



healthwatch

North East Lincolnshire



Annual Report 2024–2025

Unlocking the power of
people-driven care

Healthwatch North East Lincolnshire

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our CEO

Over the 12 months the team at Healthwatch North East Lincolnshire have continued to champion your views, advocate for positive change, and ensure that services reflect the needs of our diverse communities. This has involved reaching out to underrepresented groups, such as those with disabilities and additional communication needs, and people from inclusion health groups.

By actively engaging with these communities, listening to their experiences, and amplifying their voices, we have worked to make local services more inclusive, accessible, and responsive to the needs of all residents.

None of this would have been possible without our dedicated volunteers. Their passion, commitment, and willingness to give their time have been instrumental in gathering feedback, engaging with residents, and driving meaningful change. Their efforts have strengthened our ability to advocate for improvements, address concerns, and ensure that every voice counts.

As we reflect on this year's achievements, we extend our gratitude to everyone who has shared their experiences with us.

Without your feedback, we cannot shape services that are fit for the future.

Thank you for being a part of this journey.



Your insights shape our recommendations, guide our priorities, and inspire the work we do. Together, we will continue to ensure that local services evolve in ways that truly serve the people of North East Lincolnshire.

Helen Grimwood, Chief Executive Officer, Hull CVS and Meeting New Horizons.

About us

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

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



Our vision

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



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 or equitable health and care services that meet the need of every person within our communities.

Our year in numbers

We've supported more than 4800 people to have their say and get information about their care. We currently employ 3 staff and our work is supported by 14 volunteers.

Reaching out:



3494 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

1330 people came to us for clear advice and information on topics such as finding an NHS dentist and how to make a complaint about a GP practice

Championing your voice:



We published 16 reports about the improvements people would like to see in areas like eye clinic appointments and assisted living facilities.

Our most popular report was 'support at home' which utilised service user voice to shape the care at home contract for North East Lincolnshire Council.

Statutory funding:



We're funded by North East Lincolnshire Council. In 2024/25 we received £112,340 which is the same as last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in North East Lincolnshire. Here are a few highlights.

spring

We listened to the views and experiences of 71 people at the SENDIASS event held at Grimsby Town Hall. Most of these people had lived experience of Learning Disabilities and SEND.



We carried out an enter and view visit at Lindsey Hall Care Home.



summer

We raised awareness of the use of NHS 111 with communities in North East Lincolnshire alongside the ICB to support the reduction in ED attendances, with a particular focus on the Nunsthorpe estate.



In conjunction with The Canopy, we attended a Menopause event to help share information about menopause support in the area, and to provide a platform for people to have their experiences heard.



Autumn

We supported the Local Authority to understand the use of telecare services amongst our older and vulnerable population.



We carried out independent engagement visits at Nutrio supported living establishments to support them in their Quality Assurance process.



winter

We gathered the views of 704 people in the area to understand their use of pharmacies as part of the Pharmaceutical needs assessment.



We launched our 'PPG in a box' toolkit to support the development of new GP practice patient participation groups.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in North East Lincolnshire are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at the Humber and North Yorkshire Health and Care Partnership.

This year, we've worked with local Healthwatch to achieve the following:

Amplifying young people's voices in healthcare



Young people often feel overlooked when it comes to health and care services. That's why, with funding from NHS England, we supported a team of young volunteers (aged 14–25) to speak directly with their peers about what's working, and what isn't in local healthcare.

Over the course of the project, we heard from 887 young people across the Humber and North Yorkshire. Their honest feedback is already helping to shape services, with findings shared both locally and with the wider NHS through the Children and Young People's Transformation Programme.

This work means decision makers are now hearing directly from young people themselves, not just adults speaking on their behalf.

Listening to communities to improve cancer care



Early diagnosis saves lives, but not everyone has the same awareness or access to cancer information. That's why we worked with the Humber and North Yorkshire Cancer Alliance to find out what people know, and what they don't.

We listened to people often left out, including those in poverty, refugees, carers, autistic people, people with ADHD, people with mental health conditions, and those experiencing homelessness. We spoke to communities in urban, rural, and coastal areas so no one was left behind.

