

Healthy Conversation 2019 update report 12 September 2019

This report provides a summary of the feedback from the Healthy Conversation 2019 campaign to NHS provider trust boards, commissioning governing bodies, partners and stakeholders. It details the campaign activity-to-date, feedback and results to inform the development of Lincolnshire's Long Term Plan and system programmes, as well as the next steps to be taken with further engagement.

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1. Background:

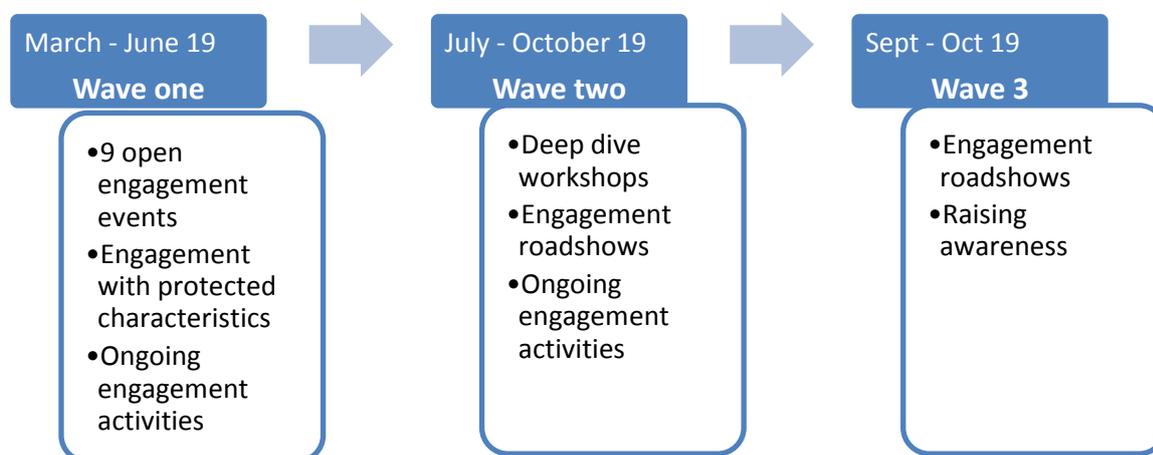
On 5 March 2019, the NHS across Lincolnshire launched its Healthy Conversation 2019. It is an open engagement exercise which will shape how the NHS in Lincolnshire takes health care forward in the years ahead. It is a chance for everyone to learn more about the NHS's current thinking on the future of NHS services and is a way to get meaningful feedback from our patients, their representatives, the public, NHS partners and staff about what future services may look like. Healthy Conversation 2019 has continued throughout the year, with a wide range of engagement events and discussions across the county. The nearly 7 months of engagement is due to come to a close on 31st October 2019 which will enable all feedback received to be considered in a timely manner to inform the Lincolnshire's Long Term Plan alongside the Healthwatch engagement results.

The key overarching Healthy Conversation 2019 campaign messages have been:

- Lincolnshire's NHS needs to continue to transform to improve quality, attract staff and be fit for the future
- The way we all use the NHS needs to change too
- We need to make this change together – get involved

2. Activity undertaken:

The various waves of communications and engagement have incorporated a number of activities to give as many people as possible the opportunity to get involved and share their views in a way that suits them:

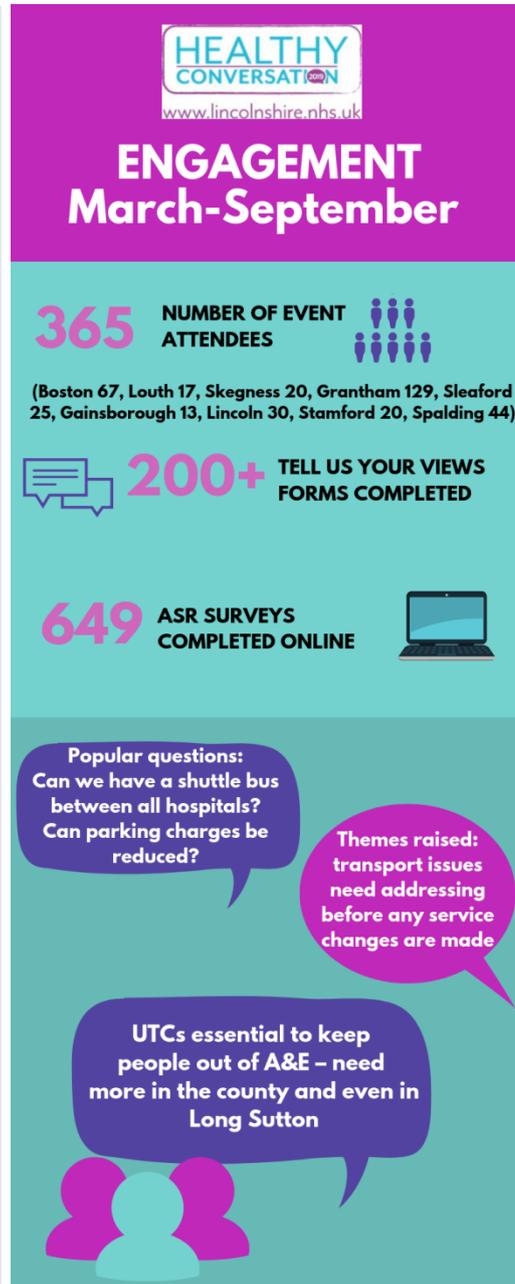
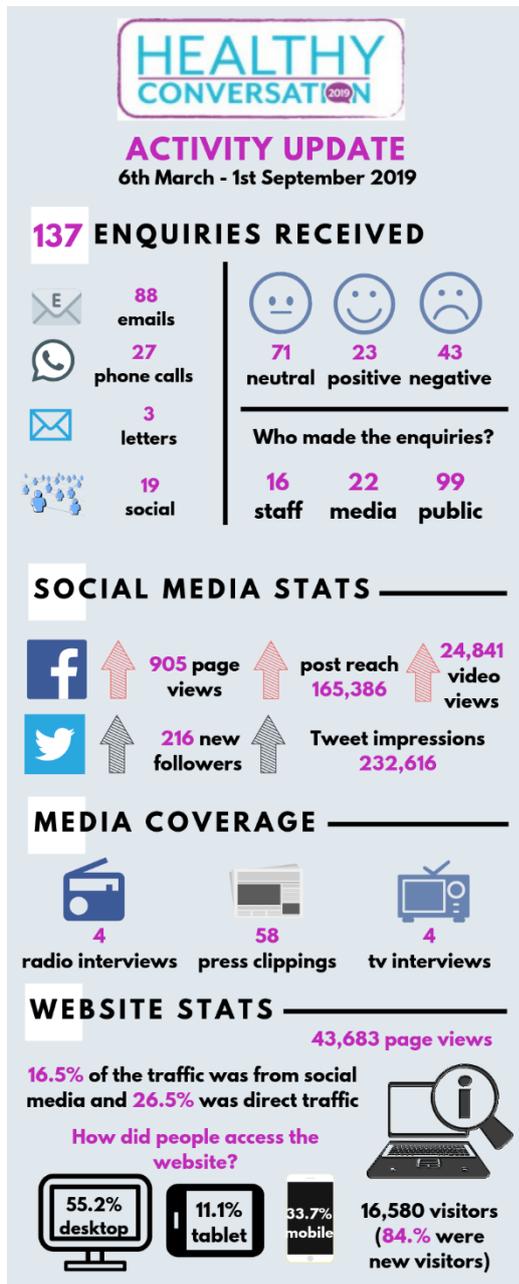


Overview of engagement to date:

Engagement activity	Reach
Acute Service Review (ASR) survey (closed 31 st August 2019) (also translated into Romanian, Polish, Russian, Latvian, Lithuanian, and Portuguese)	649 responses
General feedback forms	200+ responses
9 Healthy Conversation open events in Boston, Louth, Skegness, Grantham, Sleaford, Gainsborough, Lincoln, Stamford and Spalding	365 attendees
People's Partnership engagement with protected characteristics	130 responses
Roadshows	Grantham shopping centre, Boston market place and Tesco
Distribution of leaflets and posters (see appendix A)	All NHS organisations and staff, GP practices, libraries, pharmacies, colleges etc
Locality workshops	Grantham: 19 June 2019 Boston: 27 June 2019
Community meetings (e.g. Health Improvement Partnership, Toddler Group, Blind Society meetings etc)	139 attendees at meetings with a reach of over 7000 members.
Ongoing direct contact with the HC2019 team via telephone, email and letter	

This has been supported by widespread media and social media activity as well as direct calls and emails to the team. Although the volume of media coverage has dropped, the amount of social media activity continues to grow with to date an audience reach for posts of over 165,000 and over 43,000 website views since the launch of the campaign in March.

The infographics below summarise communications and engagement activity throughout the campaign.



Appendix A highlights the distribution of posters to local outlets and stakeholders to raise awareness of the engagement exercise as well as the numerous opportunities to get involved; promote the engagement events; press releases to key media contacts and channels utilised to promote the workshops.

