



Quarterly Report July–Sept 2017

healthwatch
Lincolnshire



Volunteers donated over **285** hours. They have also handed out **1600** leaflets



14012 website views. **1824** Twitter followers and **290** Facebook likes



Our signposting and information service has helped **256** people



We have produced **94** reports on issues ranging from medication to immunisations



We have produced **9** Enter and View care home reports



We have spoken to **2720** local people at **120** events across Lincolnshire

Healthwatch Lincolnshire
making a difference.

it starts with
YOU

Welcome to our first *Making a Difference* Quarterly Report which provides an overview of:

- Statistical achievements (Front Cover)
- 2016/17 AGM
- Patient Experiences
- Signposting Support
- So what...
- Enter and View Visits
- Reports and Escalations
- Updates On Other Services

**Talk
to us**

Telephone
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#HaveYourSay

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You can download this publication from www.healthwatchlincolnshire.co.uk

Healthwatch Lincolnshire

Impact Report Jul–Sept 17

Healthwatch Lincolnshire (HWL) is your local consumer champion for health and care, ensuring the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. HWL priorities are:

1. Influencing Health and Social Care services through the delivery of our three core functions.
2. Raising awareness on a local and national level of HWL and its impact.
3. Making HWL sustainable for the future.
4. Working in partnership to support improvements in health and social care.
5. Participation and involvement in all aspects of health and social care.

Our Vision, Mission and Core Functions



Our **vision** is for everyone in Lincolnshire to access and receive outstanding health and social care services.



Our **mission** is to be the consumer champion for all health and social care services for everyone in Lincolnshire.



- **Influencing** - helping to shape the planning of health and social care.
- **Signposting** - providing information, helping people access and make choices about available services.
- **Watchdog** - being a critical, supportive and accountable friend to everyone in Lincolnshire.

Healthwatch Lincolnshire is a registered charity and company Limited by Guarantee

Registered Charity No: 1154835

Company No: 08336166

your
voice
counts

healthwatch
Lincolnshire

We want to hear about the care you received from a local healthcare service

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Lincolnshire website today. You can even leave feedback anonymously.



Leave feedback now:

www.healthwatchlincolnshire.co.uk

Telephone: 01205 820 892 Email: info@healthwatchlincolnshire

Annual Report 2017

#ItStartswithYou

In 2016/17 we raised 353 questions and recommendations on behalf of patients, their carers or service users, with the organisations that are delivering their health and care services in Lincolnshire. Below is a summary of some of our activities.

The full report can be found on our website: <http://bit.do/HWLAnnualReport17>

In 2016/17..



We have engaged with **34,685** Lincolnshire residents through 1 to 1 support, surveys and engagement.



Our website and feedback centre has received an impressive **53,952** hits



101 recommendations were shared as a result of our Enter and View activities



We have raised **353** questions, recommendations, observations and suggestions



197 questions were raised directly with health and care provider organisations

Our Information Signposting Team helped **1,570** patients, carers and service users find their way through the complicated health and social care system



Healthwatch volunteers have contributed a staggering **1,732** hours of support from April '16 to March '17



Healthwatch Lincolnshire Annual Report 16/17

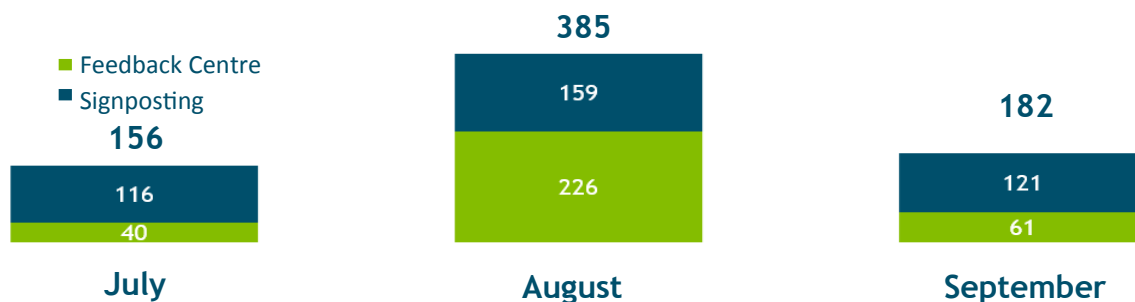
AGM 2017

Following the publication of our Annual Report in September we held our 4th Annual General Meeting. What a meeting it was!

