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## 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 social care services.

**Timescale:** A total of 296 health and social care experiences were shared. 120 were formally reported to us and a further 176 via our feedback centre. The period relates to 1<sup>st</sup> - 31<sup>th</sup> May 2016.

### Breakdown of Themes by Area

The tables below indicate the experiences shared by patients, carers and service users living in the areas shown. They provide a list of the top topics recorded into Healthwatch Lincolnshire

#### Top Topics in the East Lincs

|   |               |
|---|---------------|
| 1 | GP            |
| 2 | Hospital      |
| 3 | Dental        |
| 4 | Mental Health |

#### Top Topics in the South Lincs

|   |               |
|---|---------------|
| 1 | GPs           |
| 2 | Dental        |
| 3 | Transport     |
| 4 | Mental Health |

#### Top Topics in the West Lincs

|   |           |
|---|-----------|
| 1 | Hospital  |
| 2 | GPs       |
| 3 | Care Home |

#### Top Topics in the South-West Lincs

|   |              |
|---|--------------|
| 1 | Hospital     |
| 2 | GPs          |
| 3 | Nursing Home |

# Themes from Issues Received in May 2016

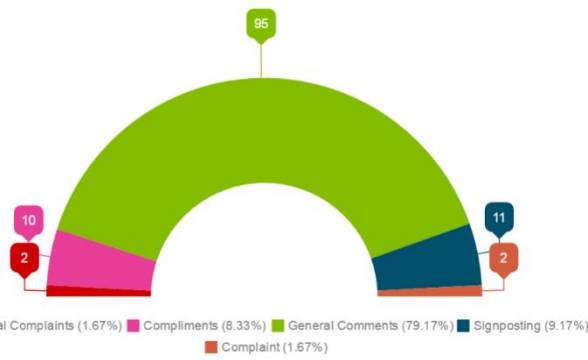
## Top Medical Themes

1. GP.
2. Hospital.
3. Dentist.
4. Mental Health.
5. Transport.



## Top Subject Themes

1. Appointments.
2. Quality of Care.
3. Quality of Service.
4. Availability.
5. Support.
6. Staff

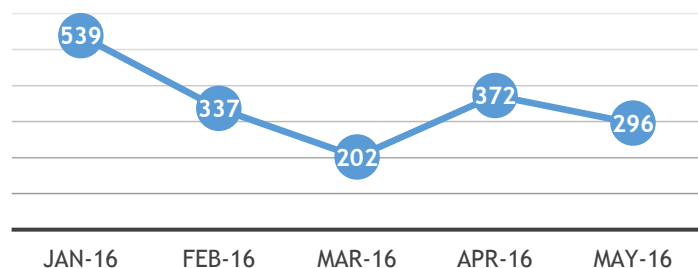


## Comments Received throughout May 2016

- Informal Complaint - 2 (2%)
- General Comments - 95 (79%)
- Signposting - 11 (9%)
- Compliments - 10 (8%)
- Complaint - 2 (2%)

## Feedback Centre & Patient Feedback

In May 2016 our Feedback Centre received a total of **296** comments regarding health and social care in Lincolnshire.



May 2016

**During May our Feedback Centre recorded 75% of people telling us they rate their health or care service as 5 star.** Regardless of the many negative stories Healthwatch have shared with you in this report, this excellent news is great to hear. Please take some time to read the many positive comments posted to our Feedback Centre - too numerous to list individually in this report. The Feedback Centre link is [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk), just type the name of the service you are interested in using the blue box on the front page.

Unfortunately, mental health services were not rated quite as highly during May, much of this is linked to the length of waiting times to access services and treatment, an area previously commented on by Healthwatch. On behalf of patients it would be good to see a notable improvement in access to services as soon as possible.

It is very notable from the content of this report that our primary care services are under an enormous amount of pressure. For one GP Surgery the backlog of blood tests is very high. Many patients are reporting concerns about length of waiting time to see their GP and other concerns linked to holistic support needs to help them manage their condition. These concerns demonstrate the need for Lincolnshire to work much quicker towards an integrated health and care economy, where services are working much closer together to enable a much better more local outcome for patients.

We are really pleased to now be sharing our additional report which provides an update of the responses received from service providers (and on occasion's commissioners of services). Their responses give patients and carers some important answers and helps people better understand why certain situations have occurred. There are some providers who have not responded within the required statutory timescale (20 working days), whilst we have not pushed them up to now, going forward we will be insisting for a response.

Engagement activities are continuing with visits to GP surgeries, Lincolnshire Show, Primary School Sports Days during May - July. These visits enable members of the public to share their experiences directly with our team of community engagement volunteers supported by members of our staff team.

We have a new activity that our volunteers are now involved with, that of Mystery Shopper. Over the coming months our Mystery Shoppers will be visiting hospitals - we obviously won't be sharing which hospitals when, otherwise we would be taking away the mystery!

# Healthwatch Feedback Centre



## May Summary Breakdown of Star Ratings

|        |     |        |
|--------|-----|--------|
| 1 Star | 7   | 3.98%  |
| 2 Star | 3   | 1.70%  |
| 3 Star | 10  | 5.68%  |
| 4 Star | 24  | 13.64% |
| 5 Star | 132 | 75.00% |

During the month of May we received 176 reviews into our feedback centre.