3. Engagement feedback overview:

The Acute Services Review survey was closed on 31st August 2019 following six months of engagement. These results are currently being analysed and will be reported into the Lincolnshire NHS system to ensure it informs the next stage of the acute services review programme. In addition, the engagement undertaken by The People's Partnership to hear the views of Lincolnshire's communities with protected characteristics and those who would otherwise not be readily represented will also be considered in this process as well as informing our Equality Impact Assessments. Once complete, both of the reports, their outcomes and next steps will be circulated and published on our website.

The following sections of the report highlight the summarised HC2019 feedback received from the 9 engagement events; paper and online forms; locality workshops and meetings with various community groups.

All of the detailed feedback received has been circulated to the Senior Responsible Officers for the system programmes to inform the development of Lincolnshire's Long Term Plan and also to shape their programmes and projects.

3.1 Feedback from open engagement events:

Since the campaign launch, we have held 9 Healthy Conversation 2019 events, advertised locally, for the public to attend drop in sessions between 2-7pm in the locations in the table below. These events have been attended by 365 people and the core themes that were raised (through direct verbal feedback, formal forms and the surveys analysed to date) were:

Date	Location	Key Locality Themes	No. of attendees
13/03	Boston	<ul style="list-style-type: none"> • Accessibility of stroke services in the future • Loss of services to Boston as a whole 	67
14/03	Louth	<ul style="list-style-type: none"> • Threat of hospital closure (this was an initial concern that alleviated once responded to) 	17
19/03	Skegness	<ul style="list-style-type: none"> • Accessibility of stroke services in the future • Loss of services to Boston as a whole 	20
20/03	Grantham	<ul style="list-style-type: none"> • Concern that A&E is being 'downgraded' • Urgent Treatment Centres and what they are 	129
20/05	Sleaford	<ul style="list-style-type: none"> • Lack of GP access • Lack of coordination following discharge from hospital 	25
21/05	Gainsborough	<ul style="list-style-type: none"> • Lack of GP access • Financial difficulties when having to travel to visit family 	13
22/05	Lincoln	<ul style="list-style-type: none"> • Financial difficulties for family members having to travel to hospital • Professionals should be able see each other's notes to make it more streamlined for patient 	30

12/06	Stamford	<ul style="list-style-type: none"> • Ensure links with North West Anglian NHS Trust for services in Stamford • Grantham A&E closure overnight 	20
13/06	Spalding	<ul style="list-style-type: none"> • UTCs essential to keep people out of A&E – need more in the county and even in Long Sutton 	44

Throughout all events, we consistently heard that the public are concerned about:

- Transport to services for patients and family
- NHS111 and its effectiveness
- EMAS and response times
- Issues of overburden on Lincoln County Hospital

3.2 Feedback from paper and online forms and queries:

We have received over 200 completed HC2019 feedback forms on various elements of the campaign via social media, telephone, email and forms at events and on our website. The detailed feedback has been circulated to programme Senior Responsible Officers and a summary of the key themes and suggestions for each of the services is provided below:

Acute Medical Services

Key themes:

- Capacity issues at Lincoln hospital – delays in being seen
- Length of time to get to hospital

Suggestions include:

- Airlift to specialist hospitals outside of Lincolnshire if case is too complex

Breast services

Key themes:

- Poor infrastructure and road networks causing access difficulties for patients and families who need to get to Lincoln.
- Lack of confidence in Lincoln Hospital having sufficient capacity
- Favour of keeping services at Pilgrim

No suggestions were given.

Diabetes, Self-Care and Prevention Services

Key themes:

- Variation in standard of diabetes care between GP Practices
- No infrastructure to support the communities, especially in Mablethorpe

Suggestions included:

- Focus on education and generational change
- Clinic appointments needed outside of working hours to reduce time needed off work
- Regular blood tests for everyone to alert people to problems before they arise

General Surgery Services

Key themes:

- Lack of confidence that staff will be able to deal with more complex issues
- Team is mainly built up of agency staff meaning service is not sustainable
- Journey will be too long for people in severe pain to travel
- Lack of signage around Grantham hospital

Suggestions include:

- To hold follow up clinics and monitoring in local hospitals

Haematology and Oncology Services

Key themes:

- Capacity/ issues of over burden on Lincoln hospital – overcrowded and poorly staffed, not enough beds
- Costly travel and parking that could cause hardship for both patients and their families when having to visit on such a regular basis
- Frequent cancellations and delays to appointments

Suggestions include:

- To have follow up appointments locally

Mental Health Services

Key themes:

- Really good care and support especially with autism
- Impossible to get appointment with CAMHS
- Lack of awareness on how to care for people with dementia and the care plans put in place by social services
- Additional community based services, enabling patients to stay at home with family

Suggestions included:

- More information required for parents about what services are available, especially online
- Improve links (transition) from children to adult services
- Improve flexibility of CBT appointments for those who work
- More information is required about what support is available in times of a mental health crisis – A+E seems too often to be the only option
- Share updates on mental health patients with the police so they have an understanding on how to deal with the individual

Primary Care Services

Key themes:

- Interface between GPs and other services – so patients do not have to tell their story multiple times
- Lack of availability for appointments

Suggestions included:

- Charge patients if they (do not attend) DNAs booked GP appointments
- Communicate all options for appointments as patients don't always need to see a GP
- Suggestion that 1 'carer' cares for all of the people in one area; this would give more caring time and cut down on travel

Stroke Services

Key themes:

- 'Golden Hour' not achievable from some parts of the county
- Consideration of population need by locality before determining locations of service
- No mention of step down / rehabilitation
- Ambulance response times are poor – assurance needed
- Capacity issues – overburden on Lincoln hospital
- Loss of service at Pilgrim hospital

Suggestions included:

- Scope how to link mental health support and stroke community rehabilitation
- Transport issues need addressing before any services is relocated

Technology and Innovation

Key themes:

- Welcome e-consultations to avoid concerns regarding transport/reducing the NHS' carbon footprint
- Refreshing to hear; innovative thinking, digital is the future
- Due to cyber-attacks, how safe is the 'digital system'?
- Many people do not have access to the internet and will need alternative options
- Areas of poor broadband and poor mobile phone signal
- Shouldn't need to keep re-telling your story/medical history

Suggestions included:

- Patients holding their own records and notes like in France
- Other communications needed such as face to face and local newspapers

Travel and Transport

Key themes:

- Issue isn't the hospitals but travelling to them – poor road networks and lack of public transport
- Early appointments not achievable when using public transport
- Costly travelling across the county to hospitals further away
- Hardship to patients and families by having to take additional time off work to travel further
- Can't always rely on family and friends
- Community transport sometimes unreliable
- Unable to get back from hospitals if taken by ambulance

Suggestions included:

- Inter-site transport - provision of shuttle between hospitals or accommodation for family to stay
- Development of a driver volunteer scheme
- Direct trains between Boston, Skegness and Lincoln
- Routes and times clearly displayed at all bus stops
- Introduction of a travel helpline

Urgent and Emergency Care Services

Key themes:

Grantham

- Grantham is on major road and rail links and needs an A&E open 24/7
- New housing developments with increasing local population
- Travelling time is not within the 'golden hour' from parts of the county, especially for those without their own transport
- Poor road networks and lack of public transport, especially in rural villages
- Ambulance availability and response times concerns
- Capacity issues – overburden on Lincoln hospital
- Inability to get back from hospitals if taken by ambulance
- Lack of transport to attend another A&E during the night
- NHS 111 and its effectiveness

Suggestions included:

- If people call NHS 111, Grantham Hospital needs to be the first option
- Educate the public on how not to abuse the NHS
- Patients need to be clearly informed about the UTCs capabilities and limitations
- Free shuttle bus or volunteer transport to hospitals from main train and bus stations and between hospitals

Stamford (proposal)

- Great service in Stamford Hospital, would like an extended service
- Support for UTC in Stamford to reduce need to travel elsewhere for emergency care
- UTC will reduce the pressure on surrounding hospital

Suggestions included:

- Increase in population anticipated therefore need extended access to urgent care 7 days a week
- Hospital could provide additional outpatient and emergency clinics

Women's and Children's Services

Key themes:

- Lack of transport if service is moved Lincoln
- Length of time taken to get to Lincoln in an emergency is too long
- Loss of services at Boston and the desire to retain women's and children's at Pilgrim

Suggestions included:

- The need for an easier way to access community Paediatrics before children's educations are affected
- To send out clearer communication about the situations concerning women's and children's services at Pilgrim hospital

3.3 Feedback from workshops:

Locality workshops were held in Grantham on 19th June and Boston on 27th June which members of the public were invited to register to attend. Clinicians and staff were involved in discussions with the public about the key themes (ASR focused) emerging from the earlier engagement. A summary of the feedback received is outlined below. The full feedback report is currently being collated and will be reported alongside the full ASR engagement findings.

Grantham service change:

- Clarity about definitions of A&Es and Urgent Treatment Centres (including access times) is required to ensure correct usage and consistency across Lincolnshire
- Case studies required for how patients could access the UTC with various conditions/emergencies
- Increased promotion of the NHS111 service is required including how this would work alongside an UTC in Grantham
- Recognition that the future is about treating people in their local communities in their own homes and communities but if needed, ensuring that they are treated in the right place at the right time and this may mean in a more specialist hospital and sometimes outside of Lincolnshire
- Confusion about availability of staff to stabilise patients who require transfer and who will employ staff in the UTC
- Other – improved use of Emerald Suite; support for centre of excellence for planned care; reduce the need to attend second out-patient appointments if not needed or can be undertaken digitally; access to mental health single point of access within UTC; desire for new hospital in Grantham; need for organisations to work closer together.

