

healthwatch

North Lincolnshire



Quarterly Report

Quarter 2 - 2024/25

Healthwatch North Lincolnshire quarterly performance report

Quarter 2 2024/2025

Quality and performance data and reporting

Overview of the quarter

Quarter 2 was a very busy and productive quarter for the Healthwatch North Lincolnshire team, who have gone above and beyond during the summer period to listen to the experiences of over 980 individuals across North Lincolnshire through a range of events, engagements and projects.

- Staff that were recruited and started their roles in May have settled well into the team.
- All staff have completed report writing training.
- An Enter and View visit was completed at The Grange Residential Home, the report was written and published.
- An enter and view follow up visit was completed at Carseld Residential Home.
- An Enter and View visit took place at Scunthorpe Hospital (ward 27) in Quarter 1, the report has been compiled, and issues escalated. The staff communication channels with Healthwatch have been left open for further feed back and we will revisit in December 2024.
- A Mental Health Services report was completed, and the people of North Lincolnshire shared their experiences of using mental health services locally. This led us to look further into what support is available for Neurodiverse people.
- A Neurodiversity project took place. The feedback received will be shared with The All-Age Autism Group who are currently working on the development of the Autism Pathway 2026 for North Lincolnshire.
- In September we began an Oral Health project that is taking place in the form of Enter and View Visits. We will be visiting 11 care homes,

and the project aims to discover how well care homes are implementing the NICEng48 guidelines into their homes.

- Engagement took place at The Ironstone Centre and Scunthorpe Hospital on a weekly basis.
- Engagements also took place at the ARC, Central Library and St. Johns Market
- Healthwatch attended the ONGO Festival and Scunthorpe PRIDE
- Healthwatch continue to hold Every Voice Matters meetings monthly and have now moved these to face to face in the daytime. There has been a significant increase in attendees.

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

Throughout the quarter, work has continued networking and sharing the project information across North Lincolnshire. Project Officers have attended various groups and meetings as below.

- Wonderful Wednesday
- North Lindsey College Freshers
- John Leggott Careers fair
- Scunthorpe Central Library
- 20/21
- North Lindsey College BTEC Health and Social Care Groups
- The Pods
- YAP Steering Group
- Home Education Group
- Kirton and Broughton Youth Clubs
- Brigg Fun Day
- Scunthorpe United
- Ongo Action Day
- Magic Moments

Healthwatch North Lincolnshire will also be working alongside the ICB (Integrated Care Board) and local young people to launch a forum for young people with long term health conditions to discuss their conditions and share their experiences.



During the quarter, the volunteering projects officer engaged with many young people and from the start of the project have gathered feedback from 142 young people about their experiences of health and care services via surveys and conversations.

Surveys have highlighted common themes regarding access to mental health services being poor, concerns around the CAMHS threshold and waiting times and lack of NHS dental services. There continues to be concerns around the way GPs are conversing with young people and access to appointments.

Staff attended several events at North Lindsey and John Leggott College to promote the projects via presentations and pop up stalls, we had a good response to the surveys. This work also provided good networks for further projects.

Partnership working (examples of multi-agency working)

Provider Development Team

Healthwatch were asked by The Provider Development Team to attend one of their sector lead development forums. This was to develop the awareness of Healthwatch share the purpose of Enter and View visits, how they are carried out and the benefits of these visits. One care home has since contacted Healthwatch and asked that we complete an Enter and View visit as part of their quality development.

MIND

Healthwatch run Every voice Matters group monthly, and MIND kindly allow us to use their room to run the sessions and support the group.

Carers in Partnership Meeting

Healthwatch regularly attend the CIP meeting. In August Healthwatch had a slot on the agenda and gave a presentation to share information about current projects, Enter and View, HASR, Health Captains, Every Voice Matters and our general engagements.

Healthy workplace scheme.

In July Healthwatch met with Elliott Stones Public Health North Lincs Council to discuss progressing onto complete the Gold Standard Healthy Workplace Scheme award. This is in the early stages, but work has begun to gather information.

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 and North Lincolnshire Equality, Diversity and Inclusion Forum.