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

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

|             | Staff Attitudes | Waiting Times | Quality of Care | Dignity & Respect | Involvement in Decisions | Environment | Treatment Explanation |
|-------------|-----------------|---------------|-----------------|-------------------|--------------------------|-------------|-----------------------|
| Doctors/GPs | 4.6             | 4.1           | 4.7             | 4.7               | 4.4                      | 4.5         | 4.6                   |
| Hospitals   | 4.6             | 4.1           | 4.7             | 4.7               | 4.4                      | 4.4         | 4.6                   |

|                 | March             |             |                 |                                     | April             |             |                 |                                     | May               |             |                 |                                     | Trend Graph (% Recommended Dec-Feb) |
|-----------------|-------------------|-------------|-----------------|-------------------------------------|-------------------|-------------|-----------------|-------------------------------------|-------------------|-------------|-----------------|-------------------------------------|-------------------------------------|
|                 | 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      | 2                 | 100%        | 0%              | 5                                   | 1                 | 100%        | 0%              | 4                                   | 0                 | n/a         | n/a             | n/a                                 |                                     |
| Community Based | 0                 | 0%          | 0%              |                                     | 0                 | n/a         | n/a             | n/a                                 | 0                 | n/a         | n/a             | n/a                                 |                                     |
| Dentist         | 5                 | 80%         | 20%             | 3.8                                 | 7                 | 71%         | 29%             | 3.9                                 | 1                 | 100%        | 0%              | 5                                   |                                     |
| Doctors/GP      | 41                | 92.70%      | 4.90%           | 4.6                                 | 26                | 96.20%      | 4.90%           | 4.6                                 | 12                | 65.00%      | 17.00%          | 3.8                                 |                                     |
| Emergency Care  | 2                 | 100.00%     | 0.00%           | 5                                   | 2                 | 100.00%     | 0.00%           | 4.5                                 | 1                 | 100.00%     | 0.00%           | 5                                   |                                     |
| Hospitals       | 50                | 92.00%      | 4%              | 4.7                                 | 209               | 93.30%      | 3%              | 4.7                                 | 158               | 91.30%      | 4%              | 4.6                                 |                                     |
| Mental Health   | 1                 | 100%        | 0%              | 5                                   | 5                 | 60%         | 20%             | 4                                   | 3                 | 33%         | 67%             | 2.3                                 |                                     |
| Opticians       | 2                 | 100%        | 0%              | 5                                   | 0                 | n/a         | n/a             | n/a                                 | 0                 | n/a         | n/a             | n/a                                 |                                     |
| Other           | 1                 | 100%        | 0%              | 5                                   | 1                 | 100%        | 0%              | 5                                   | 1                 | 100%        | 0%              | 5                                   |                                     |
| Pharmacy's      | 0                 | 0%          | 0%              |                                     | 0                 | n/a         | n/a             | n/a                                 | 0                 | n/a         | n/a             | n/a                                 |                                     |
| Social Care     | 8                 | 100%        | 0%              | 4.5                                 | 1                 | 0%          | 100%            | 1                                   | 0                 | n/a         | n/a             | n/a                                 |                                     |
| <b>Total</b>    | <b>112</b>        |             |                 |                                     | <b>252</b>        |             |                 |                                     | <b>176</b>        |             |                 |                                     |                                     |

**Theme: Adult Care and Carers**

| CCG Area<br>Number/Type of<br>Item Reported               | Details   |
|---|---|
| <p><b>East x 4</b><br/>4 x General<br/>Comment</p>        | <p><b>General Comments.</b></p> <p>1. Wheelchair services<br/>Young blind patient with cerebral palsy requires new assessment due to increase in size but been told there is a 12 - 18 month wait. Parent feels the length of time is unsatisfactory to access essential equipment.</p> <p>2. Diabetic Retinopathy Screening<br/>Stickney Medical Centre. Patient with mobility difficulties arrived in a wheelchair with care support assistant. Assistant requested help from surgery reception to help patient out of wheelchair to get into mobile unit but was refused as “mobile unit was not part of the surgery”.</p> <p>3. Carer for spouse diagnosed with dementia 18 months ago has had no assistance during this period. No information given although assessment was carried out last year and still awaiting to hear. Carer feels they have been left to get on with it themselves. <b>ACTIONED. HWL - With patient permission granted, contacted Adult Social Care Team who agreed to speak with the carer that day. HWL sent information pack containing all support groups that may assist. Contacted carer 6 Jun who confirmed assessment had been carried out and HWL information very helpful.</b></p> <p>4. Holmleigh Day Centre<br/>Disabled toilet in main entrance being used as storage area for equipment, toilet rolls and adapted chair. Able bodied person able to navigate to the toilet but someone in wheelchair or using walking sticks would have had great difficulties.</p> |
| <p><b>South West x 1</b><br/>1 x General<br/>Comments</p> | <p><b>General Comments.</b></p> <p>Oakdene Nursing Home.<br/>Elderly dementia resident pays towards their care with some funding from LCC. Home increased fees by £15 pw and resident cannot afford to pay this extra and has received letter from home to say they will be moved to another home if the increase is not paid.<br/><b>HWL - Adult Social Care contact details given. 27/05 Update - looking at alternative homes nearer relatives for ease of visitors. Alternative home found.</b></p>   |
| <p><b>West x 1</b><br/>1 x General<br/>Comment</p>        | <p><b>General Comments.</b></p> <p>Care home staff requested GP visit for elderly resident as had been vomiting when drinking so dehydrated and also had UTI. GP prescribed mild antibiotics and put resident on End of Life Palliative Care. Care staff were unhappy with this and had resident admitted to hospital where rehydration process was started and UTI began to clear. Given higher dose of antibiotics. If care staff had not intervened resident may not have improved.<br/>Q Why so quick to put on End of Life Care?</p>   |

