



Healthwatch Lincolnshire

Unit 12
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December Summary Report 2016

This report produced by Healthwatch Lincolnshire contains patient, carer and service user experiences of their health and care services for the period 1 - 31 December 2016.

We would like to highlight the following:

Overall the comments were positive about how patients were treated by healthcare staff once they were able to access the services. However, the high level of comments we continue to receive regarding waiting times to see GP or access hospital appointments for diagnosis or treatment is concerning.

Issues such as a patient feeling they were unable to discuss confidential matters at reception without them being overheard (and repeated) is something that should not be happening. All services should have confidential areas for patients to discuss their health matters and staff should be reminded of confidentiality policies.

Hospital cleanliness was commented upon - as a positive

West CCG area - a number of patients shared their concerns with regards to the changes in obtaining repeat prescriptions. On behalf of patients living in West Lincolnshire experiencing these changes we would like to ask the CCG to provide additional explanation as to why this decision was made. Also, we would agree with some of the patient feedback that this change was significant enough to warrant pre-engagement and consultation with those most affected.

Children's services - long waits for access to paediatrics and CAMHS has been raised this month, along with some parents feeling their child's health needs had not been addressed in a timely fashion.

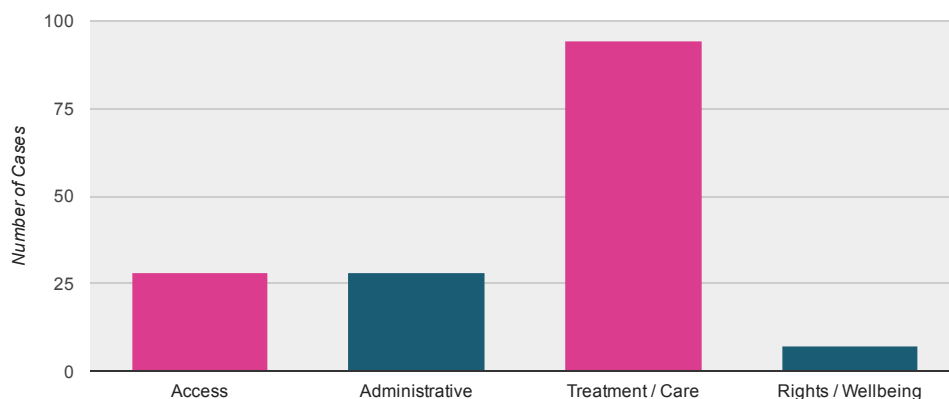
Wainfleet Surgery - Healthwatch Lincolnshire is very aware of the issues surrounding the closure of this surgery and was pleased to be able to share all the comments raised by patients within this report directly (and in a timely way) with the CCG as part of their intelligence gathering.

We are receiving a small number of comments from patients with regards to changes in services being offered by their GP services, eg ear syringe. We would like to ask all 4 CCGs and LMC to consider offering a lead in time with much more prior notice when local additional services are being stopped. Implications for those most vulnerable can be quite severe, for instance we have had one older patient who had hearing difficulties and required regular treatments to help their hearing, step out into the road in front of traffic as they hadn't received their regular ear syringe and couldn't hear the cars coming.

Statistics

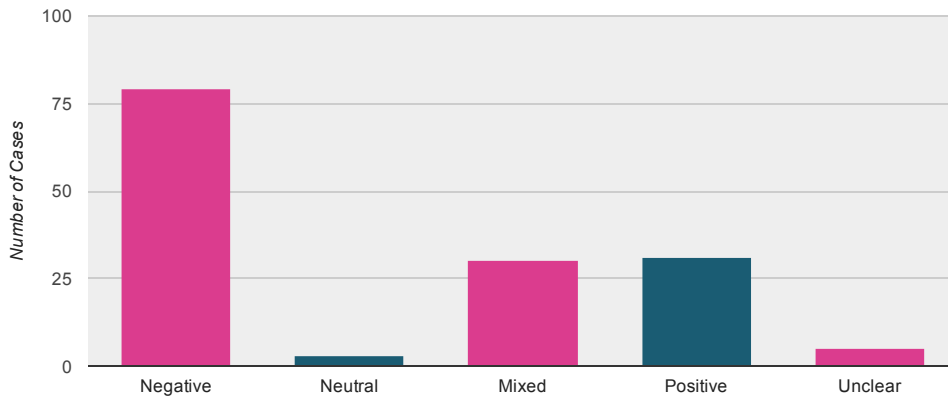
Total cases: 156

Theme Areas



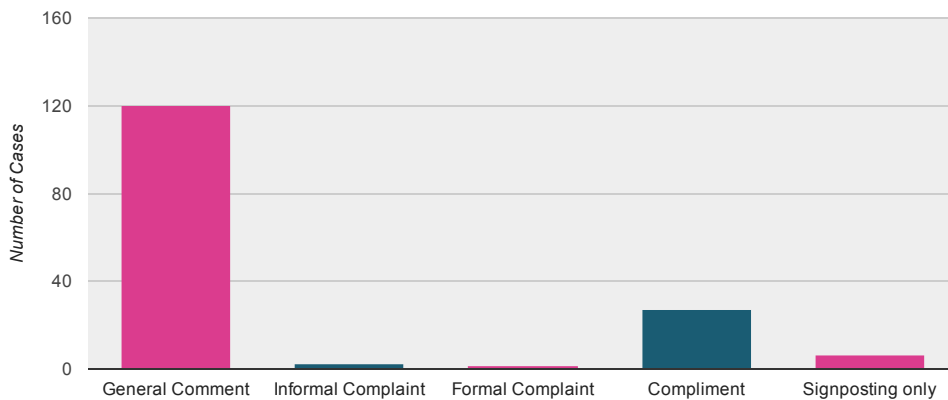
Theme Areas	Cases
Access	28
Administrative	28
Treatment / Care	94
Rights / Wellbeing	7

Sentiments



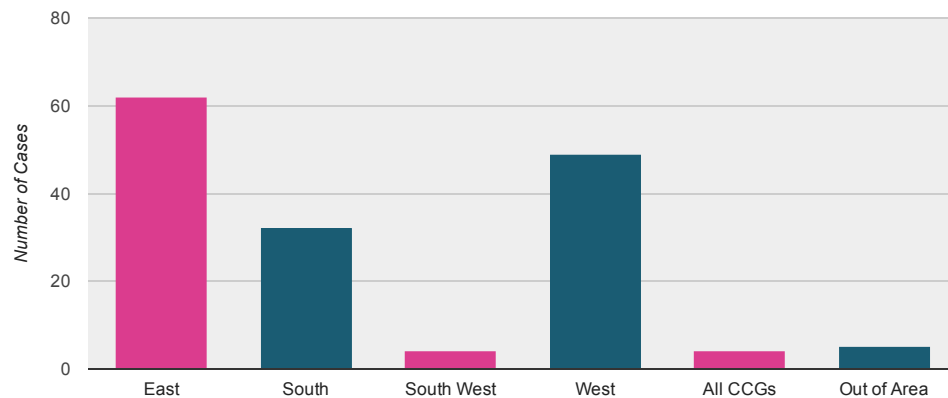
Sentiments	Cases
Negative	79
Neutral	3
Mixed	30
Positive	31
Unclear	5

Case Types



Case Types	Cases
General Comment	120
Informal Complaint	2
Formal Complaint	1
Compliment	27
Signposting only	6

CCGs



CCGs	Cases
East	62
South	32
South West	4
West	49
All CCGs	4
Out of Area	5

Cases

Community Health Services (LCHS)

CCG Area	Case Details
East x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 2123 (06-12-2016)</p> <p>Providers: Louth County Hospital</p> <p>Patient should have 6 monthly appointment for injection but has been unable to access an appointment after constantly ringing. Patient visited GP again as struggling with pain and GP doesn't understand why patient can't get an appointment.</p>
West x 4 <ul style="list-style-type: none"> 2 x General Comment 1 x Compliment 	<p>General Comment</p>

- 1 x Signposting only

1. Case 2172 (13-12-2016)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

Young child diagnosed with Asperger's 6 years ago. Parent trying to get an appointment to see a Paediatrician as child keeps falling asleep in class on a daily basis and has been told by school that child is not learning anything. Referral years ago had been declined but matter has progressed. Parent feels CBT would be beneficial to the child but cannot get access to the service.