- 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 have completed Enter and Views at several care homes and Scunthorpe General Hospital to ensure that patients and residents have their voice heard.
- We are now members of the Dementia Action Alliance, dementia steering group and the Parkinsons Support Group.
- We attend the Lodge Moor Sight Loss activity Club
- We attend All age Autism Delivery steering group.
- We have made links with the Autism Peer Group ran by Cloverleaf Advocacy.
- We have made connections with Victor House and The Forge
- 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 **980** 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) – 199 people shared their experiences with Healthwatch North Lincolnshire: during the quarter. The majority of feedback that was collected was through face-to-face engagement.

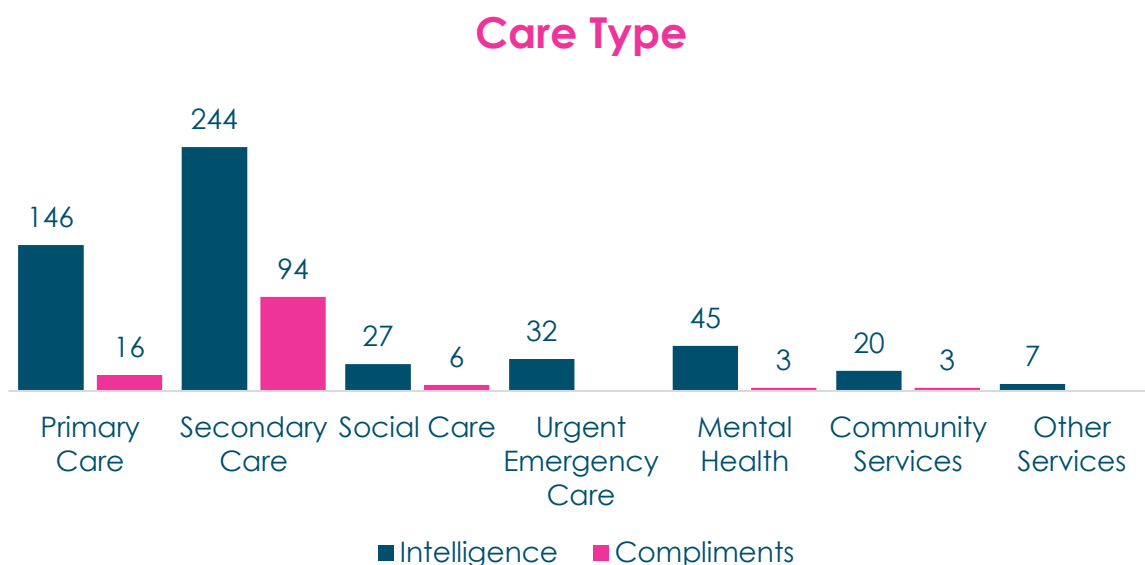
Surveys – During this quarter we ran a survey a Neurodiversity and received **32** responses. The Neurodiversity Survey finished at the end of September and will be available on the website once it has been analysed and written up. Through our engagements we have also received feedback from **60** young people during the quarter via the core 20plus 5 connectors project.

Feedback from enter and view visits –

From our enter and view visit to The Grange we listened to feedback from **25** people in total. This was a mixture of residents / patients, visitors, professionals and staff.

