

# On equal terms

Then and now

Healthwatch North East Lincolnshire Annual Report 2020-21



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# Message from Healthwatch North East Lincolnshire

During the past year Healthwatch North East Lincolnshire have supported our Health & Social Care Sector to ensure that our communities have had what they need, when they need it. We would like to thank everyone for their contributions to try and improve a difficult situation.

This year has been difficult for us all and we have all had challenges to overcome. Here at Healthwatch North East Lincolnshire we have adapted to the changes, and even though we have worked from home we have still provided support, information, advice and guidance to the residents of North East Lincolnshire; and have also ensured they continue to have a voice on their health and social care services at a time when it has been more important than ever.

During the past year we have improved our profile here in North East Lincolnshire and this has meant we have received more enquiries from the public. We have responded to this by introducing more formalised referral routes, making it easier and more timely for patients to get the right support they need.

In addition to helping people make sense of all the new information about health and care services that was being issued almost daily, a key area of focus over this last year has been making sure those individuals who have found themselves more shut off from the outside world due to shielding or having to self-isolate, continue to be heard. In the absence of being able to fulfil our usual programme of physical Enter & View visits, we set to work to develop a meaningful and accessible virtual programme of engagement in to care homes, in order to gain a real picture of what it was like for residents living in care homes at this difficult time. We also brought together a team of fantastic volunteers to provide welfare checks and a telephone buddy service for people who may be lonely or isolated living out in the community.

With thanks to the North East Lincolnshire CCG and Local Authority Union and the additional funding they granted us, we were able to help relieve some of the pressures on local care services by utilising our volunteers to take on non direct care delivery activities such as collections and deliveries. This also gave us the opportunity to speak to residents in receipt of home care; a group traditionally difficult for Healthwatch to reach; to find out their experiences of services.

In the coming months, we are looking forward to being able to speak to people face to face a little more. Our priority will be finding out how delays or changes in access to services as a result of the pandemic is having an impact of local people's wellbeing, so that we can help inform priority actions. We are also keen to work with carers in the coming year, as well as exploring how we can further support with public health and prevention agendas.

This year Healthwatch England have asked that we theme our annual report around a 'then and now' approach to highlight some of the journeys that we at Healthwatch and our local residents have been on. Therefore this report does not intend to showcase the full breadth of our work over the last year, but during these busy times we are all in, aims to give a snapshot of some of our work and how we help.

On behalf of Healthwatch North East Lincolnshire, I would like to thank our team of staff, volunteers and ISAB members, and also our health and social care colleagues for working so tirelessly this year. I would also like to thank the public for their continued engagement and feedback, and we look forward to seeing you again soon.

**Jenny Jenkinson, Chief Officer of Meeting New Horizons**

# About us

## Here to make health and care better

We are the independent champion for people who use health and social care services in North East Lincolnshire. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

## Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

### Our goals



#### 1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



#### 2 Providing a high quality service

We want everyone who shares can experience or seeks advice from us to get a high quality service and to understand the difference their views make.



#### 3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



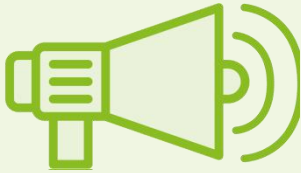
**“Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone’s views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people’s lives.”**

**Sir Robert Francis QC, Chair of Healthwatch England**

# Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

## Reaching out



We heard from

**1884 people**

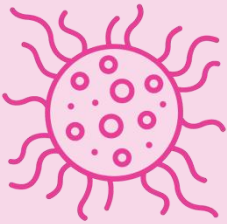
this year about their experiences of health and social care.

We provided advice and information to

**2686 people**

this year.

## Responding to the pandemic



We engaged with and supported

**1395 people**

during the COVID-19 pandemic this year.

## Making a difference to care



Within North East Lincolnshire we have further strengthened relationships with partner organisations which has enabled us to put in place direct referral routes for patient concerns, and help minimise the number contacts the public have to make.

## Health and care that works for you



**17 volunteers**

helped us to carry out our work. In total, they contributed 15 days (this is calculated as 7.5 hours per day)

**We employ 4 staff**

75% of whom are full time equivalent, which is the same as the previous year.