HWL - made contact with Women's and Children's Services Division and received a response.

2. Case 2211 (21-12-2016)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

Lindon House - Dixon Street Lincoln

Patient felt the service provided was unsatisfactory. Patient referred by GP to have contraceptive implant removed after 3 months because of serious side effects. The Consultant did not carry out the procedure and insisted the patient wait another 3 months to see if they still wanted implant removed. Patient felt the Consultant was very dismissive, felt not respected and was not involved with decisions about their own wellbeing at all. Patient subsequently made appointment at another Lincoln surgery where implant was removed and patient received highly professional care and advice.

No patient details given.

Compliment

1. Case 2056 (01-12-2016)

Providers: John Coupland Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)

Patient saw new doctor at last appointment who sat and listened. Doctor has now arranged for patient to see relevant people for condition and get help and treatment, including visits at home.

Signposting only

1. Case 2074 (01-12-2016)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

Young patient last seen by Paediatrician in June for social communication disorder. Still awaiting 3 month follow-up appointment. Carer been informed patient is on waiting list but not given any indication of time-scale. Patient refuses to go to school at the moment and carers are concerned.

Permission given to release details.

Primary Care Services

CCG Area	Case Details
<p>East x 44</p> <ul style="list-style-type: none"> • 37 x General Comment • 1 x Formal Complaint • 5 x Compliment • 1 x Signposting only 	<p>General Comment</p> <p>1. Case 2062 (01-12-2016)</p> <p>Providers: East CCG</p> <p>Generally, the service patient and family receive is good, however, as a person with a long-term illness patient feels that symptoms are overlooked and categorised as existing problems. Patient tends not to use GP services because of this unless it is an emergency or patient is in severe pain. Patient also feels that candidates for surgery are treated differently depending on the area. Patient is very grateful for service and happy with new surgery.</p>

2. Case 2157 (12-12-2016)

Providers: East CCG

Patient distressed at receipt of letter from CCG and contents regarding permanent closure of Wainfleet Surgery leaving over 2000 people without local cover. Received exceptional service from the practice with the best diabetic care given in comparison to other practices experienced.

Patient now registered at already overworked Skegness practice where it takes 2-3 weeks for an appointment with a nurse. Practice does not have phlebotomy service which increases the workload at Skegness hospital. Additional upset is the transport difficulties patients face getting to Skegness, especially if less mobile, and patient doubts the surgery will accommodate appointments to bus timetables.

Patient hopes for reassurance that a new GP surgery will be forthcoming in Wainfleet or Friskney, especially with the growth of new homes in these areas and that the surgeries with an influx of new and often disgruntled patients will be given extra funding to assist with the difficulties they will encounter.

Should similar circumstances occur again, those mostly involved should have their views taken into account and be given warning before drastic steps are taken. Patient would like to know how their safety was being compromised by the actions of Wainfleet, if anyone was in mortal danger and how the CQC tried to remedy the situation as they found it. Noted they have not yet published their report.

Already sent to East CCG

3. Case 2160 (12-12-2016)

Providers: East CCG

I am completely at a loss as to what the CCG has done. Yes, they had concerns about something that went on at the Surgery and had to investigate, but now the Doctors have decided to retire. Now I and the other 2500 patients can no longer go to their nearest surgery, and have to move to a Surgery in Skegness (5 miles away). Appointments are difficult to get there because of the ageing population along with travel problems during the holiday season.

Why cannot you negotiate with the existing Doctors, for another surgery take over the building in Wainfleet and maintain the status quo? I am sure I and numerous others would be more content with the changes then rather than being forced to change to another practice which we may not want to use.

Sent comment to East CCG

4. Case 2169 (13-12-2016)

Providers: East CCG

Closure of Wainfleet Surgery.

Patient wanted it known that the closure of this service will cause extreme inconvenience to a number of the older generation, and that transport links are not good. Will it re-open under another GP? Why is it closing - is it related to cutbacks?

5. Case 2170 (13-12-2016)

Providers: East CCG

Hawthorn Surgery

Patient is a Wainfleet transfer patient who has been trying to get through to the surgery on the phone from 8 am until 11 am to cancel an appointment for the following day but to no avail. Has no access to the on-line service as does not have a computer. Why can't Wainfleet keep a GP surgery?

HWL - Made contact with the surgery and appointment cancelled by HWL.

6. Case 2176 (14-12-2016)

Providers: East CCG

Patient who travels abroad for 6 months of the year, requires life saving medication whilst overseas but GP is unable to prescribe more than 3 month's medication. How does patient get the other 3 months supply required? Has looked online and midsex papers are out of date as is most information online. Patient willing to pay for the further 3 months but does not know how to access.

Many patients go abroad for more than 3 months for the winter. How does a patient get their life saving medication if only 3 months can be prescribed at a time? Is there a dispensation or are patients not allowed to go away for more than 3 months?

HWL - asked East CCG the question.

7. Case 2190 (16-12-2016)**Providers:** East CCG**Wainfleet Surgery Closure**

Resident of Wainfleet St Mary's raised concerns about the closure of the surgery in Wainfleet and doesn't understand why it cannot be re-opened with an alternative GP. Understands that there may have been problems with the previous GPs but this facility is vital to Wainfleet and surrounding villages to remain open. Transport links are appalling and many of the population are elderly, no longer drive relying on public transport to get to an alternative GP in Skegness which will not always be at an appropriate time.

- **What about the chemist in Wainfleet? Will the alternative surgeries accommodate home visits?**
- **Can they handle all the extra patients when they are already under pressure?**
- **They are already experiencing difficulty getting appointments - what happens when the summer holiday makers arrive?**

8. Case 2192 (19-12-2016)**Providers:** East CCG**Wainfleet Surgery**

Patient of Wainfleet Surgery looks after elderly neighbours, one of whom is insulin dependent, taking them to GP appointments and assists with medical letters. The Diabetic Nurse advised elderly patient to increase their insulin when they were not feeling well. A repeat prescription was taken to Hawthorn Practice but it was not included on delivery which meant the carer had to go back to the surgery and get it prescribed again. It was eventually delivered but was incorrect but pharmacist noticed and called Hawthorn Practice to get it correctly prescribed.

Resident went to the meeting held by East CCG on 14th December in the morning. Patient felt no-one took notes of any of the questions patients were asking, the meeting was not well run with people everywhere and no-one seemingly in charge. People did not know who to approach with questions. Patient left feeling frustrated and no further forward.

