

Healthwatch Lincolnshire Update Report – January 2024

Report covers the period Oct to Dec 2023

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Key Performance Indicators Overview

Under LCC monitoring we have 5 measured Key Performance Indicators (KPIs).
Currently 3 KPIs are Exceeding target, 2 Target on Track.

| | KPI area | Comment |
|---|---|---|
| 1 | Number of people sharing their views and experiences with us on Health and Social Care in Lincolnshire. 1500 yearly target | Target on Track – 336 people have shared their views and experiences with us on Health and Social Care in Lincolnshire, 245 directly with our Information Signposting Team and 91 through our Community Mental Health survey. |
| 2 | Number of people provided with information and signposting. 2000 yearly target | Exceeding Target – 1089 people have been provided with information and signposting. 88 people have been provided with information signposting directly with the team and an additional 1001 have accessed through the Information Signposting articles on our website. |
| 3 | Volunteer Hours – Target for year 1414 hours | Exceeding Target – 422.5 hours across volunteering. Healthwatch Volunteers, taking part in 54 activities, meetings, and events. |
| 4 | Number of people signed up to our Distribution list – Target for year 2300 people | Exceeding Target – 2357 people on our Distribution lists, 1,486 on our monthly Enews List, 83 on our media contacts, 187 Healthwatch Monthly Report list, and 601 on our groups, societies list. |
| 5 | Website & social media stats – Target for year 30,000 website views Target for year 200,000 FB Post Reach | Target on Track 6,778 website Page Views, Facebook Post Reach 24,037 (Facebook reach is the number of unique people who saw our content) |

Target 1 – Number of people sharing their views and experiences with us on Health and Social Care in Lincolnshire.

| Number of people sharing their views & experiences with us on Health and Social Care in Lincolnshire | Quarter 1 Oct 23 – Dec 23 | Total |
|--|------------------------------|-------------------------|
| Annual target – 1500 | 336 | 336 |
| | | Exceeding Target |

This quarter **245** people shared their views and experiences directly with us on Health and Social Care in Lincolnshire, through our Information Signposting Team and an additional **91** people shared their experience through our Community Mental Health Survey.

The three service areas commented on the most this quarter were:

- Mental Health Services – 55%*
- GP Services – 34%
- Hospital Services – (including A&E, inpatient and outpatient) – 33%

**The majority of these comments came in via our Community Mental Health Survey.*

Overall, 61% of comments were negative and 17% were positive.

What have people been telling us?

Community Mental Health Services – Survey

It is important to note that many of the experiences shared were from people who were waiting to access support whether this to be referred to a service or waiting for an initial appointment.

The majority of service users (both adults and children) found it difficult to access services.

The main reasons for this (regardless of service) were:

- Lack of signposting.
- Difficulties contacting services and generally poor communication.
- The lack of available services.
- Long waiting times.

Overall, the majority of respondents rated services as “poor” in regard to the following areas:

Adults

- Addressing their needs
- Communication whilst waiting
- Information or support while waiting
- Offering different forms of treatment not just medication
- Treated with care and concern
- Being listening to

Children

- Addressing your needs or making plans to do so
- Involving you in decisions about your care
- Treating you with care and concern
- Offering you different forms of treatment not just medication
- Listening to you

Professionals – What did they tell us?

- Experiences of making a referral to mental health services were varied.

Over the past six months professionals working in mental health services had noticed the following trends:

- An increase in more complex cases.
- A rise in the number of young people needing support for their mental health.

Both service users, parents/carers and professionals highlighted similar concerns:

- The biggest concern raised by all parties was the long waiting times to access support including emergency support.
- Difficulties accessing support:
 - In terms of being signposted or referred to the right service.
 - The types of support/services available.
 - Complex and rigid referral pathways and criteria which often fail to take into account those with multiple needs or those who “slip through” the gaps.

It is important to recognise that some had a very different and positive experience of services including, Steps2Change, CRISIS, Community Mental Health Teams and the Eating Disorder Service.