Grantham travel and transport:

- Financial burden for those having to travel to other hospital sites, including car parking
- Concern about travel times to other hospitals and the 'golden hour'
- Population growth requires more services rather than less
- Need to reduce the need for transport – use of other technologies, discharge lounges, patient hotels, first responders able to treat patients in own home rather than transfer to hospital

- Improve transport links – work with the County Council, volunteer schemes, road networks and public transport links
- Vulnerable patients particularly affected such as those on low income, with chronic conditions and the elderly
- Concerns about EMAS capacity to transport patients further and need to improve promotion of the work they are doing to treat patients at home and improve access to the most appropriate urgent care services
- Importance of patients being seen in the right place at the right time to improve outcomes even if that means travelling further for better care.

Boston stroke services and travel and transport:

- Concern over longer treatment time for strokes if need to travel to Lincoln Hospital but recognition that patients need to go to the right place at the right time
- Improvements needed in discharge and treatment once back at home
- Prevention essential e.g., smoking cessation, tackling obesity
- Concerns over lack of staff and high vacancy rates
- Long travel times from some areas of Lincolnshire and possible detrimental impact on coastal holiday trade
- Concern about capacity of EMAS
- Concerns about the future of Pilgrim Hospital if services removed
- Increased funding required in Lincolnshire as a rural area

Boston women's and children's services; travel and transport:

- Ongoing uncertainty about services could have discouraged women from choosing to give birth at Pilgrim, reducing the services
- Recognition that some very premature babies will need to go to other specialist units
- Concerns about the need to transfer some paediatric patients to other hospitals
- Possible limitation of visits and support from friends and family
- Clarity and reassurance about suitable staffing available

3.4 Feedback from community group meetings:

Throughout HC2019, we have also attended a range of community groups and meetings to raise awareness of HC2019, promote opportunities for involvement and gather feedback about their experiences and any issues or concerns.

The feedback is summarised below:

GPs and primary care:

- Preference for email or text reminders for appointments rather than letters which can be delayed and the appointment is missed resulting in believing the patient Did Not Attend.
- Still experiencing difficulties getting appointments and would like to be told when booking an appointment if it is with a nurse rather than a doctor to manage expectations.
- Some concerns that health visitors are not contacting all new parents and some may be missed.

Workforce:

- It would be good to upskill and increase staff recruitment by being 'attached' to a training hospital
- Staff not well looked after as an employee, for example having to supply their own refreshments including tea bags; "how do we expect to fill our vacancies when we are not looking after the ones we've got!"

Technology:

- Welcomed the use of technology such as care portal as not having the correct notes in front of the doctor or consultant was very frustrating for some of this group.
- Not sure about using the phone for 'facetime' but liked the idea of having a hub to go to (for example at a GP practice) where people can be supported to log onto e-consultations etc. It was also felt that the elderly would embrace this as it means less travel and less costs.

Supporting engagement with hard to reach groups:

- Suggestions provided on how to support deaf / blind people to attend health events such as providing transport and translation into braille etc.
- People with sight or hearing loss struggle with access to services, access to GP appointments, optometrist appointments and dentist appointments and travel to appointments. Often no interpretation service is offered and patients have to sit with a doctor and write notes between them.
- Making a doctor's appointment is usually via phoning the practice- not everyone has access to the online services so it would be useful to introduce text for deaf patients.
- An example was provided of an elderly couple who have sight difficulties and needed to travel by train for a hospital appointment which lasted 10 minutes but they were out of the house for 9 hours.
- One query was raised about how someone will books appointments etc. once they go deaf as they already have an amplifier and still struggles to hear.

Travel and transport

- Travel was a concern for the majority of the group in south Lincolnshire for both GP and hospital visits. Their nearest hospital is Grantham, but a lot of the time they are sent to either Boston or Lincoln for appointments/treatment. This can be extremely difficult for those who do not drive as there is only 1 bus into Lincoln or they have to pay for a taxi.
- Alternative suggestions include volunteer driver schemes and patients only have to pay for the mileage.
- Frustration with Thames Ambulance Service Limited (TASL) which is now no longer accepting a patient who has been using it previously for 6 years.
- Some people are often not given a choice of which hospital they would like to go to for treatment and the majority agreed they would travel out of county if it meant receiving treatment quicker.
- In Peterborough they run a service where paramedics, Occupational Therapists and nurses visit the frail and elderly if ill or had a fall – this team prevents that patient going into hospital and keeps them in their own home.