## Theme - Acute Hospitals: ULHT

| CCG Area<br>Number/Type of<br>Item Reported   | Details   |
|---|---|
| <p><b>East x 19</b><br/>16 x General<br/>Comments,<br/>1 x Complaint,<br/>2 x Compliments</p> | <p><b>General Comments:-</b></p> <ol style="list-style-type: none"> <li>1. Pilgrim Hospital. Doctor at Eye Clinic injured patient's eye but denied any wrongdoing. Patient visited own GP for medication to treat injury.</li> <li>2. Pilgrim Hospital - Vascular Outpatients<br/>Disappointed by charge to use wheelchair, albeit refunded and that designated smoking area is immediately in front of the main entrance to the hospital. Not a good welcome! Staff were great.</li> <li>3. Pilgrim Hospital<br/>Patient contacted GP as had not received proposed appointment at Pilgrim Hospital. Was telephoned and informed they had missed appointment but patient never received the appointment. Patient very disappointed as never missed a planned appointment and has written to GP and hospital but no response received.</li> <li>4. Pilgrim Hospital<br/>Patient attends hospital regularly every 2/3 months and at the last couple of appointments been told notes are missing. Patient concerned there may be gaps in treatment if notes not available to consultant and team. Patient asks how medical notes can go missing as patient has not been referred anywhere else.</li> <li>5. Why do patients in hospital not have to pay for their food/drink? Is this social aspect of care and should it be funded by NHS?</li> <li>6. Pilgrim Hospital A&amp;E<br/>Patient taken to A&amp;E following fall and banging head. Patient not fully aware of what was going on and attending relative felt patient was treated as if they were wasting staff time. Patient and relative looking for reassurance that they were ok. Have always experienced good care in the past but this time felt staff were dismissive.</li> <li>7. Pilgrim Hospital - Outpatients<br/>Patient received care from clinic diabetic nurse for number of years as well as care from Stuart House Surgery nurse. Clinic nurse discharged patient informing them there was nothing more could be done for the patient. Patient had no knowledge they were being discharged and GP also surprised and not notified. Luckily nurse at surgery is very good.</li> <li>8. Pilgrim Hospital<br/>Received letter in the post at 11.30 from hospital for follow up appointment at 10.05 am on the very same day.</li> <li>9. Pilgrim Hospital<br/>All adult wards use agency staff to fill staff shortage. Agency staff should wear clearly distinguished uniform from permanent/bank staff. Better communication needed between doctors, patients, nurses and ward clerks. Problems experienced with delays in receiving medicine and had to sort own nebuliser.</li> <li>10. Pilgrim Hospital - Maternity Services<br/>Lady very concerned about possibility of maternity services at Pilgrim Hospital being reduced. Has her own experience and feels her baby would not have survived if she had not had an emergency C-section within 15 minute window to deliver daughter - not even time to get an ambulance. Also care in on-site neo-natal unit was crucial to baby's survival. Lady feels midwife-led unit as being talked about in the press would not allow for these critical emergency services and would cost lives.</li> <li>11. Pilgrim Hospital - Ward 5b Discharge<br/>Relative unhappy with lack of discharge care following femoral artery</li> </ol> |

bypass. Discharged 5 days after surgery with follow up in 6 weeks. Discharged with no information about how to care for wounds, when or how to remove dressings, no new dressings and if district nurse would be attending. Pain relief prescribed was Paracetamol. Oramorph given on morning of discharge. Discharge document states patient opened bowels prior to discharge which was not the case. Consultant and staff also aware suffering severe pain in left upper leg and given no clear explanation. Discharging consultant told patient "not to start smoking again" in a disparaging manner. After arriving home, GP was called, prescribed Oramorph and was unhappy at patient being released with paracetamol and no follow-up wound care arranged. Process for discharge was obviously not followed which would have saved much pain and discomfort for the patient, worry for relatives and GP time.

12. Pilgrim Hospital

At consultation patient agreed to injections in painful knees and this was carried out Sep 15. The treatment should be repeated every 6 months and GP has chased for appointment but heard nothing. Patient now has to use walking stick but does not go out as in pain.

13. Pilgrim Hospital

Post-stroke patient advised to have hydro therapy but nearest is Grantham Hospital which is over an hour away. There used to be a facility at Pilgrim and don't know what is happening about it? So it will be less travelling for patients. **HWL - asked the question of ULHT on behalf of the patient- answer = Unfortunately we have yet been unable to continue all of our Hydrotherapy service at Pilgrim due to recruitment when previous person left.**

14. Pilgrim Hospital - X-ray

The curtains in the changing rooms do not always fit and anyone can open them. Hard of hearing are unable to hear all instructions fully. There are no high chairs for disabled people or people who have difficulty getting up.

15. Whilst a patient at Pilgrim Hospital following a collapse, a number of tests/biopsies were carried out, however on visiting GP after discharge, results have not been received. Patient concerned. Were otherwise treated very well.

16. Patient of Pilgrim hospital requested a copy of medical records through correct channels but found on receipt that not all information contained within notes. Patient found unable to access missing information and now not sure what to do about it. **HWL - contacted PALS who in turn will look into the matter and contact the patient.**

**Complaint:-**

Pilgrim Hospital - Escalated to JN and answered.

Patient informed they required Hartmann's procedure in late 2015.

Procedure booked for early May which was 20 weeks instead of 18 weeks from decision. Patient had never cancelled appointment. On admission for the operation, patient informed of cancellation due to a lack of beds.

Procedure rearranged for June and patient needs to take bowel preparation again. Patient concerned about further cancellations has been notified that "it wouldn't happen more than 6/7 times!!!!" Patient very stressed and contemplated suicide because of delay. Patient to complain to hospital. Very happy with the Consultant and Nurses but patient to complain to hospital.

**Compliments.**

1. Pilgrim Hospital - Care for the Elderly

Consultant is excellent. Relative recently had falls/black outs and relative spoke with consultant's secretary and consultant called back within 2 hours to discuss concerns, to give advice and support. Received appointment

