The report will also support the development of the CCG Care Home action plan in 2019.

To read the full report and responses to recommendations visit -

<https://www.healthwatchnorthlincolnshire.co.uk/falls-care-homes>

'This report is welcomed and is particularly timely for North Lincolnshire CCG as we continue to develop our integrated frailty model and plan to develop a system wide Care Home action plan by Autumn 2019'- (Jane Ellerton, Head of Strategic Commissioning, North Lincolnshire CCG)

Tackling the issue of wheelchair availability at Scunthorpe Hospital

We received a significant amount of feedback that the availability of wheelchairs at Scunthorpe Hospital was a real issue for patients when attending appointments. It was highlighted to Healthwatch North Lincolnshire that people were struggling to get to their Outpatient appointments as they needed a wheelchair, but quite often there were none available when needed. This was also having an impact on the efficiency of patient transport services who rely on wheelchairs being available to take the patient to where they need to be. Often, the lack of availability meant that the transport service were struggling to collect and drop off patients in a timely manner which was having an impact on other patients who required the transport service.

We used this information to feed back to the patient experience team who told us that the number of wheelchairs had recently increased within the Trust, so the lack of availability was a mystery.



We enlisted the help of hospital staff and volunteers to monitor the situation and try to find out where all of the wheelchairs were disappearing to. It became clear that no single department within the hospital took responsibility for returning the wheelchairs to a designated place, resulting in them being ‘stock piled’ by wards or left in inaccessible locations. We raised this with the senior Management within the Trust who ensured that future responsibility of wheelchairs would remain with the hospital porters and regular monitoring of their availability would take place. We continue to monitor the issue and are pleased to say that since the changes made Healthwatch have not received any more negative feedback regarding wheelchair availability.

Dr Peter Reading, Chief Executive of Northern Lincolnshire and Goole NHS Foundation Trust:

“Healthwatch plays a key role as our ‘critical friend’ and gives us the independent view from a patient perspective which we need to make sure anything we do is truly patient-focused. I would like to thank them for their support in 2018/19 and look forward to working with them in the months and years ahead.”

Working in partnership with others

At Healthwatch North Lincolnshire we understand the importance of working with local organisations to ensure the voice of local people are heard. Since 2013, strong relationships have been developed with service providers, commissioners and the Care Quality Commission (CQC) to bring about lasting change.

During 2018-2019 we started to work more closely with a wider range of health and care services and voluntary sector organisations.

These organisations are able to represent the collective voice of their service users, and promote the work of Healthwatch through their networks.

In January we launched the 'Healthwatch Partnership' to formalise the relationships that we

have developed with different services.

We held an informative and interactive event which was attended by over 50 different organisations who were interested in finding out more about our work and how they can be involved. Participants were also given the opportunity to share their views on issues that affect their service users which helped to contribute to the planning for priorities the coming year.



Healthwatch are always keen to inform and engage with the older people we support, enabling them to have their views heard, and are regular attendees at our Centre and at our events. They are a proactive, supportive and much valued partner to work with, and through them we have also had several opportunities to raise our charity's profile across the County.

Donna Murphy, Age UK Lindsey.



Interested in joining our partnership?

If your organisation would like to work with us to help improve health and care services in North Lincolnshire, we would love to hear from you.

Please contact us on

01724 844986

Email: enquiries@healthwatchnorthlincolnshire.co.uk

Over 800 people have their say on the future of their NHS in North Lincolnshire

The launch of the NHS Long Term plan engagement campaign in March 2019 provided the perfect opportunity for the team at Healthwatch North Lincolnshire to get to the heart of what really matters to local people when it comes to using NHS services.

The engagement was part of a national campaign to find out what local people think to the NHS Long Term plan.

The team at Healthwatch North Lincolnshire were overwhelmed with the response by the public, which was the highest in the Country.

As part of the engagement on the NHS Long Term Plan, we were 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.

We were also tasked with hosting two focus groups to allow us to take a more in depth look into the experiences of general NHS services and cancer services in North Lincolnshire.

Planning

Before launching the survey, the team put together a communications plan to fully utilise the excellent networks that have been developed over the years, and via the 'Healthwatch Partnership' that was launched in January 2019.