You can read the full report and the response from LPFT Lincolnshire Partnership NHS Foundation Trust (LPFT) here. <https://www.healthwatchlincolnshire.co.uk/report/2023-12-15/community-mental-health-services-report-dec-2023>

General Feedback Received

GP Services

Many of the comments shared with us this quarter about GP services were case-specific. However, like last quarter there were more general concerns raised relating to access. This included:

- Getting through to a practice over the phone and subsequent waiting times to speak to a receptionist.
- Access options – some of those who shared their experiences felt pressured into having to use online access options such as askmyGP which either due to personal preference or accessibility reasons did not feel appropriate.

Other concerns shared relating to GP services included:

- Accuracy of medical records. This did not appear to be related to a specific GP Practice.
- People got in contact with us during October to share their difficulties of being able to book an appointment for COVID and flu vaccines, eligibility and location of vaccination sites. These concerns have been shared with NHS Lincolnshire ICB. Many of these issues were for those in the south of the county.

Hospital Services

Many of the comments received this quarter about hospital services were again very case-specific. However, some general themes could still be drawn from the experiences shared, including:

- Poor communication – concerns were raised over the lack of communication whilst waiting for appointments, tests, results, and treatment. There were also specific concerns that the Accessible Information Standard (AIS) is not being implemented in hospital services.
- Poor information sharing – this is related to both between services and services to patients. In some instances, patients would turn up to an appointment, but the service would not have their latest medical records.
- Waiting times – concerns continue to be raised over waiting times for A&E and other hospital services.

- Delays in diagnosis/incorrect diagnosis – during this quarter two patients shared their experience of their cancer being missed despite them proactively raising their concerns.

Target 2 – Number of people provided with Information and Signposting

| Number of people provided with information and signposting | | Quarter 1 Oct 23 – Dec 23 | Year to Date Total |
|--|--|------------------------------|-------------------------|
| Annual target – 2000 | | 1089 | 1089 |
| | | | Exceeding Target |

Exceeding Target – Between July and September **1089** people have been provided with information and signposting. **88** people have been provided with information signposting directly with the team and an additional **1001** have accessed through the Information Signposting articles on our website.

During Oct – December we held 6 Outreach clinics across a number of areas:

- Spalding – based in the Citizens Advice offices
- Sutterton – based in the Sutterton Children's Centre
- Mablethorpe – based in the Boatshed Coastal Centre
- Grantham – based in the Citizens Advice offices
- Alford – based in the Alford Hub Uniform and Baby Bank

Posters are provided to the venues in advance for these to be displayed where the public can see them and note when we are going to attend. So far the public have been very happy that they can see and talk to someone face to face.

In the coming months we have also organised to go further afield as well as the places already mentioned, Gainsborough, Skegness and Ruskington have all been arranged and we look forward to seeing members of the community at these locations.

If there is a location or venue you would like us to attend, please get in touch. You can call 01205 820 892 or email info@healthwatchlincolnshire.co.uk

Quarterly Case Study

Homelessness

Case 1

You said:

Individual accessed Citizens Advice in Spalding directed to Healthwatch Outreach. Homeless for the last 2 and half years. They are currently living in car at various locations in Spalding. This has resulted in numerous parking tickets impacting on their physical and mental health and well-being. They had no local registered GP therefore not received medication for their depression. Have had previous mental health interventions when a resident at YMCA in another part of the country. Though they would not engage when these services discussed paranoia, the individual now believes that people who they do not know are following them all over the country, breaking into their car and stealing their property. Reported to police on numerous occasions. They did have working phone, was well presented and happy to talk.

Healthwatch did: Signposted to local General Practitioner. Provided contact numbers/details for: Mental health Single Point of Access 24-hour, NHS 111, mental health crisis information/number, Samaritans' information. Referral to Framework Housing was made by Healthwatch.

Individual Response: *"Thank you for listening to me and not judging me as I am living in my car. I am not the usual homeless person I try to keep myself clean and have clean clothes. I don't like taking medication as makes me too sleepy and need to be alert as people following me".*

Healthwatch Impact: Referral to Homeless team made by Healthwatch. Seldom heard voice – homeless with mental health issues and learning difficulties. Signposted to register with local GP so that they can obtain medication for mental health issues. Provided information and mental health crisis numbers.

