

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 259 health and social care experiences were shared. 63 were formally reported to us and a further 196 via our feedback centre. The period relates to 1st - 31st August 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	GPs
2	Hospital
3	111 Service
4	Out of Are
5	Pharmacy

Top Topics in the South

1	GPs
2	Mental Health
3	Social Care

Top Topics in the West

1	Health care
2	Dental
3	Hospital
4	GPs

Top Topics in the South-West

1	GPs
2	Hospital
3	Dental
4	Mental Health

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

Period: 1 - 31 August 2016

Total number of experiences logged on database and shared in this report: 63

A more detailed report of the individually shared experiences received during August 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 10</p> <p>Lincoln County Hospital</p> <ul style="list-style-type: none"> • 2 general comments - relating to discharge, infection control • 1 compliment - Eye clinic patient had very caring treatment <p>Grantham Hospital</p> <ul style="list-style-type: none"> • 1 general comment - A & E department misdiagnosis of fracture by the department <p>Louth Hospital</p> <ul style="list-style-type: none"> • 1 general comment regarding length of delays by various services <p>Pilgrim Hospital</p> <ul style="list-style-type: none"> • 2 compliments relating to Ward 3A and orthopaedic dept. • 2 general comments relating discharge, gastroenterology, A & E delays • complaints already submitted • 1 signposting - to PALS <p>Highlighted experience</p> <p>Patient went to Hospital as day case with orthopaedic department and was well treated. Very impressed with the level of care experienced and much higher level of care experienced this time compared to that received at another hospital where this procedure was done previously. Involved in all decisions concerning treatment from GP through to Consultant...</p> <p>Diana Princess of Wales, Grimsby - Number of experiences received 2</p> <ul style="list-style-type: none"> • Informal complaint regarding staff attitudes and level of care and confidentiality breach by consultant (talking about patients health issues in the waiting area in front of other patients).
NHS	<p>111 - Number of experiences received 2</p> <ul style="list-style-type: none"> • 2 general comments relating to number of questions asked to get signposted (patient felt they were unnecessary) and

	<p>caring attitude of 111 staff (but appalling attitude of doctor once referred).</p>
<p>Community Health (All services)</p>	<p>Lincolnshire Community Health Service - Number of experiences received 3</p> <ul style="list-style-type: none"> • 2 general comments relating to equipment allowance and attendance by district nurse (district nurse didn't attend patient for booked appointment). <p>Peterborough Walk in Centre - Number of experiences received 1</p> <ul style="list-style-type: none"> • 1 general comment relating to staff attitude
<p>Mental Health</p>	<p>Lincolnshire Partnership Foundation Trust - Number of experiences received 5</p> <ul style="list-style-type: none"> • 2 general comments relating to CAMHS waiting times and general lack of support for young people • 2 signposting carers to support groups for help with their cared for. • 1 concern raised about family member who has dementia (previously diagnosed with other mental health issues) and the lack of communication they received. <p>Highlighted experiences Residents expressed concern over lack of support for young people with mental health conditions in Lincolnshire. Felt there is lack of understanding from medical staff who only see physical side of conditions. Also felt there are not enough beds for young people with eating disorders and they have to travel out of county which causes more stress. CAMHS and Adult Services do not seem to communicate well when person transfers to adult service. Q. Parents ask; young people's expectations of service needs to be understood, and asked if they are entitled to a full explanation when transferring to adult service</p>
<p>Primary Care: Dental General Practitioner Opticians Pharmacy</p>	<p>Dental services - Number of experiences received 5 (3 Lincoln, 1 Boston, 1 Grantham)</p> <ul style="list-style-type: none"> • Parent unhappy about lack of baby changing facilities (advertised as a family friendly dentist) and had some issues with the treatment received. • Misdiagnosis of gum infection (root remained from previous extraction). • Patient had some issues with booking system • Patients needing NHS treatment in Lincoln and Grantham were signposted to local services. <p>Pharmacy services - Number of experiences received 2 (1 Boston, 1 Donington)</p> <ul style="list-style-type: none"> • Boston - waiting times for prescribed medication • Donington - relates to supply of specific (easy to swallow) medication, patient cannot get this locally so has to travel further afield which is a transport issue for them.