|   |   |
|---|---|
|   | <p>within 7 days. Neurologist from Lincoln County also called to follow up recent appointment.</p> <p>2. Pilgrim Hospital - Children's Ward<br/>Child has been between Pilgrim and QMC for 19 weeks and mother feels they have saved child's life. Believes the Children's Ward is essential to Lincolnshire and is at the heart of Lincolnshire and holiday destinations.</p>  |
| <p><b>West x 8</b><br/>8 x General Comments</p>       | <p><b>General Comments.</b></p> <p>1. Lincoln County Hospital - Outpatients<br/>Patient attended pacemaker fitting pre-assessment. Appointment on time until last part of assessment at Clinic 7 when informed patient was number 101 but had been 56 on arrival.</p> <p>2. Lincoln County - Endocrinology<br/>Patient waited 5 months from referral to first appointment. Tests arranged and carried out very efficiently with little waiting time involved, but took several telephone calls to get results. This needs improvement to prevent patients becoming anxious about waiting for explanation.</p> <p>3. Lincoln County Hospital - Eye Clinic<br/>Following attendance at clinic for period of 2 years, patient receives a phone call about customer care. Their response is the same every time and asks why this is not recorded and records amended to indicate not to call after every attendance.</p> <p>4. Lincoln County Hospital<br/>Patient attended A&amp;E and was on a trolley for an hour, then in cubicle for 3 hours before seeing a Dr. Transferred to Assessment Unit and diagnosed with dementia. Relative went home for rest but was called by hospital late at night to return as patient agitated. Called again 30 minutes later saying patient had been sedated. Nottinghamshire resident - forwarded by HW Nottinghamshire.</p> <p>5. Lincoln County/GP Collingham<br/>Patient over 40 declined fertility treatment but has read NICE Guidelines and believes they are entitled. Consultant stated CCG will not pay significant costs involved as she already has 2 children. Has been waiting since September 2015.</p> <p>6. Lincoln County Hospital - Stroke Care<br/>Following partner's admittance, was pushed for over 2 weeks to include DNR on patient's notes.</p> <p>7. Lincoln County Hospital - Eye department<br/>Patient had a procedure carried out at the beginning of May, but has been waiting for cataract surgery for couple of years. Patient feels their quality of life is being affected as they can no longer read or watch TV properly. Appreciates that eye needs to heal after the procedure but has been informed that next appointment for cataract consultation is 4 months and then an 18 week wait. Unhappy about the wait.</p> <p>8. Lincoln County Hospital<br/>Patient had skin growth identified as cancer removed at Pilgrim Hospital 2 years ago. Within last 6 months another similar lump has appeared. GP referred patient to Lincoln County but they have no transport and no family nearby. Refused NSL transport so did not keep appointment as could not afford to pay for transport with voluntary car scheme. Cannot get to Lincoln for 9 am by public transport and as this is the only appointment offered when they tried to rebook so has no further appointment.</p> |
| <p><b>South West x 9</b><br/>8 x General Comments</p> | <p><b>General Comments.</b></p> <p>1. Grantham resident commented that local residents with heart problems do not want to attend Pilgrim or Lincoln for treatment, preferring Grantham Hospital.</p>  |



|                 |  |
|-----------------|--|
| 1 x Compliments | <p>2. Grantham Hospital<br/>Impossible to rate x-ray department. No information given at the time and patients have to wait for GP appointment for results but staff generally very professional and caring.</p> <p>3. Grantham Hospital.<br/>Patient seen at Grantham Hospital and felt they were not listened to. Seen 2 hours later at another Hospital and the Nurses were surprised that the patient had not been given any pain relief or anti-biotic. It was stated that they could have been left deaf. No patient information given.</p> <p>4. Grantham Hospital - Cardiology<br/>Took 2 weeks to enter requested appointment onto system and then 22 weeks wait for appointment. Consultant's letter still not received by GP 2 ½ weeks later following appointment.</p> <p>5. Grantham Hospital - Dermatology<br/>Waited 6 months to see consultant after onset of condition. Treatment given but not effective entailing a further 5 month wait for allergy tests.</p> <p>6. Grantham Hospital - Ward 6<br/>Blind patient was admitted to EAU, then transferred to CCU and Ward 5. Patient had fractured hip and was not kept informed of what was happening. One member of staff told patient in an aggressive manner that they were not blind and did not have a fracture. Physio was hurried and patient not given guidance how to exercise at home. Patient's partner told patient would have to go into an interim care home to avoid further hospital acquired infections. (Had already suffered pneumonia, sepsis and stomach bug whilst inpatient). At no time was patient invited to wash their hands after using the toilet. Partner not asked if they could manage with patient at home and a care plan was never discussed. Partner was taking food to patient as the food provided was inedible and no-one was available to help patient eat, who was sometimes not even aware there was food there.</p> <p>7. Grantham Hospital<br/>Patient been confused about appointments between Grantham and Queen's Medical Centre. Excellent health care at Grantham Hospital after diagnosis of a bladder tumour. Had further follow up appointment in February and then received appointment for operation at Pilgrim in March which was unexpected. Then received letter in April to say patient was booked for urgent repeat operation with no mention of biopsy results. Patient feared tumour had returned but on looking carefully at letter it was dated February so was actually referring to the operation in March. This is the second time miscommunication has happened - Queen's Medical Centre DNA for scan which had been double booked with Pilgrim.</p> <p><b>Q. Patient asks if his suspicion is true that local hospitals are being stealthily downgraded and if so, what is the future for next generations' healthcare?</b></p> <p>8. Grantham Hospital<br/>Elderly patient discharged from hospital with 3-4 visits arranged and round the clock care but no overnight care. One carer provided but 2 needed. Now resident in care home (emergency bed) and new assessment required. Appears no-one is dealing with this. Grand-daughter has power of attorney but patient currently has capacity. Patient's home is in process of being sold. Requires assessment for attendance allowance.</p> <p><b>Compliments:-</b><br/>Grantham Hospital - Hydro pool<br/>Pool is very good. Attended 6 NHS sessions and can now pay for further sessions to continue treatment.</p> |
|-----------------|--|