Case 2

You said:

Individual accessed Citizens Advice in Spalding and was directed to Healthwatch Outreach. Housing and Citizens Advice are housed in the same Council Offices and the Individual, homeless, was sleeping at the back of this Council Offices building in Spalding with their dog. Had been in area for 16 days has probation and police involved. Individual had to discuss very sensitive information related to their offences which they did with their consent. Reported to Police station every week. Mental Health Team involved in Kent where they lived previously. They had not taken usual medication for 2 weeks, they did not have a registered GP. They did not have any Homeless Services or local Mental Health Team involved. They did have female relative living locally in the area where their mail is delivered to. They were accessing local food kitchens run by local churches for food. They had a working phone.

Healthwatch did: Signposted to local General Practitioner providing contact numbers. Provided Mental Health Single Point of Access 24-hour number, NHS 111, Mental Health Crisis Information number, Samaritans' information. Referral to Framework Housing made by Healthwatch.

Individual said: *"Thank you for listening to me and helping me. Difficult to get housing as did not want to be separated from their dog. Said that they would contact GP and get registered. Happy to be referred to Framework".*

Healthwatch Impact: Referral to Homeless team made by Healthwatch. Seldom heard voice - homeless with mental health issues and learning difficulties. Signposted to register with local GP so that they can receive medication for mental health issues. Given advice and Mental Health Crisis Information numbers.

Top website Information Signposting Articles this quarter

- 1. How to get an NHS dentist appointment during COVID-19**
<https://www.healthwatchlincolnshire.co.uk//advice-and-information/2020-06-22/how-get-nhs-dentist-appointment-during-covid-19>
- 2. Do you need help travelling to NHS services? (2019)**
<https://www.healthwatchlincolnshire.co.uk//advice-and-information/2019-09-27/do-you-need-help-travelling-nhs-services>
- 3. Help making a complaint**
<https://www.healthwatchlincolnshire.co.uk/help-making-complaint>
- 4. What is a GP referral and how can you get one?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-09-15/what-gp-referral-and-how-can-you-get-one>
- 5. Where can I go for support for my mental health as a new parent?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-04-29/where-can-i-go-support-my-mental-health-new-parent>
- 6. What is adult social care?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-03-21/what-adult-social-care>
- 7. Support and treatment for long covid**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-05-24/support-and-treatment-long-covid>
- 8. Essential First Aid Kit Supplies for Every Home**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-07-11/essential-first-aid-kit-supplies-every-home>
- 9. What support can I get as a carer?**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-07-20/what-support-can-i-get-carer>
- 10. What to expect after a dementia diagnosis**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2023-05-23/what-should-you-expect-after-dementia-diagnosis>
- 11. How to access mental health support if you're lesbian, gay, bisexual or transgender**
<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2022-08-12/how-access-mental-health-support-if-youre-lesbian-gay-bisexual-or>

Target 3 – Volunteers

| Volunteer Hours | Quarter 1 Oct 23 – Dec 23 | Year to Date Total |
|----------------------------|------------------------------|--------------------|
| Annual target – 1414 hours | 422.5 | 422.5 |
| | | Exceeded Target |

Exceeding Target – 422.5 hours of volunteering in the last quarter. 33 specific Healthwatch activities took place, totalling 188.5 hours. **Thank You!**

Update from our Volunteer and Membership Officer Simon Parker:

October saw the start of our planned Care home Enter and View visits, 3 visits were made. Towards the end of the quarter Warm Hub locations were compiled and arrangements for visits are ongoing.

Volunteer recruitment – During September and October, we targeted 6 areas of the county, advertising our presence in advance on social media and posters in public areas. Posters in local public areas attracted more enquiries than social media and both our newest Volunteers contacted us after seeing posters in their local community.

In addition, I am excited to say that HWLincs will be advertising its roles and name on TeamKinetic which will be a new database covering the whole county run by Volunteer Centre Services. Organisations across the county and members of the public will be able to access volunteering opportunities alike. It will mean there will be one central database of opportunities for the public rather than several to look at. The link for the site is below, please look at it, and I welcome any feedback from the Board.