What we learned will help shape cancer services to be more accessible, inclusive, and shaped by real experiences.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in North East Lincolnshire this year:

Creating empathy by bringing experiences to life



Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

A mother sought urgent help for her son, who struggled with bipolar disorder, diabetes, and the effects of past cancer treatment. His self-care had declined, and he had developed a gambling problem. He had an assigned social worker, but support had been limited, leading to a decline in his condition. We contacted Adult Social Services to ensure they were aware of the impact the lack of support was having on the lives of this gentleman and his mother, which resulted in increased support for the family.

Getting services to involve the public



By involving local people, services help improve care for everyone.

Residents of Cranwell Court told us that they would like to try some new foods within the daily menu offered at the care home. We shared this information with Activity Coordinator who arranged a taster session for residents and family members. During the session, 12 residents with varying needs tried out a variety of fresh fruits, and foods with different textures that are not usually on the menu. As a result of this, the care home adapted their menu based on this feedback.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to your experiences

Shaping the new Support at Home service 2025

North East Lincolnshire Council (NELC) approached our team to review Support at Home ahead of its re-tendering in April 2025. The project aimed to understand public expectations for future service provision and to provide insights into what the new service could offer residents.

We carried with engagement with service users, families and friends, and care agency staff- gathering the views of 404 individuals.

Key things we heard:

- Communication:** Many informal carers struggle with care agencies, finding that issues raised often go unresolved.
- Consistent Carers:** Informal carers express a strong preference for a regular team to build relationships and ensure smoother communication.
- Staff Training:** A standardised training programme is needed to ensure all carers meet consistent service expectations.
- Timing of Calls:** Predictable time slots for visits would reduce inconvenience, particularly for meal and bedtime arrangements.
- Care Plans:** Many care plans are often unread or incomplete, making it difficult for carers to provide the right support.
- Missed Calls:** Informal carers frequently fill in gaps when agencies fail to show up, causing disruption to their lives.
- Technology:** Digital solutions could enhance communication and transparency, though concerns remain about accessibility and adoption.

"my husband should receive 4 calls a day, the morning call to get him out of bed is often as late as 12 noon. He is supposed to have a shower and shave but this rarely happens because the staff are not given the time by the provider"



What difference will this make?

"We welcome the report carried out by Healthwatch on support at home services in North East Lincolnshire. We want to thank everyone for their contribution to the report and the time people have taken to feedback their views. This report will play a pivotal role in the shaping of support at home services in the future as we develop the specification for the new contract. We want to use this report as the basis for further partnership and co-production with people with lived experience in the design, development and evaluation of support at home services."

Katie Brown – Director of Adult Social Care.

Listening to your experiences

Improving wrap around support for people experiencing food poverty

Last year, we championed the voices of people using foodbanks in North East Lincolnshire .

With approximately 43% of North Lincolnshire residents experiencing food insecurity, the North East Lincolnshire Council (NELC) public team asked for our help to explore the underlying causes and reasons people turn to food banks and identify the types of support that could help improve long-term food security in the community.

What did we do?

We visited 6 foodbanks and pantries over a period of 6 weeks. We spoke to those who run the services to gain an understanding of what is on offer and find out how they support individuals and families. We also carried out a total of 28 in depth 1-1 interviews with people who were accessing the service.

Key things we heard:



12

People told us that benefit advice would be the most useful support offered at the foodbanks

16

People told us they felt optimistic that with the right support they would no longer need to rely on foodbanks.

8

People told us that they also relied on food banks and pantries to reduce loneliness.

Our work showed how a comprehensive support package for people who access food pantries and foodbanks meant that they felt better equipped and less likely to need these services in the future.

What difference did this make?

Many individuals struggle with meal preparation due to a lack of cooking skills, knowledge of recipes, or access to suitable kitchen equipment. Based on these insights, recommendations were made to improve the food bank system, leading to changes within the Food Forum and the launch of a pilot initiative. Rather than simply distributing food parcels, the pilot aims to address practical barriers that prevent people from fully utilising the supplies they receive, ensuring recipients can prepare meals effectively and gain greater independence.