We received

**£112,340 in funding**

from our local authority in 2020-21, which is identical to the previous year.





# Then and now – Working together

## Then

Each Healthwatch is set up to serve the unique communities in which they represent. However, we recognised that we could have a greater impact for our residents if we could work together on issues that crossed boundaries and services. This meant that for certain issues and projects we would take a more collaborative approach on gathering views and opinions of services across a wider geographical footprint. This was trialled, and was successful in 2018 when Healthwatch across the Humber, Coast and Vale worked collectively on the NHS Long Term Plan. As part of this project we gathered feedback on services that residents in our areas travelled to. These included:

Humber Teaching NHS Foundation Trust

Hull University Teaching Hospitals NHS Trust

Northern Lincolnshire and Goole NHS Foundation Trust

## Now

All four Healthwatch across the Humber region have come together to form the Healthwatch Humber Network.

The Healthwatch Humber Network is a mini network of local Healthwatch teams made up of East Riding, Hull, North Lincolnshire and North East Lincolnshire. These Healthwatch teams have the benefit of geographic proximity, as well as being hosted by the same organisation. This means that in some circumstances, the network will work together to develop projects on a collective basis where there is equal need and benefit to each local community.

Working together in this way means that a more extensive range of feedback can be gathered which is then collated in to a central system, and allows for themes and trends to be identified on a much larger footprint. It also ensures that no matter where a person accesses Healthwatch, they will get the same advice and opportunity to have their voice heard.

As part of this more collaborative approach a member of staff represents the whole network at regional meetings. This includes Humber, Coast and Vale ICS Partnership, Cancer Alliance Collaborative, Maternity Voices Partnership, Northern Lincolnshire and Goole NHS Trust, and Local Pharmaceutical Committees. This enables staff to share the workload and identify themes and trends in a more coordinated approach. This has benefited our populations as greater involvement has meant greater impact on local and regional issues.

Intelligence gathered by the Healthwatch Humber Network also gets fed directly into the Humber Acute Services Review that is currently taking place. All patients' views on specific areas are compiled as a whole with one Healthwatch being the Lead, and are fed into the system to inform changes made to local acute care services. This has included patients having their say on Emergency Care, with local A&E Departments now having renovations to improve access and services, as people wanted emergency care to be more easily accessible and closer to home.

By taking a collective approach to some elements of our work we are able to share resources, experiences and have a greater impact on the areas that we serve.

## Next steps

As other services from across the region will be working more closely together, we will have more opportunities to share our understanding of what you want to see in the coming months.

Our next joint project will look at the impact of delayed access to care across the Humber region. To get involved contact us on 01472 361459.





# Theme one: Then and now Care Homes



## Then: Enter & Views in Care Homes

### Thanks to people sharing their experiences of Care Homes.

Enter and View is an opportunity for Healthwatch North East Lincolnshire to enter publicly funded health and social care premises to see and hear consumer experiences about the service, observe how the service is delivered, and collect the views of service users (patients and residents) at the point of service delivery. This evidence-based feedback is brought to the attention of the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners to help bring about improvements.

Due to the Covid-19 Pandemic Enter & Views had to cease. However, it was more important than ever for residents voices to be heard at this unprecedented time, and to understand the impact this was having on residents, their family & friends and staff of Care Homes.

To achieve this, Healthwatch North East Lincolnshire, along with our neighbouring Healthwatch in the Humber region, came together to set up a virtual approach to engaging with care homes and their residents.





## Now: Virtual Engagement with Care Homes

**Thanks to residents, family, friends, staff and Care home Managers sharing their experience of Care Homes during the pandemic, we have been able to highlight the impact that lockdown has had on them; identify areas for change as well as sharing good practice across Care Homes and the Local Authority.**

Between October and December 2020 Healthwatch North East Lincolnshire, along with Healthwatch teams in North Lincolnshire, Hull and the East Riding, embarked on piloting an approach to gather the experiences within care homes at this time. We identified that by working together across the Humber Network we would be able to share resources, skills and learning from the pilot which could be used for future engagement projects.