<https://lincolnshirevolunteers.teamkinetic.co.uk/volunteers/provider-profile/HWLincs>

Our Volunteers have been very busy attending:

- Sensory Services coffee mornings
- Coffee mornings – Age UK, Kidney Cancer, Dementia Cafes, St Barnabas
- GP Surgery Drop In's
- Enter and View Care Homes
- Fenside Health and Wellbeing Fair
- PLACE visit at Stamford Hospital
- Veterans Event at Grantham Barracks

The Enter and View team will continue to assist with more visits being planned in 2024.

Throughout the colder months more Warm Hubs will be visited, we are aiming for around a third of the county's hubs to be visited and will collate numbers of individuals spoken to and feedback forms completed etc in due course.

Target 4 – Number of people signed up to our Distribution list

| Number of people signed up to our Distribution list | Quarter 1 Oct 23 – Dec 23 | Year to Date Total |
|---|------------------------------|------------------------|
| Target for year 2300 people | 2357 | 2357 |
| | | Exceeded Target |

Exceeding Target – 2357 people on our Distribution lists, **1,486** on our monthly Enews List, **83** on our media contacts, **187** Healthwatch Monthly Report list, and **601** on our groups, societies and other spreadsheet.

We will continue to build our existing lists of community groups/contacts to build the distribution list through our engagement and help from our Volunteers. With our new look Enews we will be sharing and promoting people to sign up and get involved as this is an informative resource for the people of Lincolnshire.

Target 5 – Website & social media stats

| | Quarter 1 Oct 23 – Dec 23 |
|--|------------------------------|
| Website Page Views – Target for year 30,000 website views | 6,778 |
| Facebook Post Reach – Target for year 200,000 FB Post reach (Facebook reach is the number of unique people who saw our content) | 24,037 |
| | Target on Track |

Across this quarter we have seen **6,778** website page views. We have reached **24,037** people on Facebook.

With our social media scheduling software we are able to provide and plan a variety of social media content, we will be looking to utilise more video content with updates and interviews, we will also be increasing our promotion of Information and Signposting advice which we share on our website.

Engagement and Involvement

Engagement Activities: October to December 2023

Ongoing: identification of opportunities for Volunteer opportunities within the local community and to liaise with Volunteer and Membership Officer to feed into ongoing community engagement across the county.

Identification of New Opportunities for Community Engagement:

Connecting with Rural Communities through Lincolnshire County Council Mobile Library Services

Update: Volunteer and Membership Officer (SP) to update on progress of linking in with Rural Community via Mobile Library Services.

Engagement and Involvement Activities

Seldom Heard Community

- 5 October What Matters to You? Maternity Services
- 9 October Lincolnshire Care Association Event: the Unforgettable Story telling the Care Home Story with Panel Q+A Session
- 13 October Disability Action Group, Boston
- 20 October Sleaford Children's Centre Family HUB Network Event
- 1 December Parent / Carer Group Special School, Spalding
- 7 Dec Health and Wellbeing Event: ATC Grantham Military Barracks

Main Themes emerging: access to Accessible Information, access to NHS dentists and face2face appointments with clinicians at primary care level, lack of communication with patients and counselling services appropriate at the right time for the patient and their families. Sourcing timely support for people living with dementia and other long-term conditions and access to reliable and timely information on Social Care including Respite Care. Long waiting times for assessments and referrals for children with additional needs that impact on their wellbeing. Lack of support while waiting for this to happen.

General

- 18 October CRISIS and Home Treatment Service update
- November HWLincs / Healthwatch Introduction of the CQC Project: Gypsy Roma and Traveller Community

- 22 Nov Information Sharing with Healthwatch Norfolk on “Did not Attends” at Primary Care Level (previous Healthwatch Lincolnshire Project completed in 2016/17)
- 29 Nov Hawthorne Medical Practice, Skegness Patient Participation Group
- 8 Dec Informal Visit to the Haven Care Home, Boston
- December distribution of the Survey to the Gypsy Roma and Traveller Community via Lincolnshire Traveller Initiative and LPFT Link Worker in addition to Community Worker from Boston Borough Council.

Main Themes emerging: access to services and long delays, communication to the patient, access to respite care for carers, demands on the service and ongoing impact on patients’ wellbeing. Accessibility of information the drive to go digital and becoming less human interactive.

