

Monthly Report

November 2023

Contents

Overview.....	2
NHS Dentistry	3
GP Services.....	4
Accessibility	5
Mental Health Services.....	6
Waiting Times and Communication	7
Positive Stories	8
Healthwatch Lincolnshire Update	10
Forward Vision Event	10
Volunteering	11
Our response to GP access concerns.....	12
Key issues we'd like you to tell us about	16
Demographics	17

Location of comments:

Location data is mapped using postcodes of services. The map points are coloured according to the sentiment of the comment:

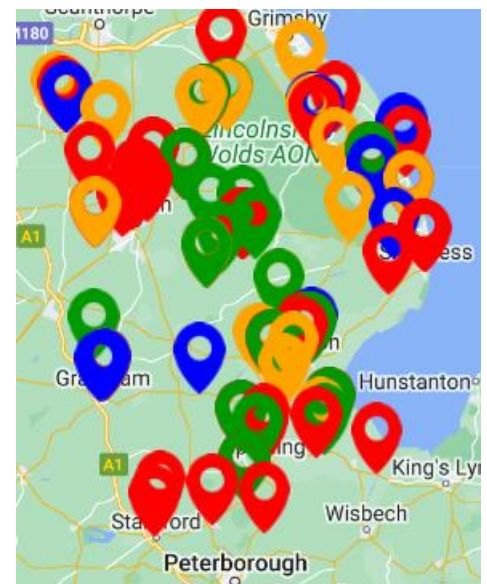
Positive - green

Negative - red

Mixed - orange

Neutral - blue

Unclear - grey



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Overview

Monthly Report

During September and October 2023 Healthwatch Lincolnshire received **143** patient experiences directly to our Information Signposting Team. This is a summary of the key themes raised by patients, carers and service users during September and October 2023 about services in Lincolnshire.

For more details you can call us on **01205 820892**
Email: info@healthwatchlincolnshire.co.uk



Overall Sentiment

17% of all comments were **positive**
53% of all comments were **negative**

12% of all comments were **neutral**
17% of all comments were **mixed**

Sep - Oct 2023 – Feedback Service Themes Sentiment



28%

Hospital Services
(All services)



41%

GP Services



10%

Community Health
Services



6%

Accident &
Emergency



4%

Patient Transport



11%

Dentistry



53%

Mental Health &
Learning
Disabilities



10%

Social Care

%s total greater than 100% as many comments we receive relate to multiple services

NHS Dentistry

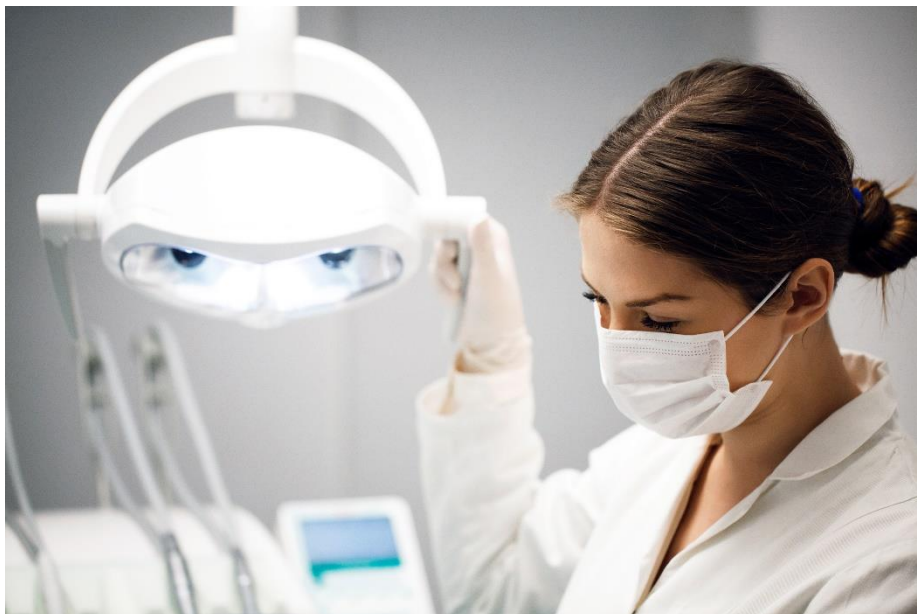


Access to NHS dental services continues to be a top concern for many patients. The only option available appears to be to pay for private treatment. However, many cannot afford this and this is likely to worsen existing health inequalities.

