

LINCOLNSHIRE HEALTH AND WELLBEING BOARD

Open Report on behalf of HWLincs delivering Healthwatch Lincolnshire

Report to	Lincolnshire Health and Wellbeing Board
Date:	9 June 2020
Subject:	Healthwatch Lincolnshire COVID19 Barometer Campaign

Summary: From 8 April 2020 Healthwatch Lincolnshire has been inviting residents of Lincolnshire to share with them views as to the impact of COVID19 on their health and wellbeing.

We have prepared weekly reports to summarise public responses which can be downloaded via the Healthwatch Lincolnshire website

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

Actions Required:

To consider the preliminary results of the first 6 weeks Healthwatch Barometer survey and consider any impact to current Joint Health and Wellbeing Strategy priorities.

1. Background

Under the Health and Social Care Act 2012, the Healthwatch network is required to involve and engage with the general public as to their experiences of health and care services. In Lincolnshire HWLincs holds the contract to deliver the Healthwatch service on behalf of Lincolnshire County Council. Until mid-March 2020 we did this through a mix of predominantly face to face but also a smaller number of digital engagement activities.

At the very start of the COVID19 pandemic outbreak we quickly re-evaluated our process of engaging with the public to ensure we continued to meet our statutory requirements and LCC contractual performance. This change focused on our need to deliver digital engagement and resulted in a planned 13 week Survey Monkey campaign.

To date over 2,350 people have completed our survey, providing over 3,000 free text responses. In addition, we have reached over 250,000 people via social media and website activities.

Our overall summary of responses told us the key priority areas were:

- A concern above all else for those who were vulnerable and weak.
- A concern for peoples own wellbeing and that of their families and loved ones.
- Frustration at mixed and negative messages being given through fake news, media and local and government sources.
- Frustration and concern about the impact on new or existing health and care issues outside of COVID-19.
- Frustration and concern for the lack of support systems within primary care, secondary care and mental health.
- Mixed tolerance levels for how the community is reacting to lock down restrictions and how they are being enforced.

We have also linked into the Lincolnshire Resilience Forum and are sharing with them summary of weekly data to support their intelligence gathering.

2. Conclusion

Healthwatch Lincolnshire are now half way through our 13 week COVID19 survey campaign and have been really pleased with the continued level of input from respondents. We are keen now to see if the publics' perceptions and responses change between weeks 7 and 13 as the pandemic reduces and lockdown eases.

3. Joint Strategic Needs Assessment and Joint Health & Wellbeing Strategy

The Council and Clinical Commissioning Groups must have regard to the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy.

The intelligence gathered will be used to inform future updates to the JSNA.
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4. Consultation

Not applicable

5. Appendices

These are listed below and attached at the back of the report	
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Appendix A	Healthwatch Lincolnshire COVID19 Barometer presentation of summary of findings
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6. Background Papers

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

This report was written by Sarah Fletcher, who can be contacted on 07436 582000 or email sarah@hwlincs.co.uk

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