

Healthwatch Lincolnshire
Unit 12, 1 - 2 North End
Swineshead
BOSTON PE20 3LR
Tel: 01205 820892
Email: info@healthwatchlincolnshire.co.uk
www.healthwatchlincolnshire.co.uk

INFORMATION SHARING AND REPORTING

Main Source of Information: Patients, carers and public contacting Healthwatch Lincolnshire to report comments, concerns, compliments and complaints for health and care services.

Timescale: A total of 865 health and care experiences were shared. 312 were formally reported to us and a further 553 via our feedback centre. The period relates to 1st - 31st October 2015.

Breakdown of Themes by CCG Area

The following tables provide a breakdown of the top service themes which received patient, user and carer experiences during October 2015. We have omitted all services from the tables that received only one/two comments, resulting in the amount of total comments (865) below being greater than the value of the top issues.

Top Issues in the East (130 Comments total)

1	GPs	48
2	Hospital	33
3	EMAS	13
4	Transport	7

Top Issues in the South (58 Comments total)

1	GPs	23
2	Hospital	15
3	Dental	3
4	Care Homes	3

Top Issues in the West (69 Comments total)

1	Hospitals	34
2	GPs	18
3	Flu Clinics	3
4	Home care	2
5	Transport	2

Top Issues in the South-West (39 Comments total)

1	GPs	20
2	Hospital	8
3	Dentistry	2

Themes from Issues Received in October 2015

Top Medical Themes

1. GPs
2. Hospitals.
3. Dental.
4. EMAS.
5. Mental Health
6. Transport

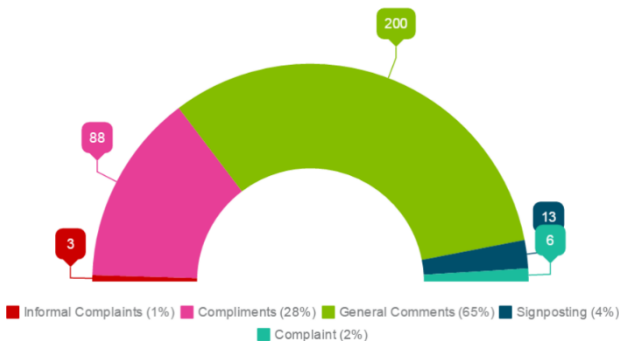


Top Subject Themes

1. Quality of Care.
2. Appointment.
3. Quality of Service.
4. Access.



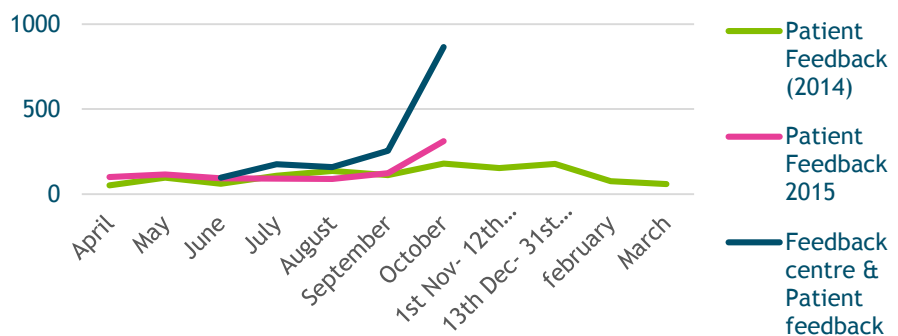
Comments Received throughout October 2015



- Complaint - 6 (2%)
- General Comments - 200 (65%)
- Signposting - 13 (4%)
- Informal Complaint - 3 (1%)
- Compliments - 88 (28%)

Monthly Comments Received

Last month (October 2015) we received a total of 865 issues and comments regarding health and social care issues in Lincolnshire.



Brief Update of Activities

During October 2015 Healthwatch Lincolnshire has received the largest number of health and care experiences to date. The following engagement activities have taken place during October 2015 to support this increased level of feedback:

- Flu clinics - we attended flu clinic sessions at GP surgeries in Sutterton, Branston & Heighton, Gosberton, Munro, Greyfriars, Holbeach (Park Road), Pennygate, New Springwells, Bassingham, Richmond, Wragby, Stuart House, Glebe and Nettleham
- Community day at Heath GP surgery
- LPFT Improving Care Through Understanding conference
- Libraries - Sleaford and Skegness

Enter and view visits

The following visits will be completed during November:

- DART - across three sites (Lincoln, Boston and Grantham)
- Care Homes - 2 in Lincoln and 1 in East Lincolnshire

Summary of items listed in pages 5 - 34

We are keen to highlight the following areas which were commented about on more than one occasion which we believe should receive further consideration:

- Support for gypsy traveller communities
- Hospital food - several patients commented on the quality of food
- Medications - number of issues raised
- Hospital discharge
- Staff attitudes - this includes poor communication and patients considering they did not receive acceptable levels of care
- Safety - particular areas such as prescribed medication
- Mental health - particularly relating to areas such as CAMHS, transition from children to adults, waiting times for treatment and ongoing support

Healthwatch Feedback Centre



October Summary Breakdown of Star Ratings

1 Star	22	4.00%
2 Star	12	2.20%
3 Star	39	7.10%
4 Star	134	24.30%
5 Star	346	62.60%

During the month of October we received 553 reviews into our feedback centre.

To the left we have included a breakdown of only those services with 5 or more comments.

Chart depicting ratings	Staff Attitudes	Waiting Times	Quality of Care	Dignity & Respect	Involvement in Decisions	Environment	Treatment Explanation
Opticians	4.6	4	4.6	4.7	4.5	4.5	4.6
Hospitals	4.5	4	4.5	4.6	4.4	4.5	4.5
Doctors	4.5	4	4.5	4.6	4.3	4.4	4.4
Dental	4.6	4.1	4.6	4.7	4.4	4.5	4.5
Care Homes	4.4	4	4.3	4.8	3.8	4.3	3.5
Emergency Care (EMAS)	4.5	4	4.5	4.6	4.3	4.4	4.4

Below is an overview of all the comments received over the last three months. This includes the percentage of people who would or would not recommend the services and the average Star ratings for that service

	August				September				October				Trend Graph (% Recommended Aug-Oct)
	Comments received	Recommended	Not Recommended	Average Star Rating (5 High, 1 Low)	Comments received	Recommended	Not Recommended	Average Star Rating (5 High, 1 Low)	Comments received	Recommended	Not Recommended	Average Star Rating (5 High, 1 Low)	
Care Homes	3	100%	0%	4.7	2	50%	50%	2	5	60%	40%	4.4	
Dentist	4	75%	0%	4.5	5	80%	0%	4.2	13	85%	0%	4.6	
Doctors/GP	30	80%	6.70%	4.2	81	82.70%	2.50%	4.2	363	92.00%	3.90%	4.4	
Emergency Care	1	100%	0%	4	2	50.00%	50.00%	3	22	86.40%	9.10%	4.4	
Hospitals	27	81.40%	7.40%	4.3	30	63.30%	20%	3.8	133	80.00%	8%	4.4	
Mental Health	1	0%	0%	3	N/A	N/A	N/A	N/A	4	50%	50%	4.3	
Opticians	1	100%	0%	5	5	100%	0%	5	5	60%	20%	4.4	
Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	50%	25%	4.3	
Pharmacy's	1	0%	100%	1	5	100%	0%	4.8	2	50%	0%	4	
Social Care	3	66.70%	0%	4	2	0%	100%	1	2	0%	100%	1.5	
Total	71				132				553				

Theme: Adult Care and Carers

CCG Area Number/Type of Item Reported	Details
<p>South x 3 1 x General Comment 1 x Complaint 1 x Compliment</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. A family commented about care provided for relative in (Whitefriars Care Home in Stamford). Concern was expressed around the residents lack of help with toileting (despite physical and sensory impairment), lack of choice around meal options, the care of pressure sores was also a concern as was the cleanliness of bedroom and other equipment. Family have reported the issue to CQC. <p>General comment.</p> <ol style="list-style-type: none"> 1. A family member provided a list of concerns relating to the care of a family member within a South care home setting. South CCG are pursuing this complaint with the family. <p>Compliment.</p> <ol style="list-style-type: none"> 1. Gosberton House - Care, information, communication, kindness, and keeping relative have been excellent in all areas
<p>West x 3 4 x General Comments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. Family member of a patient in Witham Court praised staff highly. However felt the discharge team were letting the family down in terms of getting the patient discharged home. 2. When searching for local day centres on the LCC website, found a list but it is out of date e.g. those run by Age UK in local authority sheltered housing schemes are no longer available. <i>Person and Healthwatch ask that this list be updated or removed.</i> 3. Witham Court: Service users had an unpleasant experience at this facility. They felt the washing and care facilities were of a poor standard. Service users felt staff were inexperienced and incompetent and medical staff did not understand the patients' needs and symptoms. Funding seemed to be major problem: toilet facilities were appalling, the staff appeared overworked and there were a lack of facilities. 4. Due to change of home care providers by LCC, patients felt the care had deteriorated to a low level. October 2015 - Family have 3 care calls per day but the agreed times were not adhered to. The patient has anxiety and inconsistent timings are not helpful. The family requested a copy of the roster of carers coming to home, but none were provided, in addition, the provider does not inform patients or family when times or carers are changed or when carers are running late.

