HW Lincs The Engagement to Insight People

healthwatch Lincolnshire

State of Health and Care in Lincolnshire
What did young people (18 - 24) tell us?

This infographic presents what young people (18 - 24) told us through our State of Health and Care survey. The survey ran from October 2025 - March 2026. Click here to read more of the findings.

What matters to young people?

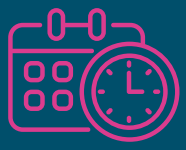
Being listened to

Being taken seriously

Friendly and compassionate staff

Good explanation and communication

Holistic care



Timely care

These factors appeared to be to key to having a positive experience; conversely, more negative experiences appeared to lack these. Furthermore, these factors were important in experiences, regardless of age.

These factors in action:

"I have been trying to get diagnosed with Endometriosis, but the GP's keep fobbing me off and don't care."

"Communicating test results, I have heard nothing back from them regarding blood tests and I have either had to decipher information through the app or call the practice myself."

"[Unable to access dental care so] took above recommended amount of pain relief and bought antibiotics from the web."

"Helpful, kind staff, never scared to ask a question, really quick service."

"Clear and honest communication."

"The specialist doctor himself was just pleasant, it felt like he did listen to me which was good. The nurse who was also in the room was much more friendly, which put me at ease."

"AskMyGp app - receive prompt and appropriate support."

HWL Lincs The Engagement to Insight People

healthwatch Lincolnshire

Case Studies

The names below are not real and have been changed to protect anonymity.

Amy's story

"I thought I had a bartholin cyst, I contacted the GP on 4 occasions of which I got a phone call where I was given a week of antibiotics for a suspected infection although I had no symptoms of an infection.

I contacted NHS 111 where they wrote to the GP requesting they saw me within 24 hours of receiving the letter. I contacted them about this and they said they were at full capacity and to go to other services.

I ended up going to A&E and within 24 hours I had emergency surgery of which I had a General Anaesthetic for an abscess and haematoma which could of been fatal if was left. I have had serval stitches and now have a long recovery because I was neglected at my first point of call."

Sam's story

"The Community Nursing team are amazing. They come each week to flush my catheter and they do my catheter changes very regularly. I've met lots of the team and I've got nothing but positive feedback. Every person has been professional, kind and compassionate. I have a good chat and a laugh with them all which makes what could be a really uncomfortable experience pleasant.

When my catheter expelled a couple of weeks ago I was so impressed that a nurse arrived within an hour of me calling, I was so uncomfortable in that hour however I'm so thankful that they were quick and I wasn't waiting for ages.

I burned myself on the oven a few weeks back and the burn opened up and grease and dirt from my wheelchair was getting into the burn, when a nurse came to flush my catheter they put a dressing on the burn to protect it which I really appreciated.

I had an issue where my catheter bag delivery was delayed and I didn't have enough night bags I called and asked what to do and they came round the next day with a paper bag filled with night bags, they even threw in some extra leg bags and flushes just to be safe! This team really do go above and beyond and treat patients with so much dignity."

Manuela's story

"I gave birth and from the moment I entered the labour ward, a midwife was by my side until shortly after I gave birth. I had a newly qualified midwife with me who was EXCEPTIONAL. They would talk me through everything they were doing, kept me calm when I was really losing my mind, they were incredibly attentive and helped me into the birthing pool, out of it, onto the toilet, onto the bed, they assisted my birthing partners and gave them ways to help me.
I truly could not have asked for a better team to care for me.

When I was moved to the postnatal ward, my partner unfortunately had to leave us as it was out of visiting hours, and I was (of course) an emotional wreck. A midwife/nurse came straight to me with biscuits and juice and sat with me until I was feeling better. I received postpartum pads and pain relief around the clock, and when I needed help with my baby, someone was there within seconds.

When I needed to take a breather the next day, the midwives held my baby for 15 mins, and anytime I needed the toilet they did the same. The entire department was wonderful."