A press release was circulated to the communications teams at the local hospital trusts, CCG and local authority as well as Healthwatch partners and local stakeholders. We received an excellent response from local organisations who were keen to involve their service users in the survey.

The 'what would you do?' survey featured prominently on social media during the engagement period and resulted in an increase in page 'likes' and follows during this time.

Engaging with all areas of the local community

Face to face engagement was pivotal to the success of the campaign and we looked at which local events would allow us access to the highest footfall.

We attended the opening of St Johns Market in Scunthorpe which was an incredibly successful event, allowing 89 people to have their say. We were also given the opportunity to promote the survey on BBC Radio Humberside as part of this event.

As part of our general engagement we also visited local cafes, community hubs, GP practices, the library and even had a few trips out on the library bus to engage with rural communities.



Targeted engagement

We wanted to ensure that we extended our reach to people with a long term condition to ensure they had the chance to have their say in how future services would be designed and delivered.

To achieve this we visited a range of support groups and explained how the Long Term Plan aimed to improve services that were relevant to them, and allowed them to have their say in how they think things should be done. During the

engagement period we visited 13 different groups which included diabetes, cancer, and stroke services.

We also 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.

Young people have their say on the future of the NHS

The team arranged engagement events with two local colleges to find out what is most important to young people when accessing NHS services as part of the Long Term Plan engagement and received an excellent response from the students. In total 185 young people aged under 18 -24 completed the survey, which represents 23% of total number of responses.

Future work planning

As the engagement on the Long Term Plan gathered pace, it became clear that local people were incredibly passionate about the NHS in their area and had lots of valuable feedback to share through the surveys and focus groups that took place. Some of the main themes that featured strongly were access to GP appointments and a real concern over mental health services. The feedback received was added to intelligence already held by the

team about local issues, however it became clear that mental health services now needs to be a priority for Healthwatch North Lincolnshire in 2019- 2020. The annual work plan has now been adapted to reflect this and the team will be investigating the issue of mental health crisis support in the coming months.

As a result of the NHS Long Term plan engagement, 61 more people now receive a copy of our bi monthly newsletter, and over 9000 people were 'reached' on social media. More people than ever before understand the role of Healthwatch and are keen to share their views.

Over 800 people had their voices heard on the future of the NHS in the region.

The results of the engagement will influence the planning of NHS services on a regional level across the Humber Coast and Vale, and the team at Healthwatch North Lincolnshire are proud that more people in North Lincolnshire than any other area in England have contributed to this.

Service users at Creative Support completing an easy read version of the survey.





Helping you find the answers



Festival fun in the sun!

No event is too big for the team at Healthwatch North Lincolnshire, and this was certainly the case with the Healthwatch 'Festival of Wellbeing' that was held in July 2018.

Engagement with the community is the cornerstone of what we do and we attend local community events regularly. Although these events are very valuable to the communities that they serve, we recognised that there were no events dedicated solely to promoting health and wellbeing currently taking place in North Lincolnshire.

Our team saw this as a great opportunity to bring together local health and care organisations in one place to provide easy access to information and advice for the local population.

As with many of our plans, the idea grew significantly into a large festival themed event that was held in the beautiful 300 acre Normanby Hall Country Park. The venue attracts 1000s of visitors a day during the summer months and the day of the festival was no exception.

The event was designed to be fun and interactive and an ideal opportunity for local services to showcase the work that they do. Visitors were able to get involved in a range of activities, including Zumba, Yoga and mindfulness. They enjoyed martial arts demonstrations, listened to a motivational talk from a brain injury survivor and learnt vital life saving CPR skills from LIVES. Competitions took place, with the mascot race and a 'wow your wheels' competition.

Mascots racing to the finish line



© Bea Wood Photography

Leading up to the event we launched the 'Ray of Sunshine' award to recognise exceptional individuals within Health and Care who have gone the extra mile to be a ray of sunshine in the life of a service user. This award was presented on the day of the festival.

