healthwatch North Lincolnshire

Quarterly Report

Quarter 1 - 2024/25

Healthwatch North Lincolnshire quarterly performance report Quarter 1 2024/2025

Quality and performance data and reporting

Overview of the quarter

Quarter 1 was a very busy and productive quarter for the newly established Healthwatch North Lincolnshire team, who have gone above and beyond during the period to listen to the experiences of over 200 individuals across North Lincolnshire through a range of events and mini projects.
Our annual report was completed during the quarter but could not be published due to the General Election.

- A volunteering projects officer (fixed term) and an interim Manager (maternity cover) were recruited and started their roles in May.
- All staff and two volunteers across the organization received enter and view training during the quarter and are now authorised enter and view representatives.
- An Enter and View visit was completed at Carseld Residential Home, the report was written and published.
- An Enter and View visit took place at Scunthorpe Hospital (ward 27), the report has been complied, and issues escalated.
- A priorities report was completed, and the people of North Lincolnshire shared their opinions on what was important to them in 2024/5.
- The rural home care project was completed and published.
- Responses to the continence report were received and the report was published.
- Engagement took place at The Ironstone Centre and Scunthorpe Hospital on a weekly basis.

- Engagements also took place at The ARC, Central Library and at local events such as Barton Carnival-Like Minds Festival and Cake and Chat event at Heslam Park.
- Staff form Healthwatch North Lincolnshire attended the Zero Suicide Conference at The Baths Hall
- Healthwatch continue to hold Every Voice Matters meetings monthly, and have now moved these to face to face in the daytime.

Progress towards outcomes

Healthwatch North Lincolnshire is required to evidence activity and progress against each of the following outcomes, which are in line with the statutory functions of local Healthwatch.

Outcome 1: High public awareness of Healthwatch North Lincolnshire and the services it provides.
Outcome 2: People's understanding of their rights as users of health and social care services will be improved.
Outcome 3: Greater patient and public involvement in the work of Healthwatch.
Outcome 4: Strong and effective relationships with commissioners and a credible voice on the Health and Wellbeing Board.
Outcome 5: Ability to show the impact of Healthwatch North Lincolnshire to challenge and speak on behalf of health and social care service users, for example at the Health and Wellbeing Board.
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.

Provider Report (provider story / case studies)

Good news, challenges and issues

Core 20 + 5 connectors

A new volunteering projects officer started in her new role on the 8th May to lead on the core 20+ connectors project in North and Northeast Lincolnshire.

Throughout the quarter, work began on networking and sharing the project information across North Lincolnshire. The project Officer has attended various groups and meetings as below.

- The Youth Café
- The Tent Café
- Scunthorpe Central Library
- 20/21
- 10th Scunthorpe Scout Group
- LiveWell LD Picnic
- Crosby Community Centre
- The Arc
- Healey Road Wildlife Park
- The Ironstone Centre
- Parkinsons Support Group

From attending these groups and meetings they have gained essential contacts and arranged future engagements.

During June, the volunteering projects officer engaged with 60 people and have had gathered feedback from 52 young people about their experiences of health and care services.

So far surveys have highlighted common themes regarding access to mental health services being poor, concerns around the CAMHS threshold and lack of NHS dental services, there has been also a lot of discussions happening around the way GPs are conversing with young people.

Links have been made with both local colleges and work is under way to recruit community connector volunteers for the project.
A two-day accredited training course offered by North Lincolnshire Council was attended by the new volunteering project Officer in June.

Partnership working (examples of multi-agency working)

Rural Care at Home Project – part 2

Following on from the rural homecare project in quarter 4, the Adult Social Care Project Officer took part in 6 interviews with people who are in receipt of homecare in the south of the Isle of Axholme to evaluate the effectiveness of a pilot scheme that had been taking place since January.

The pilot involves providing a different financial package (block pay) for providers who operate in the Isle, making it more attractive for care workers to commit to these care rounds.

We also spoke with two members of staff from Amphion. They told us that since they were being paid for the entirety of their shifts, and not just per call it was a lot better. Before the changes they had considered leaving care. If a client went into respite, their working hours could drop which they couldn't afford to keep happening. They now had piece of mind and felt more settled within their job roles. They didn't mind being out all day and didn't have to worry about travel costs.