The pilot consisted of pre-engagement through social media, to raise awareness of the project and identify any care homes that would be suitable, and any relatives that would be happy to speak to us. This was then followed by a week long engagement which consisted of a virtual meeting with a care home manager, followed by a virtual 'tour' of the building and telephone/ zoom or WhatsApp interviews with relatives, residents and staff.

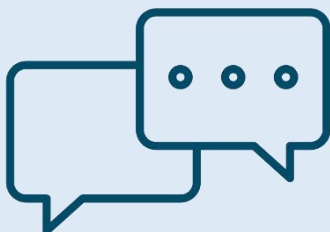


**"It actually made the team stronger. We were United and more determined to ensure the wellbeing of everyone was managed. It's hard and very uncertain at times, but we are managing well as a team."**

**Staff member from a Care Home**

Overall residents felt well supported during the pandemic, but felt that staff had less time to interact with them. Engagement within one of the homes in North East Lincolnshire highlighted that when visiting did resume, that family members often found it difficult to book a slot and being not very well coordinated at the time of the visit, again due to the additional workload and pressures on care home staff. Healthwatch North East Lincolnshire recommended that the Care Home could recruit a volunteer to assist booking and coordinating families when they arrive. This approach has now been put in place and has led to a much improved experience for residents, families and staff members.

### Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

 [www.healthwatchnortheastlincolnshire.co.uk](http://www.healthwatchnortheastlincolnshire.co.uk)

 **01472 361459**

 [enquiries@healthwatchnortheastlincolnshire.co.uk](mailto:enquiries@healthwatchnortheastlincolnshire.co.uk)



## Theme two: Then and now Accessing your local GP



### Then: Accessing your local GP

**Championing easier access to appointments with GP Practices has been an ongoing priority for Healthwatch in North East Lincolnshire.**

In 2019, we identified that patients were unsure of what services their GP Practice offered and that patients were often unaware of the electronic systems in place.

As a result of the feedback from the public we worked with local GP Practices to:

- a. Develop local GP Directories for patients.
- b. Encourage local GP Practices to join our Community Partnership Scheme.
- c. Attend monthly outreach sessions at nearly all GP Practices.
- d. Ensure members of the public received information on registering for online services, enhanced summary care records, and online repeat prescription ordering.



## Now: Accessing your GP During the Pandemic

**The arrival of the pandemic has changed the way we access GP appointments, placing even more pressure on phone lines and requiring a larger reliance on technology at home. People have reported that they have been unsure how to order repeat prescriptions, and that there were often long waits on the telephone when trying to contact their GP Practices. The following two case studies demonstrate some of the challenges residents have faced and the ongoing support Healthwatch provides in helping people to access the services they need.**

### Case 1

We received a telephone call from a lady who had been signposted from Citizens Advice Bureau. Her daughter had been told by a GP in Holton-Le-Clay that as she had moved, she was no longer in the catchment and meant she couldn't request her repeat prescription. The lady's daughter had a long term health condition and had not had pain relief for 2 weeks, and so her family were concerned for health but also her well-being.

Healthwatch supported the patient to contact the CCG Pals Team who helped her to register with an alternative practice with the North East Lincolnshire boundary. The lady is now on medication and being reviewed by her GP and her mother is grateful for the support she received to get her daughter registered at a GP.

### Case 2

During the second National Lockdown, Healthwatch were contacted by an elderly gentleman who requested support with his repeat prescription. After a brief conversation it transpired that the gentleman was unaware of the changes to repeat prescriptions and did not know that his local pharmacy would no longer order on his behalf.

The gentleman lived alone and a long bus journey away from his GP surgery. He did not have the option of ordering via the telephone and did not have access to the internet. When he had telephoned his GP surgery he was told he would have to visit the surgery to order his repeat prescription, but he was concerned that this journey was too long for him, particularly due to the weather turning much colder and the risk of COVID-19.

Healthwatch were able to explain the changes to repeat prescription ordering, and arranged a volunteer to collect his repeat prescription slip and take it to the surgery on his behalf. The gentleman was then able to make the short trip to his local pharmacy to collect his own medication. Healthwatch was also able to explain to the gentleman that in the future he would be able to send his repeat prescription request via the post.