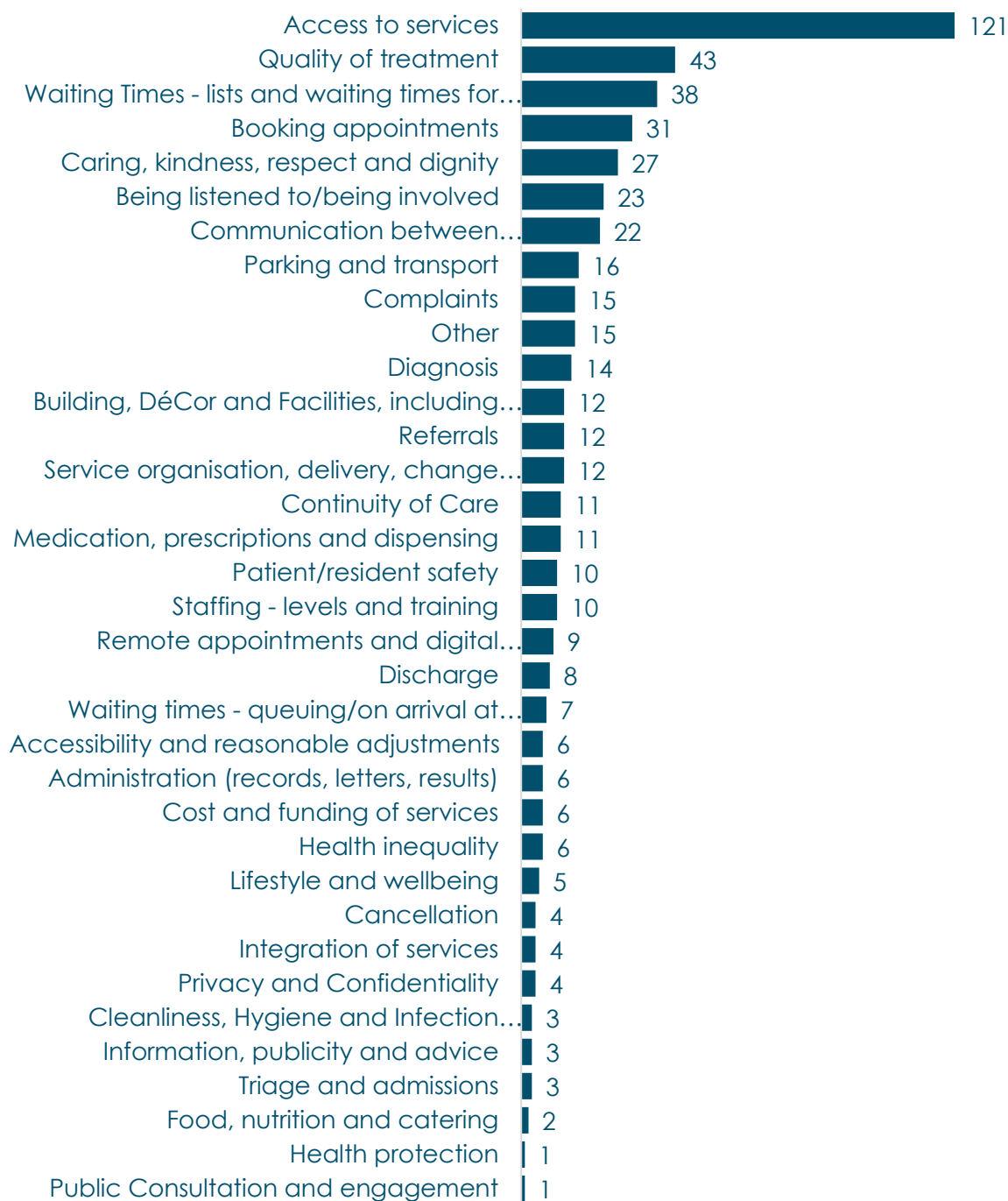
General Feedback

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:	RDaSH		
Identified By:	Email	Date Recorded:	27 September 2024
Experience:	<p>My daughter took my granddaughter to A&E following an overdose of paracetamol. The hospital staff were very good and gave my granddaughter who is a teenager the best care and arranged a call from the crisis team. They called and were meant to refer my granddaughter who is known to CAHMS in Lincoln due to this event. There has been no follow up and now my daughter has been asked to refer my granddaughter again. This is not acceptable and a failure to provide a service to my daughter and granddaughter. My daughter is very worried about her doing this again and she has had no calls, and no referrals made following this attempt to take her own life.</p>		
Actions Taken: (Healthwatch)	<p>Advised to return to the G.P for appointment for both granddaughter and daughter.</p> <p>Advised to contact PALs in the first instance to make a complaint and also provided the contact details for POHWER if needed.</p> <p>Advised to call back if any further information was required.</p> <p>Caller wished for this information to be shared in Healthwatch reports.</p>		

Service Name:	Ironstone Centre		
Identified By:	Engagement	Date Recorded:	23 September 2024
Experience:	<p>A receptionist from Cedar Medical Centre in the Ironstone Centre, whilst on her way out, stopped and used her pass to make sure that a Carer of a patient that was attending the Eye Screening clinic, could get back into the clinic to be with her. (She had observed him knocking on the door to try and get back into the clinic). He had already tried asking the Receptionist at the Birches GP Surgery, who had informed him that she didn't have a pass that would allow him back in. He was very grateful and explained that he had left his Wife, who</p>		

	has had a stroke and gets confused in the clinic, to access a toilet and then couldn't get back inside.	
Actions Taken: (Healthwatch)	N/A	
Service Name:	Scunthorpe General Hospital (NLaG)	
Identified By:	Engagement	Date Recorded: 17 September 2024
Experience:	Been in and out of x-ray, I was all done within ten minutes- fantastic!	
Actions Taken: (Healthwatch)	Information taken for recording and reporting purposes.	

