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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 202 health and social care experiences were shared. 90 were formally reported to us and a further 112 via our feedback centre. The period relates to 1st - 31st March 2016.

Breakdown of Themes by Area

Top Topics in the East

- 1 GPs
- 2 Hospital
- 3 Mental Health
- 4 Dental
- 5 Signposting

Top Topics in the West

- 1 Hospital
- 2 GPs
- 3 Social Care

Top Topics in the South

- 1 Hospital
- 2 GPs
- 3 Dentist
- 4 Mental Health

Top Topics in the South-West

- 1 Mental Health
- 2 Hospital
- 3 GP

Themes from Issues Received in March 2016

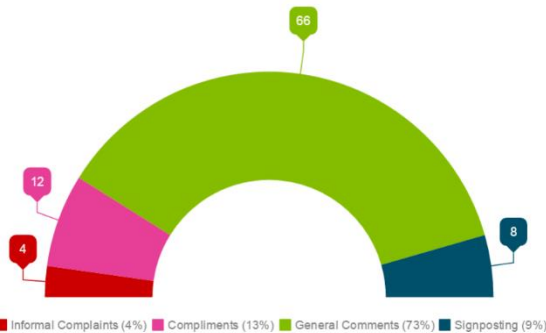
Top Medical Themes

1. Hospital.
2. GP.
3. Mental health.
4. Dental.
5. Signposting.



Top Subject Themes

1. Quality of Care.
2. Appointments.
3. Access.
4. Availability.
5. Communication.

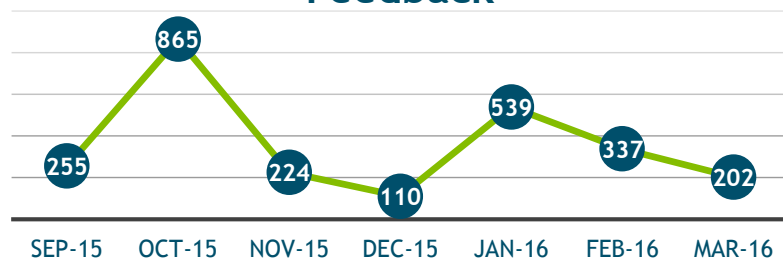


Comments Received throughout March 2016

- Informal Complaint - 4 (4%)
- General Comments - 66 (73%)
- Signposting - 8 (9%)
- Compliments - 12 (13%)

In March 2016 we received total of 202 comments regarding health and social care in Lincolnshire

Feedback Centre & Patient Feedback



March 2016 Overview

There is a trend running throughout this report which relates to how patients are reporting their experiences regarding communication. Examples of this include:

- Mental health services - patients feel the manner in which diagnosis and support is not being delivered in a caring and compassionate way.
- Prescription - lack of communication regarding prescribed medication.
- Reception staff - non-communicative clinical and reception staff that are not welcoming to patients.
- Contact details - incorrect information listed on correspondence or misleading information
- Transfer of patient details - resulting in family having to attend hospital for treatment instead of attending local GP.
- Diagnosis and support - for specific conditions, some patients and carers feel the lack of care offered left them with little or no support.
- Correspondence and appointments - letters being sent out with insufficient or lack of information.

Poor communication is an area of concern that we have previously raised this can have a detrimental effect on patients or their carer throughout their healthcare experience. From confusion about diagnosis, treatment or medication through to how people are dealt with by reception staff may all lead to negative experiences and potentially deteriorating health. *On behalf of Lincolnshire patients and carers, Healthwatch Lincolnshire (HWL) asks all providers and commissioners to consider improving methods of communication in areas such as explanations for medication, treatment and health conditions.*

Feedback Centre

Our HWL Feedback Centre has over 2,800 individual patient and carer comments available to view. Alongside the comments, we have a star rating system which enables local people to rate the following areas:

- Staff Attitudes.
- Waiting Times.
- Quality of Care.
- Dignity and Respect.
- Involvement in Decisions.
- Environment.
- Treatment Explanation.
-

To find out how your local services have been rated please visit www.healthwatchlincolnshire.co.uk and follow the links on the front page of our website.