Hearing from all communities

We're here for all residents of North East Lincolnshire. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Taking part in the Research Engagement Network project
- Actively engaged with people with sight loss to improve accessibility of services
- Proactively engaging with people who live in supported living accommodation



Hearing from all communities

Improving experiences for people living with sight loss

Between September and December 2024, we worked with the eye care liaison officer (ECLO) at the Diana, Princess of Wales Hospital Eye Clinic to support our engagement with vulnerable patient groups to understand their experiences of eye care and health services. Over seven visits, we heard from 50 patients who shared concerns such as:

Waiting area congestion – Limited seating, especially for wheelchair users, made waiting uncomfortable.

Signage difficulties – Patients, particularly those from out of town, struggled to find their way due to unclear directions.

Long waits between procedures – Delays caused by misplaced clinical notes and appointment scheduling issues.

What difference did this make?

Northern Lincolnshire and Goole NHS Foundation Trust have launched a pilot initiative to improve signage for people attending the eye clinic, making it easier for them to navigate their way to appointments.

Widening participation in health research

People from underserved communities tend to be underrepresented in health research.

As part of a project funded by the National Institute for Health Research we teamed up with Foresight and Health Gospel to train research ready community champions within groups that do not traditionally engage with health research activity.

What difference did this make?

The research-ready community champions actively reached out to these groups, listened to their concerns, and involved them in decision-making processes related to healthcare research and service provisions.

The aim is that health research will better reflect the diverse populations of those living within the Humber and North Yorkshire region.

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 1330 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



Helping people in supported living to find the answers

We have been regularly engaging with tenants at Burchester Extra Care Facility in Grimsby, building strong relationships and earning their trust. Over time, tenants have not only shared their experiences with us but have started to come to us for support and advice about a range of issues. Our team have regularly signposted to a range of services including social prescribing and community support.

Many of the questions raised have focused on Adult Social Care, covering everything from assessments and home care provision to housing and communication challenges. We felt that the service provider would be better placed to answer these questions, so we arranged for Focus CIC to attend the tenant's meetings and directly support individuals with any queries and concerns they have.

Helping an elderly veteran to get the support she needs

We have been supporting a 99-year-old war veteran who reached out to Healthwatch several times over the past few months, seeking help with her Home Care. She shared that her carers often failed to arrive at the scheduled times, leaving her without vital support for personal care and meal preparation. After listening to her concerns and guiding her toward appropriate services, we contacted the Single Point of Access (SPA) at Adult Social Care on her behalf. It took several follow-up calls, but eventually, we were able to secure the support she needed.

SPA then provided us with the contact details for their Advice Officers and asked us to report any future concerns directly via email. They have since confirmed they are meeting with the person to address her complaints

"Thank you for all your help dear, I am very grateful for your kindness."



Showcasing volunteer impact

Our fantastic volunteers have given 162 hours this year to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work
- Took part in Enter and View visits
- Carried out admin tasks within the office

“

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Lincolnshire

I feel as though by
volunteering I am able
to use my skills.

I am a people person
and enjoy meeting and
being around people.

”



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Lindsey has been volunteering for Healthwatch for the past three years. As a wheelchair user with multiple health conditions, she enjoys the flexibility of the role, which has been adapted to suit her needs.

"I like being part of the Healthwatch team as it's a relaxed and supportive environment. I enjoy answering the phone in the office and using my admin skills to create documents and log feedback. I am looking forward to attending events with Healthwatch staff for engagement, and I am currently planning a project with the team to look at accessibility healthcare facilities for wheelchair users"

Judy has been volunteering for Healthwatch since 2022, and has been involved in engagement events and enter and views in care homes and GP practices.

"Volunteering at Healthwatch keeps me active and gets me out of the house. I really enjoy being part of the volunteer group and working on the Health and social care theme. I like to think its my turn to give something back and make difference to others. I enjoy the interactions."