**The gentleman was extremely grateful that his issue had been solved and that he had a solution going forward. HWNEL received a telephone call from the gentleman just a few weeks later to thank us for our help and support.**



# Theme Three: Direct Payments



## Then: Direct Payments

**Healthwatch in North East Lincolnshire were notified that a consultation was taking place to inform the local service delivery for direct payments.**

In 2020, a decision was made by North East Lincolnshire commissioners and providers to explore how direct payments are delivered and how people in receipt of these can be helped further, with support sought to engage widely with the local population on these ideas.

Healthwatch North East Lincolnshire assisted in this by:

- a. Running online discussions to ensure the public the public could share their views and opinions.
- b. Collecting views over the telephone for those people who may have been digitally excluded.
- c. Promoting the consultation through social media.

Based on the results of this activity, Healthwatch North East Lincolnshire shared service users opinions on the proposed options for changes with the organisations involved.



## Now: Direct Payments

**Due to the information received and the feedback from service users about direct payments the decision locally was:**

- **From 1st April 2021 all new direct payments will be made via a direct payment card account.**
- **Instead of moving all existing direct payments to card accounts at the same time; work with existing direct payment users to plan which direct payments will move first, starting in April 2021. The aim being that all existing direct payments moved to card accounts by April 2022.**
- **To build a new relationship with organisations that help people manage their direct payments, to help identify which providers might want to work locally in the new way.**

It was agreed that a phased approach for current users of direct payments was to be implemented. Healthwatch North East Lincolnshire are supporting the NELCCG with this area of work and can discuss general points with individuals and also take any feedback they may have if they want to talk through any concerns. For more complex queries, the individual would be signposted to the Community Care Finance team.

Over the coming year Healthwatch will ensure that service users are aware of the changes to their direct payment system. It will not change the services they receive, only the way they receive their payment through a pre-paid card. This means that an individual's personal budget or personal health budget would be paid onto a direct payment card. If an individual has to top up their care then they could also put money onto the card. An individual can pay for their care needs using the card directly.

The changes made will affect approximately 360 people within our local area and we have worked with our colleagues across North East Lincolnshire to ensure the changes made and the transition to the new system have been easy for those that use it. Healthwatch North East Lincolnshire and partner organisations have set up a system for service users where they can discuss issues that might arise in the transition period.

The results of the Direct Payment Consultation can be found at:

<https://www.northeastlincolnshireccg.nhs.uk/how-you-have-influenced-our-decision-making/directpayments/>

The impact for some individuals will be changing to a new payment system. For those who may not know or understand how the technology works, the impact will be minimised through additional support provided by the Community Care Finance Team who can ensure the service user gets training and support with this. However, for those individuals who use an agency to assist with payments, the process should be an easy transition as the agency they use will be required to initiate the initial set up of the accounts.







## Responding to COVID-19

**Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.**

**This year we helped 1395 people by:**

- Providing up to date advice on the COVID-19 response locally.
- Linking people to reliable up-to-date information.
- Supporting the Health & Social Care Sector by ensuring people access the appropriate services.
- Supporting the community volunteer response.
- Helping people to access the services they need.
- Providing telephone welfare checks and befriending calls to isolated individuals.

## Relieving the pressures on vital services

**In response to the rapid rising pressures faced by health and care services at the beginning of the pandemic, Healthwatch North East Lincolnshire was quick to respond with a tailored package of support to care providers.**

Following reports that care services were losing vital direct care hours, in part due to the extended time it took to support individuals to access the community due to increasing queues and restrictions; Healthwatch rallied a team of enthusiastic volunteers together to be able to support services.

The offer to services was a single point of access to a pool of volunteers who could be quickly allocated to support with various tasks. Healthwatch consulted with a range of providers to find out what kind of support would help them most at that time, and in response recruited volunteers and provided the necessary training and guidance to fulfil the role. This not only helped services by freeing up precious time to then focus on direct care, it also meant they had a hassle free point of access for additional help with the added assurance that volunteers were appropriately trained and supported.

The types of support services needed included:

- Welfare calls to isolated and shielding individuals.
- Prescription and shopping collections.
- PPE distribution.