9. Case 2193 (19-12-2016)**Providers:** East CCG**Wainfleet Surgery**

Patient tried to make an appointment first thing in the morning for unwell elderly relative only to be informed there would be a 3 week wait for an appointment. Now that there is no surgery in Wainfleet, what are they supposed to do - wait 3 weeks? Taking relative to the surgery to wait for an appointment. Should they really need to have to fight for an appointment?

The resident feels Hawthorn Practice cannot cope with the patients they already have so how are they going to cope with more?

10. Case 2204 (20-12-2016)**Providers:** East CCG

Local councillor attended meeting arranged by East CCG regarding closure of Wainfleet surgery. Felt it was badly organised and presented and no one seemed to know what was going on. Stated that local community need a GP in Wainfleet but CCG had no answers. Over 3000 patients had already moved from the surgery but would move back if surgery was re-opened with new doctors.

11. Case 2205 (20-12-2016)

Providers: East CCG

Wainfleet GP Surgery

I am an elderly patient registered at Wainfleet surgery. I was very distressed to receive the letter stating the most viable option was to close the surgery. This shows a complete disregard for the needs of my age group. I live 2 miles outside Wainfleet and can drive quite easily into Wainfleet for visits to the surgery. As I need regular blood tests I greatly value being able to attend independently; as I am not dependent upon other people, it greatly assists in maintaining my self- esteem and independence.

I have been transferred to Hawthorne Practice and it has been almost impossible to get through to the surgery on the phone. When I needed to book an appointment I started ringing at 8.01 in the morning and every 15 minutes after that but got the engaged tone each time. I eventually spoke to the appointments clerk at midday. I found the experience most frustrating and stressful and this should not be considered an acceptable situation. When I attend Hawthorn surgery I need an escort and my wheelchair as it is such a distance to the entrance, even from the disabled parking, a further distance to the reception and then a long distance from the reception to the consulting rooms.

The transfer to Hawthorn Practice means it will be a challenge for me to make and attend surgery appointments. I also sincerely regret the loss of my independence to undertake these visits. I have complex medical needs and need to attend frequently. I believe it would be an abnegation of the CCG's duty if the members decide not to ensure a medical surgery is retained in Wainfleet. I look forward to the Wainfleet service being retained.

12. Case 2206 (20-12-2016)

Providers: East CCG

Wainfleet Surgery - Consultation Process.

The "most viable option" for patients is to replace the current contractors/GP with a competent contractor. This will ensure continuing local access for vulnerable, disabled and elderly patients. The cheapest option is to close the practice. The CCG are taking this opportunity to "consult" with patients and stakeholders but appear to have already made the decision about their "most viable" option. There is no justification for closing the service just because the contractors leave. It is appreciated the surgery would probably need to be a branch of another practice, but to not bother with this procurement process is an insult to vulnerable Wainfleet residents.

Transport is an issue. Taking a bus to Skegness with a child who is ill and possibly with a toddler and baby to take along, is unreasonable both for the child and parent. Likewise, it will be difficult to access preventive inoculation services putting children at risk and reducing herd immunity. The train is not an option as the stations are a long way from any GP practice and a taxi would be unaffordable. A parent with a sick child may feel a 999 call is fully justified, when public transport to obtain medical advice is the only alternative option, which would not be a good use of NHS resources.

Elderly people who drive may not wish to face the summer traffic going to and from Skegness, necessitating hire of a taxi, costing up to £50 for a return visit - this is not sustainable for people struggling on a pension. They will be disinclined to visit their GP services; not able to afford to attend for flu vaccinations, regular blood checks, review of health medications etc whereby they may be more likely to need an A&E hospital admission and/ or admission to a nursing home compromising both their health and independence. This will place additional burdens on the NHS and social care budgets in the long term which is truly not sustainable for the national budget.

Arranging Call Connect services and voluntary car services is a difficult process and the system would need to improve radically to make it a viable alternative option to private and public transport.

The Wainfleet list size is 2000 but the catchment population is 3500-4000. Most patients prefer a locally accessible service, but if they are sufficiently wealthy and have convenient transport options they do not use Wainfleet currently as they recognised earlier than the CQC that patient safety standards were not being met at Wainfleet surgery. This has been happening for many years and unfortunately, the problem was not addressed previously.

I hope this is a true consultation as the points noted above should be sufficient for the CCG to reconsider their original "most viable option" as it is not sustainable for their most vulnerable residents and will compromise their health in both the short and long term.

13. Case 2214 (21-12-2016)

Providers: East CCG

Wainfleet Surgery

I attended the meeting in Wainfleet on Wednesday 14th December to support my mother who is a (rather deaf) patient at Wainfleet.

My first comment is that I was shocked at the format and organisation of the event. It was an insult to the people of Wainfleet and district that no one in authority had anticipated the level of concern regarding the situation. It was chaos and hearing anything above the hubbub of noise was well nigh impossible for me, let alone the vast majority of elderly people. If it hadn't been for the Healthwatch representative, I suspect I would have left knowing little more than I knew on arrival. She suggested I should send a letter to express mine and my family's concern about the future of the surgery.

I have been a resident of Wainfleet and area all my life and attended Wainfleet Surgery until about 28 years ago when I moved myself and my 2 children to Spilsby as I, and many others, were dissatisfied with the medical care at Wainfleet - a comment that I'm sure you will hear from many Wainfleet patients during the course of this consultation. Many new-comers to the area hear of the bad reputation so automatically register with another practice. Had the level of competency increased I would have moved back to be a patient since it is nearer to my home and my son would certainly move if medical care was improved because he is now a resident of Wainfleet. I'm sure this would be the case with many other people. It is quite shocking that you (as guardians of the NHS) have not addressed this situation earlier. We, as residents, should not be in the position of having to argue our case for keeping a viable doctors surgery in Wainfleet where the population is large and growing.

I am sure you will hear from many people about the problems of transport if people have to go to either Skegness or Spilsby. I won't labour that point because it is so obvious. People like myself can drive to a surgery elsewhere but there are many people who don't have access to private transport and as you are aware there is very limited public transport available. It would actually be easier for people to go to A&E on public transport - not an ideal solution for the NHS, bearing in mind the pressures on hospitals. I do hope you will look at the situation in Wainfleet from a broad perspective. If you don't, I fear the CCG will find itself only saving money in the short term and a whole host of other issues will be created which will ultimately lead to further and more expensive costs.

14. Case 2064 (01-12-2016)

Providers: Kirton Medical Centre

Patient feels they had to "beg" for an appointment - used to be much better.

No appointments available when need GP or medicine reviews with GP, but are sometimes available with nurses.

15. Case 2066 (01-12-2016)

Providers: Kirton Medical Centre

Problems getting an appointment.

16. Case 2148 (09-12-2016)

Providers: Kirton Medical Centre

Patient feels reception staff are rude and there is no courtesy or respect.

No patient details.

17. Case 2200 (19-12-2016)

Providers: Kirton Medical Centre

Carer unhappy with patient's care in last weeks of their life. Doctor would not visit and nurse came instead. Patient suffered with multiple health problems and community nurses visited to do leg dressings. Carer helped with dressings and care between visits from nurses. Carer feels GP did not do as much as they could have.

HWL - Advised patient to contact Practice Manager

18. Case 2186 (15-12-2016)

Providers: Liquorpond Surgery

Readily get appointments, reception staff are fabulous and doctors are professional and friendly.

Need to see doctor to get painkillers for knee condition while wait for results of MRI. Rang surgery to try to get prescription but had to see doctor which patient feels is wasting an appointment that someone else could have used.

