



Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
North East Lincolnshire

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from Healthwatch North East Lincolnshire CEO

Over the past year we have strived to engage with as many different communities that make up North East Lincolnshire.

With each passing year we are seeing new and emerging challenges within Health and Social Care, and 2022-2023 was no exception. Large backlogs that have accumulated since the Covid-19 pandemic, strike action and staff shortages are just a few examples of the extra challenges that our local services are facing.

Alongside this, the way in which services are planned and funded have changed, with the emergence of Integrated Care Boards, meaning services are working in a more integrated way across a larger area.

It has never been more important for our teams to ensure the voices of people who use health and social care services do not get lost throughout all the challenge and change.

I am proud of our team in North East Lincolnshire. Throughout the year they have continued to go above and beyond to ensure the voices of some of the most vulnerable are heard by those with the power to make change, including those living in care homes and unpaid carers.

I would like to personally thank everyone who has contributed to the work of Healthwatch North East Lincolnshire over the last year. Your feedback is at the heart of everything we do, and it really does make a difference.

As we move into 2023 – 2024 the commitment of Healthwatch North East Lincolnshire to challenge and drive improvements in Health and Social Care remains stronger than ever, and I am looking forward to seeing the impact over the next year.

Helen Grimwood

MNH CEO



Helen Grimwood
Meeting New Horizons
CEO



“It has been a tough year for Health & Social Care Services but here at Healthwatch we listen and act upon the information people in our communities have shared with us”

About us

Healthwatch North East Lincolnshire is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

Equitable Health and Care services that meet the needs of every person within our community



Our mission

To give every person in North East Lincolnshire the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.

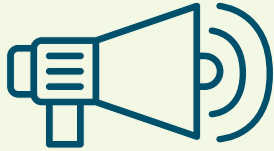


Our values are:

- We are proud to be independent, and not afraid to speak up and challenge decisions that do not meet the needs of our communities.
- We operate a culture of transparency and openness, ensuring we are accountable to the communities in which we serve.
- Our work is evidence based – led by public voice and need.
- We are collaborative, working with organisations that share our vision of equitable health and care services that meet the needs of every person within our communities.

Year in review

Reaching out



1134 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

1569 people

came to us for clear advice and information about topics such as access to dental services and GP Practices.

Making a difference to care

We published

26 reports

reports about the improvements people would like to see to health and social care services.

Our most popular report was

Unpaid Carers: Access to Health

which highlighted the struggles of unpaid carers.



Health and care that works for you



We're lucky to have

13

outstanding volunteers who gave up 22.7 days to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£112,340









which is the same as the previous year.

We currently employ

3 staff

who help us carry out our work.

How we've made a difference this year

Spring	 <p>We consulted with Unpaid Carers about their access to health and care services</p>	 <p>Enter and View – Dr Mathews GP Practice. 7 recommendations made to improve the service provided to their patients</p>
Summer	 <p>Enter & View – Pelham Medical group</p>	 <p>We spoke with residents of supported living establishments to understand what they want from supported living services.</p>
Autumn	 <p>Those at End of Life and their families shared their views on how services need to communicate better to improve services.</p>	 <p>Enter & View -Clee Medical Centre.4 recommendations were made, these included to Improve patients' awareness of the systems that are currently in place within the practice</p>
Winter	 <p>We carried out work to understand barriers to accessing pharmacy services</p>	 <p>We carried out a mystery shop exercise with Dental Practices to find out which dentists were taking on patients.</p>

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Unpaid Carers

Our work with unpaid carers identified that often unpaid carers do not feel heard by professionals. Here at Healthwatch over the years we have spoken on behalf of carers and parent/carers and ensured that their voices are heard. Parent/carers now work with agencies in a co-produced way to change services.



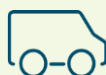
Access Pathway

We highlighted the issues Parent/carers had with access to a diagnosis for a child with ASD and pre and post diagnosis support. This work continues to ensure the system works for all. Parent/carers are now involved in all aspects of development.



Supported Living

We have shared service users' thoughts and experiences on what supported living should look like and work is being carried out by commissioners to look at future provision.