Healthwatch Feedback Centre



March Summary Breakdown of Star Ratings

1 Star	3	2.68%
2 Star	2	1.79%
3 Star	3	2.68%
4 Star	20	17.86%
5 Star	84	75.00%

During the month of March we received 112 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

	Chart depicting ratings	Staff Attitudes	Waiting Times	Quality of Care	Dignity & Respect	Involvement in Decisions	Environment	Treatment Explanation
Doctors/GPs		4.5	4.1	4.6	4.5	4.4	4.4	4.5
Hospitals		4.7	4.3	4.7	4.6	4.5	4.5	4.6
Dentists		4.7	4.3	4.7	4.7	4.5	4.6	4.6

	January				February				March				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	3	67%	33%	4	4	25%	25%	3	2	100%	0%	5	
Community Based	3	66%	0%	4.3	2	50%	50%	3.5	0	0%	0%		
Dentist	8	100%	0%	4.8	1	100%	0%	5	5	80%	20%	3.8	
Doctors/GP	39	49.00%	36.00%	4.2	35	77.00%	17.00%	3.8	41	92.70%	4.90%	4.6	
Emergency Care	1	0.00%	100.00%	2	n/a	n/a	n/a	n/a	2	100.00%	0.00%	5	
Hospitals	261	85.00%	6%	4.2	145	92.00%	3%	4.6	50	92.00%	4%	4.7	
Mental Health	1	0%	100%	1	n/a	n/a	n/a	n/a	1	100%	0%	5	
Opticians	1	0%	100%	1	1	100%	0%	5	2	100%	0%	5	
Other	4	50%	50%	2.75	N/A	100%	0%	n/a	1	100%	0%	5	
Pharmacy's	3	67%	33%	4	1	67%	0%	5	0	0%	0%		
Social Care	3	100%	0%	4.7	1	100%	0%	4	8	100%	0%	4.5	
Total	327				190				112				

Theme: Adult Care and Carers

CCG Area Number/Type of Item Reported	Details
<p>East x 5 3 x General Comment 2 x Compliment</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. Caller moved from South of England to Lincolnshire; their experience relates to the new social care act. Payments have been confused between the 2 authorities causing them to be in debt to the bank to several thousand pounds. Caller writing to Chief Executive of previous County Council about this. 2. Daughter has regular respite care but parent has not received confirmation of funding for new financial year and phone calls to LCC are not being picked up. Also, nothing has been done about putting non-slip floor in the bathroom. 3. Patient has concerns about possible cuts to services, especially preventative services. Patient has been trying to stop smoking and finds the new service offered (QUIT 51) which is telephone/on line not very supportive. GP at Wainfleet not very helpful in this matter. <i>Q. Is this not going to hinder people who need more than a phone call/on line service?</i> <p>Compliments.</p> <ol style="list-style-type: none"> 1. Westerley Care Home - Woodhall Spa. Visited unannounced twice - pleasant staff, good atmosphere, no unpleasant odours. 2. Southwold Care Home - Tetford. Family member has relative as resident and says care is very good.
<p>South x 1 1 x Compliment</p>	<p>Compliments. Wellbeing Service</p> <ol style="list-style-type: none"> 1. This service was found to be a real positive experience. Helpful to husband who was receiving the help and to wife as support. All different parts of the service were excellent and felt they got exactly what they were seeking. Some confusion between different agencies e.g. occupational therapy, adult care, etc but very helpful on the phone until everything was sorted.
<p>South West x 1 1 x General Comments</p>	<p>General Comments. Adult Social Services only show up when they want to lower partner's assessment score despite the fact that they have a deteriorating condition.</p>
<p>West x 1 1 x General Comment</p>	<p>General Comments. Foxby Court Relative was resident in care home and had a number of falls which contributed to the deterioration of her health. Dentistry and home visits from dentist should be given more priority for the elderly in care homes as poor dental hygiene can lead to further illness. Communication and awareness of staff about whether the 'cared for' have own teeth.</p>