Service Name:	Scunthorpe General Hospital (NLaG)	
Identified By:	Telephone	Date Recorded: 17 September 2024
Experience:	<p>Patient called Healthwatch to ask for advice and to advise of her experience receiving support for Liver Fibrosis. Patient advised that she had attended a gynaecology appointment for a scan and during this scan she was found to have a fatty liver. Her G.P referred her for a fibro scan of her liver. This unfortunately showed that she had late stage 3 advanced fibrosis. She visited her G.P who asked what she was seeing the G.P for as he doesn't know about the liver fibrosis. She was then referred to SGH Gastrology and was seen by a consultant who questioned the results of the scans her bloods were within normal range. He then advised that there was no treatment, there is possibly a treatment coming from America in a years' time, she was advised that if she was still around in a years' time, he may consider prescribing it. Patient advised she felt that she would have to suck it up, go home and die slowly. This information was delivered to her in front of two students. She has since researched and sought treatment at Hull Royal Infirmary for her condition and advised they are supportive and helpful. She advised the pathway and awareness for liver fibrosis and liver cancer in Scunthorpe is shocking there is nothing to support patients. Patient has tried to contact PALs and now has no faith in them as they never answer the phone or respond to emails.</p>	

Actions Taken: (Healthwatch)

Advised Healthwatch would raise the pathway as a concern within their intelligence reports. Gave contact details for POhWER to make an NHS complaint. Lady asked if we could share liver awareness week on our social media and this was agreed.

Signposting information

We signposted 52 people to a range of different support options throughout the quarter. These included

- PALS- 17
- POhWER -10
- Local Authority 8
- G.P Practice manager 6
- G.P 5
- Access team 4
- Community Dental Services 4
- PALS (NLAG) 3
- Community services 2
- Dental Service Practice manager 1
- Dentist 1
- NHS 111 1
- NLC SPA 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 681 users for the month, with 626 being new users.

Out of these 623 users, they made a total of 1033 visits (sessions) to our website. This means on average each user visited your website 1.52 times each.

These visits were broken down to:

373 through search (e.g. Google)

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

137 through Social Media

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

Out of these 681 users, a total of 1033 pages were viewed, which means each user viewed on average 2.82 pages.

Newsletters

During quarter 2 Healthwatch produced and distributed a summer newsletter. This was emailed to 530 persons and was posted to 202 people, services and businesses locally.

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.

- Metatonia -Basic introduction to trauma informed care
- RDASH Leadership Conference
- Zero Suicide Awareness
- The adult social care research festival 2024
- Report writing
- How to develop a good survey

Volunteer training

Two volunteers completed refresher Safeguarding and Equality and Diversity training in August.

Volunteer Hours

Our volunteers supported Healthwatch at several events this quarter including Scunthorpe United Fun Day and Scunthorpe PRIDE.

They were involved in the planning of the oral health project enter and views. Healthwatch volunteers contributed 30.5 hours of their time to support our events and enter and views in quarter 2.

Safer Recruitment / DBS (vacancy management)

DBS checks were audited for all volunteers and two volunteers will be attending the office in Quarter 3 to update their DBS checks.

Staffing information (correct as of 30th September 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
Vacant	Volunteers Officer	Children and Young People and Volunteers	17.5

Sickness Absence

In total, this quarter, staff have had 3 days of sickness

Compliments

We received a Facebook comment from a person stating they had shared information with the lovely Healthwatch lady.

Thanks, from many patients at the Ironstone Centre for directions to the eye clinic.

"Thank you, that's an interesting read. I'm so pleased to see Healthwatch up and running again, you do some great work"

Complaints

No complaints have been received about our service.

Whistleblowing (action plans / solutions)

Intelligence reports are shared with the CQC, ICB, PCN and local authority any concerns are discussed and actioned.

Service Improvement / Development

Healthwatch North Lincolnshire have begun work with North Lincs Council to work towards the Gold Healthy Workplace Scheme.