Pandemic Support

During the Covid-19 lockdowns Healthwatch North East Lincolnshire supported the local community by working with volunteers to offer PPE deliveries, provide welfare calls and deliver prescriptions for those who were vulnerable and isolated. This helped to identify where help might be required and reduce the impact on stretched NHS services.



NHS Dentistry

We have highlighted the issues with access to NHS Dental Services to Healthwatch England, Government, ICB and to our local Dental Network.





Healthwatch



Heroes

Celebrating heroes in our local community.

Healthwatch North East Lincolnshire chairs the Neurodiversity Steering Group, which enables parent/carers to have a say on changes within the area of neurodiversity.

The group is made up of passionate volunteers who have lived experience of neurodiversity or supporting people with neurodiversity. The group have been proactive across all aspects of the pathway development, ensuring that the voices of the people they represent are considered within all decisions that are made.

This group are our Healthwatch heroes as they give up their time to ensure services change for the better and children and parents have the support they need. In doing this they are working towards helping to shape a system that ensures that education, health and social care take a 'wrap around' approach for this group of children and are in turn helping to improve health outcomes and narrow inequalities.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Pharmacies

Members of the public had started to raise concerns about access to medication through local Pharmacies. Due to this, Healthwatch North East Lincolnshire spoke with several local Pharmacists to give them the opportunity to highlight any obstacles or barriers their services are facing which may impact upon the public.

The key areas in which pharmacists discussed issues were the Minor Ailments Scheme, shortages of medication, inappropriate referrals, patient expectations and lack of joint working between GP Practices and Pharmacies.

Service users are frustrated when they are recommended to attend the Pharmacy for the minor ailment scheme by the GP Practice they cannot get treatment and Pharmacists are frustrated that referrals to the Pharmacy that are made can be inappropriate and the Pharmacist cannot treat the patient.

Service users feel they are being passed from pillar to post due to lack of communication between professionals.

The information gathered has been shared with Primary Care Commissioners to highlight the issues that Pharmacists are experiencing

What we found out



- Health professionals lack an understanding of the parameters that local pharmacies are required to work to.
- The public lack an understanding and awareness of which services are right for them, and how to access them.
- NHS III need to be more aware of what a Pharmacist can and cannot offer patients.

What difference will this make?

If the system works well and communication between professionals is seamless then services users/patients will be provided the correct treatment by the most appropriate professional in a timely manner. In turn this will reduce the amount of unnecessary GP appointments and A+E visits. We will continue to monitor this issue in the coming year to ensure that communication improves between professionals and will support Primary Care commissioners with their communication campaigns.



“We are currently running on locums and resident pharmacists, some not registered under the minor ailments scheme so dependent on staff as to whether or not they can offer the scheme.”

Pharmacist, North East Lincolnshire

Helping to shape end of life care across Northern Lincolnshire

Community end of life care within the Northern Lincolnshire and Goole NHS Foundation Trust (NLAG) had been rated as requires improvement by the CQC in 2020 and 2022.

As part of the NLAG improvement plan a joint end of life strategy was developed that covered both North and North East Lincolnshire. This joint strategy includes all partners within Northern Lincolnshire, including North and North East Lincolnshire Clinical Commissioning Groups; East Midland Ambulance Service; Rotherham, Doncaster and South Humber NHS Foundation Trust; local councils; Lindsey Lodge Hospice in Scunthorpe; St Andrew's Hospice in Grimsby, Focus; Care Plus and Navigo.

The strategy, covering the period 2021- 2026 was developed and changes to service delivery started to be implemented.

In order to understand how the changes had impacted residents of North and North East Lincolnshire, our Healthwatch teams worked together to gather the views of services users and their families who had recently used the End of Life pathway to find out what worked for them and what still needed improvement.

Due to the highly sensitive nature of the subject our teams held conversations with service users and their families rather than a general survey. This one to one approach gave individuals the opportunity to describe in their own words what the journey was like for them, it also allowed them a safe place to discuss their thoughts and feelings.

