

NORTH LINCOLNSHIRE COUNCIL

Health and Wellbeing Board

Healthwatch North Lincolnshire Annual Report 2021-2022

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 The purpose of this report is to provide the Board with a copy of Healthwatch North Lincolnshire's Annual Report for information / noting.
- 1.2 The report highlights ways in which Healthwatch North Lincolnshire has made a difference to: local people, services and processes from April 2021-March 2022. This includes case studies on our main projects as well as examples as to how we have acted upon feedback trends highlighted to us by members of the public.
- 1.3 The report also showcases the work undertaken by our dedicated volunteers and the difference that this has made to local people, for example, interacting with local communities to promote and encourage the use of the NHS App as well as supporting people to feel less isolated and lonely during the pandemic through our Telephone Buddy Service.

2. BACKGROUND INFORMATION

- 2.1 It is a legal requirement that all Healthwatch must produce an annual report. Healthwatch North Lincolnshire's annual report has been provided to the Health and Wellbeing Board, for information and highlights the work of Healthwatch North Lincolnshire from April 2021-March 2022.

Selected highlights from the Annual Report are shown below as a summary of activity. (2.2-2.6).

- 2.2 The report highlights specific case work including an evaluation project on the Welcome Home Service. The service, provided through the voluntary sector, began to make sure those discharged from hospital returned home safely and were supported to reconnect with their communities. The service has taken on board our recommendations including: including reviewing literature to ensure it is accessible and developing a contact card for service users, to support a smooth transition in to the service.
- 2.3 The work of our volunteers is also highlighted within the report. Volunteers have supported staff through undertaking engagement activities and some have become telephone buddies supporting people who are experiencing loneliness and isolation, during the pandemic, through our Telephone Buddy service. The Annual Report also shows the development of a Youth Healthwatch and recognises their efforts in researching their first project that is now close to completion.
- 2.4 The Healthwatch Annual Report illustrates how we feed into wider system processes. One project was around Improving Access to Alternative Treatments. We worked jointly on this with three other Healthwatch in the region and between us carried out 11 Enter and View visits to obtain unique feedback from the users of emergency care services. Our work on this is feeding into the Humber Acute Service Review to understand our population's needs and preferences in accessing urgent care. Our findings and recommendations will be used to inform service and infrastructure development within the Humber.
- 2.5 Our annual report also reflects Healthwatch North Lincolnshire's commitment to assisting with the work of the Health and Wellbeing Board with our involvement in the Pharmaceutical Needs Assessment. Our main support came from the promotion of the survey and in establishing ourselves as a contact for people who wanted their voice to be heard but did not have the ability to either access or complete the online form themselves.
- 2.6 The report reflects our general engagement activity and how the information we receive from the public helps feed into our knowledge about local services and processes.
- 2.7 Finally, in total 1771 people shared their experiences for Health and Social Care services and 40,454 came to us for advice and information about topics including Covid-19.

3. OPTIONS FOR CONSIDERATION

- 3.1 Not applicable – The Board are asked to note the Annual Report.

4. ANALYSIS OF OPTIONS

4.1 Not applicable.

5. FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)

5.1 Not applicable – the report is for information only.

6. OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)

6.1 Information contained within Healthwatch North Lincolnshire's Annual Report ties into the Council's Plan Priority 1 – Keeping people safe and well. The report particularly shows how we are helping to reduce health inequalities and promote wellbeing.

7. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

7.1 Not Applicable.

8. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

8.1 There has been no consultation on the annual report and there are no declarations of interest.

9. RECOMMENDATIONS

9.1 The Health and Wellbeing Board are asked to note the Healthwatch North Lincolnshire Annual Report

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Background Papers used in the preparation of this report –
Healthwatch North Lincolnshire's Annual Report 2021-2022.