'Ray of Sunshine' award winner - Hattie



Expert advice and information

Over 40 local organisations from a wide range of health and care services such as the Carers Support service, Macmillan, and the local mental health hospital trust (RDaSH) were on hand to provide expert information and advice to visitors to the park. Having all of these services in one place allowed visitors instant access to services they may not have been aware of and gain an understanding of what is on offer locally. The festival was also a great opportunity for stakeholders to learn more about each other's services in order to mutually signpost individuals. This is particularly important as services evolve and change so frequently within health and social care.

The festival allowed the team to speak to over 100 members of the public on the day, and gain valuable feedback about local services. All feedback was collated and used alongside other feedback and intelligence held, to directly influence the annual work plan.

The festival effect

Many of the local services that took part in the event have now become Healthwatch 'Partners' who are actively involved in the work that we do.

We currently have 15 organisations who have signed up to be a 'partner' of Healthwatch North Lincolnshire who regularly feedback intelligence from their networks and take part in surveys and focus groups. Working in partnership with local services has enabled us to extend our reach into communities that are often seldom heard.

The Healthwatch bi monthly newsletter saw an increase in subscribers as a result of the event which gives readers regular, high quality and up to date information and advice about local services within each edition.

The festival was so successful that plans to repeat it in 2019 and 2020 are well underway. The venue management teams are fully supporting future events and making entrance to the park completely free in 2019.

'The Festival of Wellbeing is a great event, with lots of local services providing information and activities for all ages to promote a positive approach to health and wellbeing. A great way to enable people, raise awareness of what is on offer locally and encourage all to look after their health and wellbeing in a fun way'

Mandy - Adult Information Service North Lincolnshire Council.

CPR demonstrations from LIVES



© Bea Wood Photography

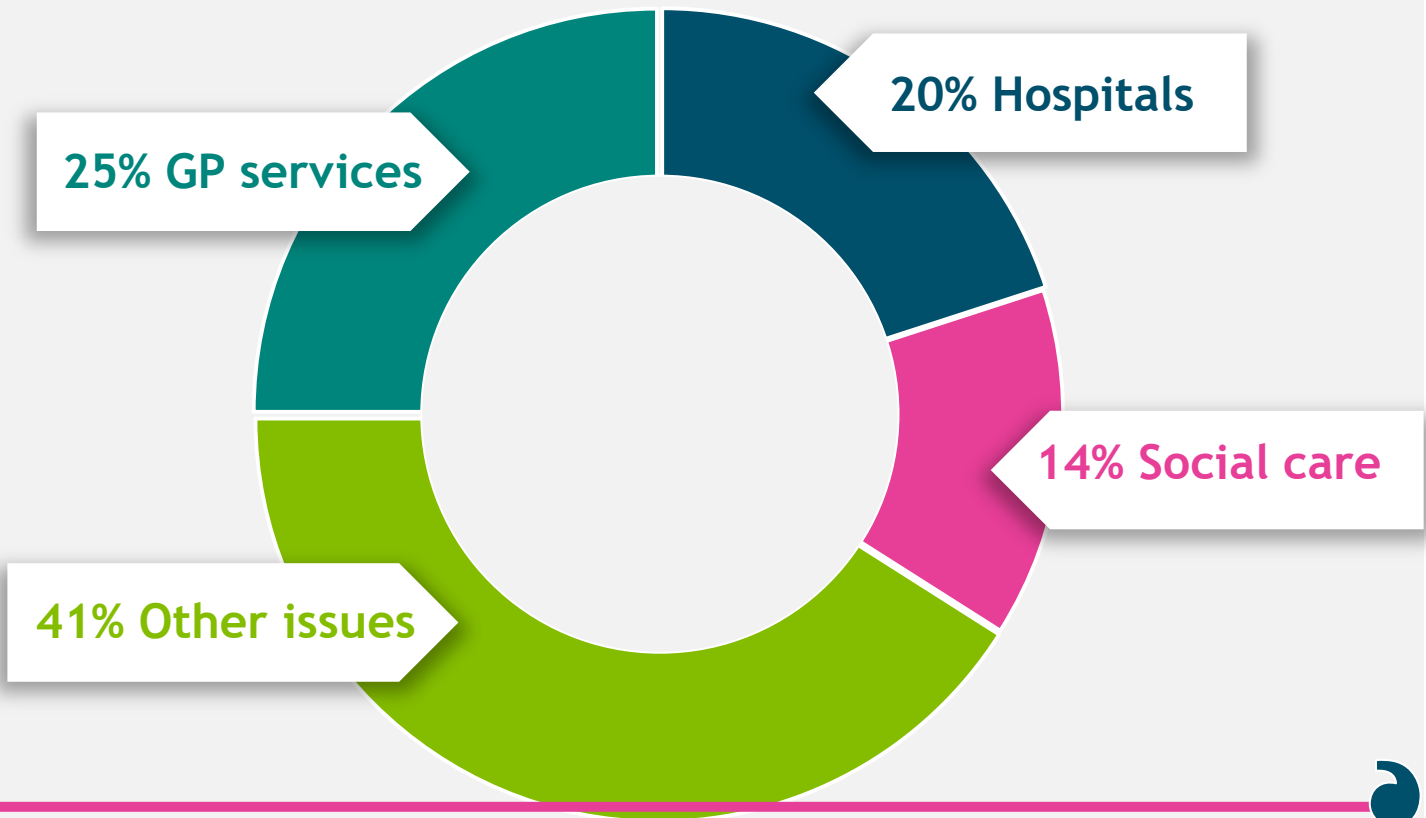
The day ended with the 'wellbeing parade' through the park