Overall, it would appear that the pilot has been successful as it has improved the length of time it takes for care packages to be put in place and has increased the number of clients that Amphion Care have been able to accept. The report has been shared with the provider development team who have welcomed the findings and recommendations and are keen to adopt the model in other areas of rural North Lincolnshire.

Equality and Diversity (is the service accessible, fair and inclusive?)

- Healthwatch North Lincolnshire has signed the Experts Together Pledge 2022. The pledge was produced by people with lived experience and asked that organisations commit to working with people with lived experiences to shape services through asking, listening, and then acting. We also attend the Experts Together Partnership meetings.
- We jointly host Every Voice Matters meetings alongside MIND. These take place every month. Members consist of people who have had experience of using mental health services. We regularly ask the group if they are satisfied with how things are going and take account of any feedback received).
- We are now members of the Dementia Action Alliance and the dementia steering group.
- We ask for demographic information in surveys. This is partly to see if any communities are being disadvantaged because of certain characteristics.

Service User feedback

A total of **230** people (members of the public and those working in health and social care) shared their experiences with us during the quarter. This is broken down by

Feedback (face to face and over the phone) – 78 people shared their experiences with Healthwatch North Lincolnshire: during the quarter. The majority of feedback that was collected was through face-to-face engagement.

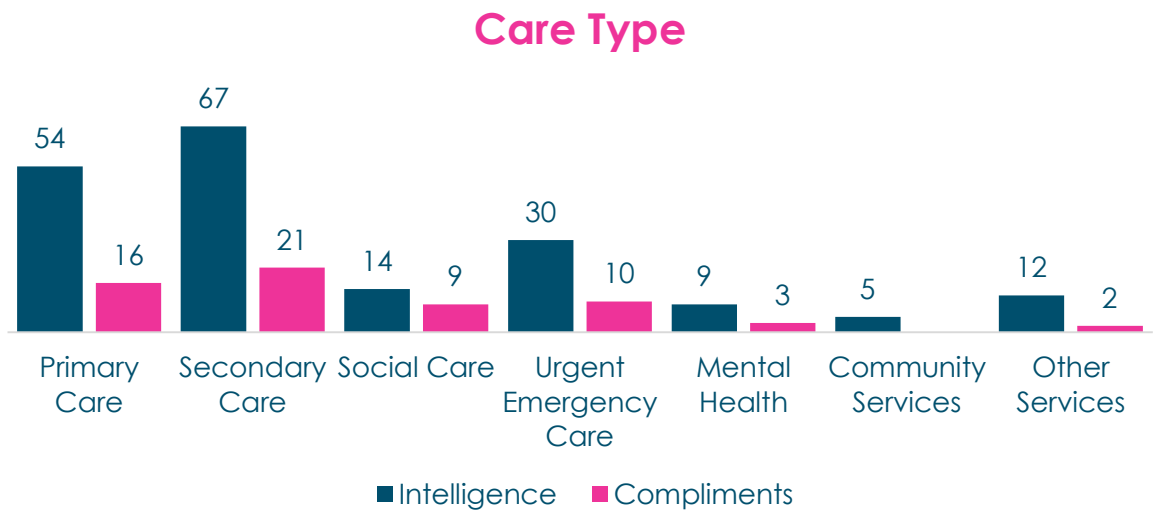
Surveys – During this quarter we ran surveys on Health Priorities and received **29** responses and Mental Health Services, also receiving **29** responses. The mental Health Survey finished at the end of June and will be available on the website once it has been analysed and written up.
Through our engagements we have also received feedback from **52** young people during the quarter.

Feedback from enter and view visits –

From both enter and view visits we listened to feedback from **34** people in total. This was a mixture of residents / patients, visitors and staff.