East x 7

- 3 x General Comment
- 1 x Informal Complaint
- 1 x Compliment
- 2 x Signposting

General Comments.

1. Patient recently hospitalised following a fall. Referred to Wellbeing Service on discharge. Patient had high praise for the wellbeing service post discharge. Everyone who came in the first few weeks were very friendly and helpful. The patient was assessed for aids and these were put in place very quickly, the patient was also given the go ahead to create a wet room with nothing to pay. Benefit forms and advice was also given to get extra money for disability, dietary needs and extra help in the home.
2. Family member caring for dying spouse at home felt Social Services and some carers were intrusive and disrespectful however felt the GP was extremely supportive and caring.
3. Patient's partner and carer died and left the patient unable to bathe and cook meals adequately in their home. Although the patient is in receipt of DLA at high rate and her mobility has been re-assessed.

Informal Complaint.

1. Comment relates to a patient who has 24 hour support at home. They have a moulded chair which they are growing out of. The main problem is that they need a 'P Pod' chair for their comfort, pain relief, pressure relief, to aid breathing, to have more social interaction with family and holistic wellbeing. The patient chooses not to go in their moulded wheelchair due to increased discomfort as a result the patient is restricted to staying in bed in their bedroom and increased isolation and decreased interaction with their family.

In June 2015 the NHS said they could fund 50% and Social Services agreed to fund the fund the remaining 50%. However since then the NHS have now offered 24% towards the cost of the chair and Social Services has been unable to secure any funding

The family feel isolated and let down by the support provided. The patient has very little quality of life and cannot go out for long periods of time due to their pain and discomfort.

HWL - received permission to release details and sent this feedback to Adult Care Services early October 2015.

Compliment.

1. Patient living alone and with no family was discharged from Pilgrim hospital with the support of the Wellbeing Service which they thought were excellent. They said it made coming home much happier however they did not know of service previously.

Signposting.

1. Lady contacted HWL as concerned that she had not paid her Life-line alarm for some time and was unsure who was responsible. Wanted to know how much; can they pay monthly etc.

	<p><i>HWL - contacted Mears who provide the life-line alarm, and subsequently contacted the resident to inform her of the outcome.</i></p> <p>2. Friend has been helping with care of elderly neighbour who has no family raised concerns. The cared for was transferred in August into a care home in Louth as they could no longer cope. Patient has multiple health problems. Has been trying to get funding for continuing care without success. Patient is diagnosed as requiring palliative care and needs continuous nursing care</p>
<p>South West x 1 1 x General Comment</p>	<p>General Comment.</p> <p>1. Comments relate to homecare services in the Sleaford area. The patient was originally cared for by Bloomsbury Care but are now under Care at Your Home, (Peterborough based). Patient reported that staff were not given Identification badges, which means as a new clients they had no means of identifying carers. Both staff and service users were unaware of the changes and had insufficient or no communication regarding the changes. Staff are given unmanageable lists of patients to cover, i.e., a staff member who walks to all their clients has now been given many clients out of walking reach, so clients on the list were missed off and left with no care provided.</p> <p><i>Healthwatch Lincolnshire is receiving a number of comments in relation to home care services throughout Lincolnshire, particularly where clients are unaware if they are getting the right level of care for their needs. We are aware and are in communication with LCC regarding these issues and seek regular assurance around the messages and actions which should be given to those affected.</i></p>

Theme - Acute Hospitals: ULHT

CCG Area Number/Type of Item Reported	Details
<p>East x 23 15 x General Comments 1 x Informal Complaint 6 x Compliment 1 x Signposting</p>	<p>General Comments.</p> <p>1. A patient commented on their surgical team saying they were brilliant, however the patient also that the ward (3B) staff were aggressive and lazy and cleanliness was very poor.</p> <p>2. Patient attended Pilgrim Hospital for an eye operation, however, by the time they were called for the operation they had been waiting 5 hours. At this point the patients' blood pressure was too high and the patient was informed the operation could not go ahead.</p> <p><i>HWL - What support is in place to assist patients in these circumstances, where their distress is heightened due to lengthy waiting times, which leads to them being unable to go through with the procedure?</i></p> <p>3. Medical care was excellent but arrangements for discharge and waiting was poor, the patient felt the food was poor also.</p>

HWL - are continuing to receive comments with regards to problems with discharge and also quality of food. Could the Trust provide an update as to the action plans in place to improve patient discharge pathways? Does the Trust also have any patient satisfaction feedback with regards to hospital catering?

4. Patients coming from the Skegness area to Lincoln County hospital, who have to use public transport, cannot get there before 11am and appointments take all day due to the reliance on public transport. If afternoon clinics overrun patients can have problems getting home again. Patients would prefer to have appointments at Skegness or Pilgrim as transport easier.

5. Patient who lives alone was discharged from ward at Pilgrim at 2am after being in hospital for 2 weeks. No discharge package in place. Had to arrange for neighbour to put heating on and same neighbour met her from hospital transport. Left at home to fend for herself - felt she was seen as burden to NHS. - *HWL - could the Trust please explain how a patient could be discharged from a ward at 2am and what support would be in place to ensure safe discharge?*

6. Patient needed operation waited for half a day in pain and staff messed up IV line so blood was running through. (Experienced shared by family member).

7. Patient and family unhappy with treatment in general particularly in delivering a devastating health diagnosis. Also felt there was a lack of information sharing and referrals were not made as promised resulting in lack of support. Praise for nurses on vascular ward who were sensational.

8. Incredibly caring nurses and staff in cardiac clinic up against patients who won't listen to their advice.

9. Patient given wrong diagnosis and went through a process of operations for 6+ months.

10. Breast clinic - All staff are very understanding about patients' fears about having cancer. The patient had 2 operations in a few weeks but the 1st operation they had to wait all day for. *HWL - What support is in place to assist patients in these circumstances, where their distress is heightened due to lengthy waiting times and why would a wait be so long for an operation?*

11. Maternity - mum was 38 weeks pregnant in hospital, she did not receive any water refills for 48 hours and when the baby was born, mum and baby had to be transferred to Nottingham which mother believes was due to lack of fluids.

12. Patient referred to Derby hospital for MRI scan, the arrangements were made but the scan couldn't take place as the notes had not been forwarded from Pilgrim, the GP and Pilgrim said the notes had been sent and were now lost in the system, therefore more delays experienced. *HWL - How do patients notes get transferred between Trusts, and what is being done to alleviate this?*

13. Doctor hadn't been able to sign a death certificate, so the family had to wait 5 days before the body could be released. *HWL - this was very distressing for the family, do the Trusts bereavement centre work with families to support them*

during this period and if this is not currently in place could would the Trust consider putting such support in place?

14. Blood test requested by Consultant at clinic and the patient had a 15 minute walk from OPD which is long way for older person. Staff very polite and well looked after, waiting time less than 2 minutes. *HWL - Does the Trust employ Porters or Volunteers to support patients when they need assistance during an appointment particularly around mobility?*

15. Patient received lots of letters about appointments and changes to appointments the final outcome was an appointment at GP and then went to the hospital for the result, very confusing. No continuity with person seen.

Informal Complaint.

1. Patient had bad experience following elective surgery: Some staff provided excellent care during 3 night stay, but those who provided sub-standard care left patient feeling isolated, concerned and upset. In ICU the patient had a problem with an epidural line becoming disconnected and the nurse did nothing about it causing unnecessary pain. Mouth care sponges and drinks were left out of reach. The patient said there was no emergency call bell during stay or nurse available for periods of time. Nurse did not flush cannula before administering antibiotics and the wrong date of admission was put on the EDD which also noted that the epidural was declined when truth was that it had disconnected. Nursing staff not listening to needs and the patient experienced a language barrier with some staff.