“Patient contacted by Healthwatch Lincolnshire following posting a video on Tiktok about the failure of NHS Dentistry in Lincolnshire. Patient relayed their experience of being a carer of a teenager between 13-18years who for the last 5 years has been trying to access orthodontic assessment because of front teeth being crowded and other teeth growing on top of front teeth and needing braces. Did get orthodontic appointment, but Dentist stated that did not meet criteria for treatment with braces and was thrown off the waiting list. Patients carer appealed against this decision, and made a formal complaint. Visited Orthodontist in last 2 weeks and had to beg for treatment, now has resolution. Carer expressed frustration that the system is failing teenagers in Lincolnshire and that there needs to be a resolution. That the public of Lincolnshire pay into a pot of money through taxes that pay for services, that Lincolnshire was the worst county for access to dental care for 13–18-year-olds. States that had to take time off work and school for these appointments, travel costs incurred.”

“Parent looking for an NHS dentist for their 2-year-old, whose teeth need looking at as discoloured. Can drive but not too far.”

“So, if we visit a dentist and our teeth need scaling/cleaning dentists are paid to undertake this task or have a hygienist complete it on their behalf, so why are some patients then being charged additionally for this service i.e., above the Band 1/Band 2 pricing.”



GP Services

41% of comments related to GP services. Many of these were case-specific and did not provide many broad overarching themes.

COVID boosters and flu vaccination

People got in contact with us during September and October to share their difficulties of being able to book an appointment for these vaccines, eligibility and location of vaccination sites. These concerns have been shared with NHS Lincolnshire ICB. *Many of these issues were for those in the south of the county.*

“Having received the NHS COVID booster vaccination, for vulnerable people. My spouse and I are unable to access a vaccination in this town of Spalding. Our surgery have NO supply and do not expect to have any, nearby pharmacies are not available on gov website.
119 can't help.

There is No walk in site in our town, so we are required to travel to other towns or a city. We are advised that there is no waiting list to be informed when and where the vaccine will be available in Spalding.

Last winter we ended up shielding for a long time, because this town was amongst the last to receive supplies and the vulnerable were not , even then prioritised. Why are Spalding 's vulnerable residents discriminated against in this way?”

“A vaccination service of some sort... I'm incensed that we are being strongly encouraged to get our booster COVID vaccination if we are over 65, yet when we try and book, we are being sent on a 60 mile round trip to receive it. My spouse is 80 this year; has already had to go up to Holton-le-Clay to receive one of their vaccinations, another two they were able to receive locally. Now they are trying to send them up there again. Was on the vulnerable list when the pandemic started and has not been allowed to drive for nearly a year for medical reasons. That means we would have to pay for the local voluntary car service to take them up there, which will cost about £36. By all accounts at the local voluntary car service are taking calls regularly from very elderly people who are being told to get up to Holton-le-Clay, no questions about how they will get there.

This is happening whilst 8 miles down the road, at Alford, or Spilsby and other places, people registered with certain surgeries are able to get their vaccination very locally. One 90 year old I spoke to who was trying to book a car is actually registered at the Alford surgery but, because they are not on any social media, they did not know about the local facility and, when they phoned up the surgery to check, they chose not to tell them that although they weren't offering vaccinations, and could get one locally. How can they be encouraging us to get this vaccination, and then making it incredibly difficult to do so?”

Accessibility

A broad theme discussed about many services this month was accessibility. Comments covered translation services in primary care, the environment of healthcare settings and preferences around communication.

“Healthwatch contacted by Citizens advice Spalding on behalf of client. Consent given by client to share information and email GP surgery on their behalf. Client Russian speaking and communicated via translator used by Citizen’s advice. Client has endometrial cancer and going into hospital for extensive operation at Pilgrim Hospital this week. Lives in shared accommodation, shared bathroom facilities and is alone. Has depression and mental health issues has accessed GP but offered counselling only in English, surgery state that can only be in English and no translation service available. Client has recourse to public funds. Discussed with client that getting taxi to hospital, information about hospital car service. Has friend as emergency contact for the hospital, advised that hospital will ask about support on discharge.”

