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healthwatch Lincolnshire

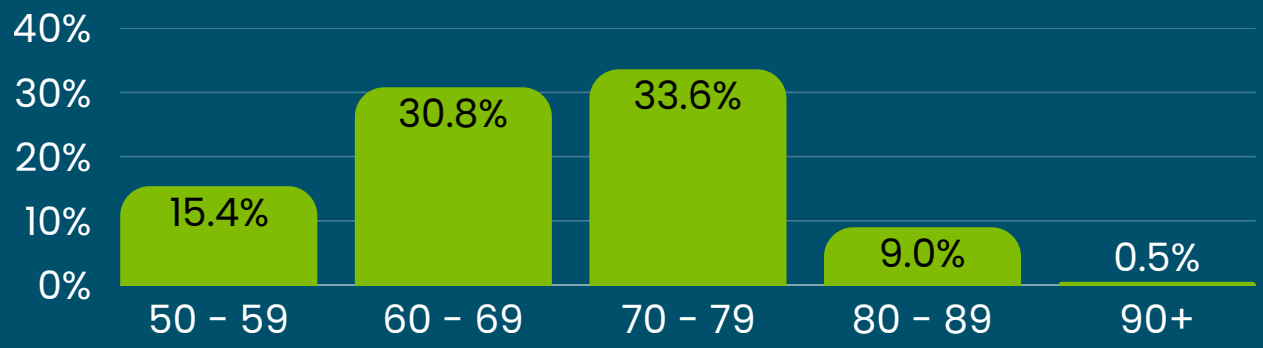
State of Health and Care in Lincolnshire Experiences of those 50 and over

This infographic presents the findings from our State of Health and Care survey relating to those aged 50 and over. The survey ran from October 2025 - March 2026 and invited Lincolnshire residents to feedback on all elements of health and care.

Providing demographic information, such as age, was optional. Among those that did share their age, the majority were aged 50 and over; therefore, the main report strongly reflects their experiences. This infographic provides some additional information on this age group. Click here to read more of the findings.

Age of those who shared their views

(This graph shows the age groups for 50 and over only)



For those aged 50 and over...

7% identified as digitally excluded

9% were veterans

20% had a disability

46% had a long-term health condition

13% were carers

To read more about what carers told us, click here

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Where do those aged 50 and over look for information about their health? (Top 3)

57% NHS website

56% Healthcare professionals

32% Printed materials*

*Use of printed materials increased with age and not just amongst those who considered themselves digitally excluded. It is important, therefore, that such resources are still provided and not replaced with digital resources.

How do they want to feedback on their care?

Independent body was **preferred** way to give feedback

What services are they accessing? (Top 3)

93% GP services

91% Pharmacies

79% Planned care**

**Planned care, also known as elective care, includes outpatients appointments, cancer treatment, surgery, or an appointment with a consultant planned in advance. 23% of those aged 50 and over received planned care outside of Lincolnshire. The proportion accessing planned care increased with age.

Reasons for visiting GP services (Top 2)

To get advice and treatment for:

36% An existing health issue

32% A new health issue

Reasons for visiting pharmacies

Collecting a prescription for themselves (**77%**) or someone else (**37%**)

26% Vaccination

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When reflecting on their most recent health, care, or wellbeing conversation:

felt the **relationship** with the person they spoke to **'was what they hoped for'**

Click here to read more about what a good relationship means to people.

What impacts satisfaction?

Across all services...

Access
- Getting an appointment
- Waiting times
- Location, Transport & Rurality

Interactions
- Listening
- Communication
- Kind, caring, helpful & empathetic

Quality
- Tailored
- Continuity
- Follow up & ongoing support

Resident Experience/Satisfaction

Across the system, access was the biggest challenge, with waiting times often dominating discussions and identified as an area requiring improvement. However, once able to access care, people frequently praised the interactions they had with staff and the care received. Being able to access care closer to home was valued as well as choice of appointment type.