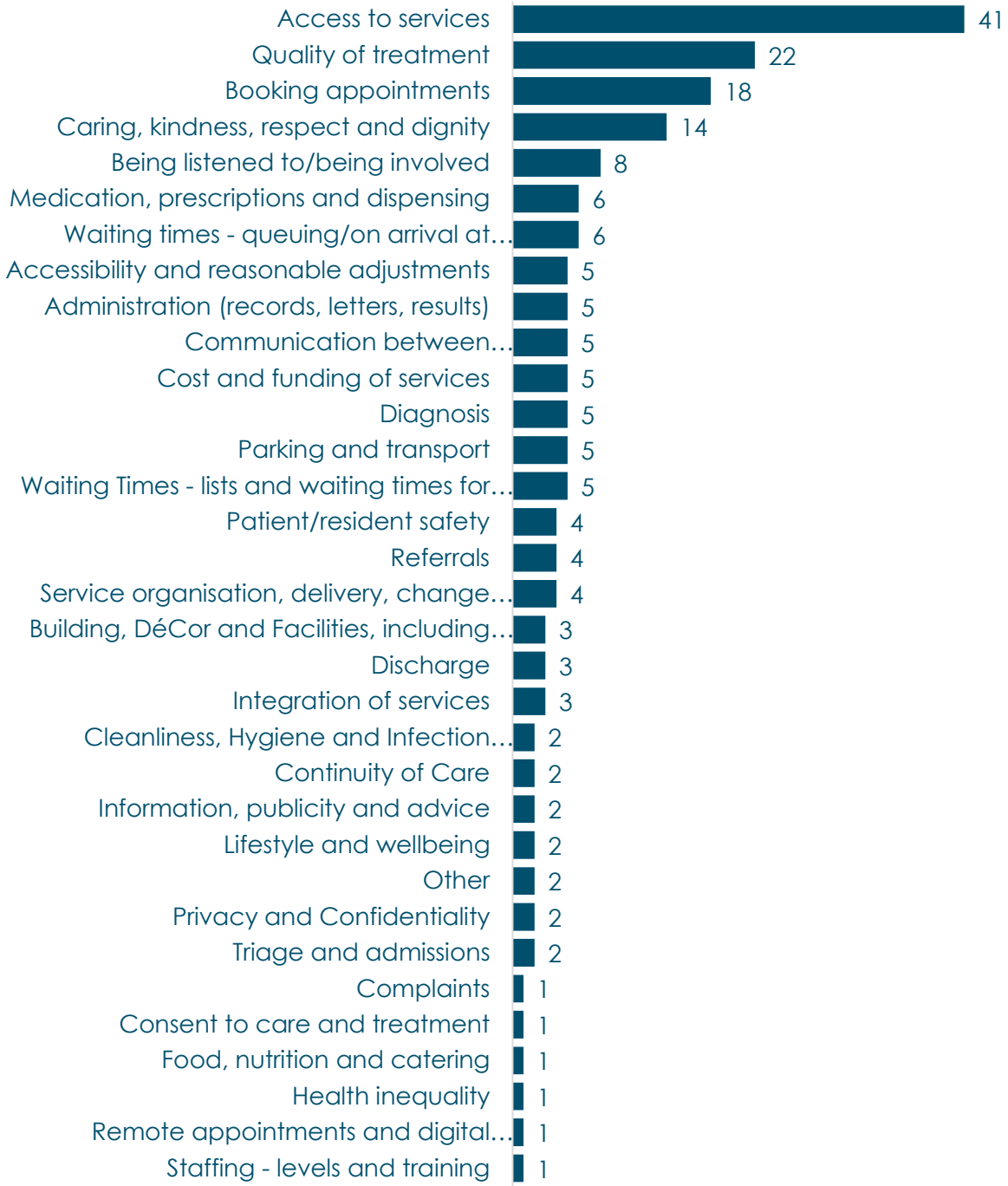
Feedback from rural homecare project – **6** service users and **2** staff members

The graph below highlights the services that were mentioned though our general feedback. It also highlights the numbers of negative (intelligence) and positive (complimentary) comments received about each service area. The number of negative and positive comments received is more than the numbers of experiences obtained because more than one complimentary / negative comment may have been received for each experience received.



The chart below highlights some of the themes related to the experiences. Access to services is the overarching theme identified throughout the quarter.

Theme - Intelligence



Lessons Learned (from complaints / compliments / feedback)

Feedback examples with actions taken.