Ward 5B: Conflicting information between health professionals particularly regarding discharge. Different pain relief prescribed from what the Consultant had agreed and medication was missed due to drug chart being at pharmacy. Discharge consultant told the patient the stitches would dissolve but the patient had in fact had staples. Health Care Support Worker was abrupt telling patient not to sit on bed whilst waiting for discharge due to infection control. Patient given no follow up information on recovery. On seeing GP, the patient was told there was not enough information on EDD to plan the patients care. Patient was also affected by the poor care seen being given to a vulnerable patient, and felt that attitude of staff changed towards patient, when these concerns were voiced the patient felt that contributed to their early discharge.

HWL considers there are a number of safeguarding issues raised by this patient. Could the Trust provide an update of any learning and subsequent improvements that has been implemented as a result?

Compliment.

1. Nothing but praise for A&E, theatre, surgeon, staff and all in ward 5B

2. Patient is always treated with respect and kindness as is spouse. Hospital is helpful and detailed directions are very good.

	<p>3. Mother had two children at Pilgrim maternity and both times, midwives and staff have been brilliant.</p> <p>4. Consultant Head Surgeon needs a gold star, absolutely amazing, saw patients every morning (even Sunday).</p> <p>5. Breast clinic - referral from GP due to lump in breast and seen within 2 weeks. Reception staff, nurses and consultant all reassuring. Delays between patients at clinic but informed of progress. Everyone involved wonderful and supportive and Hospital staff explained everything.</p> <p>6. Patient taken ill at night, suspected heart attack. Called 999 and they were calming and reassuring. Paramedic arrived, followed by ambulance. Patient was well looked after and transferred to hospital. Admitted and discharged after 24 hours and family kept informed.</p> <p>Signposting.</p> <p>1. Patient was seen at Pilgrim Hospital in late September 2015, Consultant referred to pain management for injection in spine. Mid-October patient still not heard anything. <i>HWL - Contacted PALS to find out where patient was on the waiting list, 18 weeks from referral would be Mid-January, request to place patient on cancellation list and relayed to patient.</i></p>
<p>West x 25 18 x General Comments 1 x Informal Complaint 6 x Compliment</p>	<p>General Comments.</p> <p>1. Stroke Unit - Marshall Ward, patient commented they received excellent care, however food was poor.</p> <p>2. Ante-natal (Grantham) was fine, but mother lacking support after birth in maternity unit at Lincoln.</p> <p>3. In disabled toilets at Lincoln hospital, the bins are foot pedal operated, so wheelchair users may not be able to operate them and have to touch bin after washing hands. <i>HWL - ULHT may wish to consider introducing alternative disability friendly waste disposal bins.</i></p> <p>4. MRI at Lincoln x-ray department diagnosed worn discs trapping nerves. Consultant contradicted and sent patient to Boston to check veins where no problems were found, the problem remains unresolved.</p> <p>5. Following x-ray at Louth, patient was transferred to Lincoln. Long wait in A&E, transferred to ward not suited to patient's needs. Bed had no buzzer so could not get attention. No gluten free food and no communication about dietary needs. Doctors were fine, nurses were not sympathetic and lacking skills and care.</p> <p>6. Branston Ward - stay in hospital was fine, but notes had been lost on arrival and had to wait 5 hours to go to theatre.</p> <p>7. Gastroenterology Consultant is very pleasant, understanding and efficient and communication between him and GP is very good.</p> <p>8. Patient regularly attends ENT and almost always has to wait up to 45 minutes. Delayed audiology test meant ENT was</p>

closed before they got there and was no reception desk to sort out the problem. **HWL - What should the patient have done to get help?**

9. Oncology - Couldn't fault it, caring towards the whole family. Doctor has knack of making you feel like you are their only patient.

10. Pain management. - Consultant and practice nurse equally caring and understanding, could not be more efficient - patient receives first class care.

11. Cardiology Outpatients - Patient waited a long time for results of ECG, phoning every week to chase results was very stressful. Although staff were very good. **HWL - Is there any delays preventing patients from getting their results?**

12. Patient never seen as a "whole" where a patient has complex problems, consultants appear not to take other problems into account and pull out only their speciality.

HWL - have been asked to feedback response from ULHT to PPG Chair

13. In patient at hospital for 12 days, when family came to collect there was no wheelchair available. Staff told them to park at back as it would be closer and consequently got parking fine (£30, increased to £60).

14. Elderly patient with dementia attended A&E at 11am, was still waiting for medication at 7pm. Very busy, long wait for beds

HWL - can the Trust be sure a delay such as this (9 hours) does not become a patient safety issue?

15. Patient had previous spinal problems and surgery and waited 7 months to see consultant to agree to baby being born by C-section. This resulted in lady feeling upset and worried throughout pregnancy. Felt as if her concerns and opinions were being ignored.

16. Patient had cataract operation Feb 2015 and advised to have other eye done but to date heard nothing from hospital.

17. Patient admitted to hospital for medication and rehydration. Could this have been administered by District Nurse or Practice Nurse and save money and hospital bed space? Looked after very well, but food was inedible **HWL - a further comment received during October with regards to the quality of food, does the Trust ask for 'on the spot' feedback with regards to patient meals?**

18. Follow up letter from Gastrologist and Endoscopy consultant explained results and future plan. Grammar in letter was poor and questionable with the patient's gender different each time it was mentioned. Letter was signed digitally so obviously letter was not checked before being sent, and also wondered if it was actually related to that patient.

Informal Complaint.

1. Lincoln County Hospital.

Patient attended an appointment in the vascular department

	<p>and felt the Consultant 'dismissed' them as were a smoker. Patient is in great pain and informed they have a blockage in the aorta which is preventing blood flow to legs and there is a blockage in the valve leading to the left arm. Patient had cut down smoking from 30 per day to 5 per day and stated would stop smoking immediately if a date came through for an operation. The Consultant then went on to state that they had had long enough to stop smoking and even if they did stop smoking now they would still not get the operation. Only after the patient commented about other patients who do drugs or alcohol misuse did they then offer to refer the patient through to Leicester for a second opinion. Patient left concerned that they have been left with no clear pathway, advice or what effect being left out on a limb would have on the patient.</p> <p><i>HWL - has escalated to ULHT</i></p> <p>Compliment.</p> <ol style="list-style-type: none"> 1. Patient (child) attended Lincoln County for treatment which was excellent. Having arrived mid-afternoon, they were discharged by 8pm and were very impressed with hospital. 2. Patients spouse called 111, they telephoned straight back, ambulance arrived in 10 minutes, and confirmed heart attack. On arrival at A&E everything was excellent, all staff waiting ready and someone to care for patient. The Paramedics were excellent but the ambulance was cold. 3. Oncology -CT Scanning and planning meeting very reassuring. Radiotherapy staff very thorough in checking measurements before each "picture". Oncologists very caring and re-assuring. 4. Patient had heart valve replacement and treatment for atrial fibrillation and felt that all services were 5 star rating. Local GP and staff also excellent. 5. Maxillofacial Department - really helpful and understanding, especially nurses and reception 6. Delayed appointment time but kept informed by nurse. Patient was asked how they wished to be addressed by all staff. Consultant very thorough and spoke to the patient in understandable language. Referred for further tests and fully explained to patient.
<p>South West x 2 3 x General Comments 3 x Compliments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. Comments received relating to Endocrinology Department. Patient was given wrong diagnosis by specialist. Patient received a telephone call the following week which informed them to stop meds. Doesn't give much hope or confidence. <p><i>HWL - what additional support does the Trust have in place to reassure patients that receive incorrect diagnosis, does</i></p>

	<p><i>the Trust consider a telephone call to inform a patient as the correct procedure?</i></p> <p>2. Patient commented on having a follow up appointment after hip surgery at Grantham Hospital. Consultant did not seem to know what the patient was there for and clearly hadn't read the notes. Patient had to wait an hour after appointment time and only they when complained was the patient informed that doctor we seeing new patients first. Discharge letter did not give GP whole information. Care received on Ward 2 and coronary care unit (CCU) was absolutely superb.</p> <p>3. Patient had a positive experience at Lincoln and Grantham hospitals - cannot fault them, but food could have been better.</p> <p>Compliments.</p> <p>1. Patient had suspected stroke, waiting time in A&E was 3 minutes and the care was excellent. Received diagnosis and treatment within 2 hours, staff were excellent</p> <p>2. Grantham Hospital Critical Care - everything was excellent</p> <p>3. Excellent experience with eye appointment. Various regular check-ups and always have first class experience. Patient said, Grantham Hospital is excellent local hospital and very important to the community in the area.</p>
--	---

Theme: Specific Issues Relating to Patients Living in CCG Area

CCG Area Number/Type of Item Reported	Details
<p>All CCGs x 4 4 x General Comments</p>	<p>General Comments.</p> <p>1. Comments received about general health services in Lincolnshire: Need to stop people pre-booking appointments at doctors and need to bring down waiting times at hospitals. Health and Social care needs sorting out for old people. You can never get in at doctors as people pre-booking.</p> <p>2. Patient querying why all medication is free if more than one condition prescribed for. Some medicines can be bought over the counter and are cheaper to buy. <i>HWL will submit this issue to NHS England for response</i></p> <p>3. If medicines are prescribed and no longer needed why do they have to be destroyed if still in date and still in sealed packets. <i>HWL will submit this issue to Pharmacy LPN for response</i></p> <p>4. Clinical staff need to be more aware of conditions such as dementia and Alzheimer's as there does not appear to be enough literature out there to guide people.</p>

East x 9

9 x General Comments

General Comments.