GP Services - Number of experiences received 18

East Lincolnshire (12 experiences)

- Spilsby - query regarding use of 0844 number
- Stickney - informal complaint (already sent to practice manager) with regards to medication and staff attitudes; compliment from one patient as to the caring attitude of staff and appointment process but some concerns raised with regards to prescription service (patients need to give 5-days' notice)
- Hawthorn - patient was unhappy about previous treatment at this surgery HWL provided advice.
- Stuart House - helped patient with disposal of sharps
- Merton Lodge - Patient concerned that INR service at the practice was being stopped, felt this would effect a lot of patients in this surgery. Patient written to Practice Manager, CCG and MP. HWL forwarded on to NHS England
- Marisco - patient unhappy about previous operation leaving them with disabilities but is pleased with support from surgery with physio. Several people commented that they felt they had received little support from their GPs (Marisco, Hawthorn, Beacon) when their loved ones were ill. They felt that the Hospice had been more supportive putting them in touch with counselling, Macmillan and aftercare for their relatives. Older people felt that GPs at the practice did not seem to care about them as they felt a burden as they came to terms with loss of a family member or partner. Q. Do GPs and staff know what services are available in local community to signpost patients to and do they read patients notes properly before meeting with the patient? Some concerns raised in relation to how the survey support dementia patients and local residents priority against holiday makers

South Lincolnshire (2 experiences)

- Sutterton - 1 general comment regarding child's MMR injection. Parent felt there was a lack of communication.
- Deepings Medical - patient unhappy about changes to a specific service which has resulted in longer waiting and travel times.

South West Lincolnshire (2 experiences)

- St Peter's Hill - patient felt there was a lack of care towards them. They did approach the Practice Manager about their concerns but the conversation was conducted in the reception area where the patient felt their personal health issues were discussed inappropriately.
- Billingham - patient unhappy about the change to their medication supply, doesn't feel the new brand is suitable for them.

West Lincolnshire (2 experiences)

- Welton - patient had concerns about accessible

	<p>appointments</p> <ul style="list-style-type: none"> • Pottergate - patient is concerned about consistency and use of locums, also missing test results and information which was being sent to neighbouring surgery.
<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"> • Mayflower housing - concerns raised about warden control service • Bluebird care - concerns raised about the reliability and consistency of care • Care home - Gainsborough - spouse received large invoice which they will have difficulty paying (LCC supporting the person with this). • Home care - concerns raised about finance care plans not being completed • Children's - concerns about criteria to ADHD and Autism services. 1 parent raised concerns about children in care and level of support received. • Carers First - required signposting help with drug and alcohol services.
<p>Lincoln Prison & North Sea Camp</p>	<p>Number of items received 8 Nottinghamshire Community Health Services</p> <p>During August we received 8 experiences from residents of Lincoln Prison and North Sea Camp, many of these experiences were shared with us in detail and contain very concerning feedback. A summary is below:</p> <p>Lincoln</p> <ul style="list-style-type: none"> • Patient waiting 7 days for any medication and pain killers (for mental health and tooth ache). • Patient had infection, no checks given and a week later the infection resulted in a chest infection. • Patient had collapsed vein in leg - lack of exercise and treatment led to the patient collapsing. • Patient requested on many occasions application to see healthcare, after 2 weeks still waiting. • Patient has ADHD, Autism and complex medical issues. After 8 months health have not agreed if the resident is fit to work. • Prison dentist - patient waited 3 months for dentist, fillings eventually fitted but they feel out • Patient in pain for 8 days, nurses lost medication.

	<p>North Sea Camp</p> <ul style="list-style-type: none">• Patient felt the service they have received should be complimented.
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