We were extremely pleased with the number of people who took the time to attend and would like to thank them all. After a lively and very interesting presentation from BBC Radio Lincolnshire presenter Rod Whiting, the audience then heard more about HWL work. Finally, we were proud to present certificates to our volunteers who have been supporting us for more than 2 years. We also received the Carers Award from Vicky Thompson, Chief Executive of Every-one.



Total patient experiences:



July to Sept 2017– Highlighting just 3 months of our work

This quarter has seen a total of 723 patient experiences shared directly through our Information Signposting Officer and online feedback centre. This is a significant rise from the first quarter of 545 patient experiences. The following trends have been identified for each month:

July

During July we received a total number of 156 experiences. 40 of these have been posted directly to our feedback centre with the remaining 116 experiences reported directly to our Information Signposting Officer.

From the information we are receiving we can summarise the following points:

Current GP Practice mergers - patients do not feel they are receiving sufficient information as to the reasons why GP mergers are happening and what impact to their services might occur as a result. We would suggest that better public messages are provided eg highlight any positive impacts and what if any services might cease or be moved to partner practices.

GP Surgery public messages - we believe more public information is necessary to help patients understand the importance of reception triage and roles of staff such as Nurse Practitioners.

Patients are still sharing concerns as to why receptionists are asking them for personal information. Where able, we are helping to

inform patients as to the importance of signposting them to the right services at their GP practice but it is clear much more communication needs to be done.

Access to GP appointments - Healthwatch Lincolnshire recognises we have consistently highlighted the difficulties many patients are having making an appointment with a GP. At present we are not updated as to the clear actions that are being put in place to help improve the situation, rather we are hearing more and more patients sharing their negative experience. Where patients are not able to access a GP appointment (having to **wait 2 weeks** and more) they are presenting at A & E, Walk in Centre, Minor Injury Unit and Out of Hours which is impacting on other NHS services, and more worryingly they decide not to make an appointment resulting in failing health for some patients.

August

During this period we received a total number of 386 experiences, 226 of these have been posted directly to our feedback centre with the remaining 160 directly through our Information Signposting Officer.

In August Healthwatch Lincolnshire received 85 telephone calls in relation to the closure of 1A Dental Practice in Spalding. Patients that have attended this dental practice received notification of the closure in August/September but were not offered any suitable alternatives in the local area. We

have raised their concerns and a number of our own concerns, including lack of NHS dental services in Lincolnshire directly with NHS England area team responsible for dental services. As a result NHS England met with us at the end of October with us to discuss this.

Patient feedback during August continues to raise concerns about waiting and appointment times and administration errors. We are keen also to raise praise where it is given. The following 2 experiences were shared with us in August:

"First visit as a patient at Lincoln (County Hospital), patient found it first rate all round, the timing, care, explanation and treatment. Even all the tests associated with a first-time patient were completed before their predicted waiting times. Faultless. Spouse had recently attended as an emergency patient and their treatment was superlative".

"We have received very good care, respect and information. The attitude of staff in the outpatients clinic was very good. However I would make one comment, the information took 3 months to arrive back at our GP surgery from the Consultant to refer elsewhere, this is a problem that needs to be solved". (Grantham Hospital)

September

During this period we received a total number of 182 experiences, 61 of these have been posted directly to our feedback centre with the remaining 121 being directly shared with our Information Signposting Officer

From the experiences we have received we would like to summarise the following points:

Louth Hospital - some concerns raised about future of Louth Hospital.

GP appointments - some patients shared difficulties accessing appointments - HWL is undertaking some targeted work (Oct/Nov 2017) across Lincolnshire to ask patients about their ability to access appointments. Results of this work will enable us to better understand if this is a widespread problem, localised to specific surgeries, or anything else.

Hospital care - overall experiences were positive with many feeling they receive very good care.

Dental - closure of 1A Dental Practice in Spalding has impacted many people in the Spalding and District. One of the main problems is that there is no availability to NHS Dentists in that area, resulting in extensive travel for many.

Problems with hospital appointments - this is a continued theme, often patients attending clinics and other appointments are first told on the day their appointment has been cancelled or altered.

Touch screens - many patients find these difficult to navigate and particularly hard for those with sight problems.