What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:





Our volunteers



How do our volunteers help us?

At Healthwatch North Lincolnshire we couldn't make all of these improvements without the support of our 17 volunteers that work with us to help make care better for their communities.

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



Our volunteers have had a very busy 12 months and have generously given over 130 hours of their own time. Projects have included;

- Enter and view visits into care homes
- Monitoring wheelchair availability at Scunthorpe Hospital
- Helping out at engagement events including the Festival of Wellbeing, including providing expert photography skills.
- Regular engagement at Scunthorpe Hospital
- Long term plan events and focus groups.



Volunteer with us

We are always looking for new volunteers to compliment our enthusiastic team. Whether you fancy a few hours every so often, or would like a regular opportunity to boost your CV- we have the role for you!

We would love to hear from you, so please contact us on 01724 844986

enquiries@healthwatchnorthlincolnshire.co.uk

www.healthwatchnorthlincolnshire.co.uk

Meet our volunteers

We caught up with a few of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Carol Stothard

I joined the Healthwatch team in 2017. To work with such a diverse team is very rewarding and I love to be involved in all aspects of the volunteering programme. I particularly enjoy being part of the enter and view team as you get the opportunity to listen to some very interesting people who often share their life stories. It's lovely that they enjoy talking to you that way. Over the last year I have been involved in enter and view visits, outreach at the local hospital and engaging with people on the Long Term Plan. I have gained confidence, made new friends and hopefully I can continue to develop and carry these skills further.

Linda Shaw

I have been a Healthwatch volunteer for five years. My first assignment was carrying out enter and view visits. I enjoyed this immensely as I saw the difference we were making. Due to health reasons I couldn't continue in this area so I now take part in the 'read and review' of Healthwatch literature to make sure everyone can understand it. I have been on some interesting courses since volunteering for Healthwatch and am now a qualified mental health first aider, health champion and cancer champion. I have used my knowledge and experience gained in all activities involving Healthwatch to help friends and family.



Meet our volunteers

Laura Hickman



As a full-time working student I thoroughly enjoy the flexibility of volunteering for Healthwatch, which I can fit in around my other commitments. The mixture of opportunities such as helping out at outreach events, enter and view visits and both formal council and hospital training has given me an invaluable insight into previously unseen areas. This has enabled me to challenge, enhance and expand my current knowledge base. Overall, I have most enjoyed building connections and forming friendships with other like minded individuals. I would encourage anyone who is intrigued to learn more to get in touch to find out how Healthwatch can benefit you!

