HWL Lincs The Engagement to Insight People

healthwatch Lincolnshire

State of Health and Care in Lincolnshire Relationships

This infographic presents the findings from our State of Health and Care survey relating to relationships (interactions with health and care professionals). The survey ran from October 2025 - March 2026. Click here to read more of the findings.

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'**

On average across all services:

agreed that they **'had a good relationship with staff'**

What does a good relationship mean to people?

Over 570 people shared what makes a relationship good. Regardless of the service accessed, the same factors defined a good relationship:

Being listened to (by far the most important factor)

Staff attitudes - friendly, caring, empathetic, patient, respectful, understanding, and professional

Communication and explanation

Time to talk

Knowledgeable staff

An absence of some or all of these factors tended to result in more negative experiences

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The sentiments shared about what makes a relationship good overlaps with the foundations of Our Shared Agreement, especially:

- Foundation 2: 'Understanding what matters to ourselves and each other'
- Foundation 4: 'Conversations with and not about people'

A good relationship was associated with:

- Being listened to and respected
- Good communication/ explanation

On average, across all services, agreed that they were:

- Listened to and respected
- Staff explained things clearly

The factors in action:

"I was listened to. The respiratory nurse had an excellent telephone manner, was clear in their explanations, they listened to my concerns and discussed choices, pros and cons without confusing. I felt like they had allocated a good amount of tine to the appointment, and that they cared. The dentist was likewise, knowledgeable, professional and friendly."

"That they are kind, empathetic, listen to what i am saying without interruptions, does not dismiss any of my fears, explains everything in terms i can understand."

"Expert understaning and good empathy. Friendly and supportive attitude."

"Friendly, listened, caring, patient and offered a plan of treatment/diagnostic pathway etc."