1. Young person with mental health issues only had 2 days of medication left and tried to get appointment at surgery in Boston to get repeat prescription and was told there were no appointments for 3 weeks. This would have side effects/mood swings etc for young person. The patient contacted their mentor at Prince's Trust who phoned surgery on their behalf and got appointment for same day the surgery said it was a cancellation. Raises concerns regarding health professionals not taking young people seriously especially if they have mental health issues. *Patient asked - What is CCG doing to support young people trying to manage mental health issues and the way professionals appear to undermine them as individuals/people?*

2. DART Team member said it is frustrating that many GPs on the east coast encourage patients to continue on same drugs so that they are "manageable". No alternatives or support are offered to many clients.

DART team would like to ask "What is CCG doing to support patients who are recovering and the long term investment in these people and their future? What awareness training is given to primary health professionals"?

3. Gypsy and Irish travelling communities find they are discriminated against when trying to get GP appointments. Many have experienced being turned away or not getting appointments for at least 3 weeks. *HWL - could HWL do some work with the CCG to do some further work around this to identify good practice and where primary care has stereotypes around this community?*

4. Parent who lives on traveller site took child to clinic and told the child had a badly sprained wrist and to give Calpol. Overnight child was in a lot of pain and wrist swelling. Took him to A&E where it was found the wrist was broken. Threatened with reporting to Social Services due to neglect of child, though they had previously taken him to clinic.

5. Recently NHS leaflets about chlamydia placed at 4 recognised traveller sites. Mothers very upset as although they felt intent was good, they felt it insulted their way of life. The community would like to ask *"When health professionals are working with this community what awareness training are they given"?* *No longer get regular visits to sites from Nurses, they would also like to ask "are they expected to go to GP surgery that is unfriendly and unwelcoming? How do this community access health checks - especially for men"?* *Only few GPs send an invitation to patients in this community who have been able to register? They would also like to ask "What plans do CCG have to improve this and the overall health of this community"?*

6. Patient has English as second language and suffers strokes. *Patient would like to ask "What support is given to patient and front line staff during initial assessment stage"?* *Many*

	<p><i>appointments are delayed due to access to translators. Patient asks “What information is available either in different languages or pictorial form to assist the staff/patient so that they can communicate with each other”? And “What plans do Lincolnshire NHS Trusts have to recruit personnel from a more diverse background to meet the unique demands being presented by the population who live in County?”</i></p> <p>7. Medical records - <i>patient has asked HWL to ask on their behalf “what improvements are being made in medical records for those patients who do not access health care easily e.g. travellers, homeless, drug and alcohol patients. Can they have own notes to present as necessary”?</i></p> <p>8. Carer in their 70s caring for terminally ill partner feels she needs support but doesn't know where to go or what to expect. <i>HWL has referred her to Wellbeing, St Barnabas, Red Cross, Age UK and LCYCP</i></p> <p>9. Comments from several patients living in East Lincolnshire:</p> <ul style="list-style-type: none"> a. Difficult to get GP appointments especially if do not drive. b. Patients are using A&E at Skegness and Louth as they feel they get better service. c. Patients use pharmacy for minor ailments, due to difficulty in getting to surgery or even speaking to nurse for advice. d. Patients asking if services such as blood pressure checks, diabetes checks could be done at walk-in clinic held in local community centre on weekly/monthly drop in basis e. 75-year-old carer didn't feel he had a lot of support with their spouse who has recently been diagnosed with dementia. Feeling quite isolated and tried to find out about support services for themselves with no guidance. f. Elderly resident feeling isolated and felt they had little support from GP on death of spouse, not told about bereavement services or support in local area.
<p>South West x 1 1 x General Comments</p>	<p>General Comments.</p> <p>1. Request to South West CCG: Patient requesting being put forward for maximum of 2 further IVF attempts funded by East Midlands CCG. In line with NICE guidelines.</p>
<p>South x 1</p>	<p>South CCG</p> <p>Item reported by carer: Trans-gender patient (autistic spectrum) referred to Nottingham by PSHT. Patient at South Lincolnshire GP surgery. The surgery refused to change Mr to Miss on screens, patient found this very embarrassing. Has spoken to Practice Manager as name changed by deed poll. Patient has asked to be listed as Miss but this has not been done and patient feels let down by surgery.</p>

Theme - Patient Transport: EMAS

CCG Area Number/Type of Item Reported	Details
<p>All Areas x 13 13 x General Comment</p>	<p>13 x comments received about EMAS service:</p> <ol style="list-style-type: none"> 1. Patient who was recently involved in a road traffic collision (near Lincoln, September 2015) would like to pass on thanks to the crew who were totally amazing and treated them with dignity and respect. They made them both feel very comfortable and ensured they were handed over correctly when admitted to hospital. They asked Healthwatch Lincs to share their comments “the ambulance crew were absolutely amazing, just brilliant. They were just so helpful and looked after us really well”. Lincs West area 2. Manager of Care Home - used EMAS & NSL and cannot fault the teams had contact with and cannot thank them enough for the care and attention given to residents. - Lincs East area 3. 3 x Patients requiring EMAS service commented that the response time was good with a good caring service - Lincs East Area 4. Ambulance with 2 paramedics attended after call to 111 reporting sudden onset neck and back pain, arrived to patient within 10 minutes. Fully checked and no medical problems discovered. However, as crew were leaving patient stood up and lost feeling in legs, crew prevented them falling to the floor, and transferred them to Pilgrim - Lincs East Area 5. First responders arrived very quickly, kept informed of how far away ambulance was and detailed efficient handover took place between first responder and paramedic - Lincs East Area 6. Rang emergency number for neighbour they did have to wait an hour for paramedics, who were excellent- Lincs East Area 7. Patient had a mixed view of EMAS service. They consider the staff are excellent but the service is totally under-resourced. In August at a Lincolnshire busy seaside resort, they waited hours for an ambulance, however the fire engine arrived first. They noticed several paramedics casually driven by during this period. 8. Having had to use the service more than 3 times I can vouch for the professionalism of the staff. Excellent! - Lincs East area 9. Kicked badly by horses. 2 female paramedics based at Skegness, returning from call at Boston attended. They were brilliant and came back to see me twice while in A&E waiting to be admitted - Lincs East area 10. Patient with recurring problem often required hospital treatment to correct twisted bowel. Called ambulance for admission and ambulance crew member was extremely rude,

	<p>inconsiderate and obnoxious. Has written letter of complaint to EMAS - Lincs East area</p> <p>11. Patient had stroke and paramedics arrived within 10-15 minutes, ambulance arrived after 1 ¾ hours - Lincs East area</p> <p>12. Elderly patient and family treated very poorly by ambulance crew. Attitude disgraceful, distressing and unprofessional. - Area not known.</p> <p>13. Long wait to be seen at A&E in spite of arriving by ambulance. Ambulance service excellent and excellent care on ESUA ward. Lincs West area</p>
--	---

Theme - Patient Transport: Non-Emergency NSL

CCG Area Number/Type of Item Reported	Details
<p>South x 1 1 x General Comments</p>	<p>General Comments.</p> <p>1. Patient was refused NSL transport for eye test at Pilgrim Hospital. Receives disability allowance as they can't walk far and uses mobility scooter, frame and walking stick. Diabetic patient with poor eyesight.</p>
<p>East x 5 4 x General Comment 1 x Informal Complaint</p>	<p>General Comment.</p> <p>1. Patient had to wait for more than 6 hours at Pilgrim Hospital for transport as there were no vehicles available. Staff at Hospital Transport Office were doing their best, keeping eye on patients, fetching refreshments and keeping patient updated on situation. No reason give as to why there was such a delay.</p> <p>2. Patient in 70s not eligible for NSL transport. Suffers with sleep apnoea and finds public transport frightening. HWL - what criteria is applied to stop this patient accessing NSL?</p> <p>3. Patient concerned as they had received an appointment to go to Queens Medical Centre, suffers with Multiple Sclerosis and other ailments. Has been informed from NSL that she is not eligible for transport. Is not on any mobility benefit. HWL - contacted NSL who in turn spoke again with the patient and is in fact entitled to transport which has now been arranged.</p> <p>4. Elderly patient year old required transport to get to an urgent hospital appointment. On contacting NSL patient was informed that unless they have cancer then cannot have transport. Patient suffers with multiple medical problems and requires a wheelchair once in the hospital as cannot walk very far. The patient had been in hospital for a few weeks after a fall, and the hospital need to follow up. HWL - contacted NSL and requested the patient be contacted.</p>