Service Name:	Oral and Maxillofacial		
Identified By:	Engagement	Date Recorded:	25 June 2024
Experience:	Patient came in via hospital transport. She didn't know for sure which clinic she needed; she thought it was for blood results. She couldn't open the link that she had been sent on her mobile phone. She didn't have any data on her mobile and hadn't realised that no one would be able to access it. A member of hospital staff helped by forwarding the link to his mobile phone and then with her permission accessed the appointment details. By this time the patient was late for the appointment. However, the hospital volunteer supported her to the appointment to explain the delay.		
Actions Taken: (Healthwatch)	Advised the member of staff that helped that I would escalate the issues with the mobile phone texts and link to patient portals.		

Service Name:	Scunthorpe General Hospital (NLaG)		
Identified By:	Engagement	Date Recorded:	18 June 2024
Experience:	Was sent by the dentist (Dental Design) to have his daughter's jaw x-rayed at the hospital. On arrival at the x-ray clinic was informed that the x-ray machine was broken and had been for a while. No idea as to when it could be fixed. Was advised to travel to the hospital in Grimsby.		
Actions Taken: (Healthwatch)	Advised of PALS. Suggested going back to dentist.		

Service Name:	Goole Hospital (NLaG)		
Identified By:	Engagement	Date Recorded:	27 June 2024
Experience:	patient and wife travelled for eye appointment and are not happy as Goole do not have the machine to have the appointment at Goole. they have travelled to the ironstone centre and in the past have had to go to Hull. both are elderly		

	and struggle to drive over they have asked that a Slit Lamp Testing machine is accessible at Goole hospital- have informed patient that there is transport available if needed they are not happy to use this service alone and wife cannot travel with him, he has memory issues and needs her support at appointments
Actions Taken: (Healthwatch)	signposted to patient transport service

Service Name:	Scunthorpe General Hospital (NLaG)		
Identified By:	Email	Date Recorded:	5 June 2024
Experience:	I have spoken with pals from Scunthorpe hospital about making a formal complaint about the treatment I have received. They said for me to try yourselves about getting advocacy help in writing my letter, is this something you could help me with please or if not point me in the right direction		
Actions Taken: (Healthwatch)	Email signposting to PohWER		

Signposting information

We signposted 19 people to a range of different support options throughout the quarter. These included

- PALs- 10
- POhWER 2
- Community Hubs 2
- G.P 2
- G.P Practice Manager 2
- Local Authority 8
- Access Team 1`
- North Lincolnshire Parent Partnership 1
- PALs CCG 1
- Patient transport 1

Social media / website information

During the quarter we have utilised social media platforms – Facebook and Instagram. Staff are looking to explore other options such as Tik Tok which will be more relevant for targeting the younger population.

Facebook – 57 posts were published on our Facebook platform. The overall Facebook content reached 9816 people during the quarter. This is an increase over the quarter of 120.9%
Instagram- Our Instagram posts reached 130 people, this an increase over the quarter of 51.2%

(see appendix for further information)

Website –

During the quarter, we have continued regularly update the website with reports and activities. We continue to upload our surveys via the website which allows us to increase website traffic.

Website hits –
We had a total of 623 users for the month, with 569 being new users.

Out of these 623 users, they made a total of 916 visits (sessions) to our website. This means on average each user visited your website 1.47 times each.

These visits were broken down to:

472 through search (e.g. Google)

344 direct (e.g. entering our url directly)

84 through Social Media

16 through referral (e.g. from someone else's website).

Out of these 623 users, a total of 1,555 pages were viewed, which means each user viewed on average 2.5 pages.

Training Delivered

Staff Training

In addition to meetings, training sessions have been attended by the staff team to help develop knowledge, support, and communication. Training has included;

- General induction training
- Mandatory – GDPR, safeguarding, equality and diversity training.
- Healthwatch England Introduction to health and social care
- Healthwatch England – safeguarding for Healthwatch
- Children's asthma awareness
- Epilepsy
- Mental health
- Oral health
- Cancer champions
- Diabetes awareness
- Learning Disability keeping safe in hot weather
- Zero Suicide awareness training
- Oliver McGowan training
- Enter and View training
- Introduction to Autism
- Entry to Youth Work training
- Safeguarding threshold training

Volunteer training

Two volunteers completed Enter and View training in May alongside staff from all four Healthwatch teams in the Humber and Karen Mummery from the local Authority provider development team.