Following completion of the task, Healthwatch advised the service and also informed them of any additional care needs identified that required a professional carer or clinician.

*"With support from Healthwatch volunteers we have enabled members of our community to access equipment and supplies for their gardens. This has ensured that they can continue with their hobbies and interests during the periods of time when they have been shielding and not being able to access local amenities and shops. The impact on the individuals has proved to be invaluable as it has meant they can get outside and participate in an activity they enjoy, while still maintain shielding guidelines. This has improved their own wellbeing and reduced stress and enabled them to maintain their caring roles."*

### Care at Home Provider



## Reducing isolation for & keeping communities connected

Healthwatch North East Lincolnshire also spent a lot of this last year supporting individuals living in the community who were not in receipt of formal support, but who suddenly found themselves to be more vulnerable due to having to shield or self-isolate.

Building on the welfare calls that we were offering to home care service users, Healthwatch extended our volunteer led telephone service to provide befriending support to individuals who were feeling lonely or isolated.

Many of these individuals had not been in such a position before and so felt somewhat derailed by the situation they were now in. As well as offering befriending, our team of volunteers were also able to identify needs with obtaining shopping or prescriptions, as well as providing signposting to extra support which included the Carers Support Service, Alzheimer's UK, Age UK, Oasis Hub, Falls Clinics, Friendship at Home and the Red Cross. The service also provided the opportunity for Healthwatch to collect residents experiences of accessing health and care services during this time.

This service offered extended to providing connectivity to the community. Healthwatch was able to support one lady whose husband was unwell, but she was unable to drive and needed to get a sample to the GP Practice so her husband could be given the correct diagnosis and receive treatment. A Healthwatch North East Lincolnshire volunteer was therefore deployed to assist in this. For another family who were all shielding due to their teenage daughter's lung condition, a volunteer was able to collect the medication from the hospital pharmacy and quickly deliver this to the family's home.

One gentleman had organised for his daughter to carry out shopping for him but he wanted to get his daughter a birthday card during lockdown as he was shielding. For this gentleman the thought of missing his daughter's birthday for the first time was distressing. A Healthwatch volunteer managed to not only pick up a birthday card, but after a further discussion, arranged to take some flowers from the gentleman's garden and deliver to the daughter's home, all within social distancing guidelines.

**“They helped me at very short notice when nobody else would but I was desperate. cannot thank them enough”**



## Top four areas that people have contacted us about:



68% on GP services



14% on Dentistry



6% on Hospital care



12% on Residential Care Homes

## Case study

**Early in the pandemic, we heard from people about the lack of clear and inaccurate information. Our role became much more focused on providing people with clear, consistent and concise advice articles via our communication methods to help address people's concerns. During, 2020/21 we provided a total of 2686 people with information, advice & guidance.**

Healthwatch North East Lincolnshire received a telephone call from an older lady requesting advice and guidance as to how she could attain a GP home visit for her elderly Husband. She explained that the GP had requested he attend for a blood pressure test and said she contacted the surgery and explained that her Husband is not well and she was unable to support him due to a sprained wrist. The lady requested a home visit on this basis but was told that because they had attended two months previous, that they must attend this time. The lady explained that each of their health had deteriorated since their last visit, but was given no solution, advice or support.

Healthwatch identified the caller as an unpaid carer, and after a brief discussion, it became clear the lady receives little to no support in caring for her Husband, and was struggling herself. Healthwatch provided the lady with information about local support such as the Carers Support Service NEL and advised her to contact Focus Adult Social Care and request a carers assessment.

The lady ended the telephone call by explaining she "felt like she won the lottery" by calling Healthwatch North East Lincolnshire, as said she believes she would have continued to struggle for many more years to come without realising the support that is available to her.



### Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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# Volunteers

**At Healthwatch North East Lincolnshire we are supported by 17 volunteers to help us find out what people think is working, what improvements people would like to make to services and helped us to support our local Health & Social Sector during the past year.**

## **This year our volunteers:**

- Helped people have their say from home, carrying out surveys over the telephone and online.
- Carried out website reviews for local services on the information they provide.
- Took part in online 'Talk to us Tuesday' events to have their say on local services.
- Took part in online surveys and contributed to local strategies, with regards to Northern Lincolnshire and Goole NHS Foundation Trust and the local End of Life strategy.
- Supported members in the community who are isolating or shielding with shopping and prescriptions collection.
- Helped with the delivery of PPE to local Care Homes.
- Supported Care at Home Services in aiding with non direct care/clinical tasks.
- Provided telephone buddying to individuals feeling lonely or isolated.





### Covid-19 Support Volunteer - Phillip

"During lockdown I wanted something to fill my free time. I have supported people to receive their repeat prescriptions, shopping and I have delivered PPE to Care Homes. I have helped those in my community who needed support to get some of the basics but also for them to continue with hobbies and stay connected with the outside world."



### Enter & View Volunteers – Bob and Elaine

"We are usually enter & view volunteers, however during the pandemic this has not been possible so we have helped by collecting information and taken part in the 'Talk to us Tuesday' events and shared our thoughts on topics such as dentistry and patient choice."



### Telephone Support - Elaine

"As a retired nurse I wanted to support those who were isolated at home. I offered telephone support to a lady who was housebound. I also supported with shopping to a lady whose husband had dementia. During the lockdown I have also decided to go back into nursing at a local GP Practice."



### Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at [Healthwatch North East Lincolnshire](https://www.healthwatchnortheastlincolnshire.co.uk).



[www.healthwatchnortheastlincolnshire.co.uk](https://www.healthwatchnortheastlincolnshire.co.uk)



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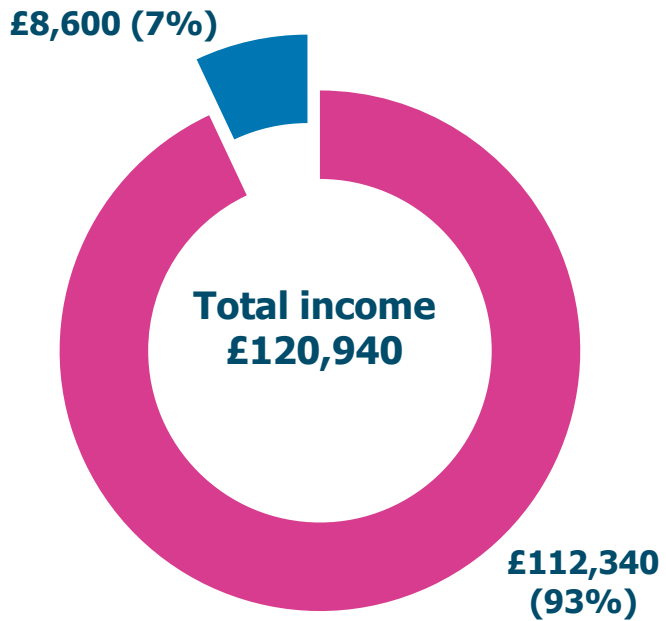
[enquiries@healthwatchnortheastlincolnshire.co.uk](mailto:enquiries@healthwatchnortheastlincolnshire.co.uk)