Healthwatch North and North East Lincolnshire also attended 3 peer support groups, that offer support to those whose caring role has come to an end through bereavement. The groups are established and those that attend are all at different stages of their journey. This was to understand the views of those that had experienced the End of Life pathway over the past 12 months.



Our Findings

Since the introduction of the new end of life strategy, services have been slow embedding the new systems and processes. This has led to an inconsistent approach to end of life care across Northern Lincolnshire, and our findings have indicated a mixed experience of end of life care across both areas.

Communication seems to be a major stumbling block for services users and their families. Communication is most effective when everyone who is involved in the process knows what is happening and the wishes of the service user are always taken into account. When this happens, the process runs smoothly.

When communication is not effective service users feel they have been abandoned and pressure is put on the family, sometimes leaving them feeling unsupported and 'lost' in the system. For those service users and their families where the documents were completed in a timely manner and ReSPECt documentation was used, the End of Life process was easier than for those that had not had this documentation in place.

Our report found that some unpaid carers/family members felt alone, isolated and unsure of what to do when their loved one had died. The End of Life Pathway and strategy need to encompass the package of support for the unpaid carers/family members during the end of life and beyond.



"Services need to communicate better and to have things when you needed them, we wanted to care for mum but needed some support to carry it out"

Family Member



"I provided personal care but nobody explained anything or showed me how, I was left on my own"

Family Member



Our findings have shown that overall, the agencies involved in end of life care have treated the service user, family and unpaid carers with sensitivity, care and dignity. However, some patient experiences suggest this has not always been the case if a patient has needed to access a different hospital service, not related to end of life.

Our Recommendations

- All relevant documents in relation to a patient's wishes at end of life, including the ReSPECT document and care plans should be shared with all agencies involved in the individuals care to allow for seamless communication between care givers.
- A single point of contact/ helpline number for service users and families should be made available 7 days a week to ensure that service users and unpaid carers are able to get all the information they need in one place. The details of the single point of contact/ helpline should be provided to the service user and their carers as soon as they enter the end of life pathway.
- All agencies should ensure that the service user has access to their own care plans to keep all the information in one place allowing it to be updated at every point in their care journey.
- The commissioning of an end of life advocacy service should be considered to ensure that service users have the opportunity to discuss end of life preferences with someone who is independent, and will speak on their behalf. Where this isn't possible, service users should be signposted to a national end of life support line. Mechanisms should be put in place to ensure that this is offered to every person on the pathway.
- Hospital processes should be reviewed to make sure that patients who are receiving end of life care are identified and treated with sensitivity and kept comfortable in all departments not just those caring for the patient's terminal illness. This includes being provided with a place to rest and something to eat/drink if needed.
- Information on how to access carer's assessments should be offered to all unpaid carers in order to support them to carry on their caring roles should they wish to.

What difference will this make?

Our report is enabling services to now develop action plans to address the issues Healthwatch has identified and to improve services and the experience of service users, their families and for staff.

To read the full report please visit

<https://www.healthwatchnorthlincolnshire.co.uk/wp-content/uploads/2022/10/End-of-Life-Care-HW-Report.pdf>



The Healthwatch report has also provided us with areas we can improve on including how we make information available to patients and families about existing services and how they can access them

Northern Lincolnshire End of Life Steering Group.





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- All agencies should ensure that the service user has access to their own care plans to keep all the information in one place allowing it to be updated at every point in their care journey.
- The commissioning of an end-of-life advocacy service should be considered to ensure that service users have the opportunity to discuss end of life preferences with someone who is independent and will speak on their behalf. Where this isn't possible, service users should be signposted to a national end of life support line. Mechanisms should be put in place to ensure that this is offered to every person on the pathway.
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Northern Lincolnshire End of Life Steering Group

Supported Living

Supported living enables adults with support needs to live in their own home with the help they need to be independent. This project aimed to understand what did service users want and need supported living to achieve so they could live as independently as possible.

Supported living is much more than just about where people live, but how they are supported to live a full life by participating in their local communities. By listening to the experiences of those who reside in supported living we were able to ensure their voices were heard by the wider system.