19. Case 2114 (06-12-2016)

Providers: Swineshead Medical Group

Generally received good care from doctors and nurses at the practice although there is definitely room for improvement in certain areas. It is virtually impossible to see a GP of choice, particularly if they are partners. Waiting area is large and often full with television on constantly so it is impossible to hear when doctor calls you (nurses are much better at this). Trying to book appointment is truly ludicrous by today's standards and really need to be re-thought, especially if encouraging more people to join the practice. Tried for 2 weeks to book appointment with particular doctor (to preserve continuity of treatment) without success.

20. Case 2188 (15-12-2016)

Providers: Swineshead Medical Group

Seen at home by agency nurse who came without dressings.

21. Case 2162 (12-12-2016)

Providers: The New Coningsby Surgery

Main staff and most doctors are helpful. Appointments delayed as helping patients, when real help needed it was provided.

22. Case 2163 (12-12-2016)

Providers: The New Coningsby Surgery

Difficult to get appointments - ring on day at 8 am and all appointments taken. Doctors vary with level of care etc.

23. Case 2165 (12-12-2016)

Providers: The New Coningsby Surgery

Never had any problems, except sometimes difficult to get appointments.

24. Case 2177 (15-12-2016)

Providers: The New Coningsby Surgery

Moved to this practice recently and an introductory letter made patients feel welcome, offering appointment to have blood pressure etc checked. This appointment has not happened and surgery are now dismissive about it, but have been referred to hospital for treatment quickly.

Patients feel there is a total lack of understanding and empathy and doctor did not make patients feel welcome. Don't seem to be taking on records from previous surgery - say they have not got them. Feel that doctors do not listen and are not helpful.

Reception staff and nurse are lovely and were very efficient at getting hospital appointment.

Waiting area is clinical, seats are very low apart from some further away from entrance.

25. Case 2179 (15-12-2016)

Providers: The New Coningsby Surgery

Overheard at reception talking about pregnancy - all over the villages two days later.

26. Case 2180 (15-12-2016)

Providers: The New Coningsby Surgery

Spinal pain and no treatment in Lincolnshire on NHS, only pain relief. Only option is private treatment.

27. Case 2181 (15-12-2016)

Providers: The New Coningsby Surgery

Misdiagnosed by 2 GPs and taken into hospital as a result.

28. Case 2182 (15-12-2016)

Providers: The New Coningsby Surgery

Sometimes lack professionalism about patients feelings.

29. Case 2196 (19-12-2016)

Providers: The New Coningsby Surgery

186 missed appointments in a month - is it time to charge for missed appointments with GP surgeries as dentists and other services do? So many DNAs at GPs - recognise people book ahead and then don't come and forget to cancel.

30. Case 2208 (21-12-2016)

Providers: The New Coningsby Surgery

Several comments received from patients:

- Very poor for wheelchair users.
- Receptionists can be overheard on phone.
- Nurses very good; receptionist not so good.
- Difficult to get appointment. When trying to get appointment they say there are none, but when arrive at surgery it is empty, so don't know why can't get appointment. Surgery has 5 doctors but no more on duty at one time - why?

31. Case 2121 (06-12-2016)

Providers: The Old Leake Medical Centre

Pharmacy at surgery can sometimes take up to 9 days before they are able to dispense. Understand this may be because pharmacy does not keep all drugs readily available, but 9 days is a long time to wait for a prescription. This means having to plan so far ahead to refresh medication but health doesn't always allow patient to be that organised.

32. Case 2152 (12-12-2016)

Providers: The Old Vicarage (Horncastle) GP

Relative commented they felt a family member who has a complex medical history was not being listened to at the GP surgery. Awaiting an appointment at the hospital but not heard anything.

33. Case 2107 (07-12-2016)

Providers: The Spilsby Surgery

GP referrals to Paediatrician are being refused and teenager has no access to Paediatrician. Patient now non-communicative and refusing medication. Recently patient went missing from college and they are now involved.

Benefits are being lost as no health information for PIP - has EHC plan but no health input.

34. Case 2131 (07-12-2016)

Providers: The Surgery Market Rasen

Patient feels that those reaching their 80s receive slower responses from services as they are not interested. Only allocated 7-10 minutes for appointment - it's all about targets and doesn't work. Not getting regular medical reviews for medication.

35. Case 2142 (09-12-2016)

Providers: The Surgery Market Rasen

Patient commented they sometimes find the Doctors rude and abrupt. They don't always seem to care about why you have come.

36. Case 2146 (09-12-2016)

Providers: Westside Surgery

I was left without vital medication for 4 days due to their mix up. Pretty appalling.

No patient details given.

37. Case 2120 (06-12-2016)

Providers: Woodhall Spa New Surgery

When there were 2 doctors in the village patients were able to walk in to the practice and get an appointment. Now that we've supposedly 'moved on' with a lot of technology, it is more difficult to get appointments. Have seen people (including older people) waiting outside surgery at 8 am to get appointment. Once patients get an appointment, it is a very good service.

Formal Complaint

1. Case 2194 (19-12-2016)

Providers: East CCG

Ill patient not improved over 2 days so visited GP who sent them home with minor diagnosis.

Condition worsened, called 111 and told to go to A&E. Seen very quickly at hospital and admitted. Referred to Sheffield Children's Hospital and now under consultant there.

Full of praise for 111 Service, A&E and ward at Pilgrim Hospital and Sheffield Children's Hospital.

Formal complaint been made. Complainant attended surgery for results and was confronted by doctor over complaint.

Compliment

1. Case 2161 (12-12-2016)

Providers: The New Coningsby Surgery

Staff care for patients wonderfully; put themselves out, are kind and considerate. Helped patient to carry large amount of medication to car. High seats available in waiting room. Surgery put appointments for self and husband together so can both come at same time.

2. Case 2126 (07-12-2016)

Providers: The Old Vicarage (Horncastle) GP

Rang surgery for advice on minor injury and arranged for patient to visit surgery. Patient really appreciated this as had no-one else to fall back on. Communication was very good at the surgery.

3. Case 2086 (06-12-2016)

Providers: The Surgery Market Rasen

Have received excellent treatment for Type 2 Diabetes from very caring nurses and doctors. Late husband also received the best care from the surgery. Doctors and nurses were 100% caring throughout for partner with many health problems until his death earlier in 2016.

4. Case 2128 (07-12-2016)

Providers: The Surgery Market Rasen

Since moving to Lincolnshire we have had best healthcare from this practice that we have ever experienced. Care and ability to access this care is first class. Telephone surgery at 8.30am, had spoken to GP and had appointment at 9.30 am. Husband is a Type 2 Diabetic and has experienced same gold standard of care on many occasions. Reluctant to move elsewhere as would not have same excellent care.

5. Case 2130 (07-12-2016)

Providers: The Surgery Market Rasen

Able to get appointments on same day. GP rings back at time convenient to patient - can arrange time that is convenient. Always willing to help. Can hear telephone conversations when in practice waiting room. It is a problem to be discreet as sometimes staff need to talk louder for some patients. Very accommodating - found somewhere for patient to lie down when they felt ill in surgery. They do minor ops and family planning - brilliant.

Signposting only

1. Case 2149 (09-12-2016)

Providers: Swineshead Medical Group

Relative concerned about family members health, unsure who to make contact with as they live away.

Informed relative to make contact with the Practice Manager.