The image shows the Healthwatch Lincolnshire logo at the top, with the text "healthwatch Lincolnshire". Below the logo is a grid of nine circular icons representing different services: Care at Home (house with heart), Nursing Homes (house with cross), Residential (house), Community Based (three people), Hospital Discharge (cross), Help & Advice (arrow), Feedback (speech bubble), Local Health Services (stethoscope), and Carers Support (two people). At the bottom, there is a pink banner with the text "Helping you get the best out of your health and social care services" and "Covers services in Boston Borough | East Lindsey | South Holland". The website address "www.healthwatchlincolnshire.co.uk" is at the bottom, and a small "ISSUE 2" badge is in the bottom right corner.



Just Ask...

**We can help you find
what you need**

Call: 01205 820892

Email: info@healthwatchlincolnshire.co.uk

www.healthwatchlincolnshire.co.uk

Signposting experiences

Our Information Signposting Officer has helped 256 people this last quarter to access services and provide a range of further support.

Here you will find a brief flavour of the comments we have received from patients, carers or service users and what we have done with those comments.

You said...

Husband and wife in their 90's. One of them was in a care home, the other was finding it very difficult to visit them and wanted them back at home.

We did...

Healthwatch Lincolnshire contacted Adult Social Services directly on behalf of the couple, who agreed they would do all they could to reunite them. We received a phone call to say thank you and 'if we hadn't intervened and escalated, they would still be waiting and they couldn't have done it without us'. The Social Worker went out straight away and care package was arranged to start within a couple of days.

You said...

Family needed help and support with relatives healthcare needs.

We did...

HWL made contact with Adult Social Care. The family responded back telling us our input had a significant impact on them and that of their family member.

"Your confident and measured response could not have been more welcome. You were a wealth of knowledge and experience from which we could move forward. We felt and still remain energised by such a unique service as Healthwatch in a desert of relative vagary, inevitably our stress would have escalated when we were already feeling highly anxious to the point of standstill and not knowing which way to turn.

Not only did we survive with your expert professional input, but in turn we were able to use the knowledge gained with friends and family to assist them in difficult situations around health issues.

This is a belated THANK YOU VERY MUCH to you and the service, from this family and on behalf of those who have benefitted as a result."

So what...

Outpatients Letter

Healthwatch Lincolnshire has in recent weeks been made aware of letters being sent out by ULHT to patients who are currently waiting or receiving treatment at one of their outpatient departments.

We along with other organisations have raised concerns about the content and style of these letters, and with the Trust's reasons for sending them out. As a result ULHT have told us they have altered the letter to make it much more patient focused.

CCG Patient Letter

General letter from CCGs provided to hospitals where patients treatment requires prior approval. Patients are the intended audience of this letter. HWL asked staff and volunteers from our readers panel to comment on this letter

Feedback from CCGs informed us that following HWL feedback (and written points) this letter was changed to include HWL revised suggestions.

Gypsy Traveller Community

Paul Boucher of the Lincolnshire Traveller

Initiative recognises the importance of their organisation working with HWL on joint engagement activities they are also conducting an ongoing health survey with the families who live on permanent sites in Lincolnshire. A HWL volunteer is currently going to do cooking sessions with families on the sites - **this is something they have set up themselves.**

Cliff House Medical Practice :

Healthwatch Lincolnshire was involved in listening to patients during the consultation phase for the future providers and service specification preferences for patients. HWL was able to ensure that an independent account of the views heard were shared with the CCG and subsequently asked to be part of the tender panel with special consideration for the patient engagement element on the contract award.

Jon Van Geest Care home

After a HWL Enter and View visit, the Jon Van Geest Centre took on-board the patient feedback and in response *"I'm really thrilled the patients feedback has given us something to work on"*



Sign up to HWL news http://eepurl.com/c6IX_j to receive your free Health and Social directory!

Enter and View

Enter and View - 9 NEW Care home Reports

Visits made to the care homes highlighted below include findings such as limited reports of delayed or poor discharge from hospital, lack of care package provision and access to activities for residents within the care home settings where they live.

Engagement with residents was mixed, those in an elderly rather than Learning Disability residential setting tended to be more restricted by both availability of staff and ability to take residents out, specifically when needing wheelchair accessible transport.

Care homes visited between April–Aug 17

Tanglewood Sandpiper Care Home, Alford; Heatherlea House Care Home, Woodhall Spa; The Old Hall Care Home, Fiskerton; The Haven Care Home, Metheringham; Woodside Care Home, Skegness; Eliot House Nursing Care Home, Gainsborough; Clayton House Care Home, Gainsborough; Skirbeck Court Care Home, Boston; Seaton House Care Home, Louth.