	<p>Informal Complaint.</p> <p>1. NSL transport booked in September for appointment on 2nd October to take husband for scan. Husband has Parkinson's and wife made it clear transport would be for patient, herself and his wheelchair, and should not be 4x4 as difficult to manoeuvre husband in, this was confirmed. NSL did not arrive at pre-arranged time, wife rang NSL and they said it would be 20 minutes, so she phoned hospital to let them know and make sure the appointment would still take place if they were late - which was confirmed. However, again NSL transport did not arrive, but did call back to say Grantham taxi had been organised. Again she informed hospital and was told they understand as they know there are problems with NSL. When car arrived it was people carrier - driver helped her to get husband in and put wheelchair in the back. She asked driver about the return journey and was told she would have to book herself. Appointment took place and in that time receptionist had arranged patient transport for return journey. <i>Carer would like to know what happened and asks for reassurance this situation will not happen to other patients, they have asked for a written response from provider</i></p>
--	---

Theme - Community Health Services: LCHS

CCG Area Number/Type of Item Reported	Details
<p>All Areas x 1 1 x General Comment</p>	<p>General Comment.</p> <p>1. MRI appointment made through Louth booking service and confirmed by telephone. Received letter from NHS booking service informing patient no booking had been made and when the patient rang they were told the appointment had to be made through Louth, which had been done and Louth confirmed. Whole booking process is complicated and confusing. HWL - can clarification be given about this process for booking appointments</p>
<p>South x 1 1 x General Comment</p>	<p>General Comment.</p> <p>1. Mother and Baby Unit Spalding services have had all their breast clinics taken away. Other clinics such as aqua natal through to baby care support has also ceased. Patient commented - it's dreadful <i>HWL question - HWL would like to ask, why all such support services have been discontinued in this area. Where can Mother and Babies be transferred to?</i></p>

<p>East x 2 2 x General Comment</p>	<p>General Comment.</p> <p>1. Patient taken ill at weekend with severe headache whilst visiting relatives in Skegness area. Given pain relief at Skegness Hospital which had skeleton staff on duty. Patient is main carer for disabled daughter and did not want to stay in as no-one to look after daughter. Travelled home to Sheffield, taken ill again and referred to A&E. Found to have brain tumour after tests. Feels they did not get all help and support needed in first instance and nothing put in place for 3 months. <i>HWL - whilst this comment is very distressing for the patient, as the patient was reluctant to remain in Skegness for further observations/tests it would have been difficult for staff to provide a further diagnosis at the time of the patients visit to the hospital.</i></p> <p>2. Received lots of letters about appointments and changes to appointments - final outcome was appointment at GP and then hospital for result - very confusing. No continuity with person seen.</p>

Theme - Mental Health

CCG Area Number/Type of Item Reported	Details
<p>All CCG Areas x 2 2 x General Comments</p>	<p>General Comment.</p> <p>1. Mother of primary aged child, she is unhappy with CAMHS. Child has had behaviour problems since they were young and this has developed into vocal and motor ticks causing them anxiety (possible Tourette's). GP referred to QMC July 2015 as they were told no-one in Lincs is commissioned to diagnose this disorder. Family attended a first appointment with a professor at QMC, they disputed diagnosis and said no need for ASD assessment. Professor contacted their GP to inform of this decision and gave no alternative diagnosis. The family believe CAMHS is not commissioned to help with Tourette's. QMC have agreed to another appointment in early December to see a Specialist.</p> <p>GP very supportive and has advised wait to see what December appointment brings. Mum concerned this is causing delay in ASD assessment.</p> <p><i>HWL - we would like to receive an update as to whether a condition such as Tourette's is part of the commissioning criteria for Lincolnshire Children's Service (including diagnosis) and if conditions such as Tourette's can be supported by CAMHS.</i></p>

2. Summary of experiences collected from Lincolnshire Parent Carer Forum meetings:

- a. Adult Social Care - concerns that social worker is not listening to what young person wants and badgers young person into doing what they think is right.
- b. Lots of issues with social worker - no trust and breakdown of relationship. Reported that adult social services lacks capacity and resources.
- c. Once get diagnosis, there is a feeling of being left to get on with it not knowing the severity of the diagnosis. ***What support is there available for families?***
- d. Parent had negative experience with Pilgrim Hospital and Boston Clinic as diagnosis process was dire - delay in appointments, no consistency, hospital would cancel and then reschedule, then appointment made for them to attend with a different doctor.
- e. Parent reported doctor at Ash Villa very good with her child with severe difficulties - very positive experience.
- f. Still backlog at Boston Community Clinic: Parent was number 53 when she phoned. Another stated that her son's 6-monthly review due in December, was eventually booked for April. Parent had spoken to another 20 people whose reviews have not taken place due to lack of paediatricians.
- g. Parent concerned as child (27 years old) has mental health issue and won't come out of his room. Doctors not listening to her.
- h. 2 parents who see paediatrician at Grantham Hospital, say they are being told nothing is going to change. Told they will not get referrals to other services. Report to school from paediatrician says child's needs are being met. Feel Health are not taking this seriously.
- i. No information on what to do in an emergency if do not have carer's assessment or CERS card.
- j. Do Carers Team explain to get in touch with them even though assessment has not been done?
- k. ***Do any organisations that are referring to Carers Team explain their remit?***
- l. 1 parent had carer's assessment and it was good experience (Carers Connect).
- m. Parent attended LPCF Carers Rights Day event and it was very useful, had carers assessment today as result of attending this event.
- n. Son has had statement since primary school. When transferring to sixth form, LCC wrote to say statement would cease. Parent objected and eventually they continued it.
- o. Parent of daughter who has specialised wheelchair experienced problems when daughter developed sores on her bottom. Took from October 2013 until June 2014 for a special air cushion to be provided. Wheelchair repairs are a problem to get fixed.
- p. Parent been trying to get son seen by OT for 5 years. Son

	<p>has very poor fine motor skills which has impacted on his learning and wellbeing. Paediatrician says son does not meet criteria, <i>but nobody can explain what the criteria is.</i></p>
<p>East x 4 3 x General Comment 1 x Informal Complaint</p>	<p>General Comment.</p> <ol style="list-style-type: none"> 1. LPFT - Patient expressed concern about provision of mental health care or lack of it. They are currently being looked after by Skegness team with support of CPN/Psychologist and Psychiatrist. 2. 14-year old girl who needed support was put on children's ward at Pilgrim Hospital which wasn't suitable for her and clinical staff were unable to cope with her. Mother felt that nurses played the system, called the police and patient was sectioned. She was then taken out of county and mother was unable to see her until next day. Journey took four and half hours. 3. LPFT - Comments made in relation to mental health support for a young person who needed help, was put on children's ward at Pilgrim Hospital which wasn't suitable for them and clinical staff were unable to cope. Mother felt that nurses "played the system", they called the police and patient was sectioned. They were then taken out of county and mother was unable to see them until next day after a journey which took four and half hours. <p>Young person's parent is not happy with CAMHs team. Childs social worker had to ring around for three and half hours to get help for patient before anyone took note of the fact the patient was in very critical situation. Patient is self-harmer.</p> <p>Informal Complaint.</p> <ol style="list-style-type: none"> 1. Patient diagnosed with bi-polar a couple of years ago, as yet not heard anything in relation to counselling. Had assessment, then carer had to contact them to see where the appointment for psychology had got to, it was stated that the person who did the assessment had left so she would need to start again. Carer feels there is no support. Patient was referred initially in September 2014 and still waiting. <p><i>HWL - suggested they contact PALS, given information on POhWER and LPFT. We would also like to ask if the commissioners and providers of the service would consider situations such as this (which are not isolated) is acceptable to patients and their carers (waiting period of over 1 year).</i></p>
<p>South x 2 2 x General Comments</p>	<p>General Comment.</p> <ol style="list-style-type: none"> 1. More money needed in Children's mental health services - waiting times are too long. 2. The following points were raised with regards to CAMHS, this information includes a number of questions raised by the