South x 27

- 16 x General Comment
- 1 x Informal Complaint
- 10 x Compliment

General Comment

1. Case 2050 (01-12-2016)

Providers: Beechfield Medical Centre

Service is excellent, however, waiting time to obtain appointment is ridiculous. Sometimes told to call back and try again in 6 weeks - totally unacceptable.

2. Case 2051 (01-12-2016)

Providers: Beechfield Medical Centre

Patient feels waiting time is too long when phoning for appointment with doctor. Has been waiting approximately 3 weeks to discuss an issue with consultant at hospital. Also feels there is no urgency for getting results of tests, not explained properly at the time or not followed through. Waiting time on the phone is sometimes long - understand it is busy but could be better.

3. Case 2184 (15-12-2016)

Providers: Beechfield Medical Centre

Triage service is good, but still difficult to get to see own doctor. Saw another doctor as work concerned - not a happy experience. Doctor not happy that work questioned his diagnosis and asked patient what they expected him to do.

4. Case 2195 (19-12-2016)

Providers: Beechfield Medical Centre

Felt ignored when relaying symptoms - have recently moved to this surgery. NHS seems stretched to it's limits - constant mistakes, becoming dangerous - have very little faith in the system.

5. Case 2044 (01-12-2016)

Providers: Bourne Galletly Practice Team

Elderly patient needed their ears syringing but practice informed them they were no longer providing this service and that patient would need to be referred to Peterborough. Patient has limited mobility and needs to rely on carers.

HWL - Spoke with Practice Manager who stated that they had rented a room to a provider, Concordia, who have not been re-commissioned to provide the service. Would be willing to provide the service but are not commissioned to do so.

6. Case 2054 (01-12-2016)

Providers: Hereward Medical Centre

Most of the GPs are fabulous, patient and listen. Waiting times for appointments can be long. Reception staff always friendly and surgery always clean and tidy. Can be kept waiting over an hour for your appointment. Unfortunately, feels the surgery is let down by one GP.

7. Case 2055 (01-12-2016)

Providers: Hereward Medical Centre

Practice team very friendly, online system helps with expediting requests. Frustration is not being able to see the same doctor for each appointment and that they are always running late. Hours have been extended but patient feels could be extended further, earlier and later. Maybe they could analyse their actual appointments length compared to allocated time.

8. Case 2068 (01-12-2016)

Providers: Hereward Medical Centre

Very hard to get appointments. Had to wait 11 months before referred to ulcer clinic.

9. Case 2110 (06-12-2016)

Providers: Hereward Medical Centre

Not been too happy of late with patient service received. Staff do not feel confident and do not come across as confident.

10. Case 2127 (07-12-2016)

Providers: Hereward Medical Centre

Tried to make appointment with asthma nurse but was informed they did not know when there would be any appointments and would call patient back. Still had not received call 3 weeks later to make appointment with nurse - so made appointment to see doctor.

11. Case 2210 (21-12-2016)

Providers: Hereward Medical Centre

Hard to get appointments. Parking is terrible. Always wait at least 20 minutes after appointment time. Sit and wait surgery on Monday - have to wait at least one and half hours for appointment (no good for children). Receptionists do not always know what they are doing as they change so often. No patient details given.

12. Case 2052 (01-12-2016)

Providers: Long Sutton Medical Centre

Child had awful cough and parent recorded it and went to see nurse. Nurse would not watch recording. Parent went back to surgery as cough did not get better and different nurse listened to recording and as daughter sounded wheezy, she was given an inhaler.

13. Case 2113 (06-12-2016)

Providers: Moulton Medical Practice

Staff on reception can be rude. Difficult to get an appointment although can sit and wait for hours to see GP.

14. Case 2079 (05-12-2016)

Providers: St Mary's Medical Centre

Always have to wait for appointment and can never get one on day needed. Have to see diabetic nurse and book appointment for 2 months but clinics are not booked so far in advance and have to wait till nearer the time which is difficult to coordinate with blood test required one week before appointment.

Have to book GP appointment for 3 months time but difficult to remember when to call to book.

Doctor has suggested to book double appointments - which gives me more time and happy being looked after.

When patient sees staff it is faultless service and is very happy with it.

15. Case 2140 (09-12-2016)

Providers: The Surgery Sutterton

Doctors and staff are friendly and approachable but patient finds pharmacy side of things could do with improvement as they always have to order medication in as they don't keep it in stock.

16. Case 2046 (01-12-2016)

Providers: Well Pharmacy - Bourne

For the past 3 months there has been no repeat prescription sheet in the drug bag where they always used to be. Patient finds it inconvenient as they then need to go to the surgery every time instead of just being able to tick off what they need each month and hand it in. No medication has altered during this period.

Informal Complaint

1. Case 2119 (06-12-2016)

Providers: South CCG

Advised by nurse that ear syringing was now unavailable and advised alternative treatments. Patient feels withdrawing these services will encourage more visits to A&E and thought GPs were encouraged to perform simple procedures to avoid this. Complaint is against system not the nurse.

Compliment

1. Case 2049 (01-12-2016)

Providers: Boots Pharmacy

Patient commented they had a medication review at the Stamford pharmacy. At this point the patient was on medication with side effects outweighing the benefits. Pharmacist was able to suggest an alternative and since the change the patient has experienced few side effects. Patient felt this service was excellent and would highly recommend it to friends and family.

2. Case 2047 (01-12-2016)

Providers: Bourne Galletly Practice Team

Patient commented they found the GP Practice a very helpful, good service. Dr will ring back very quickly and decide if you need an appointment, answering any concerns or questions which is very reassuring.

3. Case 2125 (07-12-2016)

Providers: Hereward Medical Centre

Friendly staff who always try to fit myself and family members in at convenient times. One doctor even saw child on a Saturday morning when we were particularly worried. Doctors have always been caring and understanding and quickly sort out follow-up treatment/ hospital appointments.

Unfortunately, family has suffered many varied health problems over last 2 years but have always felt supported. Doctor was especially fantastic and noticed that telephone answering has improved recently.

4. Case 2104 (07-12-2016)

Providers: Munro Medical Centre

Patient unable to drive due to macular degeneration. Medication delivered to door regularly weekly. Has annual review of health and regular blood checks due to a heart condition. Patient has found staff and doctors wonderful when late husband was ill, supplying aids to help him. Patient feels lucky to have such a caring team to look after them.

5. Case 2097 (06-12-2016)

Providers: St Mary's Medical Centre

Patient could not get an appointment to see their own named GP so had an appointment with an alternative GP. They felt they were understanding and explained everything in full - even gave a couple of tips to help with an ongoing problem. Patient stated they were doing a fantastic job and thank you.

6. Case 2098 (06-12-2016)

Providers: St Mary's Medical Centre

Have seen the same GP for a few years and patient is very happy with the surgery. Doesn't matter how far behind they are running the patient feels they are listened to. Always takes time out of their busy schedule to call the patient if the need arises. Patient appreciates all that is done for them.