16 people took part in the training that involved learning about enter and view, where it can be carried out and group work which involved planning visits.

Every person who took part in the training are now authorised enter and view representatives and will be focusing on carrying out visits related to their own care areas in the coming months.

All volunteers are up to date with their training and DBS etc.

Safer Recruitment / DBS (vacancy management)

DBS applications were completed during the quarter for the new roles and these were all returned and staff are now in post.

Staffing information (correct as of 18th July 2024)

Name	Role	Project Officer area of Specialty	Hours Per Week
Lucy Wilkinson	Delivery Manager (maternity cover)	N/A	**35**
Jen Allen	Delivery Manager	Maternity leave	**35**
Rebecca Price	Project Officer	Adult Social care and Community services	**35**
Keri Vessey	Project Officer	Mental Health	**17.5**
Erin Marsh	Youth Project and Volunteers Officer	Children and Young People and Volunteers	**17.5**

Sickness Absence

In total, this quarter, staff have had 22.5 days of sickness

Compliments

A member of the public approached the team at the autism coffee and chat event. His son had very much enjoyed attending Alvingham Road day center and the cook and eat sessions that used to run there. Since Alvingham Road had shut down he had struggled to find anywhere that he could attend where he felt comfortable and that offered similar activities. The family felt that the son was socially isolated and that they were not getting any respite from their caring role.

Healthwatch signposted the family to Live Well who provide a similar range of services. We also suggested contacting the Carers Support Service for support for themselves and to contact Adult Social Services for further support for their son.

The family thanked us for the information as they were not aware of Live Well.
Live Well spoke to Healthwatch at the end of the event and thanked us for sharing the information. This shows a positive working relationship between Healthwatch and North Lincolnshire Council.

Complaints

No complaints have been received about our service.

Whistleblowing (action plans / solutions)

N/A

Service Improvement / Development

N/A

Improve awareness of Healthwatch amongst the public

Our regular engagement activity at the Ironstone Centre and the Hospital Outpatients department continued during the quarter. However, we have noticed that the footfall in the Ironstone Centre means it is not always worthwhile to attend, and we are looking at more productive ways to utilise this space. This included
hosting our own mini event to launch the mental health survey during mental health awareness week. We promoted our work alongside partners from a wide range of mental health support services, including MIND, bearded fishermen and Andy Mans Club. Our attendance was promoted through the North Lincolnshire Council public health team and the Ironstone Centre volunteer hub, as well as on our website which helped to gather more interest and footfall.

Towards the end of the quarter, we have set up regular engagement in the form of pop ups at Central Library, The Arc in Westcliff and St. Johns Market.

These locations were selected due to their high footfall, or high depravation or social issues. We will continue to monitor the effectiveness of this engagement activity over the coming months.

Barton Carnival

In June Healthwatch attended Barton Carnival and the Like Minds Festival where we engaged with **52** people who raised **11** concerns about Health and Social care services.

The event was aimed at reducing stigma around mental health and was an ideal opportunity for our mental health project officer to talk to people about the work of Healthwatch and the mental health survey that she had been running.

Healthwatch also attended “Picnic in the park for Learning Disability week, Coffee and Chat Autism event, The tent café, Starlight Arts, The Youth Café,

Crosby Community Centre, Zero Suicide Conference, Myos House, Sir John Mason House and Healy Road Wildlife Park.

Holding stakeholders to account

- Healthwatch North Lincolnshire received feedback about Carseld Care home which prompted us to complete an enter and view visit in May 2024. Healthwatch worked alongside North Lincolnshire Councils Provider Management Team and the CQC with regards to the feedback and findings. A report was formulated with recommendations which is available to view on our website.

- Following receipt of some concerning feedback about ward 27 at Scunthorpe General Hospital during Quarter 4 Healthwatch completed the first of three enter and view visits the first being in June. Healthwatch continue to work alongside the director of nursing at the ICB, the ward matron and the ward manager to address the findings of the enter and view and work towards recommendations that we have made. Staff, patient and relative Q.R code surveys are still open for people to continue to feedback to Healthwatch any further concerns. A follow up visit will take place in December 2024.