Our Recommendations concerns and comments in more detail

Heatherlea House Care Home, Woodhall Spa

- A wet room for the home would be welcome in supporting both the residents and the staff provide maximum choice and best experience.
- The premises has limitations due to the building type, however it was felt that improvements could be made and was hoped that some future long term investment could be considered. Whilst the home didn't feel it had the facilities of a modern care home they hoped this could be made up for by the care and homely approach. This would also impact on the desire of the home to increase its capacity and provide great opportunities for local to continue living locally when they are unable or wish to live in residential or respite care.
- Making local commissioners aware of challenges faced in getting care packages in place so residents returning to their homes should be considered for escalation.
- Making local commissioner aware of the challenges of withdrawal or reduced availability of local services like ear syringing for the care home population and staff should be considered for escalation.

Tanglewood Sandpiper Care Home, Alford

- Making local commissioners and providers aware of some of the needs that appear to be emerging around day care provision should be considered.
- Making local commissioners and providers aware of some small changes that could support not only care provided at Sandpiper but more broadly across the care sector, such as working with pharmacies to include a description about what a medication is 'for' rather than its 'clinical' name could have a major impact.

The Old Hall Care Home, Fiskerton

- There were some identifiable challenges for the home specifically when trying to access hospital with limited Learning Disability facility and a focus on a medical model.
- Challenges also when dealing with times of crisis where external teams are required (East Midlands Ambulance Service / Mental Health)

The Haven Care Home, Metheringham

- Overwhelmingly residents felt safe, secure and happy within the home environment.
- There was a thematic trend that activities or engagement with residents was important and that whilst we are aware at the time of the visit the home did not have an activities coordinator, we would be interested if this situation has changed and whether informing families and visitors of this and encouraging / empowering them to be able to support activities for their loved ones would benefit the residents.
- We heard some challenge over the hospital discharge process. We could not ascertain how these sort of issues were escalated for the home and suggested they work with CQC and the LCC Quality Lead who may enable some of the issues raised to be addressed.
- We noted that the home required some decorative renovation in places.

Woodside Care Home, Skegness

- Residents told us that the home could be very noisy with the TV and other residents, and sometimes this impacted on them, but they also like to be in the communal areas where they could talk to other residents.
- We heard about the reliance on wheelchair accessible taxis to get residents out and potentially the long term benefits of having a minibus could be considered.
- We heard the potential for increasing occupancy and also the challenges around competing in a market where they felt the attractiveness of the property would impact on them at the current time and also the fact that they needed to market the home from home approach.
- We were encouraged by the engagement with local community, particularly engaging with local schools to look at changing the logo, as well as holding open days and encouraging the community to come into the home whether that be religious, or recreational.
- We understood that the home was under occupancy and therefore efforts had and are being made to renovate and improve the environment where possible.

Eliot House Nursing Care Home, Gainsborough

- We noted the residents comments relating to a desire to have 'more to do', whilst we appreciate this can be a challenge for a staff team, we felt there was an opportunity to do more with families to encourage supporting the resident to achieve what they wished.
- We felt that there was also a potential to support families further in the understanding of dementia, and to offer 'Dementia Awareness sessions'.
- We also propose to contact LINCA to discuss what opportunities could be included in their training program that may holistically support care homes.

- We noted the work the home had been doing around falls and as a consequence signposted them to the LPZ program for interest.

Clayton House Care Home, Gainsborough

- At the time of the visit one resident told us they felt they were being treated unfairly, this was addressed with staff and we consequently were made aware of the actions taken to find a resolution.
- When asked where issues get escalated such as the length of time for reablement of a resident, this was unclear. We would recommend that escalation procedures are reviewed so that patterns which may emerge can be addressed by those commissioning or delivering that service

If you would like to know more please get in touch with

Nicola.Tallent@healthwatchlincolnshire.co.uk or call the office on 01205 820892.

ULHT in special measures

On 5 July Healthwatch Lincolnshire wrote to Jan Sobieraj, Chief Officer of United Lincolnshire Hospital Trust (ULHT) with concerns about ULHT returning back into 'Special Measures'. The following is an extract of the letter:

On behalf of patients, carers and residents of Lincolnshire, Healthwatch Lincolnshire considers the recent announcement by the Care Quality Commission Inspection which resulted in United Lincolnshire Hospital NHS Trust (ULHT) being placed back into Special Measures, is of great concern to us, particularly the fact that services were rated as not safe. This situation, which is not of recent origin, does not appear to be improving, despite efforts over the past few years.