	<p>7. Case 2132 (07-12-2016) Providers: St Mary's Medical Centre Took child to see doctor who spoke with child, treating them with respect and at a level they could understand. All staff are always helpful and polite and try to help eg admin/secretaries getting nurse to call back to discuss problems more in depth to establish urgency of appointment. Very good and excellent medical centre for all treatment received over the years for self and family.</p> <p>8. Case 2045 (01-12-2016) Providers: The Little Surgery I find the open surgery system very good as it makes it easy to see a Doctor. When I go there it is never too long a wait.</p> <p>9. Case 2185 (15-12-2016) Providers: The New Sheepmarket Surgery Patient had forgotten how to deal with asthma which they last experienced some years ago. Saw doctor who was extremely helpful and supportive, giving clear explanation for need of new inhaler making patient feel better and not stressed about situation. Had follow-up appointment at asthma clinic which was also informative and helpful.</p> <p>10. Case 2103 (07-12-2016) Providers: The Surgery Sutterton Every visit with either doctor, nurse or receptionist - patient feels they have 100% care and consideration. As a village location the staff are so kind, it's like going to see a "friend". Thank you seems such a small comment but it is full of appreciation.</p>
<p>South West x 2</p> <ul style="list-style-type: none"> • 1 x Compliment • 1 x Signposting only 	<p>Compliment</p> <p>1. Case 2197 (19-12-2016) Providers: Caythorpe and Ancaster Surgery Comments received:</p> <ul style="list-style-type: none"> • Warm, caring, understanding, prepared to give time to each individual and is supportive of each individual's journey and choices. Real sense of genuine empathy shown by all staff. • Fantastic surgery. • Pharmacy is great - best in the world. • All staff are helpful and friendly - treated like an individual not just a number. • Always feel this surgery goes above and beyond what is expected of them. <p>Signposting only</p> <p>1. Case 2171 (13-12-2016) Providers: NHS England Looking for an emergency Dentist in Grantham area and to register with a dental practice.</p>
<p>West x 33</p> <ul style="list-style-type: none"> • 26 x General Comment • 7 x Compliment 	<p>General Comment</p> <p>1. Case 2187 (15-12-2016) Providers: Boultham Medical Practice Patient is concerned at cost of some drugs and questions if they are prescribed as a profit making practice.</p> <p>2. Case 2150 (12-12-2016) Providers: Brayford Medical Practice Never explain treatment - not clear. No guidance, just prescribe and go.</p> <p>3. Case 2151 (12-12-2016) Providers: Brayford Medical Practice Can get an appointment on same day. May take a 20 minute call, but do get through and get in. Doctors very thorough with care and diagnosis. Lots of new staff recently but not getting prescriptions on time because of this.</p>

4. Case 2070 (01-12-2016)

Providers: Cleveland Surgery

Waiting times of up to a month to see a doctor and more than a week to see a nurse. No complaints about doctors or nurses, just that the system does not fill one with confidence.

5. Case 2109 (06-12-2016)

Providers: Glebe Park Surgery

Generally speaking, surgery is helpful and staff always polite. Appreciate being able to pick up medication from dispensary at surgery, although little concerned that they are cutting down the hours they are open. Also a little concerned that had to wait over a week for a blood test - assuming this is because of staff shortage.

6. Case 2122 (06-12-2016)

Providers: Guildhall Dental Care

Experienced very rude dentist who replied "good" when asked how patient felt and reply was "anxious". Left patient with very bruised mouth after forcing x-ray equipment into mouth despite patient crying out in pain. Dentist rude and unprofessional.

7. Case 2154 (12-12-2016)

Providers: Guildhall Dental Care

Staff are helpful. Patient feels don't get a lot of treatment or care for the amount they pay - it is like they don't care.

8. Case 2053 (01-12-2016)

Providers: Navenby Cliff Villages Surgery

Recently took young child as very unwell, signs suggested virus initially, after 7 days of high temperature, lethargy and not eating doctor finally prescribed antibiotics which made her well.

Parent wonders why there is an NHS rule is to make children wait 7-10 days before considering real treatment, but doctors were very thorough, triage was excellent and speedy and child was seen within few hours each time.

9. Case 2082 (05-12-2016)

Providers: Oasis Dental Care

Ownership changed and don't have same confidence as previously after being there 30 years.

10. Case 2136 (09-12-2016)

Providers: Richmond Medical Centre

Patient was told that cough was that of a plump, elderly woman. Practice has deteriorated over past 2 years.

11. Case 2080 (05-12-2016)

Providers: The Glebe Practice

Overall really good. In last few weeks have experienced lack of communication regarding flu jab for son - was eligible last year. Took 3 appointments to finally see doctor for the jab and then told he was not eligible. After some discussions and explanation, was eligible last year jab was given.

Also lack of communication reference own blood test. Surgery did not ring with results so phoned to chase and was referred to pharmacy to collect prescription. Then later received call from surgery to say needed prescription as result of blood test.

12. Case 2071 (01-12-2016)

Providers: The Surgery Washingborough

Receptionists are very unhelpful to the point of being obstructive - puts one off making an appointment and makes process very difficult and stressful.

No patient details given

13. Case 2183 (15-12-2016)

Providers: The Surgery Washingborough

Patient felt as if they were being pushed to have medication before any tests took place to find underlying causes of symptoms - felt like they were not being treated properly.

No patient information given.

14. Case 2058 (01-12-2016)

Providers: The Willingham Surgery

Surgery usually good, however, today patient found samples have been lost and cannot get test results. Has to visit surgery again to redo tests which means changing days around as patient works away.

Do try to fit people in for appointments, staff are friendly but access to appointments could be improved. Mondays it is impossible to get through on phone as lines are so busy. Not tried online booking yet.

15. Case 2081 (05-12-2016)

Providers: Trent Valley Surgery

Nurses very caring and always give excellent service. Lots of changes with doctors which is negative. Reception staff brilliant and give good service. Appointments are on time and feel receptionists care about you.

16. Case 2134 (07-12-2016)

Providers: University Health Centre (WL005)

On the whole people are nice but some have been rude and dismissive. Sometimes have to wait a week for an appointment. Think it can be insensitive to be asked reason for visiting when there is a room full of people who could hear. Staff are usually very friendly and reassuring and it's a nice modern practice. Text reminders of appointments are great. Very nice practice overall, waiting times are a massive issue but don't know how that could be improved.

17. Case 2089 (01-12-2016)

Providers: West CCG

Although patient understands the reasons, she would like to register strong objection to CCG decision doing away with ordering repeat prescriptions through local pharmacy and that the decision taken without any patient consultation.

Service has been invaluable following major surgery as unable to walk very far and surgery is over a mile from house. Using public transport also involves half a mile walk and standing waiting for a bus. Previously only had to walk to local shops.

Patient has internet access but not prepared to order prescriptions as does not have secure website.

Patient asks: If patients are housebound, unable to get to surgery and do not have access to the internet, where does it leave them?

18. Case 2088 (05-12-2016)

Providers: West CCG

Lady concerned about pharmacy not accepting repeat prescription requests any longer. Can manage to get to surgery etc at the moment but is concerned as she gets older and for other elderly people who cannot get to surgery easily but can get to pharmacy.

19. Case 2105 (05-12-2016)

Providers: West CCG

No consultation regarding change in prescription process - surgery is further away than pharmacy so not so easy to access.

20. Case 2108 (05-12-2016)

Providers: West CCG

Patient lives 25 minutes walk from surgery and doesn't walk well which makes the new arrangements for obtaining repeat prescriptions difficult.

21. Case 2096 (06-12-2016)

Providers: West CCG

Patient commented Abbey View already in a densely populated area of Lincoln. Concerned due to the closure of 4 GP surgeries in the East of the county. Concerned about facilities in the area to satisfy demands for health and social care.

22. Case 2101 (07-12-2016)

Providers: West CCG

Patient unhappy with the repeat prescription changes as they now need to go to GP surgery instead of pharmacy as previously.