“Patient has autistic relative who they are a carer for. This relative has other sensory processing issues, light sensitivity, mental health issues and anxiety. Previously Healthwatch have helped the family enable visits to the GP Surgery to be safe and reasonable adjustments were made by the Surgery. Recent environmental changes at the Surgery particularly a change in lighting and access to the room that their relative is seen in has made visits to the GP very difficult and triggered migraines and extreme anxiety in their relative. Patient has suggested adjustments in lighting and other ideas but feels these have been dismissed by deputy Practice Manager. GP who knows their relative’s case and has been very helpful and supportive previously is on holiday until next week. Relative feels that reception staff finding it difficult to understand that reasonable adjustments need to be made for relative’s visits. Having Occupational Therapist and a multi-agency approach really helped last time. The relative has had to move colleges recently because of the same issues.”

Our Involvement Officer ran a drop-in/ cuppa and chat session for the carers of adults with learning difficulties who use the services of the Thistles Market Garden Centre, Boston. It was an opportunity for carers and service users to find out what we do at Healthwatch and how they can share their personal experiences of health and care and help us shape the services in Lincolnshire.

The group shared the following:

- Service Users expressed that where possible they would like health and care professionals to interact with them directly.

- All expressed positive experiences at local dentists (Boston) and local Surgeries (Parkside, Greyfriars, Liquorpond Street).
- Some would like to be able to check in themselves using the IT screens but expressed that they would need support to do so and made not to feel that they had to rush to do so.
- The dentist at Pump Square made them feel welcome and supported them when they got anxious or nervous. Some said that distraction techniques such as using their IT devices helped them.
- This particular group liked to give feedback in person and did not always feel that service providers gave them enough time to do so at a place/time that best suited them.
- All expressed that they are people first and may need things to be explained to them in a different way or via a different format (e.g., pictorial, sign language, visual such as videos). Letters and conversations could get complicated if too busy or too noisy. Allow extra time for them in an appointment.

To read our report about peoples' experience of the accessibility of health and care in Lincolnshire, [click here](#).

Mental Health Services

53% of comments related to mental health services. The majority of comments were from our Community Mental Health Survey.

“Over the last two years, it is not just physical health services that have been under pressure. The lack of support available to help with people's mental health also appears to be worsening. From the feedback received both nationally and locally by Healthwatch England and Healthwatch Lincolnshire, members of the public have highlighted their concerns over access to mental health support services, the resultant waiting times and the apparent lack of support whilst waiting.

During the last two years, 120 people shared their experiences of mental health services in Lincolnshire with our Information Signposting Team. 62% of the experiences were negative and just 10% were positive.

*Furthermore, at the beginning of 2023, we carried out a cost of living survey. The results highlighted that **the cost of living was negatively affecting respondents' mental health and well-being.***

- **81% of respondents agreed that the rising cost of living was causing them to worry/feel anxious.**
- **69% reported a decline in their mental health.**

As a result of the rising cost of living, respondents had:

- *Stopped paying for private services such as counselling.*
- *Reduced how often they saw family and friends and participated in social activities, leading to, for some, a growing sense of isolation.*

To read our cost of living report, [click here](#).

With all this in mind, we wanted to gain further insight into experiences of mental health services in Lincolnshire.

The reports are currently with relevant service providers for their comments. Once these comments have been received the reports will be made public. Check out our website to stay updated: [Healthwatch Lincolnshire](#).



Waiting Times and Communication

Long waiting times for treatment and the lack of communication whilst waiting were two concerns raised again this month. Both concerns were having an additional negative impact on commenters' wellbeing as they were unsure how this would affect their health.

“Patient has multiple health problems. Referred to Cardiology in January 2023 and still waiting for an appointment. Patient asks what has happened to the 18 week waiting list for referrals. Has a serious heart condition and cannot wait. Patient concerned that they are a diabetic and they can have silent heart attacks.”