Improve awareness of Healthwatch amongst the public

Our regular engagement activity at the Ironstone Centre and SGH Hospital volunteers station continued during the quarter. However, we have noticed that the footfall in the Ironstone Centre means it is not always worthwhile attending. We have added The Arc and Central Library into our regular engagement calendar. We have also attended St. Johns Market on several occasions and had great feedback. However, this cannot be a regular engagement due to the cost of hiring space.

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.

We have hold engagement every 6 weeks at Sir John Mason House, we attended Myos House, Victor House, the blind club, Inclusive family fun day at The Connect Church.

We also attended North Lindsey College and John Leggott College to share our information with the young people of North Lincolnshire.

These locations were selected due to their high footfall, or high deprivation or social issues. We will continue to monitor the effectiveness of this engagement activity over the coming months. Below shows other places we have visited and engaged with the public.

Scunthorpe central library	Cemetery lodge
Outreach town centre	North Lindsey College
CENTRAL PARK	The Grange
West street hub	Costa Coffee
20/21	Crosby Collective
Winterton Medical Practice	Lincolnshire House
Burringham Road	Norwood House
Westcliff	Holly House
Scunthorpe town centre	RDASH Conference
Wonderful Wednesday	Barton Family Hub
SGH	Great Oaks
Central Library	The Manor
ONGO Action day	Ascot House
Crosby Collective	Church Square



Ongo Carnival and Scunthorpe PRIDE

In August Healthwatch attended the Ongo Carnival and engaged with 106 people who raised 46 concerns about Health and Social Care Services.

We also attended Scunthorpe PRIDE and engaged with 102 people who raised 8 concerns about Health and Social care services.



Holding stakeholders to account

- Healthwatch North Lincolnshire received feedback about The Grange Care home which prompted us to complete an enter and view visit on 20th August and a follow up visit on the 5th September 2024. Healthwatch worked alongside the ICB with regards to the feedback and findings. A report was formulated with recommendations which is available to view on our website.
- In September Healthwatch began working on an Oral Health Project in Care homes. This project was to revisit the “getting to the root of the issue” project that took place in 2019. Our aim was to compare the results to the same survey that was completed in 2019 to see if there had been any improvement in oral care in care homes. The project was delivered in the form of Enter and Views across 11 Care homes across North Lincolnshire. The project is still running and once all reports are completed, they will be available to view on our website.
- The Mental Health Services report that was completed in Quarter 1 received substantial information about the lack of pre and post diagnostic support for people with autism and neurodiversity in North Lincolnshire. This prompted us to complete a Neurodiversity Project. This project ended at the end of September and is currently being analysed and written up. We have liaised with the ICB and The all Age Autism Delivery Steering Group and once complete the report will feed into future developments in this area.

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 was 35.75 hours 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 several community events promoting health and wellbeing and the Healthwatch service.

Safeguarding Incidents

We have not received any concerns about our service.