Representation

- Active Lincolnshire EDI Group (quarterly)
- EMAS Patient Voice (quarterly)
- Patient Panel ULHT (monthly)
- Patient Experience Group, ULHT (quarterly)
- Service Quality Review – Adult Social Care LCC (monthly)

Emerging Theme: impact of industrial action on patients’ wellbeing, access to services, revamping of the Outpatient Letters for ULHT. Recruitment and retention of good staff with right attitudes to take on the roles in Care Home settings.

Other

- 5 Dec Integrated Care Board Inequalities Workshop: Learning Difficulties
- 11 December Carer Champion Meeting with Carers First: HWLinCs Carer Champion Role (Involvement Officer and Volunteer and Membership Officer)
- Planning of the YourVoice@Healthwatch Public Events programme for 2024 / 2025 period. Provisional dates agreed (times, venues, format and individual themes to be confirmed).
 - Dates being considered Tuesday 30 April 2024*, Wednesday 24 July 2024 and Wednesday 29 January 2025
 - HWLinCs and Healthwatch Event: Wednesday 30 October 2024 (whole team involvement)

Enter and View:

Training: Team of trained Authorised Representatives includes: Alison Cadman, Ann Morgan, Brenda Wickham, Jacqui Sclanders, Julie Emmott, Wendy Cottam, Maria Bright, Ruth O'Melia, Rosina Nash-Smith and Louise Southgate.

Enter and View Visits: Care Homes From the low-risk register provided by Lincolnshire County Council Adult Social Care Contract Team 3 homes were identified to visit during the period September to December 2023.

Update:

Enter and View Visits have been booked in at the following care homes:

- Monday 16 October 2023 Newton House, Grantham
- Thursday 19 October 2023 Belvoir House, Grantham
- Thursday 26 October 2023 Ashridge House, Boston

Authorised Volunteers who took part: Oonagh Quinn Healthwatch Involvement Officer, Maria Bright, Julie Emmott, Alison Cadman, Jacqui Sclanders and Ann Morgan. All have a current enhanced DBS Check in place with up to date photo ID that needs to be carried with them on each visit.

NB: With an E+V Visit, factor in availability and capacity of Volunteers, designing of surveys and identify suitable themes to gather patient experiences, additional training that some volunteers might need to take on board (how to record the information, listening to patients and observational skills), time allocated by Involvement Officer to coordinate E+V Visits (pre and post Visits admin, collation of data gathered and drafting the report), collation of data and information gathered, report writing and QA process and finally support from other members of the Healthwatch Team such as Healthwatch Contract Manager and HWLincs Insight Officer (development of survey or questionnaire, analysis of data).

Report written for each Care Home Visit and has been shared with the Care Home Manager and Team, Adult Social Care Team Lincolnshire County Council (LCC), Healthwatch England, Healthwatch Lincolnshire website, NHS England and the Care Quality Commission (CQC).

Representation

During this quarter Healthwatch have contributed to several meetings including:

Representation meeting requests

- Health & Wellbeing Board/ICS Partnership Board
- Integrated Care Board (ICB)
- Health Scrutiny Committee
- Primary Care Co-commissioning Group PC3
- Lincolnshire System Quality Group
- System QPEC
- Health Protection Board
- Primary Care operational, quality, performance oversight Group (PCQP)
- Patient Experience Group (PEXG) ULHT
- Patient Panel ULHT
- Service Quality Review (SQR) LCC
- Patient Voice EMAS
- Lincs Veteran Network facilitated by Every-one
- Regional Healthwatch Dentistry Meeting
- Lincolnshire Digital Inclusion Meeting
- Health Inequalities Programme Board
- Primary Care Access Working Group
- HWL,HWB, ICP, HSCFL & CQC Liaison Meeting
- Healthwatch – CPL Pharmacy
- Healthwatch LCC
- Patryk and Dean LCC Contract Update
- East & West Midlands HW Network Meeting
- Co-Producing Health and Care in Lincolnshire Working Group
- Our Shared Agreement
- Equality Diversity and Inclusion (EDI)
- Disability Action Boston (as required)
- Ed Baker Adult Social Care LCC
- Kay Gamble LPFT
- Healthy Lifestyles VoiceAbility
- LinCA Care Managers Meetings
- Carer First Events
- Family HUBS LCC
- Catch up with CEO's and Chairs across Trusts and LCC

Looking forward Jan – Mar 2024

Healthwatch Information and Advice – Outreach

Healthwatch Lincolnshire Information Signposting Team will be doing an Outreach Clinic in a number of areas across Lincolnshire so the community can access us face to face.