Theme - Acute Hospitals: ULHT

CCG Area Number/Type of Item Reported	Details
<p>East x 6 4 x General Comments 1 x Informal Complaint. 1 x Compliment.</p>	<p>General Comments - Pilgrim Hospital.</p> <p>a. A&E. Long wait in A&E and long wait after triage. Delay in saline being given which delayed transfer to Lincoln. <i>Q. From patient - "Why can patient not take prescription to pharmacy out of the hospital instead of a long wait for internal one"?</i></p> <p>b. Patient at Pilgrim Hospital waited 14 months for heart surgery. Eventually referred to Glenfield who also diagnosed growths in bladder which might have been cancerous. Again a long wait but now having surgery. Relative has contacted PALS and complaints at Pilgrim and had no response and has left messages with consultant's secretary whose answer phone message says they will call back but they don't. Relative does not know what else they can do. <i>HWL on behalf of patient and their family could the Trust provide an update as to any reasons for delay by PALS service?</i></p> <p>c. Urology. No problems with appointment or parking. Garbled message left on phone asking if patient was happy with treatment. Message almost impossible to hear, too fast to answer questions. <i>HWL comments - we support the Trusts policy to provide a follow up call to patients, however, we have some concerns that this patients experience did not result in a positive outcome.</i></p> <p>d. Informal Complaint (mental health). Parents of a young gentleman who is currently receiving treatment for their mental health condition. Previously was admitted to Ward 12 at Pilgrim Hospital for 2 weeks where the psychiatrist took them off their anti-depressants that they have been on for over 8 years. Patient was discharged with no medication, son stated they did not feel ready to be discharged but was sent home. Soon after the patient attended A&E in Pilgrim 3-4 times, they were eventually admitted to Nottingham Hospital then referred on to a hospital in Northampton where the patient's psychotic episodes are being looked into and will not be released until they are fit to do so. Family feel that Northampton are looking after their son, but the question still remains as to why Ward 12 did not look after them. Crisis team refused to come see the patient whilst in A&E, on admission to Ward 12 patient was not given anything to eat for over 12 hours, one nurse commented that they had assumed the patient had eaten so just logged it on their notes as such. <i>Comment raised by family - Family do not want this kind of treatment to happen to anyone else.</i></p> <p>Compliments - Pilgrim Hospital.</p> <p>e. Eye Clinic. Everyone pleasant and helpful, despite being busy. In and out within an hour - best experience yet.</p>
<p>West x 8 6 x General Comments 1 x Informal Complaint, 1 x Compliments</p>	<p>General Comments.</p> <p>1. Mother awaiting autism assessment for young child before date of funding runs out. Appointment in February was cancelled and no other appointment offered. Told they are third on the waiting list. First seen end July 2015. Educational Health Plan has been denied for full diagnosis. Mother worried son will be left at back of class with no support.</p>

2. Lincoln County Hospital.

a. Staff not fully aware of important procedures in cleaning and sterilizing of inpatient's nebulizer with filter used for inhalation of Colomycin and saline and no change even though matter was pointed out. Sick patient unable to do this themselves. I did point this out to a Staff Nurse quite early on after her admission and my wife remarked that there was no change! My wife was not well or mobile enough to do this for herself.

b. Doctor advised inpatient how unwell they were on admission and asked if they wished to have DNR placed on their records. Patient without family support in attendance when asked this question even though family visited once or twice daily. Next of kin was not informed of DNR and felt patient was asked when alone and vulnerable. *HWL asks what the Trust's policy of including family/carers in DNR decisions is.*

c. Patient fell over and was advised by District Nurse to visit A & E for treatment because of fall and a urine infection. Hard working staff could not be faulted but because A&E was so busy with no spare cubicles/wards patient taken home but given helpful advice. On another occasion patient was taken to hospital and allocated a bed, developed chest pains so was diverted to A&E. Remained in A & E for 8 hours due to the fact that their original bed was allocated to another patient.

d. Patient given paperwork with telephone number to contact for blood results after angiogram to check if normal medication can be recommenced. Tried ringing number on several occasions and it just rang continuously and on last occasion there was a message to say the number called was not in service. Contacted GP who had test results and was able to reinstate medication. *HWL - asks if the Trust could ensure their paperwork is updated with the correct contact number.*

e. Patient has had operation and chemotherapy for breast cancer. She has oedema in her arm and has had to search for advice herself. Finally found out about a sleeve that can be worn to help with this condition.

f. GP referred patient to Gynaecology as suspected prolapse early 2016, not received appointment in the post so patient contacted the appointment line mid-March 16. No referral was present on the computer meaning the appointment had not been made. This was rectified and an appointment was made for mid-April. Patient received a letter in the post to cancel the April appointment with no explanation given and nothing else booked. On patient contacting the hospital it seems the GP had put referral through as urgent and this had been changed to routine. Patient is in pain and feels the problem is getting worse all the time. As the patient had an appointment booked with the GP HWL suggested they speak to the GP about it, if nothing is resolved then HWL can advise of the next step. *HWL would like to ask on behalf of this patient why an urgent referral can be downgraded to routine without any liaison with GP or patient.*

Informal Complaint - Lincoln County Hospital.

g. Patient had a procedure late 2015, went into Greetwell Ward. Informed procedure was routine, patient placed on 4 hourly observations. Patient complained to nurse feeling unwell, Dr came over where it evolved

	<p>that the patient had been given an over dose of pain relief. If this hadn't been noticed the patient feels they would not be here today as would have gone into a coma. HWL - advised to contact Complaints department Compliments: Lincoln County Hospital.</p> <p>h. Very good experience when relative attended for angiogram. Appointments sent in good time and queries fully answered, and also at pre-assessment. On day of procedure staff were very welcoming and friendly and created a good atmosphere. Procedure and timings all explained fully and time given to pick patient up was given - which was kept to.</p>
<p>South West x 2 2 x Compliment</p>	<p>Compliments - Grantham Hospital.</p> <p>a. Breast Screening. Very professional, friendly, welcoming and straight forward. Change of appointment and feedback all handled promptly and perfectly.</p> <p>b. Glaucoma Clinic. Appointments system has improved by only sending letters out a couple of weeks before the appointment and then sticking to it, unless patient can't accept it. Latest appointment was on a Saturday when hospital was quieter and whole process kept to time and was quite enjoyable.</p>