“Relative concerned as spouse has been diagnosed with progressive cancer, surgery not an option and since diagnosis has not had a face to face appointment to know what is going to happen, was supposed to have a face to face appointment today to discuss treatment plans with Consultant, received a call just before setting off to say appointment cancelled due to illness. Has had 7 weeks since diagnosis with little or no communication. Spouse very worried and affecting mental health, has been provided with another appointment at the end of the week, however relative concerned that this might get cancelled again.”

Positive Stories

Here are some of the positive experiences shared with us this month.

“Patient attended Lincoln Hospital for an appointment which had been pre-booked by 111 for my toddler relative. We were greeted by a friendly reception team and despite a full waiting room were seen promptly by a nurse who was also friendly and efficient. Reception team were happy for us to wait outside the building due to volume of people and the doctor when ready called my mobile to let us know they were available. I cannot recommend Doctor we saw enough - their manner was warm and welcoming, they made us feel that we could ask as many questions as we wanted and I wasn't made to feel rushed at any time. Overall, we received fantastic service from all we saw.”

“Patient reports very good experience with all staff at Urgent Treatment Centre at Johnson Hospital, Spalding. Patient has to take relative who they care for on a regular basis who has complex physical and learning disabilities. Care received from all professionals and reception staff excellent.”

“Had an appointment to have a tooth removed this morning. All staff at the practice are very kind and friendly. Dentist had the tooth out very quickly and virtually pain free. Great service.”

“Relative of siblings that have had Type 1 Diabetes from being young children would like to compliment care received from GP, diabetes specialised teams in hospital, over the last 10 years. Feels that follow up and screening for retinopathy good.”

“Patient attended Lincoln Hospital for an appointment which had been pre-booked by 111 for my toddler relative. We were greeted by a friendly reception team and despite a full waiting room were seen promptly by a nurse who was also friendly and efficient. Reception team were happy for us to wait outside the building due to volume of people and the doctor when ready called my mobile to let us know they were available. I cannot recommend Doctor we saw enough - their manner was warm and welcoming, they made us feel that we could ask as many questions as we wanted and I wasn't made to feel rushed at any time. Overall we received fantastic service from all we saw.”

“Patient has macular degeneration. Attends eye clinic at Lincoln Hospital every 8 weeks. Always gets a phone call after every appointment and always pleased with the service. Appointments always on time and staff reassuring. All care and experiences rated as excellent and would be likely to recommend to family and friends.”

“Patient previously been through A&E in mid June 22 with severe jaundice. After several MRIs throughout the next year, patient was seen by a Consultant in September 23 where everything was explained and patient was informed they would be listed for a procedure. Didn't really expect to hear anything until 2024, received a phone call to go through certain questions, and the following week provided with a letter for pre-assessment and a date for procedure, both for Oct 23. Patient commented that since their last MRI things have moved very quickly.”

“Patient is undergoing cancer treatment at the moment. Has been attending the mobile unit at Spalding where they have found the staff to be really supportive but due to a reaction on last treatment session, will have to attend Pilgrim Hospital for the rest of their round of chemo. When arranging the appointments, the team ensured that the same day of the week was booked so that the patient's routine was adhered to and ensured that their carer / relative would be available to accompany them.”

“Patient who is living with cancer themselves is undergoing bereavement counselling through the Butterfly Hospice following the death of their partner last year from brain cancer. They asked for support from the Butterfly Hospice to help them through their bereavement and have been able to access one to one, face to face counselling for a number of sessions. At first it was weekly and now is fortnightly. The patient has also been told that they can be introduced to a bereavement group for additional support when the time is right for them. The patient could not praise the Hospice enough for all that they have done for them and their partner last year.”

Healthwatch Lincolnshire Update

Forward Vision Event

On the 31st of October at Bishops Grosseteste University, we held our Forward Vision Event. The event was titled “*Transforming Health and Social Care Together*”. There was a short presentation of our annual report and plans for next year, [click here to watch the video](#). This was followed by a panel discussion with Lincolnshire's Health and Social Care leaders covering current challenges, positive work, and a chance to ask the panel questions.