Whilst we commend the fact that your caring domain was rated as good, and this reflects what many patients share with Healthwatch, it is the areas of safe and well-led that are of most concern.

Healthwatch Lincolnshire believes there should be clear public messages that provide

a level of reassurance from the Trust that confirm you are doing everything in your powers to ensure no lives are unnecessarily lost and all that all and every patient can expect a high quality service at all times.

As a result of this letter, on 14 August Jan Sobieraj met with Trustees from Healthwatch Lincolnshire Board to discuss what actions ULHT are putting in place to improve the current situation. Whilst Jan was able to go some way to reassuring HWL the Trust was doing as much as it can to bring all services up to acceptable levels, it is very apparent that there is a lot more work to do.

HWL will continue to meet with the Trust on a regular basis to monitor the situation. To ensure we keep up to date with what is going on, John Bains our Chairman will be attending the ULHT monthly Board meetings as an observer, and Sarah Fletcher, Chief Executive Officer will be attending the monthly ULHT Systems Improvement Board which is focusing on Special Measure Improvements.

Make your voice count

Feedback now....

Visit the Healthwatch Lincolnshire Feedback Centre to rate and review your experiences in NHS and social care services in Lincolnshire.

www.healthwatchlincolnshire.co.uk



Pain Clinic Report

How pain management was experienced by patients

Healthwatch Lincolnshire was interested in how pain management was experienced by patients in Lincolnshire. We visited hospital sites at Grantham, Lincoln and Boston, we had 29 face to face patient conversations and have also included feedback received from patients via our database.

- We are aware that the plan is to review and develop the Pain Management Pathway for patients. We feel from talking to patients that greater access to care in the community would support an already stretched referral and appointment system for both patients and staff.
- We were assured to hear that patients felt that nursing staff were supportive and caring. We were however concerned that the feedback which generally came from patients experience of Primary Care was poor with patients citing that the GP didn't understand and they were referred without being told by their GP.
- Some of the challenges experienced by patients as a result of their pain was clearly distressing; impacting on their finances, independence, relationships and mental health. The psychological impact of pain and the need for support in this area appears to be a key need for those patients currently experiencing long term pain.
- We observed first hand some of the physical challenges of running busy clinics in an acute setting. For example Lincoln Pain Clinic had been moved to

Digby ward. Although patients didn't appear to have difficulty locating the clinic and there was signage at the entrance to the hospital. However a Ward environment did not appear to support the running of the clinics, the nurses station still in place at Lincoln provided a congregating location for staff and potentially a confidentiality risk, also a physical barrier for patients.

- In Boston we observed a computer with patient and clinic details situated in the corridor of the waiting area. Whilst the environment dictates the limitations there could be an issue around confidentiality. The waiting areas for the clinics were busy and staff were required to move between waiting rooms to try and find patients.
- We were concerned to hear that the Lincoln clinic received inpatients onto the ward during times of bed pressures which impacted on the running of the clinic.

Commissioner Response

“The CCGs across Lincolnshire recognise the issues in the Healthwatch report. It is intended that the current review of the of the service and the proposed new service we hope to commission will address the lack of psychological support and improve the ability of patients to receive a wider range of treatment options in the community, including from their GPs and physiotherapists”

Escalation Paper Decommissioning

This paper highlights concerns raised by patients, carers, service users and other stakeholders to Healthwatch Lincolnshire regarding de-commissioning of health services in Lincolnshire.

In 2016 Healthwatch Lincolnshire was made aware, due to the high number of patients contacting us, of changes as to how patients could in future access INR blood test service from their GP (ceased to offer the service in many cases) in East Lincolnshire. Patients raised the changes with us due to the serious concerns they had as to what the impact such changes would have on them as a patient. In addition, patients were very unhappy that the first they knew of this change was as they tried to access the service when they were told it had ceased, ie they had received no prior notification.

Since this time we have been made aware again through patient and stakeholder feedback that immediate closure of many other services is occurring. Examples of these include low vision service, ear wax removal, 24 hour blood pressure monitoring, diagnostic spirometry, audiology, varicose veins and tonsillectomy. Whilst we acknowledge that not all of the above services are commissioned by the Lincolnshire CCGs, it is important to highlight the range and growing number of services that have ceased in Lincolnshire, as we are concerned that the overall long term impact is not being considered.