	<p>carer's:</p> <ol style="list-style-type: none"> 1. CAMHS: What is transition point to adult services, is it 18 or 25? And how is transition supported? There is a lack of crisis intervention. Communication with carers once they become 18 years old needs exploring. However, parental support is great once young person is under their care. 2. Access: Awful waiting times once referred to GP. Poor crisis intervention. Limited sessions offered then discharged. 3. Stigma: No parity with physical crisis, pressure on carers to 'cope'. Unacceptable lack of acute beds locally (even more so for CAMHS). 4. Prevention: Where is early intervention? Where is mental health support in schools and primary care? There is a need for skilled listening skills. Identifying unmet needs/populations? 5. Training: Lots of GPs need enhanced training in mental health. Suicide prevention training for all. 6. Long term planning: Support structures/groups. Help with budgeting/benefits. Staying in work. Continuity of care - integrated primary, secondary. 7. Dementia: Where is support after diagnosis? Dementia advisors stopped. Information hub for community services would be helpful. <p>What does good look like? Suggestions include: 1. MH as a positive thing i.e. looking after it, prevention 2. Access to listening services 3. Mindfulness training 4. Ensuring the 1:1 relational care is available e.g. befriending/peer support 5. Starting early - primary school/parental support 6. Holistic care - what is important to the person e.g. spiritual care 7. Access to good self-help/education - staying well 8. Signposting services - directory of services available and information on specific conditions 9. Local meeting or drop in services 10. Recovery college available locally.</p>
<p>South West x 1 1 x General Comment</p>	<p>General Comment.</p> <ol style="list-style-type: none"> 1. Family has concerns regarding support for schizophrenic son, both from a practical and financial aspect. They feel there is a lack of services for under 18 year olds, with a tradition for Lincolnshire of the need for 'self-help'. They did comment that the Specialist Nurse was helpful. <p>HWL - this is another example of lack of support for young people and their families. We would be keen to learn what support is currently available for them to access.</p>

Theme: Primary Care Providers - Dental/GPs/Opticians/ Pharmacy

CCG Area Number/Type of Item Reported	Details
---	---------

<p>East x 16 12 x General Comments (1 x Pharmacy/ 15 x GP Surgeries)</p> <p>2 x Compliments (2 x GP Surgery)</p> <p>1 x Signposting - GP Surgery</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. Caistor GP Surgery, 2 comments from patients relating to the fact that it is “very difficult to get an appointment, patient went on line to book appointment for a later date, they also commented that the practice needs more doctors”. 2. 4 x comments made in relation to Tasburgh Lodge GP Surgery <ol style="list-style-type: none"> 1. Many patients not aware of existence of PPG at surgery, they are not sure what it could do or how to get involved. 2. Patient unhappy with current system of call back rather than booking an appointment as they feel it provides no consistency of medical staff 3. 2 patients had a positive experience at recent flu clinic, felt the process was very efficient 4. Excellent service, patient has transferred from another surgery (due to lack of appointments), very pleased as they are now able to easily get an appointment, and likes the fact that the GP telephones with results and consults other professionals about patient’s condition. 3. 8 Comments relate to Wainfleet GP Surgery. <ol style="list-style-type: none"> a. First time mum took 17-month-old baby to GP as he kept holding his breath and going blue, and takes few moments to recover. Happening a number of times each day and mum was worried. GP very dismissive made her feel she was wasting GPs time. No advice given and told nothing to worry about, normal for 17-month-old. Mum is concerned as her own mother is epileptic, GP told mum it is not inherited and to stop fretting. b. Patient unhappy with attitude of GP, made to feel wasting time with trivia. Patient worried due to family history of diabetes and wanted to be checked as precaution or given advice. Would change to different GP if able to get to one. c. Patient unhappy that medical form took over 3 weeks to be completed by GP. This delayed long awaited assessment for help/support for relative. GP Surgery did not seem to place urgency on this matter and told patient that GP was extremely busy. Assessment appointment had to be rearranged and relative had to wait further 3 months for assessment. HWL - could the practice not work with the patient to identify why they are waiting for a medical form to avoid in future situations such as this, particularly where the form is required to assist a patients care needs? d. Patients who phone on same day for appointments have to wait about 3 weeks for appointments, but those that go in person tend to get appointment within few days, why is this? e. Patient who is full time wheelchair user has larger than normal wheelchair and cannot get through surgery doors due to disability. Asked for home visit which was denied, patient stressed wheelchair problem and eventually home visit
--	--

arranged but GP not happy about this. *HWL - if the practice is reluctant to provide home visits could the surgery consider some structural adaptations/alterations to enable the wheelchair user to attend in person?*

f. Patient is pleased with the service at this practice, they are able to get an appointment when needed and accepts they might have to wait a little longer if they wish to see a female GP.

g. & h we have received 2 comments from 2 separate patients concerning the attitude of a male GP, they feel the attitude to them as a female patient is not good.

i. Patient has appointment with CPN at GP surgery to discuss weight problem, they were unhappy with GP's attitude including the fact that they would not refer to Weightwatchers.

HWL - two of the comments shared with HWL, relate to patient and carer need for reassurance, could basic tests not be offered as a way of avoiding further distress?

4. Patients at Chapel St Leonard's surgery feel they get overlooked due to temporary residents who always seem to get preferential treatment - residents told no appointments available, but temporary residents can get one on same day.

5. 2 comments received in relation to Stuart House GP Surgery

1. Patient told they would have to wait 3 weeks for an appointment at Stuart House surgery. Patient asked to speak to Practice Manager and within 5 minutes was offered appointment for following day. Patient had noticed changes in her condition which she was concerned about, she normally manages condition herself.

2. Patient at Stuart House had to attend Pilgrim Hospital, Diabetic clinic and GP within a 7 day period. Wanted blood sample at each appointment, which appeared to be for same thing. *Patient asks, why couldn't one sample be taken and results shared, the patient was told that had to be done at hospital for consultant appointment, this appears to be a waste of NHS resources.*

6. Coningsby Surgery - Patient who is nurse at Pilgrim Hospital always has to wait 3 weeks or more for GP appointment. Receptionist is often rude especially when patient trying to fit in around her shifts at the hospital.

- Patient (ex-military) found hospital having difficulties supporting in treatment of severe back condition. Patient discovered that 17 year military medical records had not been requested by GP on registering, although permission had been given on discharge to transfer records.

7. Comment made relating to Parkside GP Surgery.

Excellent, quick service from very polite receptionist through to surgeon. Appointment completed through choose and book, able to get early appointment through surgery as directed. Everything explained and everyone helpful with regard to procedure. Very happy with service provided and not have to be admitted to hospital.

8. DART team member expressed difficulty in getting appointments for clients at GP surgeries in Skegness area waiting time 3-4 weeks.

9. Kidgate Surgery - Patient with no fixed abode - currently staying with sister awaiting housing. Wanted flu jab - told by old surgery would have to go to chemist, but could not afford the cost. Positive outcome as the Pharmacist referred them to another GP surgery who gave them the jab, the surgery registered them as temporary patient.

10. Comment received from a patient at St James Street GP Surgery with mental health disorder. The patient feels frustrated by GP ring back service at surgery when making appointment. Once call is received, appointment is made and then patient anxious about getting to surgery.

11. Patient would like more information regarding long term medication

12. 4 x comments received in relation to Hawthorne Medical Practice

1. Female who has contraceptive implant for hormone imbalance, needs implant changing as it is not agreeing with her. Since one GP left, there is no-one at the surgery who is trained to do this and she has been told she will have to wait for hospital appointment

2. Patient stated they didn't feel comfortable seeing male GP for examinations due to historical issues. Patient requested choice of female GP only - gets extremely upset. Is there any possibility Nurse Practitioner can do examinations rather than male GP?

3. 2 older patients have difficulties getting to the surgery due disabilities and feels the waiting times which can be up to 2 weeks for an appointment.