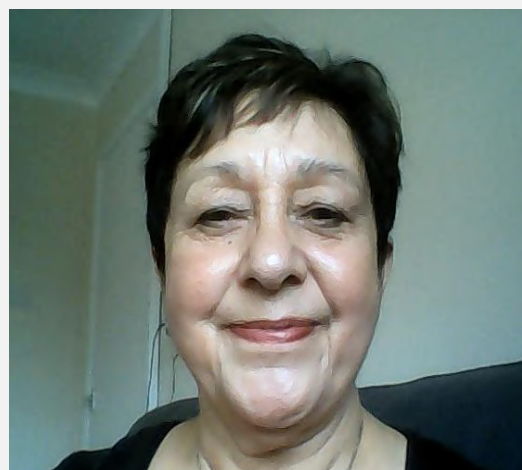
Carol Anscombe

I enjoy the companionship and helping others



Patricia Trehan

I enjoy empowering people to be partners in maintaining their own health and wellbeing





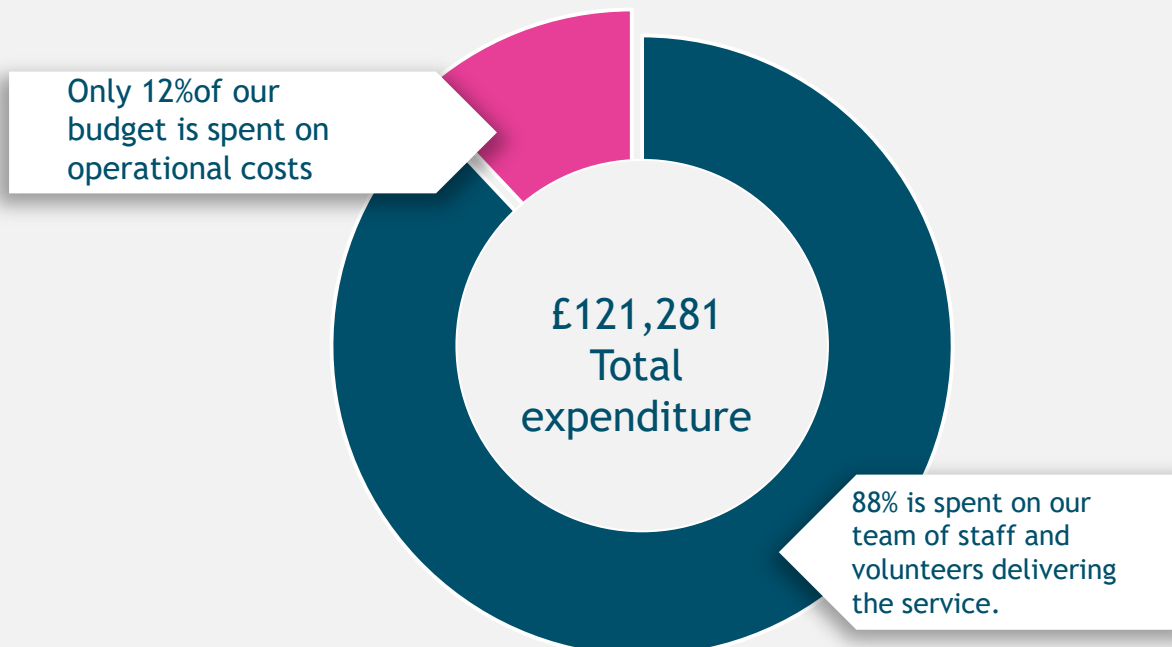
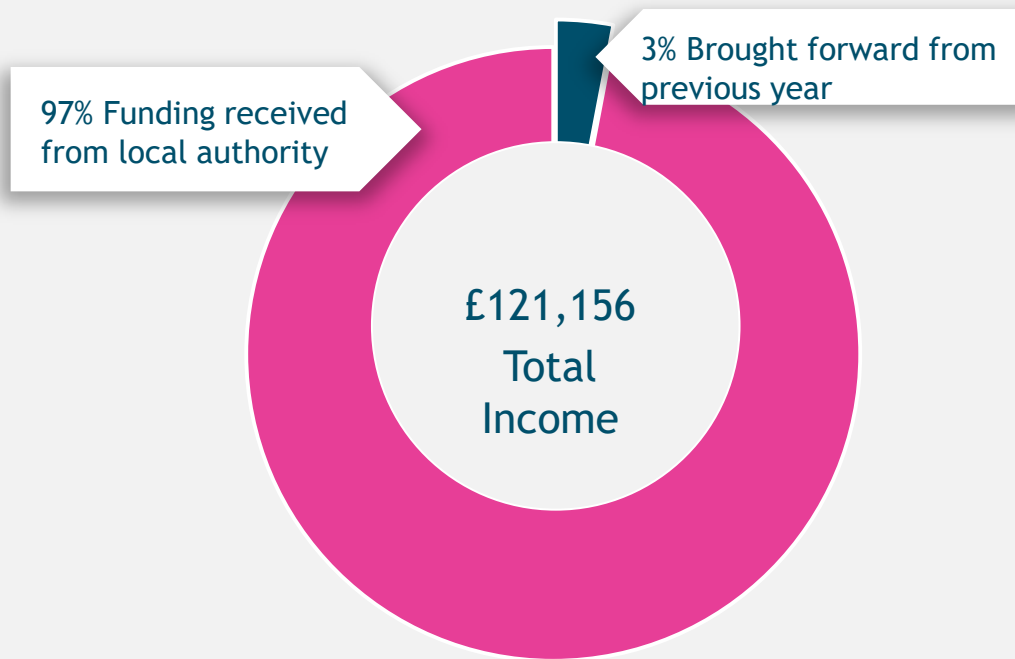
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £121,281.

