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Healthwatch Lincolnshire - We're here to help during this difficult time

Our job at Healthwatch is simple. We are here to help make health and social care work better for you. During these challenging times this role has never been more important. Whether you are struggling to find the right health and care information or you have an experience of care that services need to hear/your care has been affected by the response to COVID-19 - we want to hear from you.

Help with advice and information

NHS and social care services have had to change the way they are working in response to COVID-19. So, if you are facing a difficult health or care decision or just don't know how to find out about what support options are available, we are here. If we can't help you, we will try and point you in the direction of the right services who can.

We are all ears

NHS and social care staff are doing everything they can to keep us well during this crisis, but there might be things that can be improved.

You can help services understand the issues that are affecting care for you and your loved ones by telling us. It's our job to listen to people's experiences sharing their views with those who can do something about it.

If you've recently used a health service and want to share your experience, we're here to listen.

John did not know he could access emergency dental care

John was told by his dentist that non-urgent dental care has been suspended. When he started to have problems with his teeth, he thought that help was not available. Because John didn't know that the NHS is still offering emergency dental treatment, he suffered considerable pain and discomfort before he finally got help. Thanks to people like John talking about their experiences, the NHS is now doing more to promote the emergency dental care available.

You can help the NHS spot what's working and what needs addressing during these challenging times. Talk to Healthwatch



HWLincs is a registered charity - Registration No: 1154835
HWLincs is a Company Limited by Guarantee - Registration No: 08336116
HWL Services Ltd is a wholly owned subsidiary of HWLincs Registered Company No: 9849119



Fatima felt she would have to give birth without medical assistance

Fatima's midwife led unit stopped supporting home births because of COVID-19. It has now closed due to staffing issues and people are expected to go into hospital. Fatima felt she was no longer receiving support and was concerned about catching COVID-19 if she gave birth in the local hospital. Fatima felt that she would have no choice but to give birth at home without medical assistance. Thanks to people like Fatima sharing their experience, the local NHS is now looking into commissioning independent midwives and private ambulances to be able to provide more support.

During these challenging times, you can help the NHS spot how your care has been affected by sharing your experiences. Talk to your local Healthwatch.

When we need care NHS and social care services are there for us. You can be there for the NHS by telling us about your experiences of services so everyone can continue receiving high-quality and safe support. So, help make services better in your community, share your thoughts and experiences with us and if you have a question why not get in touch?

For general HWLincs enquiries please call 07436 582000

For health and care signposting support please call 07436 582001

Or alternatively email info@healthwatchlincolnshire.co.uk or enquiries@hwlincs.co.uk

Healthwatch Lincolnshire wants to understand what is going on for you at different stages of the pandemic, what you find helpful but also what your biggest concerns are. You can take part in this short survey here:

<https://www.surveymonkey.co.uk/r/VBTW2PB>

You can also find the latest results of this survey on our website:

<https://www.healthwatchlincolnshire.co.uk/news-and-reports/>

ENDS

Notes to Editor

HWLincs (previously known as Healthwatch Lincolnshire)

HWLincs, previously known as Healthwatch Lincolnshire has been a Lincolnshire based charity since 2013. The Charity has delivered the Healthwatch Contract since that time and in addition delivered many other projects and programs of work for other clients outside of the Healthwatch Contract building up a bank of expertise, skills and portfolio of work.

It was recognised by the Board that our Charity needed to separate its identity from the delivery of the Healthwatch Contract and therefore by member agreement, changed its name with the Charities Commission to HWLincs on 12 August 2019.

HWLincs has started its launch of the new name with the intention of raising awareness and creating new business opportunities which meet the organisations charitable priorities and values.

OUR PRIORITIES are:

- Supporting positive change
- Sustainability; today, tomorrow and beyond
- Getting our messages across

OUR VALUES are:

- HWLincs adding value to communities, services and people's lives
- Passionate - About driving positive change with people and communities
- Innovative - Improving and changing in a dynamic way
- Diligent - We care about getting it right
- Inclusive - Here to help everyone
- Honest - Trustworthy and fair

For more information please visit www.hwlincs.co.uk or contact Sarah Fletcher at 01205 820 892 or email enquiries@hwlincs.co.uk