Healthwatch North East Lincolnshire carried out focus groups with 51 service users across 13 settings. We used a range of methods, including visual aids to ask the service users questions about their experiences of supported living, to ensure we were fully inclusive of everyone's communication needs.

Our recommendations:

1. All Staff to be trained in basic first aid for residents/service users.
2. Employment and volunteering opportunities should be more readily available for resident/service users to participate in.
3. Educational opportunities should be made available, either in the form of vocational courses that can be completed within their Supported Living Service or access to Grimsby College. This may include healthy lifestyle courses, enabling the service users to understand how to live a healthier life.
4. Paramedics and First Responders should be trained to ensure they understand the difference between residential care and supported living.
5. Fire awareness and prevention training should take place for residents/service users, especially for those that live in self-contained accommodation.
6. My Life Plan to be kept up to date and shared amongst new members of staff.

What difference will this make?

Healthwatch North East Lincolnshire's report went to individual providers and commissioners so that future supported living services can adapt, and future planning can take place. Services can adapt to what service users would like the service to look like and how they can support service users in the future.



"Thank you to you and your team for all the hard work and effort that's gone into this, I know it's not been easy and exceptionally time consuming for you all. The report is testament to the hard work that has gone in behind the scenes, so thank you for all you do to support the review of services enabling us as commissioners to make targeted changes for the betterment of people's lives."

Programme Manager H&NY ICB

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Healthwatch North East Lincolnshire completed the work with service users and their families on the End of Life Pathway and shared their experiences with 30 professionals at an End of Life Workshop Day. The workshop was to bring professionals together who work with those at End of Life across Northern Lincolnshire. They heard what it was like for the service user and their families and how good communication is the key to ensuring services can be accessed when they are needed.

Supporting Care Homes



Healthwatch can support services in a number of ways. Healthwatch North East Lincolnshire supported Care Homes during the winter with volunteers.

Volunteers visited those residents who did not have family or family that lived close by to keep them connected to their communities and who could spend time with them reminiscing about the past. This enabled care staff to focus on their caring roles and enabled the resident to have contact with someone outside of the Care Home. This has reduced isolation for those residents.

Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Over the past few years, Healthwatch North East Lincolnshire have been working to improve dental care in care homes. Working with local services to ensure residents and care home staff have access to help and advice with regards oral hygiene. Currently there is an online software package for care homes being developed.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from as many different groups as possible within our local area.

We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Visiting those that reside in supported living establishments to gain their views on their access to services
- Gathered feedback from service users and their families who have/are accessing End of Life services
- Visiting groups that meet in their communities to gain feedback

Better care and support for Sex Workers

Healthwatch North East Lincolnshire consulted with Emerge Hub, who support and rehabilitate sex workers who have drug and alcohol issues, and may be experiencing poverty, mental health issues and homelessness.

Healthwatch North East Lincolnshire discussed with the professionals at Emerge Hub the issues that the service users face locally. This enabled the service users who are seldom heard, a chance for their voice to be heard and to share their experiences.



This information has been passed onto commissioners.



“some of our service users feel uncomfortable using the service as they feel that people may judge them for their drug use and assume that they may steal from them”

Member of Staff at the Emerge Hub



Access to health for Unpaid Carers

For those who support a member of their family or a friend with emotional support or practical tasks, it can be difficult to have the time to access health services for themselves. Healthwatch spoke to unpaid carers to find out what it was like for them, and whether they were able to access health services when they needed them.

A report was compiled and shared with commissioners and service providers highlighting the good practice that takes place and the barriers that unpaid carers can encounter.



“I feel like I don’t have the time to go for an appointment sometimes, and I’m anxious if my own health deteriorates.”

Unpaid carer



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information that people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost of living crisis

Help to find dental care in North East Lincolnshire

Healthwatch North East Lincolnshire has been frequently contacted by members of the public for advice and information on dental services. The public reported to Healthwatch North East Lincolnshire that most practices were not taking on new patients, and that some had waiting lists of up to five years.