We also carried forward £3283 from last years funding.





Our plans for

next year

What next?

We are keen to continue the momentum gained in 2018/2019 to ensure that as many people as possible are aware of Healthwatch North Lincolnshire.

In June 2019 we plan to open our Healthwatch 'Hub' in the Ironstone Centre in Scunthorpe. The hub will be staffed by our volunteers, for at least three days every week, giving us a consistent visual presence for the first time. The volunteers will be on hand to offer advice and information to the patients within the Ironstone Centre as well as listening to feedback and promoting our work.

We will ensure we remain actively involved in representing patient voice to those who have the power to make change on a local level. We will also continue our involvement in the planning of services across the Humber Coast and Vale.

As always, we will make a concerted effort to represent the voice of the most vulnerable and those less often heard in North Lincolnshire. We will continue to use our powers of enter and view to visit health and care settings to gather experiences from

service users and use this information to make changes to services.

We will continue to monitor and support the progress of Northern Lincolnshire and Goole Hospital Trust as they endeavour to improve their most recent CQC rating.

Our top priorities for next year

1. Access to Dentistry for vulnerable people.
2. Mental health crisis and ongoing support.
3. Transgender experiences of health services.

We will continue to respond to public need and adapt our work plan if needed.

The team are looking forward to a busy 12 months of tackling the issues that are important to the people of North Lincolnshire.

Message from our CEO

I am incredibly proud of the team at Healthwatch North Lincolnshire who really pulled out all the stops this year to engage with the local community. The Festival of wellbeing and the Long Term Plan engagement success are testament to this.

People are at the heart of everything we do, and we work tirelessly to ensure that the voices of local people are heard when and where it matters.

There is no better example of this than Falls in Care Homes enter and view programme that took place this year. The response to the recommendations by providers and commissioners was very positive and the results will have substantial impact on the lives of older people. The plans for 2019-2020 are ambitious, as we are keen to tackle local 'hot' topics such as access to dentistry, mental health issues and barriers for people who are transgender.

Although there continues to be

major challenges across the Health and Social Care system, we remain as committed as ever to helping to raise standards and improve quality by ensuring that we put the people of North Lincolnshire at the center of health and care.

I look forward to a positive and productive 2019/2020.



Jenny Jenkinson












Healthwatch North Lincolnshire CEO

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us.
- + All of our amazing staff and volunteers
- + Our Healthwatch Partners who have supported and contributed to our work

Our partners



Contact us

Get in touch with us at:

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TWITTER @HealthwatchNL

FACEBOOK www.facebook.com/HealthwatchNorthLincolnshire

Contract holder

The contract to provide Healthwatch North Lincolnshire is held by:

Meeting New Horizons CIC

The Strand

75 Beverley Road

Hull

HU3 1XL

Telephone: 01482 324474

Our annual report will be publicly available on our website by 30 June 2019. We will also be sharing it with Healthwatch England, CQC, NHS England, North Lincolnshire Clinical Commissioning Group, Overview and Scrutiny Committees, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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healthwatch

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