

NORTH LINCOLNSHIRE COUNCIL

Health and Wellbeing Board

Healthwatch North Lincolnshire Annual Report 2023-2024

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 2023-March 2024. 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.

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 2023-March 2024.

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

- 2.2 The report highlights specific outcomes that have been achieved in the period 2023- 2024 including;

- Improvements to the end-of-life care pathway across Northern Lincolnshire, ensuring that patients and their families are provided with the appropriate, person-centred support when it is needed the most.
- Improvements to the continence service, ensuring timely access to products and support.
- Utilising service user voice to influence the development of the service specification for care at home in rural North Lincolnshire.

2.3 The report also highlights where change has occurred over time as a result of the work of Healthwatch North Lincolnshire. As a result of a project that was carried out in 2019- 2020 to improve access to cervical screening for those with disabilities, hoists are now being made available in GP practices for the first time. This will improve access for all disabled individuals who cannot independently transfer onto an examination table. Further improvements included:

- Let's Talk Cervical Screening – a campaign to educate women and people with a cervix in North Lincolnshire about HPV and cervical screening has been carried out in North Lincolnshire.
- Additional funding has been made available to a Primary Care Network that has a high number of patients who do not attend screening in order to improve uptake.

2.4 The Healthwatch Annual Report illustrates how we work together with neighbouring teams to affect change on a wider scale. Within the period 2023-2024 we became part of a collaboration of 6 Healthwatch teams that make up the ICS footprint to reduce health inequalities amongst young people with a long-term condition, as part of the NHS Core 20 plus 5 priorities. This work began in early 2024 and has now gathered momentum and attracted additional funding for the next financial year.

2.5 The vital work of our volunteers is also highlighted within the report. Our volunteers provide us with additional capacity to reach into all of our communities. This year our volunteers:

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve.
- Took part in various read and review activities, for example, they looked at and commented on Healthwatch surveys before these were sent out to the public, gave feedback on an End of Life survey produced by the Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) and helped to improve NLaG's website by reading and commenting on various sections.

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.

3. OPTIONS FOR CONSIDERATION

3.1 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 2023-2024.