4. Comment received from a patient at Hawthorne Medical Practice with history of mental health issues and alcohol dependence finds it difficult to get support from GP surgery. Dismissed by Receptionist on regular basis. Currently being support by DART

1 x General Comment - Pharmacy

Patient opted for electronic repeat prescriptions through pharmacy at Asda, Boston. Each month for first 4 months, pharmacy issued double amount required. GP told patient probably due to hiccup in new system. Patient decided not to

	<p>use next 4 repeat prescriptions as already had medicines. When took prescription after 4 months, pharmacist asked what she had done as appeared not had any for 4 months, patient explained what had happened. Pharmacist didn't seem to be bothered about dispensing double amounts.</p> <p>Compliments.</p> <p>1. 4 x comments made in relation to Tasburgh Lodge GP Surgery</p> <p>1. Many patients not aware of existence of PPG at surgery, they are not sure what it could do or how to get involved.</p> <p>2. Patient unhappy with current system of call back rather than booking an appointment as they feel it provides no consistency of medical staff</p> <p>3. 2 patients had a positive experience at recent flu clinic, felt the process was very efficient</p> <p>4. Excellent service, patient has transferred from another surgery (due to lack of appointments), very pleased as they are now able to easily get an appointment, and likes the fact that the GP telephones with results and consults other professionals about patient's condition.</p> <p>2. Comment made relating to Parkside GP Surgery. Excellent, quick service from very polite receptionist through to surgeon. Appointment completed through choose and book, able to get early appointment through surgery as directed. Everything explained and everyone helpful with regard to procedure. Very happy with service provided and not have to be admitted to hospital.</p> <p>Signposting.</p> <p>1. Patient been de-registered from Parkside GP practice, but needed medications. Patient commented that no letters had been sent to them. <i>HWL - contacted GP practice to find out why, it was stated that numerous letters had been sent to the patient and returned, health visitor had visited the home address and no-one at the address given. The patient would need to go back to the surgery and re-register to ensure the information is current.</i></p>
<p>West x 6 6 x General Comments (6 x GP Surgery)</p>	<p>General Comments.</p> <p>1. 4 x comments relate to Richmond Medical Practice. Recent visit to Flu clinic, didn't have to wait for jab, system was well organised, staff very friendly. 5 star treatment. One patient commented that as they are new to local area they would have liked a map/address/directions on the surgery</p>

door to direct them to the community centre where the clinic was being held.

HWL the surgery may wish to consider this patients suggestion for next year's flu clinic session

2. Welton Surgery - Following routine blood test, patient's diabetes was suspected. Another blood test was required to confirm diagnosis. Length of time between doctor's appointment, blood test appointment and final appointment was totally unacceptable in spite of very helpful nurse. Patient felt the GP was disinterested in listening to how they felt. Patient hopes not to see same GP again. Length of time waiting for doctor appointment seems unacceptable. Cannot fault the nurse who eventually discussed the diagnosis, but patient felt dismissed by doctor. Patient has agreed to details being released if requested by provider.

3. GP - Boultham Park. Making appointments is very good - phone in the morning and usually get an appointment on same day, but can take up to 3 weeks if you request specific doctor. In May 2015 patient (who has ASD and PDA) saw doctor for statement of fitness for work. Doctor was not sure what to do, and asked another doctor to confirm what we required. Second doctor was very good and said this was best option at present time for patient. First doctor completed the paperwork and 2 weeks later we were told that doctor had completed it incorrectly. We had to tell him exactly what to put on the paperwork. In June, patient attended an appointment with their 'named doctor' they have been seeing for many years, for a new statement of fitness for work. Doctor asked why patient was applying for ESA. Carer explained difficulties patient has with people and interviews due to conditions and doctor said he had never heard of this and could we explain. This doctor has had patients full diagnostic reports, hospital records, etc for last 10 years and now says he has never heard of condition before. We were surprised and referred him to a letter he had written to patient 6 months previously about not being able to refer him to adult services for his condition.

4. 3 x comments received in relation to Nettleham GP Surgery

1. Making appointment is long wait but once booked in ok
2. GP practice is first class practice
3. 2 patients commented they always receive a good service and friendly and caring attitude from staff

5. Comment received in relation to Branston GP Surgery: GP appointment system does not work for patients. Can get appointments for chronic illness on same day. Phone at 8.30am to get appointment, 15 minutes in queue then no

	<p>appointments available. Patient has contacted Practice Manager and will contact NHS England as they were unable to help. Offered appointment in 2 weeks for acute problem - suggested go to Walk-In centre as no appointments available. All GPs are very good but appointment system is not good.</p> <p>6. Comment received in relation to Crossroad GP Surgery Very elderly patient with infection in ear, going blind. 2 GPs came to house but they were waiting 3 months for appointment. Could have private appointment with BMI in 2 weeks for £200. Patient waited 2 weeks for letter from GP. Patient feeling let down.</p>
<p>Dental Comments, All Areas 13 x General Comment (Dental)</p>	<p>General Comment.</p> <p>Comments received with regards to NHS Dentistry:</p> <ol style="list-style-type: none"> 1. Family member concerned as elderly parents require dental treatment at their home due to father being housebound. Community Dental Service unable to accommodate until the new-year. Both parents require service sooner. <i>HWL - contacted NHS England dental team to find out if there are any other services that can be provided.</i> 2. 3 Patients commented there are no dentists in Grantham, Caistor or Stamford area, have to travel some distance to access services. 1 patient commented about lack of NHS dentists in Boston area 3. Patient thought they were to receive a filling but found out this was not the case that a tooth had been removed instead (no information as to which dental practice this refers to) 4. Patient contacted their own dentist in Bourne to register daughter and granddaughter as NHS patients - currently have closed patient list 5. Patients unable to register with local dentist in Spalding. One dentist in Holbeach will register patients and first treatment is NHS but all future treatments would be private. 6. Oasis, Lincoln & Sleaford - Excellent service, explanation and care outstanding, very good treatment 7. Rose Cottage - dentist very good 8. Orthodontic treatment I'm concerned about the dental treatment I've had. While removing a brace from my top set of teeth, my dentist chipped the front from one of my teeth. He immediately put a filling onto it, but the tooth is now flat, leading me to believe it was quite a deep chip. When removing the brace from my bottom set of teeth, he also chipped the corner from one of my teeth. I informed the dentist and he has told me it will be ok until my next appointment in 2 months' time when he will put a filling onto it. I'm upset this has happened and that it is irreversible. I'm also concerned about the long term effects of these mistakes, and the fact my dentist has simply 'brushed them off'. Speaking to others who have had the same dental treatment, I've realised this is not a

	<p>normal thing to happen. <i>HWL - suggest the patient request a meeting with this Dental practice to discuss this experience further with them. If after the meeting the patient does not consider they have a satisfactory outcome then to contact HWL back and we will provide them with further signposting and next step options.</i></p> <p>9. 14 year old autistic boy and his father who is blind have been removed from NHS list as they overlooked their annual appointments. When tried to book, were told there was no room on NHS list for them but unable to book a year ahead at previous appointment. Son finds change very difficult and now have to find another dentist. <i>HWL - could Oasis provide advanced bookings for patients with specific conditions such as learning disability, autism, Asperger's, dementia and Alzheimer's, this would help both the patient and their carers organise support required when attending the appointment.</i></p> <p>10. Patient of a Dental Practice in Stamford, has been registered with the same practice for a few years but finds the dentist rude and abrupt, however due to there not being any dental practices taking on NHS patient they cannot get to another practice.</p> <p>11. Had false teeth fitted by the dentist and since then they have never fitted correctly. They have been adjusted 4 times and are still not right and each time it costs over £50. They hurt and leave the mouth sore after wearing. <i>HWL - suggested patient put in writing to the practice and possibly look into a second opinion.</i></p> <p>12. Son needed appointment with orthodontist and offered Huntingdon which is unsuitable - too far to travel. Has been on local waiting list for 2 years.</p> <p>13. Child had tooth removed, parent felt without sufficient pain relief administered. As a result child is now even more scared of dental treatment. A letter of complaint was sent and dentist claimed they were not aware of patient's upset, even though mother could hear their cries from reception.</p>
<p>South x 27 27 x GP x Compliment</p>	<p>5 x comments received in relation to Munro Medical Centre:</p> <ol style="list-style-type: none"> 1. No complaints. Professional and helpful and can always talk to doctor. Always seem to listen and not try to get rid of patients. 2. Triage - it's a joke, you never get to see a doctor but nurses are amazing 3. Only used GP a little but treatment was very good and given help and medication - very pleased 4. Apart from stereotypical rude receptionist when I arrived and appalling car park, the care I received was excellent 5. Patient has home delivery of prescriptions from pharmacy. Service quotes 4 days delivery but this often takes

a week or longer. Surgery blames Pharmacy and Pharmacy blames Surgery. Patient believes this to be a common problem.

