

## LINCOLNSHIRE HEALTH AND WELLBEING BOARD

Open Report on behalf of Healthwatch Lincolnshire (HWL)

Report to	<b>Lincolnshire Health and Wellbeing Board</b>
Date:	<b>7 March 2017</b>
Subject:	<b>NHS Immunisation and screening for patients in Lincolnshire</b>

### Summary:

From September to December 2016 Healthwatch Lincolnshire conducted a countywide survey asking patients to complete a pre-designed survey which would provide information as to their experiences of NHS Immunisation and Screening.

The results of the survey have highlighted a number of concerns including

- 1 in 4 families who are choosing not to immunise their child/ren are doing this due to concerns about safety
- 42% of responding individuals told us they had not been invited to attend pneumococcal immunisation
- Potentially in Lincolnshire 14,000 woman are choosing not to attend cervical screening
- Where a woman misses her cervical appointment our data told us they were 3 times more likely not to reschedule the appointment
- 23% of adults told us they have not been offered bowel screening
- 13.7% of women told us they are not being offered breast screening
- A staggering 59% of male respondents told us they have not been offered AAA screening
- 43% of respondents (potentially 146,000 eligible adults) told us they are not being offered NHS Health Checks

### Actions Required:

To consider the findings of the report and provide any further next step recommendations.

#### 1. Background

For the past 3 years, HWL has been hearing from health providers and commissioners of their concerns that a number of patients are not attending when invited important NHS

screenings. These screenings help to detect whether there might be a health problem that needs further investigation and include areas such as breast, cervical and bowel screening. Also, at some of the meetings HWL attend eg Lincolnshire Health Protection Board, there is an indication that more patients need to keep their immunisations up to date. Doing this helps to avoid both them personally getting very ill, and them potentially spreading infectious diseases to other people eg measles and flu.

In addition to this, we are hearing more and more the phrase 'self-care', which in its simplest terms means what steps patients (the public) are taking to help look after themselves. Whether this self-care is maintaining a healthy weight, eating better or attending important health appointments, it's all about how we are looking after our own health.

To help our health colleagues in Lincolnshire better understand why people are not attending some of these important services, HWL agreed to carry out a project that focused on gathering relevant patient experiences. The project was broken down into three main areas:

- 1 & 2 Childhood and adult immunisations and 3 Adult Screening

## **2. Conclusion**

HWL was able to identify 10 areas of observation/suggestion and recommendations. From these 10 areas we would conclude they can be summaries into

- Information – it appears there needs to be an increase in the amount of public (patient) information and messages that are clear and consistent. This will help to provide better understanding of the importance and risks to patients (both in non-attendance and with regards to safety)
- Attitudes – this includes the public who needs to treat medical appointments as very important (reducing DNA) and to help alleviate personal barriers that are at times preventing people from attending eg fear. Also, where positive attitudes from medical staff have been experienced this was raised as very important to how patients will commit to their future attitude towards attending.
- System – we were concerned with the number of people who indicated they had not been offered an appointment to attend screening, breast, AAA and bowel in particular. From our data we have calculated this potentially could be 240,000 Lincolnshire residents who have not been invited to take part in screening. As a matter of urgency we believe this needs investigating and have already been in contact with NHS England to support some test cases.

## **3. Consultation**

785 people were consulted with as part of this project. The consultation was completed via electronic and paper surveys which were distributed across Lincolnshire. Final responses indicated our engagement work enabled us to receive responses from all areas of our county.

#### 4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Healthwatch Lincolnshire NHS Immunisation and screening report

#### 5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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