

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 326 health and social care experiences were shared. 105 were formally reported to us and a further 221 via our feedback centre. The period relates to 1st - 31st July 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

1	Hospital
2	GPs
3	Home care

Top Topics in the South

1	GPs
2	Dental
3	Hospital

Top Topics in the West

1	Hospital
2	GPs
3	Care home
4	Social Care

Top Topics in the South-West

1	GP
2	Hospital
3	Home Care
4	NHS 111

Summary of patient, carer and service user Health and Care experiences

Period: 1 - 31 July 2016

Total number of experiences logged on database and shared in this report: 105

A more detailed report of the individually shared experiences received during July 2016 can be downloaded from Healthwatch Lincolnshire website

<http://www.healthwatchlincolnshire.co.uk/downloads/reports/hwl-monthly-summary/monthly-reports-2016/>

Area of Health or Care	Summary of experiences
Hospital Services	<p>United Lincolnshire Hospital Trust - Number of experiences received 26</p> <p>Lincoln County Hospital</p> <ul style="list-style-type: none"> • 4 compliments and positive experiences relating to Waddington Ward, A & E, Heart Services and Branston Ward • 7 informal and formal complaints relating to Orthopaedics, Branston Ward, A & E (1 item relates to undiagnosed/misdiagnosed), Breast care, Dermatology and an unspecified complaint already shared formally with ULHT • 1 general enquiry regarding staffing levels <p>Grantham Hospital</p> <ul style="list-style-type: none"> • 1 compliment relating to cancer services • 1 informal complaint relating to neurology <p>Pilgrim Hospital</p> <ul style="list-style-type: none"> • 6 compliments relating to the Stroke Unit, Rheumatology department, Nephology, Ward 3B and 1 relating to an unspecified service • 6 informal and formal complaints relating to A & E, Surgery (already referred to PALS), Staff concerns regarding car parking issues and charges and 3 unspecified serious issues that have resulting in formal complaints already submitted <p>Highlighted experiences</p> <p>1] Very young child made to wait and sleep in metal wheelchair for 5 hours - no communication or reassurance, staff not approachable and no help. Once admitted to paediatric ward, no further issues. Friendly staff, clean ward, good communication and attentive staff.</p> <p>2] Cannot fault surgical team and anaesthetist - very well informed and cared for. On the ward, all aspects of my care were given but there was a lack of happy atmosphere, almost curt with some patients at times. Domestic staff were warm and friendly. Nursing team, second to none of medical care but no info given for return home e.g. when to take dressings off, when can have bath, etc. No offer of washing, freshening up whilst confined to bed. Patient was told first on list, but was delayed. Mother was in waiting room (staff aware) but not informed of delay and she became worried.</p>

	<p>Communication with family members very poor.</p> <p>Treliske Hospital, Cornwall - Number of experiences received 1</p> <ul style="list-style-type: none"> • 1 ongoing formal complaint made against this hospital (patient now lives in Lincolnshire) <p>Nottingham City Hospital - Number of experiences received 1</p> <ul style="list-style-type: none"> • 1 compliment <p>Queens Medical Centre, Nottingham - Number of experiences received 1</p> <ul style="list-style-type: none"> • 1 informal complaint regarding child's treatment by the hospital <p>Diana Princess of Wales, Grimsby - Number of experiences received 1</p> <ul style="list-style-type: none"> • Informal complaint regarding staff attitudes, level of care <p>Ramsay Healthcare - Number of experiences received 1</p> <ul style="list-style-type: none"> • 1 complaint that has been shared with the provider and concerns lack of communication/information
NHS	<p>111 - Number of experiences received 2</p> <ul style="list-style-type: none"> • 1 compliment (patient entire outcome was within the hour); • 1 informal complaint regarding deaf patient after more than 2 hours waiting for a call back (advice from 111 that this was the way they deal with deaf patients) they had to go to A & E due to seriousness of illness <p>NHS England - Number of experiences received 1</p> <ul style="list-style-type: none"> • General comment regarding registering of temporary patients (East Lincolnshire)
Community Health (All services)	<p>Lincoln Walk-in Centre/GP service - Number of experiences received 1</p> <ul style="list-style-type: none"> • Informal complaint - patient felt time wasting between the 2 services was unnecessary <p>Johnson Hospital - Neurological outpatients - Number of experiences received 1</p> <ul style="list-style-type: none"> • Informal complaint regarding way patient was treated <p>John Coupland Hospital - Number of experiences received 1</p> <ul style="list-style-type: none"> • Concerns raised regarding possible hospital closure
Mental Health	<p>Lincolnshire Partnership Foundation Trust - Number of experiences received 3</p> <ul style="list-style-type: none"> • Concerns and informal complaints raised regarding staffing levels at Clayton House; waiting times for Paediatrics (6 months which was raised by professional support team as unacceptable) and requirement for medication review for resident in care (West Lincs) concerns raised by staff as to the length of time they have waited. <p>Highlighted experiences</p> <p>Clayton House concerns about staffing levels. Staff suffering with stress related issues due to understaffing. Staffing is at inadequate levels to cope with behaviour issues of residents particularly at busy times. Only 1 member of staff on at nights, who gives medication. Sometimes 1 other staff member sleeping in, but this</p>