Theme: Specific Issues Relating to Patients Living in CCG Areas

CCG Area Number/Type of Item Reported	Details
<p>South CCG x 2 1 x General Comments</p>	<p>General Comments.</p> <p>1. Actioned to South CCG. Resident of Stamford has been trying for a few years to conceive after medication then a procedure, it was stated that they are unable to get pregnant unless using IVF. The resident was then told they would have to pay for this service as husband had children from a previous relationship. Lady doesn't have children and thinks they should be entitled to this service. South CCG provided HWL with criteria for IVF, which in turn was passed to the resident.</p> <p>2. Long waiting time in trauma ward to see surgeon as he was busy - surely there should be back up in emergency.</p>
<p>East CCG x 3 2 x General Comments 1 x Signposting</p>	<p>General Comments.</p> <p>1. GP asked about collaboration between organisations and providers. Understanding is that GPs are being encouraged to work together but not seeing this in practice. Examples of this include:</p> <p>a. Alzheimer's Society set up dementia café at Sutton on Sea and not willing to send support worker to Recollections Café (3 miles away) when support requested by organiser.</p> <p>b. ELDC has set up "dementia walk" on Mondays, aware of GP meeting on Friday, facilities were made available to GP to meet there/drop in for refreshments and told it was too far for walkers. GP feels that until organisation work together for the greater good of the community then they don't feel that this will move forward.</p> <p>2. Patients with Alzheimer's/dementia are getting better response when treated with patches rather than tablets, which cause severe reactions in majority of patients. Very few experience symptoms with the patches.</p>

	<p>When patients request the patches they are told they are expensive and have to try tablets first.</p> <p>Signposting 3. Request for information on who can assist with getting hand rails in the home. <i>HWL - information given on Age UK and Wellbeing Service.</i></p>
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Theme - Patient Transport: Non-Emergency NSL

CCG Area Number/Type of Item Reported	Details
<p>East x 1 1 x General Comments</p>	<p>General Comments. NSL. Refused transport for patient who was going from Skegness to Peterborough for a procedure. Patient does not know how they are going to travel to the appointment as they cannot afford to pay for the transport. They usually would drive themselves but as going for a procedure cannot leave car at the hospital until they are well enough to collect in a few weeks' time. <i>HWL - have asked the Hospital if they can provide the transport, Hospital confirmed they would transport this patient.</i></p>
<p>West x 1 1 x signposting only</p>	<p>NSL - Lincolnshire resident required transport for a hospital appointment towards the end of March, was refused access to NSL service. Stated they only had pension and could not afford to pay for a taxi. When HWL asked if they were in receipt of any mobility allowances, it became apparent that they had the allowance. <i>HWL explained that this is what the allowance was for, to transport people to their medical appointments. Are residents informed of this when contacting NSL, or just refused without explanation? HWL gave the resident volunteer car scheme phone numbers for their area.</i></p>

Theme - EMAS

CCG Area Number/Type of Item Reported	Details
<p>East x 1 1 x General Comment</p>	<p>General Comments - positive Husband looks after wife who has dementia. Recently she had a fall and ambulance arrived quickly - looked after well by ambulance staff and Pilgrim Hospital staff. Discharged home after 3 hours.</p>

Theme - Community Health Services: LCHS

CCG Area Number/Type of Item Reported	Details
<p>West x 1 1 x General Comments</p>	<p>General Comment - John Coupland Hospital. Patient attended for blood test - nurse was uncommunicative and looked very glum and didn't say good morning. Two patients went in at same time, patient asked which chair to sit on, and nurse ignored her and told her brusquely to take her coat off. Atmosphere was not pleasant, no conversation was made to put patients at ease and patient got the impression that nurse did not want to be there and didn't enjoy her job.</p>