Patient asks why have they done this? Not good for patients, especially those who are disabled and find it difficult to access the surgery easily.

23. Case 2141 (09-12-2016)

Providers: West CCG

Patient did not receive letter regarding change in repeat prescription process, only finding out when taking prescription to pharmacy. Concerned as it is more difficult for patient to get to surgery than pharmacy and parking is a big problem at surgery as it is a multi-use site.

24. Case 2173 (13-12-2016)

Providers: West CCG

Pharmacy

No longer able to access repeat prescriptions from their local pharmacy. Patient has been informed they will now need to take prescriptions into the GP Surgery. Patient's pharmacy is across the road and GP surgery over 2 miles away. Does not go very often but will have to try and get to surgery monthly now. Patient doesn't drive, cannot phone order through and is not online.

25. Case 2174 (14-12-2016)

Providers: West CCG

Repeat Prescription

Patient commented they have been informed that the repeat prescriptions will no longer be accessible through the usual route. Patient stated they will find it difficult to get to surgery as they will have to go by bus. What about those people who cannot get to their surgery? Not all patients are able to use public transport on a monthly basis when they don't use the GP very often. Feels this hasn't been looked into properly.

26. Case 2202 (20-12-2016)

Providers: West CCG

Patient commented that had nothing but praise for Lincoln County Hospital and the Crossroads Surgery and have received excellent care from both these services. Still very active and able to walk to the surgery, however, were dismayed that those who are not so active will no longer be able to post their repeat prescriptions at their local pharmacy.

Patient asks - There is an understanding that neither pharmacy nor GP practice are happy about this so the patient wonders why this has been implemented? We have no choice about the ageing process, so why make it more difficult by withdrawing this service?

Compliment

1. Case 2095 (06-12-2016)

Providers: Birchwood Medical Practice

Been with practice for many years and doctors have always cared for us. Have always received excellent care throughout, following major illnesses etc.

2. Case 2153 (12-12-2016)

Providers: Brayford Medical Practice

Have good relationship with GP. They are friendly.

3. Case 2155 (12-12-2016)

Providers: Brayford Medical Practice

Always manage to get appointment and the doctors don't rush patients. Feel like they are being listened to. Reception staff are friendly.

Patient thinks a display board to call patients through and tells them where to go would be less confusing than the present system.

4. Case 2138 (09-12-2016)

Providers: Richmond Medical Centre

Always receive good service from GP surgery. Patient is happy to speak to surgery directly if they don't receive good service.

5. Case 2059 (01-12-2016)

Providers: The Willingham Surgery

Have no problem with surgery - got appointment on same day as phoning.

6. Case 2156 (12-12-2016)

Providers: Thomas Powell + Associates (Mr T Powell)

Excellent dentist; lovely receptionist

7. Case 2129 (07-12-2016)

Providers: Trent Valley Surgery

Fantastic surgery, friendly doctors, nurse and reception staff. Midwives have been brilliant and supportive through 3 children being born. Nursing staff fantastic and remember each child and ask after them too. Would highly recommend this surgery to family and friends.

Acute Services (ULHT)

CCG Area	Case Details
<p>East x 12</p> <ul style="list-style-type: none"> 12 x General Comment 	<p>General Comment</p> <ol style="list-style-type: none"> <p>Case 2063 (01-12-2016)</p> <p>Providers: Pilgrim Hospital</p> <p>Admitted to hospital in a lot of pain. Waited 2 hours in A&E to be seen but took far too long for pain relief to be given. Nurse on ward 5a were not very friendly and also seemed to stand around chatting instead of with patients.</p> <p>Case 2065 (01-12-2016)</p> <p>Providers: Pilgrim Hospital</p> <p>Child given too much medication at A&E.</p> <p>Case 2067 (01-12-2016)</p> <p>Providers: Pilgrim Hospital</p> <p>Slow at A&E - people coming in with minor complaints seen before 2 people with head wounds.</p> <p>Case 2078 (05-12-2016)</p> <p>Providers: Pilgrim Hospital</p> <p>Patient taken to Pilgrim Hospital as emergency suffering chest pains in morning. Waited on trolley in corridor for some time before eventually moving into cubicle and blood sample taken. Following another long wait was moved back into corridor. Partner enquired what was happening and told had to wait for x-ray but was concerned as patient is diabetic and it was now past lunch time and patient had had no food or drink all day. Following x-ray patient was put back on trolley in corridor until eventually a doctor came and asked how patient was and went away to check x-ray. Patient asked if he could go home about 5.30pm but was told had to wait.</p> <p>Case 2085 (05-12-2016)</p> <p>Providers: Pilgrim Hospital</p> <p>Patient saw consultant regarding sore gums. He referred patient to dental department and to have remainder of teeth extracted. Was contacted a few weeks later to tell patient they would have to be referred by a dentist and this would cost patient money. Patient still suffering with raw gums and still has teeth.</p> <p>Patient asks: Why does dentist now have more power than hospital consultant?</p> <p>Case 2092 (06-12-2016)</p> <p>Providers: Pilgrim Hospital</p> <p>Seen 2 dentists at hospital and explained problem to both. Patient feels they do not care and do nothing. Patient has had no problems with other departments.</p> <p>Case 2135 (07-12-2016)</p> <p>Providers: Pilgrim Hospital</p> <p>Patient felt it disrespectful when staff approached partner with an assumption of diagnosis of their problem without having fully assessed the samples provided.</p> <p>Case 2158 (12-12-2016)</p> <p>Providers: Pilgrim Hospital</p> <p>Long wait in A&E - very busy. Nowhere to get refreshment after 12 noon on Saturday and not enough chairs in cubicles. People with patients have to stand or sit on bed.</p> <p>HWL - Were the vending machines not in working order?</p> <p>Case 2167 (12-12-2016)</p> <p>Providers: Pilgrim Hospital</p> <p>Results of a chest x-ray at Pilgrim Hospital in Dec 15 were delayed for 3 months. Patient diagnosed with COPD so treatment delayed until the results were sent to GP surgery. What impact did that have on patient welfare?</p>

10. Case 2175 (14-12-2016)

Providers: Pilgrim Hospital

Patient commented they were concerned about the Orthotic footwear they had been prescribed.

Has mentioned to the services that they cannot wear the shoes being made but feels nothing is being done and is at a loss at what to do. Patient was left with one pair of shoes whilst they took other pairs away to include a 'patch'. The pair they had left needed re-heeling and re-soled, leaving them with nothing to wear at all for a week.

HWL - referred patient to POhWER who are looking into the matter.

11. Case 2178 (15-12-2016)

Providers: Pilgrim Hospital

Patient stated they had not had a good experience. Admitted for a stoma bag with high potassium levels. Required several bags of fluid and needed to drink 2 litres of water per day to stabilise condition. Staff needed to monitor output closely - in one instance, collected specimen and 2 hours later it was still in bathroom. These specimens are kept in cardboard containers so were spoiled.

Consultant complained to patient that not enough water was being drunk, but this was due to specimens not being collected properly by staff? Patient said that floor only mopped twice during 5-day stay, but not fully. Pressure stockings were dirty from walking on dirty floor and bed sheets only changed once in 5 days. Ward 5a and ICU were very clean, stoma nurse was brilliant which was a complete contrast from ward 7a.

HWL - are the patients given a cardboard container for fluid specimens?