The impact of delayed treatment has resulted in people living with considerable pain, and dental conditions worsening.



“I have had four emergency appointments in the last three months, and still cannot register with an NHS dentist for regular treatment to avoid emergency appointments. I have concerns around the lack of NHS dentists, and I earn an above average salary, but still cannot afford private treatment, especially since the recent rise in the cost of living.”

Healthwatch North East Lincolnshire’s advice and information has meant people who need urgent treatment know their options and have clear information.

Healthwatch North East Lincolnshire has raised this issue at regional local dental network meetings and have submitted evidence to the parliamentary select committee regarding this issue.

Helping patients to understand about a Primary Care Network merger (Chantry Health Group, Scartho Medical Centre and The Lynton Practice)

Chantry Health Group, Scartho Medical Centre and The Lynton Practice (part of the Genesis PCN) have proposed they merge and become one GP Practice (SLC Medical Group) and would also become the SLC Medical Group PCN.

Healthwatch North East Lincolnshire consulted with patients and service users regarding the proposed merger of the three GP Practices within this PCN.

Healthwatch North East Lincolnshire enabled patients to have their say about the proposed merger, and provided information about what the merger would mean for patients, to give them an understanding of the changes and answer questions about their concerns.

The comments collected were then shared with the PCN, which then informed the PCN of the gaps in information. As a result of this feedback the PCN tailored their information to the public to ensure they addressed gaps in patient knowledge.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote volunteering for Healthwatch North East Lincolnshire.
- Collected experiences and supported communities to share their views
- Carried out Enter and View visits to local services to help them improve
- Reviewed Dental Practice websites to review accessibility.
- Took part in a mystery shopper project with Dental Practices.
- Supported people living in care homes who are isolated.
- Provided admin support to the team.

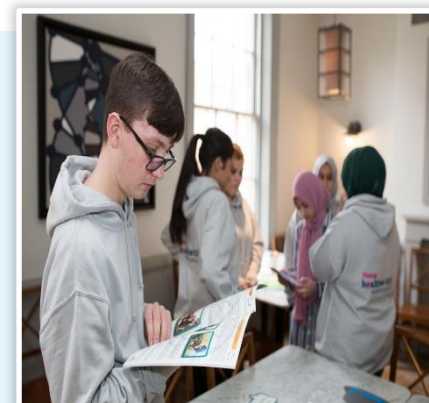
Dental Mystery Shoppers

Volunteers contacted Dental Practices to ascertain if they were taking on new patients, whether they have waiting lists and if they were a patient, how long would it take to be seen for routine appointments. This work contributed to the overall feedback that was submitted locally and nationally.



Engagement

Volunteers support the Healthwatch North East Lincolnshire staff team on engagement activities with the public. This has included information stands at the local colleges Fresher's Events, GP Practices and community venues. They gather experiences as well as signpost to local services.



Enter & Views

Our authorised Enter and View Ambassadors have supported Healthwatch North East Lincolnshire with 4 Enter & View visits this year. 3 were carried out within GP Practices and 1 was within a Care Home. The volunteers spoke to patients/residents and service users to gather their views on services. Without the volunteers this would not have been possible.



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchnortheastlincolnshire.co.uk

01472 361459

enquiries@healthwatchnortheastlincolnshire.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£112,340	Expenditure on pay	£63,130
Additional income	£500	Non-pay expenditure	£3661
		Office and management fee	£39,717
Total income	£112,840	Total expenditure	£106,508

Additional income is broken down by:

- **£500** received from the VCSE Collaborative to reduce isolation in care homes in North East Lincolnshire.

Any underspend will be carried forward to next year to be invested into further delivery capacity

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023–24

1. Tackling health inequalities for those with Type 2 Diabetes
2. Dentistry access for those who reside in Care Homes
3. Gather experiences from those that reside in supported living due to mental health issues



Statutory statements

Healthwatch North East Lincolnshire is contract managed by MNH. MNH is a wholly owned subsidiary of Hull Community and Voluntary Services Ltd. MNH is a trading name of MNH Meeting New Horizons CIC, MNH Meeting New Horizons CIC is a community interest company, Registered in England No 7605054, Registered Office The Strand, 75 Beverley Road, Hull HU3 1XL.