- A joint report was formulated across Health watch North Lincolnshire and Health watch North East Lincolnshire for the first 6 months of the year following an increase in adverse intelligence regarding the public being unable to access G.P appointments in a timely manner and the quality of the services they had received. This was forwarded to the ICB via the Quality Place Meeting.

Social Value

During the quarter the team achieved the following social value measurements

NT 1 – all direct employees (FTE) live within North Lincolnshire
NT8 – Number of staff hours spent on school and college visits = 36 including prep time, meeting and engaging with CYP at a range of educational events and establishments.
NT18 – Office accommodation remains at Normanby Gateway Scunthorpe
NT39 – Mental health training provided to staff through North Lincolnshire council training offer, including suicide awareness training.
NT26 – Attended a number of community events promoting health and wellbeing and the Healthwatch service.

Safeguarding

Safeguarding Incidents

We have not received any concerns about our service.
During June all staff completed the new safeguarding threshold training that was facilitated by North Lincs Council Safeguarding Adults Board.
The new Manager is continuing to represent Healthwatch on the Safeguarding Adults Board.

Serious Incidents

There were no serious incidents during this quarter at Healthwatch North Lincolnshire.

Policy/Procedure/Regulatory/Guidance

N/A

Safeguarding Update (CMARS and SAB)

- Whilst we receive information from CMARS we have not attended CMARS meetings, as raised at previous contract meetings.

- We continue to contribute to the SAB meetings.