	<p>is variable. One lady is concerned about her sister who needs 24 hour supervision but is sometimes left alone. Day services - complaints that not getting what they pay for as not enough staff to support. Manager works very hard and has employed another member of staff, but does not appear to get support from the organisation that run it. Questions raised by carers/family Q1. Is it right that a lone staff member gives medication? Q2. Are they doing anything to employ more staff?</p> <p>Lombard Medical Centre, Newark - Number of experiences received 1</p> <ul style="list-style-type: none"> • Informal complaint from family member regarding lack of support, patient is suicidal and being discharged
Patient Transport	<p>NSL - Number of experiences received 1</p> <ul style="list-style-type: none"> • Patient unhappy with the way they were treated by the call centre staff <p>EMAS - Number of experiences received 2</p> <ul style="list-style-type: none"> • Ambulance waiting time (stroke patient died waiting for the service); Difficulties for disabled carers to support family members <p>Highlighted experiences</p> <p>Parent of a daughter who suffers with rare blood disorder and has to be rushed to A&E on several occasions. Parent getting taxi there and back which is getting her in debt. Mother needs to be with daughter at admission, but is in a wheelchair. HWL - spoke with EMAS whose policy is that carers' wheelchairs, for H&S reasons cannot go into the ambulance.</p>
Primary Care: Dental General Practitioner Opticians Pharmacy	<p>Dental services - Number of experiences received 2</p> <ul style="list-style-type: none"> • Patient unhappy about service (den plan) asking for clarification and a student querying charges from Bourne Dental Practice (clarification requested from NHS England & LPN); questions asked about expectation of pre-payment by Smile Booth at Boston and text size of forms (patient has sight issues) • Compliment regarding special care dental service • Signposting for 2 patients in Stamford, both in urgent need of dentist in South Lincolnshire <p>GP Services - Number of experiences received 52</p> <p>East Lincolnshire (9 experiences)</p> <ul style="list-style-type: none"> • Greyfriars Surgery - 1 concern about waiting for appointments • Stickney Surgery - 2 concerns relating to lack of patient parking, and administration (5 letters received from surgery and hospital for one appointment date) • Old Leake Medical Centre - 1 concern regarding lack of wound dressing service resulted in patient having to take 50 mile round trip • Beacon Medical Centre - 1 concern regarding prescription delays

- Woodhall Spa New Surgery - 2 concerns about medication and appointments (patient was positive about some aspects)
- Marsh Medical Practice - 1 concern raised regarding specialist medication.
- Marisco Surgery - 1 concern regarding patient waiting 6 weeks for appointment

South Lincolnshire (5 experiences)

- Munro Medical Practice - 1 general comment regarding referral for special treatment, GP refused patient paid for private treatment but is financially unable to sustain this.
- Pennygate Surgery - 1 general comment regarding lack of advice given
- Littlebury Medical Centre - 1 general comment regarding patient being de-registered due to living for periods of time overseas
- Gosberton Surgery - 2 comments 1 informal complaint regarding medication confusion and delays and 1 due to concerns about change of triage service

Highlighted experience

Gosberton Medical Centre - Concerned resident, about gradual changes to the local health service at Gosberton. Until recently, patients could speak to a "Triage" nurse (where that word came from, we have no idea) who decided if the patient's condition was serious enough to warrant a same-day appointment. Although not ideal (we would much rather a GP decided), we accepted that situation. Today, however, to our alarm, we were told that, from now on, a receptionist would intervene and would decide on the next course of action. With respect to the administrative staff, who are very professional and courteous, it is unacceptable for someone not qualified in medicine to make such decisions. Patient information should be strictly confidential and only shared with a qualified GP who has the knowledge and experience to discern the urgency of the situation and the proper course of action. We absolutely refuse to discuss our personal health with anyone else. Although we understand that the NHS is under financial pressure, this is no excuse to abandon the professional and traditional procedures in healthcare. We feel, as do many others that these negative steps are the first signs of the gradual erosion of our essential NHS and that these changes will lead to wrong decisions, late diagnosis, and possibly even fatalities. We respectfully demand that this decision be reversed as soon as possible and patients be offered the normal appointment system or an emergency number to speak to a qualified GP. **Q) Could South Lincolnshire CCG make comment please, is the changes at Gosberton Medical Centre now normal practice?**