**Theme: Specific Issues Relating to Patients Living in CCG Areas**

| CCG Area<br>Number/Type of<br>Item Reported             | Details   |
|---|---|
| <p><b>East CCG x 2</b><br/>2 x General<br/>Comments</p> | <p><b>General Comments.</b></p> <ol style="list-style-type: none"> <li>1. Diabetic patient doesn't feels enough support given to manage her condition. Currently in wheelchair due to problems with her feet and also experiencing eye problems. Patient's relative had to take long term leave to assist.</li> <li>2. Community Nurse expressed concern over lack of understanding for patient with dementia. Feels many are diagnosed then left "to get on with it". She is getting more residents being referred to her for support</li> </ol>   |
| <p><b>South West CCG<br/>x 1</b><br/>1 x Complaint</p>  | <p><b>Complaint</b><br/>Father complaining about complex case team response for PDA assessment for daughter:</p> <ol style="list-style-type: none"> <li>1. Response was not timely and not kept up to date with progress on the request.</li> <li>2. Suggestion that professionals explore other therapeutic options show poor understanding of daughter's individual situation and PDA.</li> <li>3. Parents have unique overview of all services involved in daughter's care yet at no time informed there was a problem and that they could have added to the funding request.</li> <li>4. Parents not aware that SWLCCG could request information about them from other agencies without them signing an agreement.</li> </ol> |
| <p><b>All CCGs</b></p>                                  | <p><b>General Comment</b></p> <p>Boots Chemist<br/>Why do they not advertise the Minor Ailments for Children Programme so that children under 8 can get some medicines free? Parent only found out about it through friend. Another parent upset that they had to pay for nit treatment for her children, felt it should be free for under 8s. It is not classed as minor ailment and doesn't qualify.</p>  |

**Theme - Patient Transport: Non-Emergency NSL**

| CCG Area<br>Number/Type of<br>Item Reported  | Details   |
|--|---|
| <p><b>East x 3</b><br/>1 x General<br/>Comments,<br/>1 x Informal<br/>Complaint,<br/>1 x Signposting</p> | <p><b>General Comments.</b><br/>NSL - Patient had appointment at Hearing Aid Clinic and all very good. Patient tried to arrange transport as disabled - rang twice but long delay to answer. Lady on phone was abrupt. Transport due at 11.15 but did not arrive until 12.30 which then meant patient was 10 minutes late for appointment. Return driver arrived at 3.15 pm and patient had been waiting for an hour and a half. Drivers are lovely and helpful.</p> <p><b>Informal Complaint.</b><br/>NSL -Cancer patient refused transport - no reason given. Community Nurse supported patient, made contact with NSL and transport was reinstated. Patient has made complaint through PALS.</p> |

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|  | <p><b>Signposting.</b><br/> Patient having difficulty contacting hospital transport organisations. Is able to travel to hospital but public transport but unable to get home. Does not drive nor does partner.</p> |
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**Theme - LCC**

| CCG Area Number/Type of Item Reported     | Details   |
|---|---|
| <p>South x 1<br/> 1 x General Comment</p> | <p><b>General Comment-</b><br/> Call Connect.<br/> Holbeach residents needing to reach Johnson Hospital can only use Call Connect to Spalding boundary and then have to transfer to another Call Connect service to reach the hospital.<br/> <b>HWL - why do patients need to contact 2 separate Call Connect services?</b></p> |

**Theme - Community Health Services: LCHS**

| CCG Area Number/Type of Item Reported                                 | Details  |
|---|--|
| <p>West x 3<br/> 2 x General Comments<br/> 1 x Informal Complaint</p> | <p><b>General Comment.</b><br/> 1. Mother trying to get speech &amp; language therapy for son who has been told he needs this service after an illness. They need to be seen by the Adult speech &amp; language team rather than child's even if they are under 18, due to the complexity of the illness.<br/> 2. JCH Gainsborough<br/> Nurses unhappy with how jobs were reassigned through restructure. Feels situation was not well handled.</p> <p><b>Informal Complaint.</b><br/> Escalated - Care Home Manager reports that residents requiring falls prevention assessment has been informed the process would take 4 months. Manager to prevent falls and hospital admission. Manager informed that the process would take 4 months and feels this is unacceptable. <b>HWL - Update 11.05.16- Care Home Manager called to inform that District Nurse and Occupational Therapist is visiting home the following week and thanked HWL.</b></p> |

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

| CCG Area Number/Type of Item Reported       | Details  |
|---|--|
| <p>East x 34<br/> 30 x General Comments</p> | <p><b>General Comments - GP.</b><br/> 1. Marisco - Sutton on Sea<br/> Patient unhappy about attending the surgery for a very early morning appointment. On attending appointment informed no Dr available and that</p> |

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| <p>(27 x GP Surgeries; 2 x Dental; 1 x Pharmacy)</p> <p>3 x Compliments (2 x GP surgeries, 1 x Dental)</p> <p>1 x Signposting (Dental)</p> | <p>reception had tried to call patient but did not leave message as confidentiality issue. Then unable to rearrange appointment and told to call again next day. Patient unaware that all telephone calls for surgery are answered at Mablethorpe practice with appointments at Mablethorpe which the patient is unable to travel to. Found reception staff rude and a seemingly lack of care attitude by pharmacy staff. Patient was moved to another doctor's list without being notified.</p> <p>2. Marisco Surgery<br/>Elderly patient with severe arthritis treated with patches, gel and Tramadol. Patient's care home felt patient was becoming depressed due to constant pain and arranged GP appointment for patient where GP removed all previous medication and prescribed only paracetamol. Patient continued to be in great pain so Care Home called surgery but GP unavailable and other practice GPs would not deal with the matter. After some considerable time, GP agreed to reinstate tramadol and patches. Patient's relative would like any update received at HWL from GP.</p> <p>3. Marisco Medical Practice<br/>Patient went to GP surgery with severe pain and told curtly by receptionist there were no doctors available as it was staff training day at both surgeries. Advised to go to A&amp;E but pain was so severe patient could not bend to sit in car. Went to pharmacy who recommended strong painkillers. Relative called the surgery at Mablethorpe and Dr rang back hours later - patient seen 5 days later. Patient asks why both sites have staff training on the same day and is this safe for patients? Would also like to know how patients know if symptoms are serious if they have to wait 3-4 weeks for non-urgent appointment.</p> <p>4. Marisco Surgery<br/>Patient waited 3 weeks for an appointment and eventually had one at Chapel St Leonards. Nurse was very good but could not get blood from patient and had to get colleague to do this.</p> <p>5. Marisco Surgery<br/>Patient has repeat prescriptions and often has problems with pharmacy within Marisco, Mablethorpe. Medication is often incomplete or items delayed. As patient has to rely on someone taking her to surgery this can be difficult.</p> <p>6. Marisco Surgery (same concerns reported by another patient see points 11 &amp; 15)<br/>Patient concerned about long wait for urgent appointments. Had to go visit surgery at 7 am to get appointment, saw nurse, where bloods were taken. Patient had to chase surgery for results and was told there were 475 blood tests waiting to be seen by doctor and surgery would get in touch. Patient concerned about diagnosis and that no one at surgery seems to know what is going on. <b>HWL concerned about the backlog of blood tests waiting to be seen (475) particularly if delays could result in patients suffering or not receiving diagnosis early.</b></p> <p>7. Marisco Surgery<br/>Terminal cancer patient has had very little support from staff at surgery. Made aware of another organisation through Access Centre at Alford who are brilliant giving support they need. Access Centre also helped to provide transport for patient's daughter to visit from another county.</p> <p>8. Marisco Surgery<br/>Patient with terminal cancer felt let down by surgery. Another organisation supported patient during final weeks and offered bereavement counselling and support for partner after patient passed away.</p> <p>9. Marisco Surgery<br/>a. Patients requested to phone for appointments but when they get</p> |
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through all appointments are full. Many patients wait outside from 7 am to get an appointment.