# Finances

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

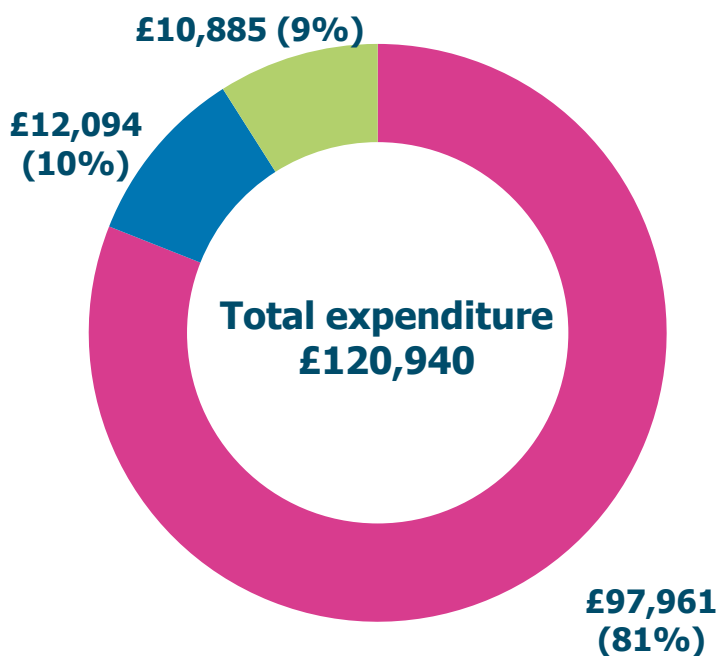
## Income

- Funding received from local authority
- Additional funding



## Expenditure

- Staff costs
- Operational costs
- Carry Forward



# Next steps & thank you

## Top three priorities for 2021-22

1. Understanding the impact of delayed access to care during the pandemic.
2. Supporting local public health agendas to identify the levels of support most needed by local residents.
3. Supporting hidden and unpaid carers to receive more timely access to vaccinations and other support.

## Next steps

In addition to our priorities for the coming year, we plan to:

- Return to our face to face engagements in a safe way, and return to achieving the level of public feedback we received prior to the pandemic.
- Continue to monitor progress in implementing the recommendations Healthwatch made to the ASD pathway in 2018/19.
- Review and follow up past recommendations made on our Enter & View visits, and further incorporate our virtual engagement approach within our model.
- Continue to lobby national bodies in relation to the challenges local people are facing in accessing dentistry.
- Ensure the residents of North East Lincolnshire are engaged early in service changes being planned at an ICS level.



**“It has been a difficult year and I would like to thank all of our staff, volunteers and our communities who have worked together to ensure essential services have been supported.**

**Over the coming year we will work with services to identify good practice and identify issues that arise during our COVID-19 recovery”.**

**Jenny Jenkinson – Chief Officer, Meeting New Horizons**

# healthwatch

North East  
Lincolnshire

## Statutory statements

### About us

Healthwatch North East Lincolnshire, Office Suite 4, Alexandra Dock Business Centre, Grimsby, North East Lincolnshire, DN31 1UL.

The contract to provide Healthwatch North East Lincolnshire is held by Meeting New Horizons CIC, 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 Healthwatch Advisory Body consists of 3 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Advisory Body ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 2 times.

We ensure wider public involvement in deciding our work priorities. This includes gathering views and opinions and identifying areas of concern; gaining insights from information and signposting enquiries; collecting intelligence from partners and issue led Boards; and also in supporting the public in having a voice on service areas that are ear marked for change.

## Methods and systems used across the year's work to obtain people's views and experience.

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 health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. We achieve this through proactively and systematically working with groups and organisations representatives of these diverse communities.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible and we publish it on our website [www.healthwatchnortheastlincolnshire.co.uk](http://www.healthwatchnortheastlincolnshire.co.uk).

## 2020-21 priorities

Project / activity area	Changes made to services
Care Homes Sector Support	Ensured that residents continued to have a voice during COVID-19 restrictions, ensuring services continued to meet their needs and good practice could be shared more widely.
Adult Social Care Covid 19 Support	Relieved pressures on adult social care and home care services during the pandemic by using a volunteer response to support with non direct care/clinical activities.
Up to Date Information, Advice & Guidance	Worked with colleagues across North East Lincolnshire to ensure signposting to agencies was appropriate and members of the public got the right support at the right time.
Dental Services	Healthwatch North East Lincolnshire collected views and opinions on issues arising from members of the public not being able to access Dental services. This was escalated to NELCCG and Healthwatch England to help influence change at regional and national levels.

## Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no providers who did not respond to requests for information or recommendations.

Healthwatch North East Lincolnshire escalated issues regarding Dentistry to the Healthwatch England Committee.

## Health and Wellbeing Board

Healthwatch North East Lincolnshire is represented on the North East Lincolnshire Health and Wellbeing Board by Tracy Slattery, Healthwatch Delivery Manager. During 2020/21 our representative has effectively carried out this role by ensuring the voice of residents of North East Lincolnshire are taken into strategic decision making.





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Contract holder

The contract to provide Healthwatch North Lincolnshire is held by:

Meeting New Horizons CIC

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