Panel members, left to right: Andrew Morgan (CEO of ULHT and LCHS), Sarah Connery (CEO of LPFT) and John Turner (CEO of NHS Lincolnshire Integrated Care Board).

We would like to say a huge thank you to everyone involved in making the event happen and all those who attended on the day especially:

- **The panel members: Andrew Morgan (CEO of ULHT and LCHS), Sarah Connery (CEO of LPFT) and John Turner (CEO of NHS Lincolnshire Integrated Care Board). Due unforeseen circumstances there was no representation from Social Care on the day).**
- **The stallholders.**
- **Our volunteers Michael, Maureen Cassidy and Wendy Cottam.**



Questions along with answers for the day (and those that we did not have time to ask) will be shared soon.

Volunteering

The total volunteering hours for September and October are an outstanding **308 hours! In the past two months, our volunteers have attended 44 events. This year we've covered 212 events so far - an amazing achievement, thank you to everyone.**

This is what our brilliant volunteers have been up to (events they have attended):

- St Barnabas coffee mornings, various locations.
- Sensory Garden Centre meet with LD for feedback.
- Volunteer recruitment venue: Louth and Gainsborough
- Flu Clinic drop in Woodhall Spa
- Readers Panel
- Sensory Services coffee drop in.
- Aged UK coffee and cake drop-in.
- Volunteer recruitment Market Rasen and Woodhall Spa.
- Enter and View Care Homes, Grantham, and Boston.
- YMCA Safe Place Conference.
- Boston Young Carers Conference.
- Kidney Cancer Group initial coffee morning.
- GP Drop in Spalding.
- Forward Vision Event Lincoln.



308
hours of
volunteering
over September
and October!



212
events covered
this year so far!



Our response to GP access concerns

Access to GPs is a longstanding public concern. GPs are usually the first port of call and gateway to being referred for specialist support. Unfortunately, people report barriers to access, poor communication from the practice, and a lack of choice.

People with disabilities and those rurally isolated have all shared stories with us about facing specific barriers to accessing GP services.

We want to make sure that people can get the care they desperately need. We also want the public to be able to choose the type of appointment that best meets their needs – whether that's in person or remotely.

Our evidence

For a long time, GP access has been the most common issue people talk to us about. The pandemic had a major impact on access to services. In some cases, these changes led to improvements, but in other ways exacerbated issues. For example, access to GP services has become easier and more convenient for those who prefer remote appointments, using digital technology. However, where a patient prefers a face-to-face or feels there is a clinical need to be seen in person, they often report access becoming harder.

Key themes include:

- Difficulties making a GP appointment, including waiting several weeks for a non-urgent appointment. People struggle to get through on the phone, and those who work or have caring responsibilities can find it especially difficult if they are expected to ring at 8 am. When people eventually do get through, there are no appointments left.
- This can create an unhealthy cycle of people having the same problem day after day, or result in attendance at Urgent Treatment Centres, A&E or put off seeking help with potential long-term harm, missed diagnoses and impacts on mental health.
- People's preferences for face-to-face appointments are not met. Many felt that their conditions/issues could not be resolved over the phone or using digital services. They also felt a GP would be the most appropriate person to deal with their problem.
- Older people, people with limited English, those who are digitally excluded, those without access to the internet, and disabled people also face additional barriers to access, leading to increased inequalities.
- Although some people prefer digital appointments, there are still challenges. People told us that they did not get confirmation that their online request had gone through, were not contacted by a member of staff to discuss the issue they raised and did not appreciate the fact that they had no idea when a clinician would ring them back. Others found digital services impersonal and would prefer to speak to someone in person.

What action we have taken:

We responded to your concerns about GP services in multiple ways. Firstly, we shared your concerns with the practice managers to help them try to resolve the issues. For practices where booking an appointment over the phone was difficult, we asked if there was any other way to make appointments and some allowed for appointments to be made via email.

We often hear feedback about not being able to see a GP. To address this, we have produced a document called "Who is Who at your local medical practice?".

This is available on our website here: <https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-06-22/general-practice-whos-who-free-guide>

It explains all the possible medical and non-medical roles that may be at your local medical centre and was supported by the Lincolnshire Integrated Care Board through their Senior Communications & Engagement Manager – Primary Care Team Kevin Gibson.