b. Patients witness holidaymakers and temporary patients getting appointments ahead of permanent residents.

**Q What is surgery doing about the temporary resident problem? Are they being encouraged to join the practice, especially if patient is known to surgery and stays in a caravan every year?**

**Q Is surgery paid extra for these patients? Is drug bill being paid for by surgery and are patients' regular surgery being recharged where appropriate?**

**Q Why are patients not getting regular medicine reviews when on repeat prescriptions?**

**Q Why do GPs prescribe tablets such as Paracetamol when they can be bought over the counter so cheaply?**

**Q Why do patients with certain conditions get all their medication free - surely this should only be for long term conditions?**

10. Marisco Surgery

Patient not had medication review for over 18 months. Feels GP views them as depressed, prescribes tablets and then sends them away. Patient has enquired about other therapies but doctor was not interested. Patient would like to come off medication and spoke with pharmacist who said they should not just take themselves off medications as there could be side effects. Patient finds it difficult to get appointment at surgery and would have to wait at least 3 weeks to see doctor or nurse.

11. Marisco Surgery

Patient offered blood test in a month's time and understands there is a backlog of blood tests to be carried out. Other test result not on system 3 weeks later. Queue at surgery from 7 am to access appointment. Patient has no confidence in surgery.

12. Marisco Medical Centre

Patient with mental health issues feels that surgery is not providing a good service to its patients. Patients forced to queue outside surgery in the morning to get appointments as difficult to get through on the phone and then told appointments are gone. Normal wait for appointment is 3 weeks. Patient has been signed off from community team. Is not able to drive when on medication, so does not take tablets if needing to drive and therefore suffers consequences of anxiety.

13. St Barnabas Hospice/Marisco

Patient supported when partner diagnosed with terminal cancer. Bereavement Group in Louth has been brilliant and given partner back some confidence. Regularly in touch with GP and staff are wonderful. Patient did not tell partner of the diagnosis until they were terminal as there were in denial. Partner feels they didn't get much support from Marisco Surgery.

14. Marisco Surgery

Partner of patient with epilepsy and early dementia needs support. Informed by GP 6 months previously social services would do assessment but not heard anything. Partner finding it difficult supporting patient 24/7 and would like information on how to access support.

15. Marisco Surgery

Patient still awaiting blood test results. Informed over 475 tests waiting to be seen by doctor but if anything serious it would be red-flagged. Patient not confident it would be brought to doctor's attention any sooner. As patient has recent history of cancer they are very worried.

16. Resident of Mablethorpe sent a written complaint to GP surgery but haven't had a response to the complaint other than a holding letter a few weeks previous and nothing since. **HWL contacted the Practice Manager**

who responded saying “I am aware of the complaint which is currently being dealt with by the complaints officer and the Senior Partner has also been made aware of it. I can tell you that the complaint is being fully investigated and the all relevant facts and information is being gathered and looked into. Before replying to *the patient* we need to fully look into the complaint but I can assure you it is being dealt with and it is certainly not forgotten! Please inform *the patient* that we take all complaints seriously and give each one our full attention”.

17. Woodhall Spa New Surgery.

Patient having weekly treatment however it was stopped after 3 weeks as no GP appointments available. No patient details given

18. Marsh Medical Practice

Lack of confidentiality. Too many locum doctors who are not familiar with patient's condition. Staff don't appear to talk to each other. Appointment cancelled without warning. Telephoned practice 3 times in one day regarding blood test and given different information each time.

19. Merton Lodge, Alford

Pharmacy Staff sometimes very abrupt. GPs talk about themselves or have poor attitude to patient.

20. Bardney Surgery

Pharmacy refused to give prescription for 2 months as policy is only one month. Patient unable to drive for 6 months following operation.

Eventually GP agreed to script but only after causing stress and anxiety to patient.

21. Hawthorn Medical Centre

Difficulty with telephoning for appointment - long wait and when telephone answered, no appointments available. Only way to get an appointment is to go to surgery at 8 am and request appointment. The system needs sorting out to help patients.

22. Beacon Surgery

Patient tried for 3 weeks to get appointment at surgery. Patient's condition deteriorated and eventually saw nurse who would not prescribe antibiotics. Same evening patient was taken to Pilgrim Hospital A&E and admitted for 3 days. A&E doctor said that if patient had been given antibiotics they would have not had to be admitted. Patient unimpressed with service from GP surgery and now only sees doctor as private patient.

23. Beacon Medical Practice

Patient received physiotherapy last year and was told to make contact with them if required after discharge. First appointment offered to see GP in approximately 3 weeks.