4. Next steps:

A full overview of the planned activities for wave 3 of the HC2019 campaign until 31st October is provided at Appendix B. Our next steps include:

- The locality roadshows will continue across Lincolnshire to raise awareness of the campaign as well as attendance at local community groups and meetings and focus upon the continued outreach to groups who may ordinarily not feel able to become involved in the process
- Further locality workshops are being arranged for 9th October in Grantham and 10th October in Boston to continue the deep dive into emerging issues
- Extensive analysis of the HC2019 engagement results received to date and communication of the HC2019 outcomes and themes, outcome of the Lincolnshire Long Term Plan and recruiting for a Lincolnshire Citizen's Panel.

Appendix A

Healthy Conversation Engagement Event Poster Distribution

Promotion of the engagement events began in March with poster distribution to local outlets and to a number of stakeholders (see Table A). Press releases to key media contacts (see Table B) were also regularly issued to promote the events.

The communications and engagement team have been busy circulating the posters locally by visiting local businesses across the county including supermarkets, libraries, pharmacies and colleges etc. (Appendix A). Posters and dates of the engagement events were also sent to the communications teams in ULHT, LCHS and LPFT for further distribution via their internal post, newsletters to staff, websites and social media platforms. Further to this, they were also circulated for example to patient councils, staff and GP practices across the 4 CCGs.

Press releases and dates for the June workshops were also circulated in the locality in which they were held including being sent to local and regional media outlets such as Lincs FM, BBC Look North and the Grantham Journal. Again, these were also distributed via the CCGs to staff, patient councils and stakeholder lists as well as being promoted across social media platforms (Table C).

Tables:

A. Healthy Conversation 2019 engagement event poster distribution

Outlets and Channels of Distribution	
ULHT	Lincoln:
ULHT Comms	Lincoln County Hospital
Website	GP Surgeries
Lead clinicians	University of Lincoln
Internal post	BGU
Social media platforms	Lincoln College

LCHS	Lincoln BIG
LCHS Comms	Lincoln Library
Newsletter to all staff	LPAC
Posted on Intranet	Health Centre (University of Lincoln)
Website	Isaac Newton Building
Internal post list	Minerva Building
Social media platforms	Sarah Swift Building
LPFT	Art Bridge
LPFT Comms	University of Lincoln GP surgery
Newsletter to all staff	High Street Dentist
Posted on Intranet	ASDA
Internal post list (62 locations)	Tesco (Wragby Road)
Social media platforms	Tesco (Canwick Road)
Lincs West:	Tesco Express
Patient Council members	Morrisons
GP Practices	Sainsbury's
South West Lincs	Matalan
Patient Council	Marks and Spencer
PPGs and Practice managers	Waitrose
Staff (inc. execs and clinicians)	Lincoln Drill Hall
Parish Councils (reach 156)	Co-Op
Virtual patient panel (reach 127)	Gainsborough:
Stakeholder database (see list below – reach 93)	John Coupland Community Hospital
East Midlands Academic Health Science network	GP Surgeries
GP Practices	Village halls
South Lincs	Gainsborough college
Patient Council	DW Fitness
All staff (inc. execs and clinicians)	Bungham and Young Opticians
Practice managers/PPGs	Age UK
GP Practices	Holland and Barratt
Lincs East	Connexions community hub
Patient Council (PPG/Practice managers)	Walters Opticians
Staff (inc. lay members etc)	Sense
View point and readers panel	Eco Scooters
GB members/GB clinicians	Gainsborough Library
GP Practices	West Lindsey Council
Other	Job Centre
Healthwatch	Coop Pharmacy
LIVES	Market Place Dental
STP Stakeholder Board	Superdrug
Campaign Groups	Boots Pharmacy
Staff representatives/Trade unions	Wilko
Parish Councils	Tesco
District Councils	Home Start Family and Voluntary Centre
Local MPs	Sleaford:
Regulators	GP Surgeries
Health Scrutiny Committee	Heckington Co-op pharmacy
Health Education England	Sleaford library
Lincs Police and Crime Commissioner	The Source

Visit Lincoln	Great Hale Village Hall
Siemens	Newsagent
Co-op	Various local outlets and community groups (see list below)
RAF	Stamford:
Lindum	GP Surgeries
East Midlands trains	Stamford Library
Stagecoach	Stamford performing Arts Centre
	Theatre Lounge Stamford
	Waitrose

An example of a CCG's Stakeholder database (Grantham/Sleaford area)