Healthwatch Lincolnshire Recommendations

- Patients should be able to contact their general practice more easily and quickly, both over the telephone and through digital appointment
- All GP practices in Lincolnshire should use a digital telephone system where patients receive a queue position, and a call back option and their call can be directly routed to the right professional.
- Practices still need to maintain traditional models of access and care alongside digital and remote methods and support people to choose the most appropriate appointment type to meet their needs. To avoid widening Health Inequalities through digital exclusion.
- Help patients understand more about their condition and medication to support self-care and alleviate repeat enquiries
- Ensure that information is provided and maintained on all GP websites about how to contact the GP to book an appointment and ask for help.
- Clear communication with the public around why a remote appointment may be offered and guidance to support patients get the most from these.
- Support GP practices to consider how patients may have different communication needs and adapt the method of communication accordingly.

NHS Lincolnshire ICB Response

"The National Delivery Plan for Recovering Access to Primary Care supports practices to improve access for patients by making it easier for patients to contact their practices, by phone online or in person. This is supported by funding to improve telephony systems to tackle the 8 am rush and for patients to know on the same day how their requests will be managed. Cloud-based telephony allows additional features, such as queue position and call-back options, to provide an improved patient experience.

Patients will be supported to see the right health professional or service, moving away from a 'first come, first served' process to ensure patients are assessed and triaged to allow practices to

provide the most appropriate care. This supports access or signposting to other appropriate services and allows practices to improve their ability and capacity to provide continuity of care, for vulnerable patients and those with long-term conditions.

Patients are encouraged to respond to the Friends and Family Test questionnaire or engage with their practice's Patient Participation Group to ensure they can let practices know what additional support they may need and also what is working well.

The ICB will continue to support GP practices to communicate effectively with their patients. This includes access to a wealth of health and wellbeing resources, advice and guidance on how to maintain an engaging website and social media presence, and support with building a thriving Patient Participation Group."

Lincolnshire Local Medical Committee

"Response General Practice in Lincolnshire continues to work incredibly hard to meet the needs of patients during a time of ongoing significant challenge. 92% of all contact with the NHS is via general practice with patients needing a wide range of support. While general practice in Lincolnshire is providing record numbers of appointments with over **400,000 appointments or the equivalent of half the population having an appointment each month** (around 20% more appointments than pre covid-19 and the **highest in the midlands**) we understand that patients would like more appointments and more flexibility in their access.

Providing this in a challenged NHS is difficult, but GP practices want to help their patients and are working tirelessly to do so. Lincolnshire General Practices are continually reviewing its services to strive to provide accessible, high quality and safe care.

It may be useful to highlight a few of the things that have changed that may make it feel like it is harder to get to a GP appointment despite those record numbers of appointments being provided.

The needs of our population have and will continue to change both in terms of increasing age and medical complexity. Nationally, there has been a 30% increase in the population of people over 70, with more medical conditions since 2010. These patients tend to value continuity of care and strong evidence as to the benefits of such continuity to their health outcomes exists. Conversely, the expectation for rapid access to one off episodes of care for younger, usually fit and well patients has increased significantly through the last few years, partly fuelled by online consultation tools, media campaigns and health concerns exacerbated by the covid-19 pandemic. The escalating needs of these very different cohorts of patients, make service delivery for general practice more challenging as we try to deploy models to help support the whole spectrum of patient medical and access needs. **15 years ago patients had an average of 4 appointments a year with their GP. The average is now around 10 appointments per year.**

Additionally, there have been over 2100 GPs lost across the country in the last 8 years, and we have fewer GPs in Lincolnshire even in this last year, while our population has grown. **GP practices are now looking after more patients, with fewer GPs, but providing more appointments.**

Having fewer GPs and more patients is part of the reason patients may feel they struggle to see a GP. To help support their patients despite the GP shortage, most practices now have a wide range of other team members who can help patients which may include clinical pharmacists, first contact physio therapists, occupational therapists, care co-ordinators and several other roles. Many patients are offered appointments with these colleagues rather than a traditional appointment with a GP. Seeing a clinical pharmacist, an expert in medications may not be what

patients traditionally expect when they have a medication query or need a medication review, but it is one way that general practice is modernising to give the best expert care for our patients while also supporting the reducing number of remaining GPs and their practices. The attached document is helpful to highlight this and other changing aspects of accessing your GP practice to raise awareness of available services and how you can access them.