We are also aware that how services are commissioned is not consistent throughout the county, for instance West CCG audiology service remains at the overcrowded County Hospital site when the service for the rest of the county has been moved to a 'high street' provider, and this suggests possible inequalities for many service users?

Finally, we are also aware that at the North West Anglia Foundation Trust (NWAFT) Council of Governors meeting on 17 August it was highlighted that South Lincolnshire CCG has a long list of non-emergency procedures they would no longer be commissioning with

NWAFT.

How does Healthwatch Lincolnshire feel this affects patients?

Patients are being given little or no warning of any changes as to the way in which they are able to access these services. If alternative services are made available, patients in many cases will have further to travel. Extended travel affects both the patient and their carers, especially where services are much further away from home.

From the feedback received, Healthwatch Lincolnshire believes that the impact of cessation of non-emergency services is in some cases affecting patient's health and overall wellbeing. For instance, one patient with hearing problems could not hear traffic noise without regular ear waxing and feared they would be harmed by stepping out into the road; other patients who require regular blood testing were concerned they would no longer be able to attend regular checks and therefore any changes to their condition would not be picked up. In this case, we believe cessation of such services will most affect vulnerable patients whose health is already concerning.

Escalation paper update 20 Dec 2017

To date we have received responses to this escalation paper from:

South Lincolnshire CCG and South West Lincolnshire CCG - Both of these CCGs confirmed the only service they have currently de-commissioned is the low vision service. This service was decommissioned as part of a wider review on all services and was not considered as a 'health' service. Healthwatch has expressed concerns that cessation of this service has impacted on patients and asked for this to be reconsidered. They have no other plans to de-commission services at this time but do now have in place a de-commissioning policy which will include Healthwatch as a

key stakeholder as part of the assessment process.

Lincolnshire West CCG - acknowledged they were involved in the de-commissioning of the low vision service (as above). They have indicated they have no definitive plans with regards to de-commissioning of specific services but as part of their drive to secure

sustainable service provision they are constantly reviewing evidence with regards to the clinical benefit of services provided. As a result it is highly likely the CCG will wish to consider either decommissioning of specific services or a change in the arrangements for commissioning.

Grantham overnight A & E

As many of you are aware Grantham Accident and Emergency Department (A & E) has been closed overnight for many months.

It was always expected that this closure would be on a very temporary basis, and only until ULHT overall A & E staff shortage crisis had been rectified. For people living in Grantham and District, and in fact the wider communities of Lincolnshire, the recommendation this week from NHS Improvements following the East of England Clinical Senate investigation, was clear in that both organisations do not recommend United Lincolnshire Hospital Trust (ULHT) Grantham Accident and Emergency (A & E) should re-open overnight, Healthwatch Lincolnshire recognise this will be a very difficult message for patients to receive.

Healthwatch Lincolnshire is very aware that campaigning to reopen the service has been a long and hard fought battle and we believe the power of the patient voice continues to be an important message. However, we do have concerns that if Grantham A & E overnight service re-opens with staffing at such a precarious level, there is a high chance the service would need to close again, leaving patients in a further state of confusion and frustration. We note the

investigation felt that 'patient safety across the county could be at risk' and this factor should be at the heart of any decisions made. We are concerned about the comment from the East of England Clinical Senate report that 'Due to lack of detail available, the panel was unable to confirm whether the current medical staffing provided the required level of senior medical cover to supervise more junior staff'. This at a time when all ULHT A & E services are struggling to cope, with 4 hour targets not met since 2014 and facing winter pressures, Healthwatch Lincolnshire will be seeking reassurance that essential senior staff are providing supervision.

In addition, the recommendations to Lincolnshire to prioritise a review of all Emergency Services across the county as part of the Sustainability and Transformation Plan (STP) for the county, is something that Healthwatch Lincolnshire supports. Healthwatch Lincolnshire believes that greater investment in Lincolnshire to build up the skills and staffing provision for future years to come should be considered a priority for our government and health leaders. We will be asking for reassurance that the engagement required for this review is open, transparent and has a wide reach across the county.

Do you have an idea that could help improve health and social care for you or a loved one?

#SpeakUp

healthwatch
Lincolnshire

Lincoln Walk in Centre

Whilst it may not seem like the public voice has had any influence on Lincolnshire West CCG decision to close the Monks Road Walk in Centre, Healthwatch Lincolnshire believes it is the overwhelming public view to keep the Walk in Centre open that led to the Governing Body deferring any decision to close the centre until after the winter period, since their original plan was to most likely vote to close the centre at their 27 September meeting.