	Been for numerous blood tests at this hospital and have never encountered unpleasantness before from any other nurse.
East x 3 1 x General Comments 1 x Informal Complaint 1 x Compliment	<p>General Comment.</p> <p>1. Patient been in and out of Louth Hospital for just over a year. Still no diagnosis reached and patient has little understanding of what treatment or procedures took place. Patient recently made aware that most of their notes were missing from the past years appointments.</p> <p>Informal Complaint.</p> <p>2. Parents moved to Lincolnshire mid-2015. Young son requires speech and language therapy one-to-one once weekly, which he received in previous county. Unfortunately this was not deemed necessary in Lincolnshire. Parents fighting for what is best for their son as he was coming on in leaps and bounds previously, now feels there is no continuity and son suffering. Parent appreciates the fact that not all counties are the same but doesn't want son to miss out in the early years as this stage makes a difference. <i>HWL has escalated this item to LCHS - Andy Rix looking into, HWL has requested an update.</i></p> <p>Compliment.</p> <p>3. Patient attended Louth Hospital as had injured face. Felt they were treated very well and everyone was polite and kind.</p>
South x 2 2 x General Comments	<p>General Comments - Johnson Hospital.</p> <p>a. Patient had breathing difficulties due to polyps and migraines. Had MRI scan in 2007 and told all clear. Saw different GP in 2015 who reviewed the scan and saw a shadow. GP explained what this could be and arranged for new CT scan, which revealed a larger shadow. Doctor explained he didn't think it was cancer and has prescribed drops to shrink polyps. Patient has lost sense of smell and taste and still no wiser as to diagnosis. In 2016 saw another doctor and got the impression that he had not seen my previous records and didn't know why I was there. Has arranged to check for allergy to dust mites and a follow up appointment. Patient still has undiagnosed shadow.</p> <p>b. Neurology. Patient found consultant difficult to understand because of strong accent, speaking very quickly and was not sure what was being communicated to them. Consultant spoke more to patient's daughter and patient felt they didn't need to be there. GP had sent referral letter to consultant but patient didn't understand questions consultant was asking. During physical examination patient understood better as consultant spoke much slower and seemed friendlier.</p>

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

CCG Area Number/Type of Item Reported	Details
East x 13 13 x General Comments (11 x GP Surgeries) (2 x Dental)	<p>General Comments - GP Practices.</p> <p>1. Infant taken into care - was registered with Hawthorne Medical Practice but moved to Beacon Medical Practice area. Infant had very high temperature and in distressed condition and both practices refused to see infant due to move of registration documentation not being completed. Infant taken to Skegness Hospital and after 6 hours treatment, discharged with prescription. Doctor at hospital could not understand why practices</p>

refused an appointment or treatment. *HWL would like to ask either GP Practices why such a situation could occur.*

2. **Merton Lodge Surgery.** Patient feels he doesn't get much support from GP for depression/loneliness - GP wants to give him medication which he doesn't want. Patient gets lots of support and companionship through Access Centre, Alford which he appreciates.

3. **Old Leake Surgery.** Patient been given date for hernia procedure at Parkside Surgery, only seen by GP a week earlier. Patient happy to go to Surgery rather than hospital although not given a choice.

4. **Newmarket Surgery.** Husband discharged from Pilgrim Hospital and had Wellbeing support for 6 weeks. Wife felt she needed further support and was referred to Adult Social Care who put care package in place. Wife very happy with way everyone worked in husband's interest and had praise for the people who worked together through GP.

5. **Marisco Surgery.** Lady asked GP for support as her husband had recently been diagnosed with dementia, no support was forthcoming. She felt let down and didn't know where to turn. Alzheimer's Society didn't seem to know about local support in east coast area. Thankfully both have been attending dementia group for 3 months now.

6. **Marisco Surgery.** Patients have noticed increased difficulty in getting appointments in the last few weeks. Caravan sites are filling up and patients are being advised to go to A&E at Pilgrim rather than going to the surgery.

7. **Marisco Surgery.** Patient with multiple health issues, contacted 111 who suggested they call their GP surgery. On doing so the surgery stated they could not call back for a couple of hours and then it may not be a GP but a senior nurse. Patient feels that they do not have a joined up approach with all care needs, no-one talking to each other. Cancer has been mentioned but the appointment is not for another few weeks. No-one chasing this up on behalf of the patient. *Patient asks "should this not have been a 2 week wait"?*

8. **Horncastle Medical Group.** Patients have complained about several of the reception staff at the surgery, feel they are rude and abrupt with the patients

9. **Horncastle Medical Group.** Patient had appointment with Nurse Practitioner because they had been unwell for 3 days with what patient thought was a chest infection. Nurse said it was a virus and to buy over the counter medication, then started writing notes on the computer so patient left although only been in room for 2 minutes. Patient found attitude unprofessional and will not go to surgery again.

10. **Tasburgh Lodge.** Patient in waiting room observed no one was answering the telephone which rang continuously. Receptionists did not seem very caring or interested. Patient says that practice has lost three members of staff who had been there for some time and new staff do not appear to have completed their training yet. Queue for patients waiting was out of the door into the street.