We can provide information and guidance to the public and record your comments, be they good, or not so good we are happy to have a chat.

- Mablethorpe Coastal Centre – 23 Jan 2024
- Store House Skegness – 8 February 2024
- Spalding Citizens Advice – 14 February 2024
- Grantham Citizens Advice – 19 February 2024
- Warm Space Ruskington Methodist Church – 8 March 2024

Book by calling 01205 820 892 or emailing info@healthwatchlincolnshire.co.uk

Enter & View

Community Diagnostic Centres – National Healthwatch England project

We are taking part in a national piece of research by Healthwatch England which will investigate the on-the-ground experiences of patients at Community Diagnostic Centres (CDC's) across the country.

Healthwatch England want to understand what about CDCs is working well, for whom, and what could be improved as more CDCs are rolled out.

We will explore different aspects of the **Patient Experience**, particularly:

- **Accessibility:**
 - How accessible are CDCs compared to alternative diagnostic sites?
 - Are community locations more, or less, accessible than hospital or existing primary care sites?
- **Expectations:**
 - Did CDCs meet people's needs and expectations?
 - Were people aware of what a CDC is, and how it might differ from alternatives?
 - Did people have attitudes or concerns about visiting a CDC?
 - Would it offer the same privacy and discretion?
 - Do they trust the staff less than those working in acute settings?

- **Choice:**
 - Were people offered a choice of location?
 - Did people choose to attend a CDC over an alternative? If so, why?
 - Were people able to get their test faster at a CDC than other sites?
- **Quality:**
 - How were people's overall experiences?
 - What is the site like?

As part of this work we will be conducting Enter and View activity at the Community Diagnostic Centre in Grantham and the Urgent Treatment Centre at Skegness during January 2024, with follow up interviews to be carried out in February.

New Campaigns

For 2024 Healthwatch Lincolnshire has strategically chosen to prioritise Menstrual Health, Respiratory Conditions, Neurological Conditions, and Mental Health.

This decision is driven by a commitment to amplify the voices of individuals and communities that are often underrepresented or unheard in healthcare discussions.

By addressing these specific themes, Healthwatch Lincolnshire aims to broaden its engagement across diverse areas and populations, fostering a more inclusive dialogue on health issues. Moreover, this targeted approach aligns with the organisation's overarching goal of addressing health inequalities, allowing them to proactively contribute to a more equitable and comprehensive healthcare landscape in Lincolnshire.

This approach will also allow us to reach diverse population groups as outlined in our Annual Plan, hearing the voices of Health and Social Care Staff, those with physical and/or sensory impairment, young people, Veterans and those impacted by social isolation and digital exclusion.

Our Menstrual Health Campaign launched at the beginning of January 2024 and within a week had already received 150 responses. This campaign aims to gain insight into individuals' experiences of health and care services that support people in Lincolnshire navigating:

- Menopause (including Perimenopause and Post menopause),
- Endometriosis,
- Polycystic Ovary Syndrome (PCOS).

The survey covers:

- Diagnosis
- Waiting Times
- Treatment and Condition Management

- What works well?
- What could be improved?

This campaign will run until March.

To read more about our campaigns for 2024, please visit our website:

<https://www.healthwatchlincolnshire.co.uk/report/2023-12-21/our-campaigns-2024>



healthwatch

Lincolnshire

Healthwatch Lincolnshire
Rooms 33-35
The Len Medlock Centre
St Georges Road
Boston
Lincs
PE21 8YB

www.healthwatchlincolnshire.co.uk
t: 01205 820892
e: info@healthwatchlincolnshire.co.uk
@HealthwatchLinc
Facebook.com/healthwatchlincolnshire