24. Hawthorn/Beacon/Marisco Surgeries

Patients expressed concern over access to appointments at surgeries now that temporary residents are back in the area. These temporary residents come into the area every year. They ask:

**Q1 What is CCG doing to address this?**

**Q2 If people are living in caravans for 10 months of the year, are they entitled to be temporary patients or are they encouraged to register at the surgery?**

**Q3 If funding is attached to temporary residents, are surgeries benefitting from this additional revenue?**

25. Many surgeries put up information about appointments not attended.

**Q1 What are surgeries doing about these patients - how many appointments can someone miss before something is done?**

**Q2 What power do surgeries have to deal with this problem (eg charging patients/taking them off the lists/not giving them further appointments)?**

**Q3 Are surgeries actively doing something about making it easy to cancel appointments?**

**26. New Surgery - Woodhall Spa**

Patients needing to see a Dr who have become ill overnight or at the weekend have to go the surgery at 8 am and queue for an appointment. There is a telephone service but the line is mostly always engaged or appointments are gone by the time the phone is answered. The line does not have ring back service. Receptionists try to triage and decide if you are sick enough when doctor may call you back or issue late appointment which means at least an hour's wait. **Q. Could this surgery activate a ring back service so that patients do not have to stand in the rain when they are ill?**

**27. Beacon Medical Practice**

Patient finding it difficult to get Dioralyte medication prescribed as per consultant's instructions sent to GP. GP refused to prescribe as incorrect spelling used. Patient purchasing themselves until surgery sorted it out.

**General Comments - Dental**

**1. Dentist**

Two patients with dentist at Marisco unhappy with changes of dentists and inconsistency in level of service/care they were receiving. Now pay to see dentist privately and get regular check-ups etc. Feel it is wrong to have had to go to private provider but wanted to ensure they were looked after. New dentist found lump and referred one patient to Pilgrim Hospital for biopsy and found to be skin cancer for which they underwent treatment.

**2. Oasis Dental Skegness**

NHS patient (on lower band) had general check-up. Asked about clean and polish and was told lower band did not cover this and cost would be £60.

**General Comments - Pharmacy**

Patients on repeat prescriptions often have medication changed but still find previous medication printed on prescriptions. When notifying pharmacies, have generally been told 'not to worry about it'. Patients also expressed concern that prescriptions contain medication that can be bought over the counter which is an additional cost to NHS.

**Compliments - GP**

**1. Hawthorn Surgery**

Patient very happy that surgery now has clinic at Burgh le Marsh as this means less travelling for patients. Doctor is very good and listens to patients.

**2. Stickney Surgery**

General appointment outside of working hours arranged with named Dr but on arrival informed doctor was not available and saw another doctor. Referral made for physio and appointment within 7 days of GP appointment. Medical notes requested and supplied within 2 days at a charge, other paperwork scanned and on notes and available within 2 days. Very friendly service overall.

**Compliments - Dental**

**Boston Smile Centre**

Fantastic service - looked after by the team. Have had same dentist who is very good with patient who is older diabetic patient. Lots of support given around recent treatment resulting in removal of tooth. Dentist calm and focussed and explains everything in a way patient can understand. Patient nervous at recent treatment but dentist was very reassuring.

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|  | <p><b>Signposting</b><br/> Alford Dental Centre<br/> Patient advised needed root canal treatment and dentist wanted to refer to private dentist for this treatment as he does not have the equipment to perform this procedure.<br/> <b>Q1. Patient wants to know how he can find and NHS dentist who can perform procedure?</b><br/> <b>Q2. How to claim the cost (£850) back from the NHS if there is no NHS dentist who can perform this?</b></p>  |
| <p><b>South West x 5</b><br/> 3 x General Comments,<br/> 1 x Compliment,<br/> 1 x Signposting.</p> | <p><b>General Comments - GP</b><br/> 1. St John's Medical Centre<br/> Patient informed by very rude receptionist of 10 day wait to see a doctor but agreed to a GP telephone consultation 4 days later although aware of patient's pain. Receptionist did not ask about symptoms and was extremely unkind and unprofessional. Patient unhappy at the wait to see GP.<br/> 2. Swingbridge Surgery<br/> Receptionists are rude, discuss medical problems within hearing of other patients and have offered medical advice. When telephoning the surgery the line is very often engaged or the receptionist cuts the call. The attitude of the receptionists makes patients not want to visit the surgery, attending Out of Hours instead. Nevertheless, the Drs are kind and helpful.<br/> 3. Sleaford Medical Practice.<br/> Diabetic patient finding difficulties contacting surgery for appointments and when call answered receptionists insist on seeing the Practice Nurse. On visiting the Practice Nurse they then say patient needs to see the GP. After failing to get GP appointment after 3 weeks patient went to A&amp;E and diagnosed with infection and prescribed antibiotics. Returned to A&amp;E as injury still infected where tests taken and sepsis confirmed. Patient transferred to Pilgrim for amputation. Patient following complaints procedure.</p> <p><b>Compliments:- GP</b><br/> Millview Surgery, Sleaford<br/> Staff generally very friendly, helpful and try to fit appointments in urgently required.</p> <p><b>Signposting</b><br/> Resident in the Bottesford area of Lincolnshire looking for dental practice taking on NHS patients. <b>HWL - options given nearby.</b></p> |
| <p><b>South x 9</b><br/> 6 x General Comments GP, 1 x Compliment Dental, 2 x signposting</p>       | <p><b>General Comments:- GP</b><br/> 1. Holbeach Medical Centre<br/> Patients unable to pre-book appointments, having to queue at surgery. Patient states this is due to the appointment system that is used.<br/> 2. Holbeach Medical Centre<br/> Telephone engaged or put on hold for a very long time when trying to arrange appointment.<br/> 3. Beechfield Medical Centre<br/> Called practice 14 times to cancel appointment and on 15th attempt waited over 10 minutes to speak to someone. Persisted to ensure appointment not wasted and not recorded as DNA. Frustrating for callers but feel sorry that staff are working under such pressure. Receptionist polite.</p>  |