	<p>11. Merton Lodge. Pharmacy staff sometimes very abrupt. GPs either talk about themselves or have attitude of well what do you want me to do about it? <i>Patient feels they should maybe listen to the person or point them in the right direction.</i></p> <p>General Comments - Dental</p> <p>1. Patient on ESA needing support/information with regard to Optician and Dentist - given info re dentist and told them to register and book appointment. PIP assessment completed but has been declined - advised to go back to CAB who supported them with application and will help with the appeal.</p> <p>2. Patient (trained dental nurse) had broken tooth and was alarmed at how dentist tried to con her into accepting treatment she did not need. <i>Q. Patient asked: How do we know whether dentists are giving patients correct level of information or are they trying to get payment for treatment that they don't actually need? Is this being monitored and what/how are they doing this?</i></p>
<p>South West x 3 2 x General Comments 1 x Signposting (Dental)</p>	<p>General Comments. GP Practices.</p> <p>1. Billingham Surgery. Patient was given prescription for different insulin from pharmacy with no explanation, following appointment with diabetic nurse.</p> <p>2. St John's Surgery. On receiving results of test, wife was prescribed antibiotics by GP. Prescription sent to pharmacist but failed to inform patient or carer (husband). Only on phoning GP 8 days later regarding wife's symptoms it was discovered that antibiotics had been prescribed</p> <p>Signposting. Dentist required in the Grantham area. <i>HWL - options given in the Newark area.</i></p>
<p>South x 8 4 x General Comments 1 x Compliment (GPs) 2 x General Comments, 1 x Signposting</p>	<p>General Comments - GPs Practices.</p> <p>1. The Sheepmarket Surgery. Really difficult to get an appointment to see a doctor. Patient has a health condition which puts them at high risk and if ill this can be extremely dangerous.</p> <p>2. The Little Surgery. Surgery now part of a bigger group, patient has concerns about change in individual attention from that at present.</p> <p>3. St Mary's Medical Centre, Stamford. Patient attends St Barnabas Hospice and was talking to therapist who recognised patient was very down and emotional and recommended contacting GP for an appointment as she was worried about patient's mental health. Patient rang GP on this advice for medication review and was told there were no appointments, but receptionist recognised this was urgent and put patient through to nurse who said she had a lot of sick people waiting and was busy and that patient should ring reception again. Patient put phone down in tears and didn't ring back because too upset.</p> <p>4. Moulton GP Surgery. Patient had problems with knee for 7 years, was recently sent away with tablets to return in 4 weeks, although patient was hoping for scan to sort problem. GP polite and gave great care and advice about gym but would have liked investigation of problem rather than just tablets.</p>

	<p>Compliment - Beechfield Medical Centre. Patient is pleased that on turning 65 he has been called forward for additional medical checks by his GP without requesting them, eg flu jab, aortic embolism test, cholesterol test, bowel screening.</p> <p>General Comments - Dental.</p> <ol style="list-style-type: none"> 1. Lady looking for dentist in Stamford area. Werrington Dental practice have taken her off list and cannot offer appointment until end of year. 2. Lady looking for dentist for young child (Bourne area). No-one in Bourne has spaces, unless parents pay privately, children cannot be registered. Lady checked with 111 and was told this is correct. <p>Signposting Dentist required in Stamford area. <i>HWL provided relevant signposting.</i></p>
<p>West x 5 5 x General Comments (4 x GP 1 x Dental)</p>	<p>General Comments. GP Practices.</p> <ol style="list-style-type: none"> 1. Brant Road Surgery. Patient felt GP rushed appointment and was not listened to. Ambulance called for patient 3 days later as still unwell and given medication in hospital. 2. Newark Road Surgery - ACTIONED. Patient commented felt they had been pushed from pillar to post regarding a referral. After a few months still waiting for an appointment and no-one could answer their query. <i>HWL - contacted the Surgery and found that an appointment had been made that day for the patient for a consultation. Relayed to the patient who is happy with this?</i> 3. Portland Medical Centre. Patient stated they had lost faith in this practice, has spoken with numerous staff members with regards to not being able to get through on the phone at any time during the day, to date nothing has been rectified. Cannot get an appointment when they eventually do manage to get through. Lack of staff across the board. Feels they are doing what they can but thinks the practice has too many patients for the number of staff and cannot cope. Whilst waiting in line early morning, there were 12 patients waiting to be seen and someone waiting to register with the practice? The patient being registered was not in a confidential area therefore all others waiting heard everything that was being said. 4. Crossroads Medical Practice. Patient saw a locum GP at the surgery recently, which required their temperature to be taken. The GP mentioned that they use their own equipment, on taking the ear monitor out of the bag the patient noticed that the cap that goes in the ear was spilt, and after using on the patient the GP did not dispose of the cap but placed this on the table. <i>Patient asks - for infection control should this not have been disposed of? Or cleaned in any way? What are the protocols for this? And are all locums made aware? HWL - advised the patient to speak to the Practice Manager.</i> 5. Dental. Unable to access local NHS dentist in Horncastle. Rely on public transport.