There are more ways to access help, support and appointments from GP practices and the NHS than ever, but sometimes navigating all those options can be confusing or there may be barriers for patients to access those options. There is lots of work ongoing to help this all be easier, more clear and more convenient for patients. However, even if a patient can access their GP practice in multiple ways at a time convenient for them, the crucial thing is there needs to be a GP or one of our other colleagues to provide an appointment. We want to provide safe care and that means that your GP, as much as they want to help you, cannot safely give an appointment to every patient who requests one.

Most GPs work 10-12 hour days and if you are the last patient of 100 that day, fatigue can affect decisions and your GP does not want to do something that may risk your safety. I am sure we would all rather have an appointment with fresh, alert GP making sound decisions and that is one key reason why we can't give everyone an appointment who requests one.

The above are just a few of the challenges on your GP practice that affect your ability to access and get an appointment, but be sure, your GP practice wants to help you and shares your frustrations around the current challenges of the NHS.

Your GP practice supports and continues to be actively involved in processes to improve and modernise the NHS to provide you with the best care and to improve working conditions for GP practice staff to stop them leaving. Please do be aware that the GPs, receptionists, nurses, practice managers and rest of the staff working in your practice are working hard to help you despite the pressures placed on them by a lack of national investment in the NHS.

They need the support of you, our patients to lobby MPs and government to robustly invest in the NHS and general practice so we can boost the GP and wider NHS workforce and our patients can access the right person at the right time and get the care they need."

Next steps

We will continue to feed insights into ongoing NHS England and Lincolnshire ICB work on GP access issues. We will also be re-producing an updated guide to support patients and the public better understand the roles and support GP practices and the wider system can offer. We will also be revisiting our recommendations in the new year to understand what improvements have been made to GP access in Lincolnshire.

To read the document in full-check out [our website](#).

Key issues we'd like you to tell us about

Issue	Description	Equalities focus	Healthwatch Lincolnshire action
Urgent Care	Patient experience across A&E, Urgent Treatment Centres, Ambulance services, Patient transport	Rurality	UTC Mystery Shopper Report publish November 2023.
Medication	People's experience of trying to get the medication they need.	TBC	Social media-focused posts as well as care home Enter and View activity.
Social Care	General experiences of social care in Lincolnshire including Unmet Needs/ Assessments Enter and View Activity in Care Homes	TBC	Our next Yourvoice@healthwatch will focus on What is Social Care? We will also be commencing a rolling program of Enter and View activity across several Care homes
Mental Health	Community mental health including Children, young people	Rurality	Community Mental Health report to be shared soon
Completed Work			
Accessible Information Standard	People's experiences of getting care information in a format they can understand or being provided with support.	Digitally excluded, those with Learning disabilities and sensory impairments	
Cost of Living	Impact of the cost of living on peoples health and wellbeing	Low income	Report findings launched in April 2023 – continuing to monitor
Dentistry	Experiences of people accessing dental services and whether extra NHS funding improves people's experiences. Policy changes announced.	Low Income Rurality	Campaign, focus group, seldom heard engagement – Reported in February 2023 including providing evidence in Parliament at the Health Select Committee. Continued involvement with the Lincolnshire NHS Dental Strategy .

Demographics

In addition to location data, for those who consent, we are now able to collect demographic data from the individuals who contact our Information Signposting Officer.

Demographic	Number of people	Demographic	Number of people
Age		Ethnicity	
18 to 24	4	Mixed/Multiple ethnic groups: Asian and White	1
25 to 49	22	White: British/English/Northern Irish/Scottish/Welsh	24
50 to 64	20		
65 to 79	14		
80+	4		
Gender		Carer	8
Male	27	Long term condition	30
Female	46		
Birth Sex			
Current same as birth	24		




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