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|   | <p>4. Hereward<br/>Receptionists are rude and unhelpful. Patient's documentation not faxed to Peterborough Hospital and when patient called practice to chase this up, was told they could not help.</p> <p>5. Galletly<br/>Telephoned practice for elderly friend who could not move from their chair. Receptionist said they would get doctor to call back but would have to take friend to surgery. I could not move friend without them screaming in pain. Surgery is next door to the over-55 complex where patient lives!</p> <p>6. Holbeach Medical Centre<br/>Patient and parent carer visited GP with a number of issues but GP would only listen to one issue as patient only had 10 minutes. Three weeks for bloods appointment. Parent rang surgery as unhappy as blood pressure not taken and no examination of stomach, although records show these were completed. <i>HWL asks: Can carers request appointment and are patients' notes updated with carer information?</i></p> <p><b>Compliment - Dental</b><br/>Crescent Dental Practice<br/>Would recommend. Dentist treats patients like the most important person - not like a number.</p> <p><b>Signposting</b><br/>1. Patient had preventative double mastectomy would like 3D nipple tattoo to complete treatment. Referred to Peterborough but they have only just started this treatment and a relative has experience problems with their tattoo. Patient would like to go to Ipswich who have been carrying out procedure for longer period with a good record but GP will not fund treatment in Ipswich.<br/>2. Request for available NHS dental practices in Stamford.</p> |
| <p><b>West x 3</b><br/>2 x General Comments (GP)<br/>1 x Compliment</p> | <p><b>General Comments - GP</b><br/>1. Crossroads Medical Practice<br/>Patient had difficulties arranging an appointment, calling surgery multiple times. Surgery did eventually call patient but patient was put on hold without a response. Patient then visited surgery and was told due to shortage of Drs it was better to call into the surgery. Followed this advice and was given same day appointment.<br/>2. Glebe Practice<br/>Patient commented on ease of accessing appointment although practice has less GPs than previously. Shocked at number of DNAs and related waste of resources. Questions whether a fine be introduced as at dentists for those DNAs or that a sign be placed in practice stating 'missed appointments causes anxiety and frustration for those patients unable to access a GP appointment'.</p> <p><b>Compliment</b><br/>Branston Medical Practice<br/>GP practice helped patient find respite care and changing to another when first one not suitable. Arranged for OT visit to ensure home was safe and arranged mental health support. Arranged that nurse visits home regularly for blood pressure checks. Patient found experience positive.</p>   |

**Theme: LPFT**

| CCG Area<br>Number/Type of<br>Item Reported          | Details  |
|--|--|
| <p><b>East x 4</b><br/>4 x General<br/>Comments,</p> | <p><b>General Comments:-</b></p> <ol style="list-style-type: none"> <li>1. CAMHS<br/>Patient concerned by the serious lack of continuity, regularity, punctuality and competence of Forensic Psychologist representing CAMHS in Boston area</li> <li>2. Patient waiting for CBT at Archway Centre in Boston which they feel they would benefit greatly from but have been waiting quite some time.<br/><b>HWL - Contacted LPFT. Answer received and relayed to patient.</b></li> <li>3. Mental Health<br/>Patient with long term severe mental health issues no longer receives visits from CPN. Patient arrived for appointment with psychiatrist but found the office was closed with no explanation. Patient's relative does not know where to go for help and advice. Both patient and relative live in sheltered housing.</li> <li>4. Community Mental Health Team - Skegness<br/>Patient waited some time for expected appointment and on voicing complaint informed that Psychiatrist's annual leave had caused appointment delays. Long waits for all residents in Lincolnshire; patient feels that CMHT are overburdened with new referrals and staff have too much to do.</li> </ol> |
| <p><b>South x 1</b><br/>1 x General<br/>Comment</p>  | <p><b>General Comments:-</b><br/>Mental Health<br/>Carer of patient with long term mental health issues is concerned that they do not have a reasonable package of care in place eg requires early intervention when a crisis occurs, management of condition - review of medication and support to live a happy and fulfilling life in the community. Carer also feels they need support as believes current provider (Rethink) is under threat.</p>  |

**Theme: Out of Area**

| CCG Area<br>Number/Type of<br>Item Reported   | Details   |
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| <p><b>Nottingham<br/>Queens Medical<br/>Hospital</b><br/><br/>2 x General<br/>Comment</p> | <p><b>General Comments.</b></p> <ol style="list-style-type: none"> <li>1. Queen's Medical Centre Nottingham<br/>Everything was satisfactory and all medical decisions explained on arrival.</li> <li>2. Queens Medical Centre, Nottingham/Transport<br/>Patient referred to QMC for heart condition. Transport arranged to go to the hospital but when clinic finished late in the day, no return transport had been arranged. Nurse managed to organise a taxi to return patient home. Patient concerned at cost to the NHS</li> </ol> |
| <p><b>Peterborough<br/>City Hospital</b><br/><br/>1 x Compliment</p>                      | <p><b>Compliment.</b><br/><br/>Peterborough City Hospital<br/>Alzheimer's patient admitted as 999 emergency to A&amp;E before transferring to ward - smooth and efficient service. Following discharge LCC could not provide care package but now resident at Ashwood Nursing Home where care and attention are first class.</p>  |

**Theme: LHAC**

| CCG Area<br>Number/Type of<br>Item Reported | Details  |
|---|--|
| East x 1<br>1 x General<br>Comments         | <b>General Comments</b><br>Residents of Lincolnshire are concerned about the Maternity services at Pilgrim Hospital after reading that things may change. Looking for ways on how to access any meetings or forums where these facts can be put forward to the decision-makers |

**Theme: SIGNPOSTING ONLY**

| CCG Area<br>Number/Type of<br>Item Reported | Details  |
|---|--|
| East x 2                                    | 1. Enquiry regarding Yellow Fever vaccine.<br><b>HWL - located the designated centre for the Boston area and relayed this to the lady, with costs and how long this would take.</b><br>2. Sellwood Gardens Memory Support Group, Horncastle - request for information for group members. |
| South x 1                                   | Patient required information on who to contact about accessing a wheelchair as currently struggling with walking sticks.   |