Compelling statements from at least one of West CCG Governing Body members during their Sept meeting led to the agreement that Lincolnshire West CCG will need to produce detailed plans of how and where local services will be enhanced to ensure patients can access alternative health services, and evidence that these services are fully operational and accessible, to the CCG Board in November and again in January before any final decision is made.

Along with 4 members of the public, Healthwatch Lincolnshire was given an opportunity to present their views on behalf of the people of Lincolnshire.

“As our Healthwatch representative at this meeting, I was clear that at this time Healthwatch cannot support any closure and asked the CCG to be open about how they have listened to the public voice. They received over 1,300 written comments, none of it appeared in support of any closure, the public need to know that by speaking out it made a difference” said Sarah Fletcher, CEO of Healthwatch.

Sarah went on to say *“I also stated that whilst we wouldn’t disagree that patients who are registered with a local GP Practice should go there for much of their health*

needs, the fact that significant numbers are not even trying should not be ignored. We all need to see clear reduction in need for patients to attend the Walk in Centre because other local health services are accessible and available”.

There is a lot of work to be done over the next few months and years, some is the responsibility of the people paying for and delivering NHS Services, but the public. patient groups and local community groups will also need to play their part, by continually signposting people to the right local health services, whether that is to a pharmacy, doctor, urgent care centre or A&E.

Healthwatch will be following the progress of the local plans and continue to attend Lincolnshire West CCG in our role as a non-voting member.

The image shows the Healthwatch Lincolnshire logo at the top, with the text 'healthwatch Lincolnshire'. Below the logo is a grid of nine circular icons, each representing a different service: Care at Home (house with heart), Nursing Homes (house with cross), Residential (house), Community Based (three people), Hospital Discharge (cross), Help & Advice (arrow), Feedback (speech bubble), Local Health Services (stethoscope), and Carers Support (two people). At the bottom of the grid is a green banner with the text 'Helping you get the best out of your health and social care services' and 'COVERS SERVICES IN Lincoln | North Kesteven | South Kesteven | West Lindsey'. Below the banner is the website address 'www.healthwatchlincolnshire.co.uk' and a small 'ISSUE 2' badge.

Working with LD

This year Healthwatch Lincolnshire is supporting residents with Learning Disabilities, their carers and families to learn more about and encourage take up of an Annual Health Check at their local GP.

We have now encouraged 90 of the 96 GP surgeries in Lincolnshire to sign up to offer Annual Health Checks to those patients with Learning disabilities.

People with learning disabilities can have difficulty in recognising illness, communicating their needs and using health and social care services.

Research shows that regular health checks for people with learning disabilities can often uncover treatable health conditions.

Generally annual health checks can help improve peoples' health and prolong life, yet only just over 30% of people with learning disabilities in Lincolnshire receive them on a regular basis.

The Annual Health Check is also a chance for the person to get used to going to their GP practice, which reduces their fear of going at other times.

If you would like to know more or share your story please get in touch with Nicola by emailing Nicoa.Tallent@healthwatchlincolnshire.co.uk or call the office on 01205 820892.

free health check for over 14's



get checked out

- do you have a learning disability?
- are you over the age of 14?



ask for a free learning disability health check at your local GP practice



eat well



be active



stay well



check ups

Your story has the power to make change happen.



it starts with
YOU
healthwatch
Lincolnshire

Escalation Paper **Care services**

We are continually hearing anecdotal evidence locally and nationally of problems within the care service. However, to better understand what are the experiences of people receiving care services, from May - July 2017 Healthwatch Lincolnshire completed a piece of work visiting and listening to people in supported housing schemes settings.

Our work highlighted some areas of satisfaction with the county's care services, but issues around use of Direct Payments, Personal Budgets, Home Care Support and Re-commissioning of Care Agencies were of particular concern. As a result we set out the questions below and raised them with Lincolnshire County Council Adult Social Care Services.

Questions to Lincolnshire County Council Adult Social Care Services

Healthwatch Lincolnshire requires responses to the following questions (within 20 working days from receipt):

1. How does Lincolnshire County Council

ensure the amount of time spent with an individual is the amount of time as stated in the care plan and how is this time determined?