Healthwatch North East Lincolnshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Board of Trustees provide governance and oversight to the work of Healthwatch North East Lincolnshire, ensuring we meet our statutory requirements.

In addition to this our newly developed Independent Advisory Group consists of 2 members who work on a voluntary basis to add an additional layer of expert advice to help shape our work plan and activities. Our group also ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board of Trustees met four times. The Independent Advisory Group have been involved in shaping the work of Healthwatch North East Lincolnshire through several mechanisms, including meetings and involvement in work planning. We will be developing the model further and expanding the membership in the coming year.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website www.healthwatchnortheastlincolnshire.co.uk

Responses to recommendations

We have had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our Local Authority area, we share people's experiences at the Safeguarding Adult Board, SEND Executive Board, Children and Young People Strategic Board and the Engagement Steering Group.

We also take insight and experiences to decision makers in H&NY ICB. Helen Grimwood our CEO has a seat on the ICB Board, where she shares lived experiences on behalf of all the Healthwatch's in our ICB. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made 4 Enter and View visits. We made recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
GP Practice – Pelham Medical	Feedback was received from patients regarding their issues with regards accessing GP appointments and the changes in new processes	A report was written and published, and 5 recommendations were made, these included the GP Practice to ensure that the public are aware of the different Practitioner’s roles within the GP Practice
GP Practice – Dr Mathews	Feedback was received from patients regarding concerns about not being able to access appointments with their GP specifically and long waits on the telephone to get through to the Practice	A report was written and published, and 9 recommendations were made, these included Care Navigators to ensure a robust signposting system is in place and utilised to provide alternative solutions for patients whose demands or needs cannot be met by the Practice
GP Practice – Clee Medical	Feedback was received from patients regarding access to appointments with their GP and long waits on the telephone	A report was written and published, and 4 recommendations were made, these included to Improve patients’ awareness of the systems that are currently in place within the practice for booking appointments. This could be done by post, social media, signage, verbally, via recorded message or via text message
Care Home – Riverlin	Care Home was to be visited previously but due to restrictions was carried out this year	A report was written and published with 5 recommendations, these included Implement staff photo board as intended to help residents and their loved ones identify staff members and encourage a positive relationship

Healthwatch representatives

Healthwatch North East Lincolnshire is represented on the North East Lincolnshire Health and Wellbeing Board by Tracy Slattery, Delivery Manager. During 2022/23 our representative has effectively carried out this role by sharing patient experiences on relevant topics.

Healthwatch North East Lincolnshire is represented on Humber and North Yorkshire Integrated Care Partnership by Ashley Green – CEO of Healthwatch North Yorkshire, and Humber & North Yorkshire Integrated Care Board by Helen Grimwood, Chief Executive, Hull CVS and Meeting New Horizons.

2022–2023 Outcomes

Project/ activity	Changes made to services
Supported Living report (2022) was completed so commissioners and service providers could understand what service users' needs were and what service users required in the community to maintain their health & wellbeing	Changes have been made to commissioning processes and requirements. Service providers and looking at what additional support they provide individuals.
The Access Pathway project has been ongoing to ensure parent/carer voices are heard at all steps of the development of services throughout the ASD pathway	Those with Lived experiences are now an integral part of all meetings and service design and co-production is embedded in all aspects of the service
A+E enter and view report (2022) Four Healthwatch teams in the Humber region worked with the Humber Acute Services to understand the local populations needs and preferences in accessing urgent care.	Findings and recommendations were shared across all system partners who have committed to working together to reduce the number of unnecessary visits to A+E. Service infrastructure development across the Humber is continuing and the insights from our work are contributing to ensuring the public can access the most appropriate treatment options more effectively.
Healthwatch North East Lincolnshire worked with three other Healthwatch in the region to gather people's experiences on health and care services during the Covid pandemic.	Information from the project has been taken into consideration by the Humber Acute Services Review.



healthwatch

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