The 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

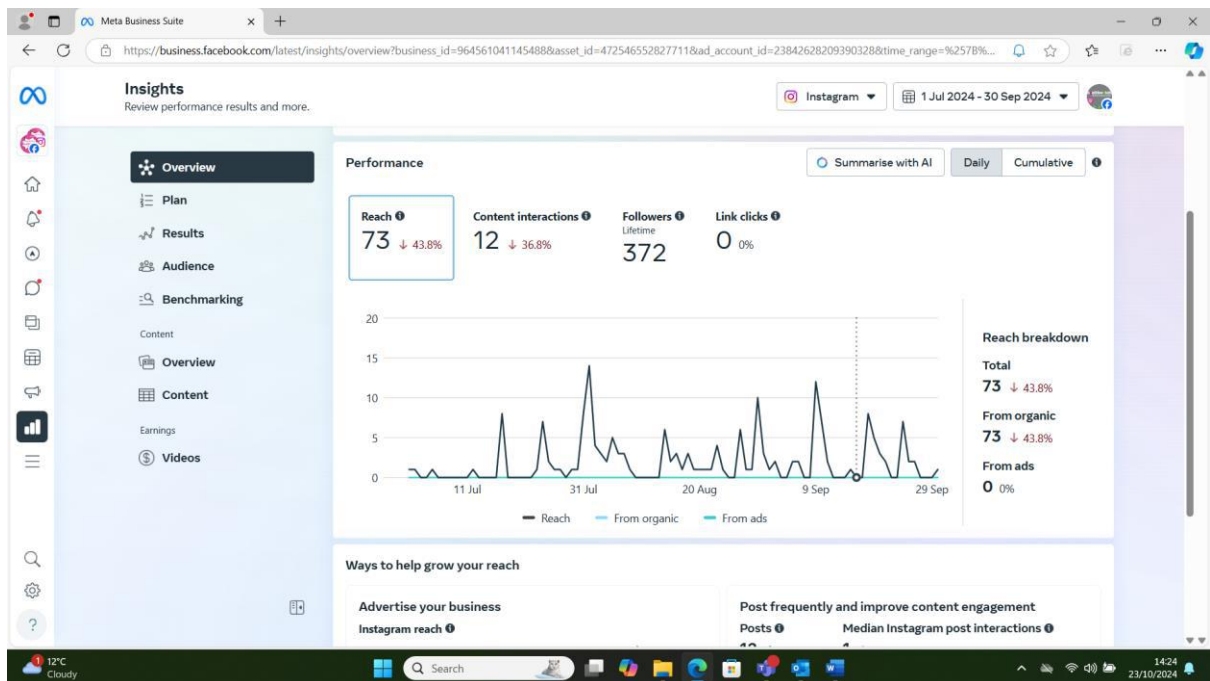
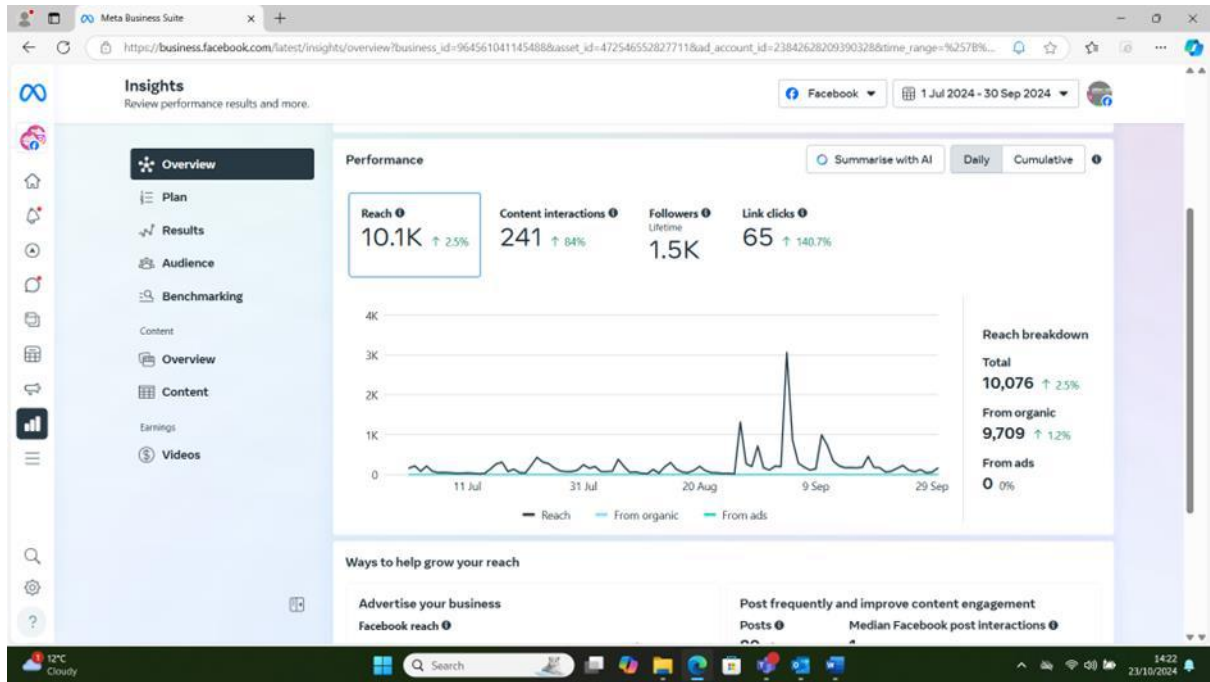
N/A

Inspections

N/A

Appendices

Appendix 1 – Facebook and Instagram Analytics:



Our Top Facebook Post