Theme: LPFT

CCG Area Number/Type of Item Reported	Details
<p>East x 2 2 x General Comments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> <li data-bbox="427 349 1445 416">1. Lady been waiting since June 2015 for help from Mental Health Service. Been told on list for CBT. <li data-bbox="427 454 1445 689">2. Patient referred to Archway Centre to see psychology. At appointment in January, was told it was a long waiting list. <u>In March got phone call from Archway to say it would be 2 year wait.</u> CPN/CMHT support stopped at point of referral to Archway. Patient doesn't know what to expect of Archway and doesn't have CPN or anyone to ask. Has support from PF MIND - would like information on support groups in Boston. <i>HWL - advised of support groups in their area.</i>
<p>South x 2 2 x General Comments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> <li data-bbox="427 741 1445 1077">1. Psychiatrist did not treat patient as a person. Told them about two types of dementia but did not give information about this, other than it affects 2 parts of the brain but did not explain condition. Treatment was discussed but then dismissed as option and did not give reason or clarity for this. Psychiatrist was very offhand and cold in her manner. Partner spoke to CPN who told them to tell family but didn't think patient should hear it to prevent upset. Patient was fast tracked and discharged. Partner visited GP who referred to MIND, who in turn advised to attend GP for information regarding treatment options. Now has appointment at Stamford Resource Centre <li data-bbox="427 1099 1445 1301">2. Stamford Resource Centre. Patient was staggered at attitude of psychiatrist in diagnosing Alzheimer's and dementia - so cold and factual, not time given and easily dismissed. Staff at Resource Centre were fine. <i>HWL comments on behalf of patients, could the service allow for additional time to be set aside for patients and carers when receiving diagnosis such as this.</i>
<p>South West x 3 3 x General Comments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> <li data-bbox="427 1352 1445 1487">1. A number of patients have reported that they are now helping other patients who have more complex needs and that they are not equipped to do this, and that they do not get the support they need to manage crises and urgent situation. <li data-bbox="427 1525 1445 1659">2. At a meeting of Mental Health Partnership Group there was an issue raised that members were having difficulty recruiting volunteers. An action was planned to work with Community Partnership Teams, however, no contact had been made with volunteer centres. <li data-bbox="427 1697 1445 1859">3. CMHT - Beaconfield, Grantham. Patient waited for follow up appointment with a psychiatrist but felt psychiatrist was not taking them seriously. Discharged back to GP but felt was not being supported or offered any treatment. Since been re-referred to same psychiatrist and waiting for appointment. Also waiting to start CBT.

Theme: Public Health

CCG Area Number/Type of Item Reported	Details
All CCG Areas x 1	Compliments. Bowel Cancer Screening. Routine screening undertaken at home. Information very helpful and process is speedy and clear.

Theme: Children's Services

CCG Area Number/Type of Item Reported	Details
West x 1 1 x General Comment	General Comments. Father shared comments regarding autistic child who is in residential school from Monday to Friday and home for weekends and holidays. Father is on own with 2 other children since marriage breakdown. Child has become abusive and violent and threatens harm to others. Needs support for when daughter is at home.
South x 2 2 x General Comments	General Comments. 1. Parent of child transferring from statement to EHC, and is at Priory School, Spalding has requested full assessment, part of which would be reports from NHS as child is diagnosed ASD and Tourette's. School have tried to get referral but NHS are treating this as referral from the school for an appointment and not request for EHC assessment. Both parent and school have exhausted all avenues available to them and have not been successful in obtaining the reports. It is hoped that the local Authority can request the reports in the usual manner and look at the process for these schools to use in the future. 2. Parents cannot get answers regarding child's diagnosis for autism. GP told them it was school, school said it was school nurse, nurse said it was not her. Educational psychologist meeting arranged with parents and staff including observation of child. <i>Parent asks the question - how they get referral to Community Paediatrician?</i>

Theme: Private Providers

CCG Area Number/Type of Item Reported	Details
West x 1 1 x General Comment	General Comments. St Barnabas. Bereavement phone number is a Lincoln code, many people will not use it as they think it is for Lincoln based people only. <i>Patient asks Is there a generic phone number that can be used.</i>