Adults Supporting Adults - Sleaford	Kesteven Morris
Allington Playing Field Fundraisers	Kesteven Rideability
Allington toddler group	Library - Ruskington
Alzheimers Carers Lunch Group - Grantham	Library - Sleaford
Ancaster Day Centre	Lincolnshire CVS - Health Trainers
Arthritis Care	Lincolnshire Dementia Family Support Service
Barrowby Baby and Toddler Group	Lincolnshire Traveller Initiative
Beat	Lincolnshire Visual Impairment Services
Belton Lane Children's Centre	Lincs Home Improvement Agency (LHIA)
Billinghay Children's Centre	Little Acorns Toddler Group
British Red Cross - Grantham	Multiple Sclerosis Society Support Group
Bump 2 Baby Antenatal Classes	New Life Church Ministries
C.A.P.A.A.S. (Children and Parents Asperger Autistic Support).	North Kesteven Voluntary Centre
CANadda	PALS
Caythorpe & Ancaster Children's Centre	Parkinsons UK - Grantham Branch
Celebration Active Care Club	Positive Health
Chamber of commerce	Royal Air Forces Association
Churches Together in Grantham and District	Royal British Legion - Sleaford & District Branch
Claypole Village Hall	Ruskington Youth Centre
Community Lincs	Salvation Army
Dementia Companion Service	Salvation Army
Disability Lincs Ltd	Senior Community Development Officer
Dyslexia Lincolnshire	Shareing the Care
Ethnic Minority & Traveller Education Team	Sleaford & District Citizens Advice Bureau
Evergreen Sleaford	Sleaford & District Lions
Gay Outdoor Club	Sleaford & District Round Table
Grantham & District Talking Newspaper for the Blind	Sleaford and District Lions Club
Grantham and South West Family & Carer Support Service	Sleaford Carer Support Group
Grantham Area Community Transport Scheme	Sleaford Children's Centre

Grantham Autistic Information Network (GAIN)	Sleaford Dementia Café
Grantham College	Sleaford Probus Club
Grantham Dementia Café	Sleaford Rotary Club
Grantham Hard of Hearing Club	Sleaford Youth Centre
Grantham Jubilee Church Life Centre	South Witham Childrens Centre
Grantham Peer Support Group - Alzheimer's Society	The Nettles Volunteer Group
Grantham Poverty Concern	The Pottery Painting Cafe
Grantham Rotary Club	Toy Box
Grantham Senior Citizens Club Ltd	Trust House
Grantham Stroke Club	United Together
Grantham Volunteer Centre	Vitality
Grantham Writers	Walking for Health SK
Grantham Youth Centre	
Guillan Barre Syndrome Support Group	
Headway Lincolnshire	
Health Trainers - North Kesteven	
Healthwatch	
Heckington Area Voluntary Car Scheme	
Heckington Children's Centre	
Home Start Grantham	
Ingoldsby Baby and Toddler group	
Involving Lincs	
Just Lincolnshire	

B. Local media distribution

Organisation	
BBC Look North	Langworth Local
BBC Radio Lincolnshire	Sheepwash Times
BBC East Midlands Today	Chamber Matters
Lincs FM	Lincolnshire in Focus
ITV Calendar	Fiskerton News
Grantham Journal	Village Venture
Lincolnshire Echo	Nettleham News
Sleaford/Boston/Wolds & East Coast Target	Mollys Guide
Sleaford Standard	Lincolnshire Life
Boston Standard	Lincolnshire Pride
Skegness Standard	Foss Focus
Louth Leader	The Lime Light
Horncastle News	Signpost (Owmby parishes)
Market Rasen Mail	Inside Lincs
Lincs. Free Press/Spalding Guardian	Your Local Lincs Magazine 22,850
The Lincolnite/Lincolnshire Reporter	Gainsborough Life

Spalding Voice	Bourne Marketplace
Grimsby Evening Telegraph	Discovering Bourne
Stamford Mercury	
Bourne Local	
Gainsborough Standard	
Grantham Matters	
Gravity FM	
Stamford Living	
Bailgate Independent	
Lincs Scene	

C. Healthy Conversation 2019 Workshop Press Release Distribution

Boston Workshop Distribution
LECCG Patient Council
LECCG Viewpoint/reader panel
LECCG Staff
LECCG Stakeholder database inc. hard to reach groups
LECCG PPG
Boston Standard
Lincolnshire Live
Radio Lincolnshire
Lincs FM
BBC Look North
BBC East Midlands
ITV Calendar
Facebook – across CCG and Trust pages
Twitter
Instagram
Healthy Conversation Website
LPFT Comms
ULHT Comms