Relevant registrations

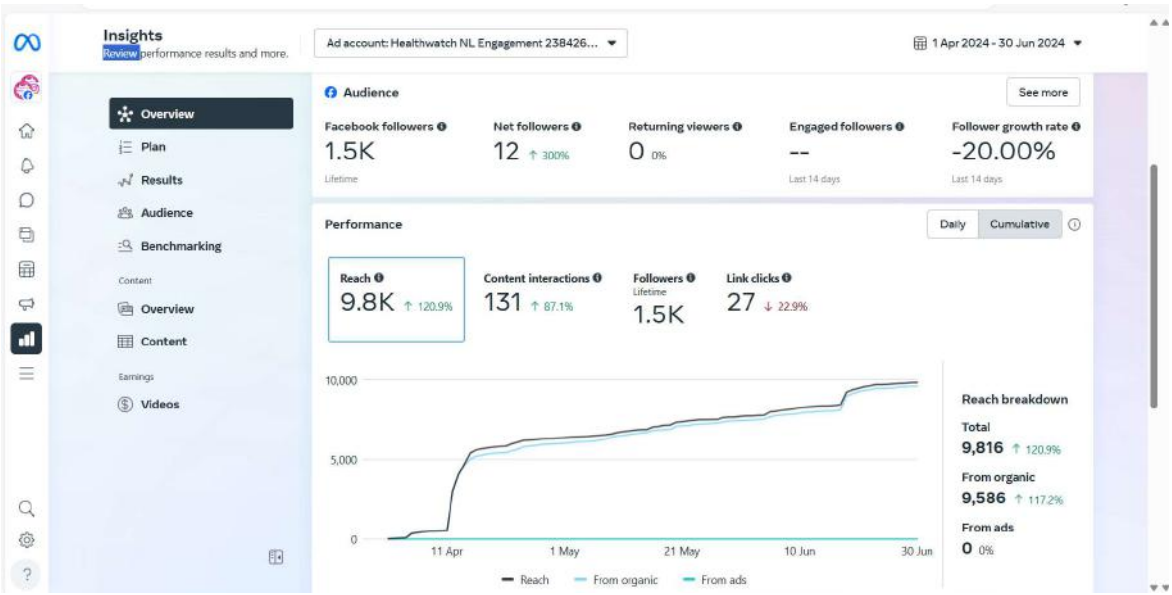
N/A

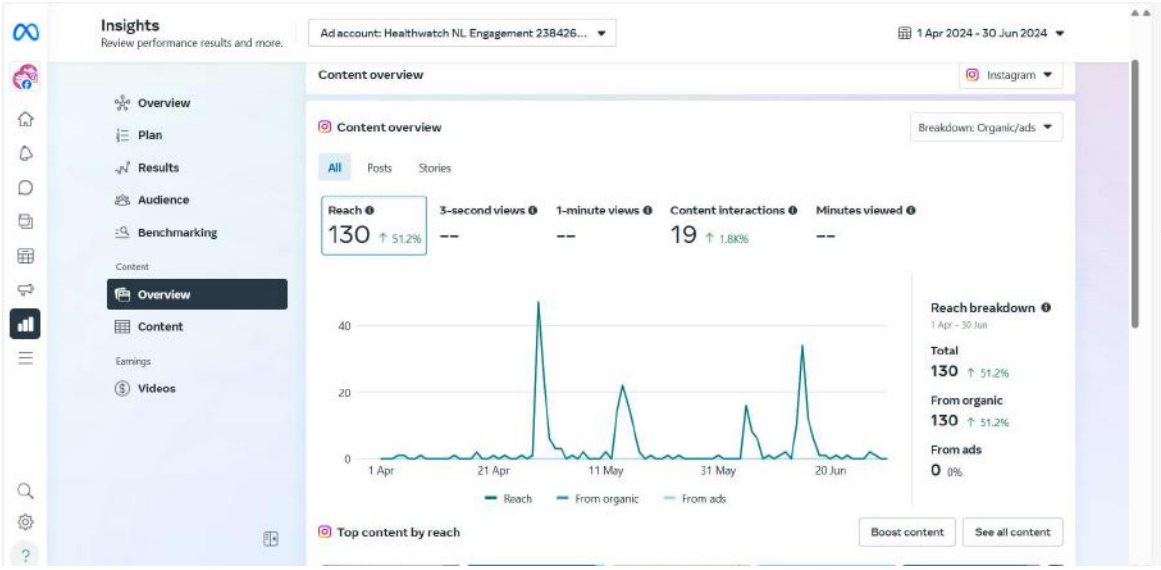
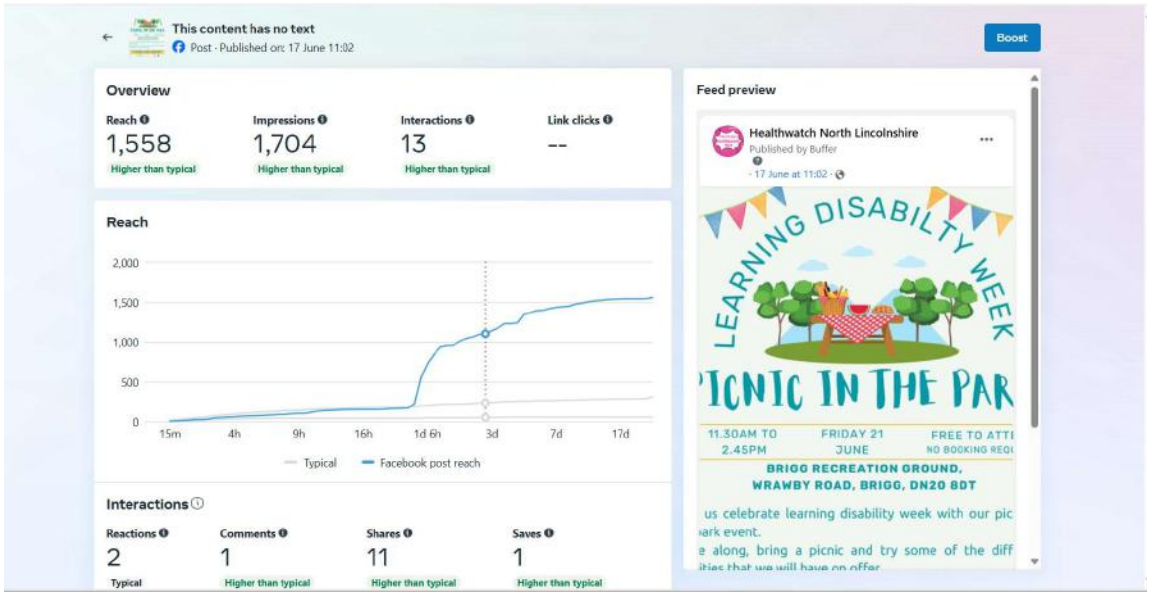
Inspections

N/A

Appendices

Appendix 1 - Facebook and Instagram Analytics:





Our Top Facebook Post