South West Lincolnshire (30 experiences)

- Ruskington Medical Centre - 1 concern raised regarding attitude of reception and appointments
- Sleaford Medical Group - 5 concerns raised regarding waiting

time for appointments, prescription difficulties, rushed consultations, waiting times for blood test results, dignity and respect. Some praise for Weekend/OOH service

- Billingham Surgery - 2 compliments (patients feel service is brilliant/excellent)
- St Johns Medical Centre - 3 comments raised ranging from satisfaction with service through to patient feeling GP unsympathetic and one patient is moving from survey due to lack of appointments and communication
- Vine Street Surgery - 1 general comment, patient feels the attitude of GP towards them was not acceptable
- Swingbridge Surgery - 3 comments regarding poor communication, experience of misdiagnosis and changes to triage system has resulted in lack of available appointments
- Springcliffe Surgery - 1 informal complaint regarding concerns with appointment/reception process
- Harrowby Lane surgery - 1 informal complaint regarding booking system and waiting times at surgery (3 hours)
- Colsterworth Surgery - 1 general comment regarding receiving a blood test
- Millview Medical Practice (Heckington, Sleaford) - 12 negative comments received regarding lack of appointments, notification of cancellations, attitudes of reception, prescription issues, staff shortages, uncomfortable waiting room (Heckington). Some positive comments made by patients within their experiences.

Highlighted experience

Millview Medical Practice - Patient has LD and schizophrenia has weekly injections at surgery (appointments booked for 6 weeks at a time). Last week was last appointment booked and receptionist made bookings for Mondays. Father spoke to surgery and explained Monday was not possible as it would mean son would have an overdose of medication. Appointments rebooked to accommodate. Patient received text message cancelling appointments but none to confirm appointments, went to surgery to confirm time for next appointment to be told doctor would phone them. Doctor phoned and told them that they would no longer be having the injections as (1) they had not kept latest appointment (2) surgery is not paid to do this - not in contract (3) should be done by community psychiatric nurse - father does not think there is one of these! Father tried to ring doctor to discuss but could not get past receptionist so rang consultant who rang surgery with same response. Patient keeps his own injections but has no syringes so father took him to Grantham A&E and had to wait 5 hours for injection to be done. Father has written to NHS England.

West Lincolnshire (6 experiences)

- Glebe Surgery - 3 general comments regarding lack of appointments and lack of doctors at the surgery but feeling is it is a good service when delivered. Communication issues

	<p>at times.</p> <ul style="list-style-type: none"> • Cleveland Surgery - 3 comments raised regarding waiting times for appointments <p>Highlighted experience Cleveland Surgery - mother phoned for appointment for child, thought that as she was under 5 they had to give appointment for same day. Rang many times between 8am and 12noon and could not get an appointment. Took child to A&E, they were diagnosed as having a virus and urine infection and temperature of nearly 41 degrees.</p> <p>Out of county - Surgery in Surrey, patient shared compliments about this service</p>
<p>Social Care: Adults Children Young Adults Care Homes Nursing Homes</p>	<p>Lincolnshire County Council and other Care Services - Number of experiences received 7</p> <ul style="list-style-type: none"> • Home Care - concerns raised about length of time waiting for re-assessment of care needs, provision of home care services and upgrade of nursing care from residential care <p>Highlighted experiences 1] Father was in very good care home and had to wait 6 months before care could be found so he could go home. Unfortunately he died before he could go home - family very disappointed with social worker. 2] Husband is in respite care and wife would like him to come home. Needs equipment and home care in place before this can happen. This is being worked on. Husband is happy to remain in his care home nursing home until everything in place. Financial assessment being carried out. Wife does not visit as she doesn't drive, leaving both husband and wife very isolated.</p>
<p>Other</p>	<p>Number of items received 2</p> <ul style="list-style-type: none"> • Member of public asking for information about defibrillator for their village hall (in East Lincolnshire) • Member of the public asking for information about success of staff recruitment (overseas, uptake of nursing degree places and the 'golden handshake' for GPs)

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