3 x comments received regarding Holbeach Medical Centre:

1. Patient feels the backrest on seats very uncomfortable in waiting room
2. GPs in practice are fantastic. Reception and admin staff sometimes lack care and consideration
3. Older patient receives regular health checks, always treated with respect and consideration who answer questions in an easy to understand language

11 x Comments received relating to Pennygate GP Surgery:

1. Waiting time for appointments too long. Occasional flippant remarks made by nurse. Receptionist can be rude occasionally.
2. Usual good service, although delays to get to see GP, but can see nurse.
3. Chairs in waiting area not good for patients with back problems
4. Always good service, patient has been over 20 years with this surgery.
5. Sometimes difficult to get appointment, patient does feel there is enough doctors.
6. Always very good especially with my daughter who has health problems.
7. Take good care of patient.
8. Had to wait 3 weeks for appointment.
9. Nurses and GP are absolutely brilliant.
10. Could not be more happy
11. Patient had a hip replacement in 2014, which was delayed several times at Pilgrim Hospital. The operation was eventually done at Fitzwilliam Hospital. Post-op care very basic and discharged with infection which was not identified. GP Surgery very good helping with recovery but Fitzwilliam showed no concern

8 x Comments made in relation to Sleaford medical Practice

1. Difficult to get appointment especially if want to see particular doctor. Never get to see the same doctor. Staff conscientious
2. GP surgery seems overstretched and miss personal touch. Things don't get explained and some of their call systems could be improved.
3. It took nearly a month to get an appointment, was happy for a telephone appointment however, the practice did not call me back
4. Cannot get an appointment with GP, feel the younger staff are very patronising
5. Cannot fault medical group they were quick to refer me to hospital, received great treatment throughout.

	<p>6. Cannot fault surgery always get an appointment when I need one</p> <p>7. Patient saw GP on several occasions from October 2014 - January 2015. Felt they were disregarded and weren't listened to. Coughing blood. Went to walk-in centre had show of blood and told to return next day, when I was admitted to hospital and diagnosed with non-Hodgkin's Lymphoma and chemotherapy was started.</p> <p>8. Patient had wasp sting, they expected to attend the MIU but was told this is not covered (even though this injury is listed) and they had to return to see the nurse. <i>Patient asked if the surgery could update the information about the MIU service</i></p>
South West x 11	<p>11 x comments received concerning Springwells, Billingham GP Surgery.</p> <p>9 relate to the excellent treatment by staff. 1 comment related to lack of car parking spaces available at the surgery. 1 comment regarding the difference in waiting times to see a doctor at each appointment.</p>

Theme: - LIVES

CCG Area Number/Type of Item Reported	Details
All CCG Areas x 1 1 x General Comment	<p>Compliment</p> <p>1. LIVES - excellent service in Lincolnshire, have experienced LIVES and Ambulance service many times and always been very good. GP and local pharmacy also very helpful.</p>

Theme: - St Barnabas

CCG Area Number/Type of Item Reported	Details
South x 1 - Compliment	<p>1. Without help, kindness and support from volunteer ladies on death of son, relative would not have survived. They are such wonderful people.</p>

Theme: - LHAC

CCG Area Number/Type of Item Reported	Details
East x 2 2 x General Comments	<p>General Comments.</p> <p>1. Patient recently had a fall in Market Square, hit his head, broke his nose. Paramedics took him to Pilgrim and not Skegness. Asked why he was taken to Boston and not Skegness</p>

	<p>- told "Skegness do not really deal with much". Patient waited a few hours after being x-rayed and stitched for arrangements to be made to take him home. Looked after very well by all staff.</p> <p>2. Number of patients asking why Skegness hospital cannot be used more e.g. health trainers/physiotherapists/diabetic nurses/health checks/blood checks etc - which would save patients having to travel.</p>
--	--

Theme - LCC Children's

CCG Area Number/Type of Item Reported	Details
South West x 1	<p>1. Frustrated exhausted parent of a teenage son with Autism, Asperger's syndrome ASD and OCD. Has contacted LCC to support her at school meeting, their response was; 'regarding your request for a Specialist Adviser to attend a meeting on 29 September at Belvoir High School? I am very sorry but due to the high number of new requests for support, we do not have anyone free to attend that meeting. We are currently offering as much information and advice as we can via phone and email and a named person will continue to do that and attend future meetings if she can'. <i>HWL - would like to ask Children's Services if there is any alternative support available for parents in such circumstances?</i></p>

Theme - Private Provider

CCG Area Number/Type of Item Reported	Details
South x 1 1 x Compliment	<p>1. Fitzwilliam Hospital - Patient attended appointment for cloudy vision following removal of cataracts (both eyes) a year earlier. Consultant explained problem and removed with laser surgery immediately.</p>
East - Boston West Hospital x 2 1 x General Comments 1 x Compliment	<p>General Comments.</p> <p>1. Accompanied elderly relative to hospital appointment, staff very considerate and reassuring. Allowed time to complete medical form as it is difficult for older person with memory problems and complex medical history to complete. Patient slightly hard of hearing (indicated on form), nurse did not always face patient when talking to her, but once reminded changed her position. Explained everything in simple terms so that patient could understand. Did not see nurse or doctor wash hands before examining patient or wipe down equipment.</p> <p>Compliment.</p>

	<p>1. GP explained everything before hospital appointment. Choose and book answered all questions. Consultant explained everything about the procedure and gave information leaflets to help make decision whether to go ahead with procedure. All staff at time of procedure were very friendly and helpful</p>
--	--

Theme - Peterborough Hospital

CCG Area Number/Type of Item Reported	Details
<p>South - Peterborough City Hospital -x 8 3 x General Comments 5 x Compliments</p>	<p>General Comments.</p> <p>1. Mother & Baby Unit has no young children's play workers to help entertain young children or a dedicated area for them to play, family feels this would be beneficial</p> <p>2. Patient with "Parkinson's" - consultant did not inspire with confidence. Commented on reduced movement in arm in spite of knowledge that 2 breast operations had been performed. Patient was unsure of effectiveness of prescribed medicine due to the fact that it did not stop symptoms, was also confused as the consultant prescribed other medication which was double strength and said 2 medications were inter-changeable.</p> <p>3. Patient admitted for knee operation but did not go ahead as doctor told patient that 1 in 5 people die from this operation. Patient wanted to go home.</p> <p>Compliment.</p> <p>1. Rheumatology Department at Peterborough City Hospital, patient has always been treated with utmost respect and been looked after fully with a care plan.</p> <p>2. Excellent hospital - you go straight in and no waiting at all</p> <p>3. Cardiac Research, Incredibly kind and loving - I didn't expect to be looked after so well. I'm diabetic and the food was brilliant. Efficient, kind and caring.</p> <p>4. Urology - Very dignified, polite doctor, so positive. Addressed as Mrs and appreciated that.</p> <p>5. Children's ward, Parent very happy with care for son. Staff checked all was ok with parent as well as son. Very courteous, knocked before entering room. CCTV to watch son sleeping while mother not there.</p>
<p>Theme Out Of Area x 6</p>	<p>Hospital - QMC Nottingham 1 x General Comment:-</p>

2 x Nottingham Queens Medical	Pain clinic. World's worst hospital - everything they say they are going to do they don't. (My son is disabled)
1 x Compliment	Cystic Fibrosis Clinic Excellent - keep up good work
2 x Leicester Hospital	Hospital - Leicester. 2 x Compliment.
	1. Patient had cardiology treatment at Leicester hospital - well looked after there. Feels they saved his life after operation at another hospital had put small cut in femoral artery which went undetected and he was leaking blood for a period of time.
	2. Grandad had heart operation in Leicester Hospital - all good, operation a success
1 x Diana Princess of Wales - Grimsby	Hospital - Diana Princess of Wales, Grimsby
	1. Elderly mother's discharge from Diana Princess of Wales Hospital following hip replacement - discharge assessment and care planning were not carried out correctly which resulted in unsafe discharge. On contacting Independent Living Team and Lincolnshire Social Services, neither had been notified of discharge. Mother unsafe on her own due to inability to walk any distance or prepare food and drinks etc. GP admitted patient to Louth Hospital as preferred care home unavailable - to be transferred when available.
1 x Scunthorpe Hospital	Scunthorpe Hospital
	1. Patient was admitted to Scunthorpe Hospital with suspected heart attack. A&E very good. Referred to Grimsby for scans x 2. Had an appointment for the 1st Oct at Scunthorpe Hospital to see Consultant in Cardiology for results. This was cancelled (hospital stated the patient cancelled) re-booked for the 22nd Oct which in turn was cancelled by the Hospital with no reason given. Whilst having the scans it was stated the patient would need surgery which worried the patient when the appointments kept being cancelled.
	<i>HWL - Contacted PALS at Scunthorpe Hospital, patient has now been added to a clinic on 5th November, also highlighted that should there be cancellation the patient would like to be brought forward. Patient happy with this, also an apology from the hospital as it was not the patient who cancelled but the consultant.</i>