The full report discussed these factors further as well as presents service-level findings, click here to read more.

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Their experiences in their own words...

Below is a just a small selection of quotes from those aged 50 and over.

What works well?

"The surgeon was excellent and explained all details very well. In the ward, most staff were friendly and caring." - Inpatient care

"Accessible, friendly and helpful. Walk in flu clinic. Feel responsible for my own health and actions." - Pharmacy services

"The staff (physio, OT) were exceptionally professional and caring, always ready to help and give encouragement." - Community health

"I was referred to the gym after completing pulmonary rehab. It has been brilliant for helping me to regain some fitness." - Wellbeing and lifestyle services

"Caring and very reliable with good follow-up" - Social care

"Came promptly, staff were knowledgeable, and performed initial checks before explaining which I needed to go to hospital. Ensured my son knew where to go and kept me informed of what was happening. I was in shock and they were so reassuring and kind." - Ambulance service

"Adequate written information on procedure, I knew what to expect and was happy to be at Louth Hospital, local for me. Staff were extremely helpful and informed me at every step. I even knew their names . Good post procedure information explained." - Planned care

"It's helpful to have a local village pharmacy." - Pharmacy services

"The call back system when you are queuing on the phone." - GP services

"Patient, explained everything, didn't keep me waiting, didn't rush me." - Planned care

"The wait time for an appointment was reduced and they are easy to get to." - Community Diagnostic Centre (CDC)

"This club gives me the opportunity to socialise outside my home in an environment which is relaxed. I had to find something that wasn't too exhausting. I would really miss the company and support I receive from the other members. It boosts my mental wellbeing and I also get a sense of achievement when I complete a project." - VCFSE services

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What could be improved?

"More of it available - 7 months was too long to wait with an unstable fracture." - Inpatient care

"Accessing the right support requires understanding the system location. not easy." - Social care

"More appointments available without having to wait several weeks." - GP services

"Although care was good in A&E we had to wait 32 hrs for a bed to become available and that was miles away in Scunthorpe." - A&E

"Communication between departments / specialities is absolutely dire." - Inpatient care.

"Face to face appointments are invaluable. Online and phone consultations are fine in some areas but in this section face to face as much as possible please." - Mental health

"Having to wait in as not given a time for the appointment, this causes problems when you have to go to other appointments or get shopping in or friends calling." - Community health

"More services closer to home" - Planned care

"Would like more privacy at times." - Pharmacy services

"A ridiculously long way to travel from Alford. No information about why we needed to go other than a letter between 2 consultants in technical terms so still don't really understand what's going on." - Planned care

"Less waiting time, had to wait over 12 months." - Planned care

"Being able to book routine appointments and communication." - GP services

"Care communication discharge planning." - Inpatient care

"Face to face appointments. Communication regarding test results and medication given." - GP services

"More staff to treat people and less waiting times." - A&E

"More joined up service and equal service for all." - Social care

"Good quality exercise classes run at sensible times and in easily accessible places or with assisted transport." - VCFSE services

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A spotlight: access to NHS dental care

1 in 3
unable to access NHS care when needed

Due to limited access to NHS care, some sought private treatment. However, this was a difficult decision, often involving sacrifices but for others it was not feasible. Consequently, untreated dental problems led to pain and tooth loss.

"I had to use my disability money on private dentist so no petrol for 2 months."

19%
turned to private provider due to lack of NHS access

"I treated myself with pain killers and in the end the teeth died and fell out."

For those able to access NHS care, many felt they were lucky able to do so. They also praised the care they received.

This infographic provides an overview of the findings from our State of Health and Care survey relating to those aged 50 and over.

As the majority of respondents who shared their age were from this age group, the main report strongly reflects their experiences. The main report presents in further details the key themes and factors across the system that appear key to patient/resident experience as well as service specific findings. Click here to read more of the findings.