<p>East x 2 1 x General Comment 1 x Compliment</p>	<p>General Comments. Alzheimer's Society. Patient read advert about Side by Side service which is stated as countywide. Patient wanted to register for service to support her and husband who has dementia. Was told doesn't cover Louth area, nearest is Lincoln and person on phone did not understand the distance between the two and the transport issues faced in Lincolnshire. <i>Q. Patient asked: How can Alzheimer's Society state it is countywide service but they do not cover parts of county?</i></p> <p>Compliment. Boston West Hospital. Day patient pleased with treatment and all staff very pleasant.</p>
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Theme: Out of Area

<p>CCG Area Number/Type of Item Reported</p>	<p>Details</p>
<p>Addenbrookes Hospital 2 x General Comments (by patients in the South)</p>	<p>General Comments.</p> <p>1. Addenbrookes. Transplant Clinic, far too long waiting in clinics. Blood tests are now done in main blood area for kidney transplant clinics which causes really long delays - patients can wait an hour and a half for blood tests, then wait for the doctor and blood results - always a long stressful day.</p> <p>2. Addenbrookes. Transplant clinic, waiting times are difficult in outpatients, transplant clinic waiting times are better than for bloods.</p>
<p>Peterborough Hospital 1 x General Comment</p>	<p>General Comments. Healthy Living Centre - Peterborough. Patient had in-growing toenail procedure, had a number of infections afterwards. Informed not to wear shoes for a few months. Request for remaining nail on both toes to be removed as in pain, still waiting.</p>
<p>Kettering Hospital 1 x Compliment</p>	<p>Compliment. Kettering Hospital. Patient went for pacemaker and defibrillator to be fitted, very satisfied with care and treatment.</p>

Healthwatch Lincolnshire Project Priority Areas 2016/17

Our project delivery plans include liaison with organisations delivering services in the areas below. This will ensure our projects are working in partnership with the right people to enable us to get the best project outcomes.

Area of Work	Project Outline	Timeline
<p>Delayed discharge</p> <p>Project lead - Nicola Tallent</p>	<p>Scope of this work includes FOI to ULHT, LPFT, LCHS, LCC to gather performance data from all providers and an update as to their action plans to improve current situation.</p> <p>We are also running a quick poll on our website for patients and carers to provide first-hand experience.</p>	<p>April - June 2016.</p>
<p>Prescription and medications</p> <p>Project lead - Sarah Fletcher</p>	<p>This work will cover the following:</p> <ol style="list-style-type: none"> 1. Patient, carer and family experiences of stock pile medications; ability to access GP for repeat prescriptions; medication reviews and understand of prescribed medication. 2. Working with Community Pharmacy services to learn more about the level of unused medications being returned. 3. General survey to assess the 'appetite' for Telemed service in Lincolnshire. 	<p>Work commence June 2016 - expected finish December 2016.</p>
<p>Care Services</p> <p>Project leads - Nicola Tallent and Tim Barzycki</p>	<p>Working closely with Lincolnshire Adult Social Care we will be looking at experiences of:</p> <p>Transition to adult services.</p> <p>Personal Health Budgets.</p> <p>Carers Assessment and hidden carers.</p> <p>Re-enablement services.</p>	<p>Work to commence May 2016 - end date TBC.</p>
<p>Access to services for people living in remote rural communities</p> <p>Project lead - Dean Odell</p>	<p>This will be a cross cutting theme to gain a better understanding of how people living in isolated communities are accessing all health and care services.</p>	<p>Project to run throughout the year to December 2016.</p>
<p>Specialist dental services</p> <p>Project lead - Mike Hill</p>	<p>The project will be to help identify any inequalities for people living in care homes and other isolated situations who require access to dental services.</p>	<p>September - November 2016.</p>

Mental Health Inpatient Project lead - Nicola Tallent	We will be completing a series of Enter & View Visits to complete this activity.	TBC.
CAMHS Project lead - Tim Barzycki	Working closely with Lincolnshire County Council Children's Services to review CAMHS service following introduction of new delivery model.	Commence planning December 2016 - complete March 2017 (TBC).
Preventative services Project lead - Sarah Fletcher	Working closely with Lincolnshire Public Health to support the promotion of self-help health messages. We are also completing a project to gather the patient experiences of accessing GP and hospital services for a range of screening, tests and immunisation requirements.	Throughout the year. Commence May 2016 complete by August 2016.
Cancer Services Project leads - Nicola Tallent & Sarah Fletcher	Working closely with Lincolnshire West CCG and Lincolnshire Cancer Patient Forum final project scope needs to be agreed.	Autumn 2016 TBC.
Diabetes - project lead TBC	We have not yet agreed the outline for this project and hope to work closely with 4 Lincolnshire CCGs on final project requirements.	TBC.
Dementia - project lead TBC	We intend to link to Dementia Alliance and 4 Lincolnshire CCGs on what the areas of patient or carer experiences may be required.	TBC.