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchnortheastlincolnshire.co.uk



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enquiries@healthwatchnortheastlincolnshire.co.uk

Finance and future priorities

We receive funding from North East Lincolnshire Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

| Income | | Expenditure | |
|--------------------------------|-----------------|---------------------------|-----------------|
| Annual grant from Government | £112,340 | Expenditure on pay | £106,103 |
| Additional income | £7700 | Non-pay expenditure | £2065 |
| Brought forward from 2023-2024 | £35,000 | Office and management fee | £43,363 |
| Total income | £155,040 | Total Expenditure | £151,531 |

Additional income is broken down into:

- £7400 received from York St Johns University for our work on the Cancer Awareness Measurement survey
- £300 received from North East Lincolnshire Council public health team for our food bank engagement work.

Finance and future priorities

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Build community and online presence by attending regular engagement sessions, events and by sharing information throughout the year
2. Investigate inequalities in maternity care for those from different ethnic groups.
3. Complete a project to understand experiences of people living in adult social care settings.

Statutory statements

Healthwatch North East Lincolnshire, The Strand, 75 Beverley Road, Hull HU3 1XL Meeting New Horizons (MNH) is the contract holder for Healthwatch North East Lincolnshire. MNH is a wholly owned subsidiary of Hull Community and Voluntary Services Ltd.

MNH is a trading name of 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 direction, oversight, scrutiny and governance to the work of Healthwatch North East Lincolnshire, ensuring we meet our statutory requirements. Throughout 2024/25 the Board of Trustees met four times. We ensure wider public involvement in deciding our work priorities through engagement and observation of trends and themes of intelligence.

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 can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended 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

Statutory statements

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were 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 insights and experiences shared with us.

For example, in our local authority area, we take information to the Health & Wellbeing Board, Learning Disability Partnership, Children and Young People Strategic Partnership Board and Developing & Living Well Board

We also take insight and experiences to decision-makers in Humber & North Yorkshire Integrated Care System. For example, we sit on the North and North East Lincolnshire joint Place Quality group and the LeDeR – ICB steering group.

Healthwatch representatives

Healthwatch North East Lincolnshire was represented on the North East Lincolnshire Health and Wellbeing Board by Tracy Slattery – Delivery Manager. During 2024/25, our representative has effectively carried out this role by contributing to strategic decisions, providing challenge or support to system leaders, as well as feeding all investigations, projects and insights into the East Riding Joint Strategic Needs Assessment (JSNA).

Healthwatch North East Lincolnshire is represented on Humber & North Yorkshire Integrated Care Partnerships by Ashley Green, Healthwatch North Yorkshire and Humber & North Yorkshire Integrated Care Boards by Helen Grimwood, Hull CVS and Meeting New Horizons CEO.

Statutory statements

Enter and view

| Location | Reason for visit | What you did as a result |
|------------------------|--|--|
| Lindsey Hall Care Home | <ul style="list-style-type: none">• To engage with service users of the named service and understand how dignity is being respected in the care home environment• To observe the care provided at this home, looking at key themes, environment, food and drink, safeguarding, staffing and personal care.• To observe residents and relatives engaging with the staff and their surroundings.• Capture the experience of residents and relatives and any ideas they may have for change. | Highlighted good practice within the care home |

Statutory statements

2024 – 2025 Outcomes


| Project/activity | Outcomes achieved |
|-------------------------|--|
| Eye clinic project | <ul style="list-style-type: none">• Stronger collaboration with Eye Care Liaison Officer (ECLO) and secondary care• Patients signposted to ECLO for immediate support.• Patients received information, advice, and referrals to relevant services• NLAG piloted new signage to help patients navigate the hospital. |
| Support at Home project | <ul style="list-style-type: none">• North East Lincolnshire Council have committed to using the feedback from the report to shape the specification for the new contract for support at home. |
| Foodbank project | <ul style="list-style-type: none">• North East Lincolnshire council have committed to offering wrap around support for foodbank users. |

healthwatch

North East Lincolnshire

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