2. How does Lincolnshire County Council propose to address the delays in moving from re-ablement to long term care?

3. What contractual mechanisms are in place to ensure the paid carers are carrying out the tasks expected, including dietary support?

4. How is Lincolnshire County Council promoting Personal Budgets and Direct Payments (DP) to new and existing clients?

5. What support/guidance is provided for self-funders to navigate the care system?

6. How often have Lincolnshire County Council had to maintain a "Duty of Care" and where all emergency cover arrangements have been exhausted?

If you want to read the responses received to these questions from Lincolnshire County Council please visit our website.




healthwatch
Lincolnshire

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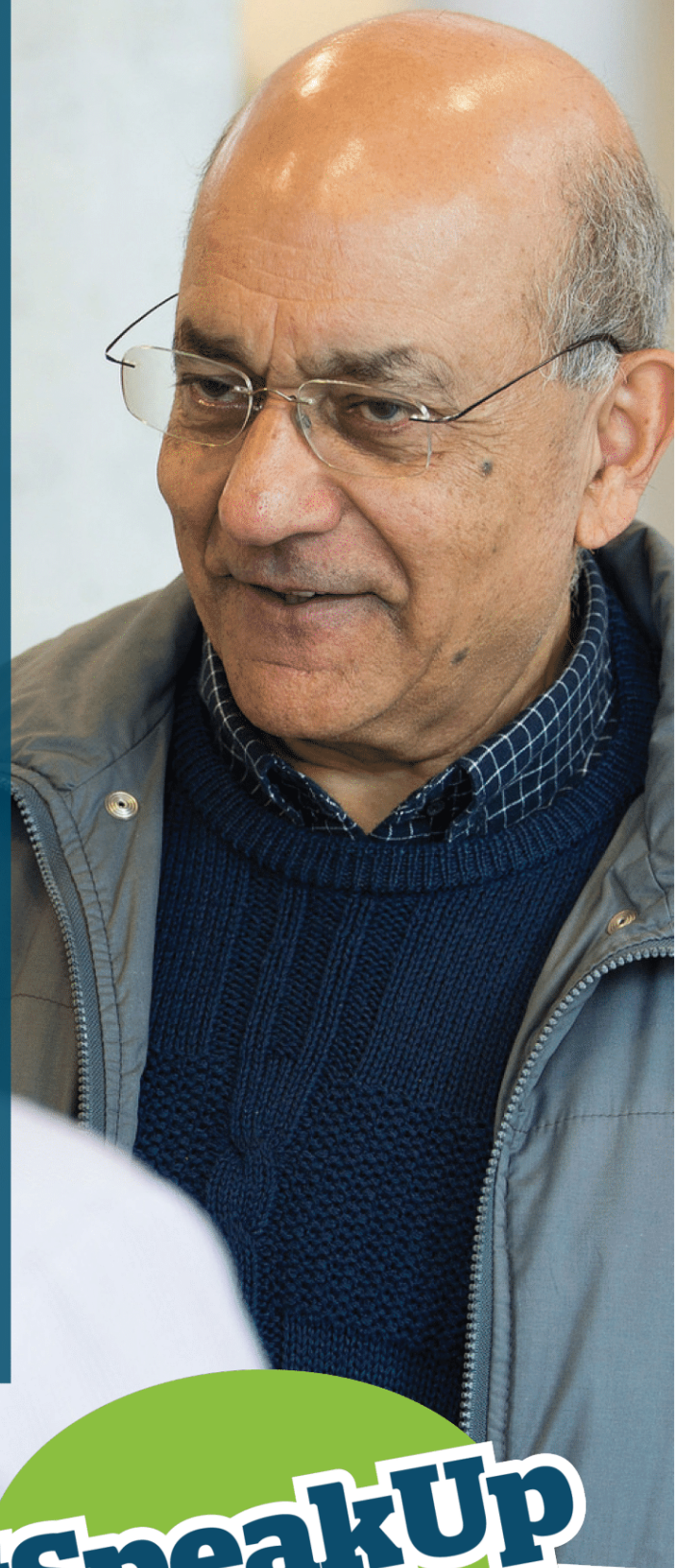


Do you have an idea that could help improve health and social care?

We're Healthwatch. We're here to help make care better. We listen to your experiences of services, and share them with those with the power to make change happen.

We can only take action with evidence. We need you to speak up and share your experiences and ideas with us. Together we can help make care better for everyone this year.

#SpeakUp



#SpeakUp

Find out more

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