Grantham Workshop Distribution
Grantham Journal
Grantham Matters
Radio Lincolnshire
Lincs FM
BBC Look North
BBC East Midlands
ITV Calendar
Sleaford Standard
Facebook – across CCG and Trust Pages
Twitter
Instagram
Healthy Conversation Website
LPFT Comms
ULHT Comms
SLCCG Governing Body Members
SLCCG Lay Members

SLCCG Staff
SLCCG Officers

Appendix B

Wave 3: Healthy Conversation 2019

	Who or where	Date (if known)	Action
Workshops	Grantham	9 th Oct	Attend
	Boston	10 th Oct	Attend
Annual Public Meetings	Healthwatch	3 rd Sept	Attend
	LCHS	5 th Sept	Sending leaflets and display boards
	ULHT	17 th Sept	Sending leaflets and display boards
	LPFT	19 th Sept	Attend
	SWLCCG	19 th Sept	Attend
	SLCCG	19 th Sept	Attend
	LECCG	26 th Sept	Attend
	LWCCG	27 th Sept	Sending leaflets and display boards
Events	New College Stamford Fresher's Fair	10 th Sept	Attend
	STP Digital Connected Care	2 nd Oct	Attend
	Safeguarding Conference	16 th Oct	Attend
Markets and Supermarkets	ASDA, Lincoln	4 th Sept	Attend
	The Waterside, Lincoln	5 th Sept	
	Hildred's Centre, Skegness	23 rd Sept	
	Louth Market	23 rd Oct	
	Alford Market	18 th Oct	
	Market Rasen Market	Any Tues/Fri	
	Gainsborough Market	1 st Oct	
	Horncastle Market	10 th Oct	
	Mablethorpe Market	17 th Oct	
	Bourne Market	Any Thurs	
	Stamford	Any Fri	
	Long Sutton Market	11 th /18 th /25 th TBC	

	Sleaford	TBC	
General	LECCG Listening clinics	On-going	Leaflets/posters via engagement lead
	GP Practices (Countywide)		Refresh email
	Community Venues inc. village halls		Send posters
	Parish councils		Leaflets/posters via engagement leads
	PPGs		Leaflets/posters via engagement leads
Staff (all providers and CCGs)	Staff venues inc. Trust HQs, Hospitals and Community Hospitals	On-going	Send/refresh leaflets and posters
	Weekly comms		Email leaflets/posters
	Intranet		Email leaflets/posters
	Team briefings		Email info
	Screen savers		Email info
	Chief Execs emails		Email info
Voluntary Engagement Team	Age UK Lincoln and S Lincs	On-going	Email leaflets and posters for wider distribution
	Action for Children		
	Active Lincolnshire		
	Age UK Lindsey		
	Lincs and Notts Air Ambulance		
	Alzheimers UK		
	Butterfly Hospice		
	Children's Links		
	Community Lincs		
	Development Plus		
	Every-one		
	Framework Housing		
	Healthwatch		
	LACE Housing		
	Lincolnshire CVS		
	Lincolnshire Home Independence Agency		
	Lincolnshire Rural Stress Network		
	Lincolnshire Voluntary Centre Services		
	Linkage		
	LIVES		
	South Kesteven Blind Society		
St Barnabas Hospice			
Walnut Care			
YMCA			
Healthwatch			
Involving Lincs			
Additional Community Groups	Children Centres (countywide)		Email leaflets and poster
	Pregnancy and maternity support groups		Email leaflets and posters Via Better Births
	Covering a range of languages e.g. Romanian, Lithuanian, Polish,		Leaflets and posters via LCHS community health

	Russian, Bulgarian and Latvian.		officers
	Lincs Sensory Service (Countywide)		Email info, leaflet and posters for wider distribution
	Blind Society (2000 members)		Email info, leaflet and posters for distribution, converted into brail by Blind Society
	Other support/community groups inc. disability, sexual orientation, gender reassignment and carers and wellbeing.		Email leaflets and poster for wider distribution via engagement lead
	Various others inc. LECCG carers wellbeing group		Leaflets via engagement lead
Stakeholders	Local MPs		Email briefing
	HOSC		
	HWB		
	NEDs and Lay members		
	Health Partners inc. HEE, AHSN, Health Watch etc.		
	Regulators		
District Councils	City of Lincoln Council		Email leaflets and posters via comms leads
	Boston Borough Council		
	East Lindsey District Council (Horncastle, and Louth)		
	West Lindsey District Council		
	North Kesteven District Council		
	South Kesteven District Council		
	South Holland District Council		
Local Influencers	Visit Lincoln		Email briefing/ posters via comms leads
	University of Lincoln		
	Lincoln College		
	Fire		
	Lincs Police and Crime Commissioners		
	Large private employers – Siemens, Co-Op RAF, Stagecoach, East Midlands Trains		