12. Case 2212 (21-12-2016)

Providers: Pilgrim Hospital

Lack of wheelchairs later in the day.

South West x 1

- 1 x General Comment

General Comment

1. Case 2201 (19-12-2016)

Providers: Grantham + District Hospital

Grantham A&E is open 9 am to 6.30 pm, MIU is open 6.30 pm to 11.30 pm and out of hours until 8 am and Grantham has no emergency cover 8 am to 9 am every day! This has been brought to the attention of ULHT every month since September. Safeguarding this now and adding it to CQC list of complaints of Trust Board failure of duty of care. Also, no doctor on call in out of hours this weekend at Grantham - why? Not acceptable.

West x 9

- 8 x General Comment
- 1 x Compliment

General Comment

1. Case 2060 (01-12-2016)

Providers: Lincoln County Hospital

Very good, kind, helpful and sympathetic. Forgot to ask for doctors note in advance and at discharge it was too late.

Arrived at 7am and got onto ward at 12.30 - early start and long wait when nervous and anxious.

2. Case 2091 (01-12-2016)

Providers: Lincoln County Hospital

Patient with multiple health problems recently moved surgery but is not sure if registered or not.

Has experienced problems with getting answers to queries regarding stoma care and community stoma nurse. Feels consultants at Lincoln and Grantham Hospitals are not supportive.

3. Case 2083 (05-12-2016)

Providers: Lincoln County Hospital

Patient treated at A&E 3 times not knowing what was wrong until partner suggested it may be medication I was taking. Was agreed it might be and told me to stop taking medication. Was not advised what to do or how to access follow-up care which meant the patient went through 'cold turkey' and considered suicide as a result. Patient informed they had been referred to mental health but when contacting them they had no record of this.

Was fit and able before this but is now often housebound. Doctors are starting to do some tests (after 4 months) to identify problem. Has also received conflicting treatment from different doctors.

4. Case 2111 (06-12-2016)

Providers: Lincoln County Hospital

Hospital is a maze - difficult to find where you want to be. Tried to get in touch with diabetic clinic for appointment but no reply. Staff are professional and nice.

	<p>5. Case 2124 (06-12-2016) Providers: Lincoln County Hospital Failure of staff and doctor to fully brief patients and carers properly on discharge. Too often nurses ask patients if they want medication and they may say no if in a depressed state.</p> <p>6. Case 2137 (09-12-2016) Providers: Lincoln County Hospital Diabetic Clinic. Patient feels the hospital is a maze - difficult to find where you want to be. Have tried to get in touch for an appointment but there's no reply. However, staff are very professional and polite.</p> <p>7. Case 2207 (20-12-2016) Providers: Lincoln County Hospital Patient attended Lincoln Hospital outpatients appointment last week and was appalled at the filthy state of the waiting room. The floor was visibly dirty and the toilets were filthy. On the way out I spoke to the receptionist and politely suggested that the cleaners should attend to the toilets. Receptionist informed me that they were hoping that cleaners would come in later but they were having 'difficulties' with the cleaning contractors. It's all well and good having bottles of hand sanitiser on the walls but when the surrounding areas are dirty, then infection control is clearly not happening.</p> <p>8. Case 2147 (09-12-2016) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Psychiatry - Patient felt like they didn't listen properly. Wasn't in there long. No patient details given.</p> <p>Compliment</p> <p>1. Case 2164 (12-12-2016) Providers: Lincoln County Hospital Excellent facilities on ward, everything explained and staff were patient and kind.</p>
<p>All CCGs x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 2072 (01-12-2016) Providers: United Lincolnshire Hospitals NHS Trust (ULHT) Problems arising from NLaG breach of IT security: How many appointments were cancelled? How many clinics were cancelled? How many radiology/pathology appointments were cancelled? How many patients were diverted? What's the plan to re-appoint patients? What assurance is there that will not happen again?</p> <p>2. Case 2189 (15-12-2016) Providers: United Lincolnshire Hospitals NHS Trust (ULHT) The transferring records between Lincoln, Boston and Grantham Hospitals is not good.</p>

Mental health & Learning Disabilities (LPFT)

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> 1 x Informal Complaint 	<p>Informal Complaint</p>

	<p>1. Case 2166 (12-12-2016)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Pilgrim Hospital - Mental Health</p> <p>Patient experienced serious mental health problems and felt mental health team were not helpful - gave patient appointment for March 2017. Got medication from GP.</p> <p>Patient was made to feel as if they were wasting the time of the MH team, Crisis Team was unhelpful and patient was informed not to use them.</p> <p>Staff discussed patient in a derogatory way in front of them. Reception staff were lovely and caring.</p> <p>Patient was told they were not fit to be a mother and when they tried to complain was told if they did, they would tell Children's Services to remove the children. Children's services visited patient and said there was no issue. Patient's partner took time off work to care for them and children which was acknowledged by children's services and Health Visitor. However, MH Team said partner should be at work and criticised them for taking time off.</p>
<p>South West x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 2094 (06-12-2016)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient feels the medication they are currently taking is causing side effects. Would like to get back to 'normal', however, Drs at The Willows are hesitant to lower medication. Patient would like to understand why?</p> <p>HWL - sent comment to LPFT.</p>
<p>West x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 2084 (05-12-2016)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient fast tracked to mental health in Mar 16 but by November still didn't have an appointment. Also need medical review for long term mental health condition which is outstanding.</p> <p>No patient details given</p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 2203 (20-12-2016)</p> <p>Providers: Lincolnshire County Council - Children Services</p> <p>Resident asking for information on how to make a complaint regarding CAMHS in Lincoln and Gainsborough.</p>

Patient Transport

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 2209 (21-12-2016)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Patient has recently had 2 ambulance call outs where all staff were excellent but the patient felt the ambulances were very old and shaky. Patient understands that any ambulance is better than none and each time was not kept waiting unduly. All teams were excellent.</p>
<p>South x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 2087 (06-12-2016)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Patient couldn't get out of her car due to her knee locking and was in extreme pain. Partner rang 999 and while they appreciate certain questions have to be asked, partner was screaming and they were asked if patient was breathing! Eventually gave up and drove them to Peterborough Hospital where they received outstanding care.</p>
<p>West x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p>

	<p>1. Case 2057 (01-12-2016)</p> <p>Providers: NSL Transport</p> <p>Patient with long term condition has problems getting to appointments as difficulty walking. Has to rely on friends etc to take to appointments at surgery and hospitals. On enquiring at surgery about transport was told their area is not covered. Also asked at hospital about transport but was told that as they could walk a bit would have to get themselves there by bus/train.</p> <p>Patient hoped that sharing her experiences would be helpful to make improvements and change things for others.</p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 2090 (05-12-2016)</p> <p>Providers: NSL Transport</p> <p>Patient feels hospital transport are discriminating against disabled people by asking them if they are in receipt of mobility allowance.</p> <p>People use their mobility allowance to support transport in other ways eg own car, mobility scooters, paying someone else to drive so it should not be automatically assumed that if they receive mobility allowance they are, therefore, not entitled to transport.</p>

Social Care Services

CCG Area	Case Details
<p>East x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Signposting only 	<p>General Comment</p> <p>1. Case 2076 (01-12-2016)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Elderly patient lives in care home - has been there over 4 years. Due to costs their savings and income have now all been spent. Had meeting with ASC for assessment for continuing care and offered funding but it would have to be topped up which relative cannot afford as on pension themselves. Was suggested that patient should be moved to different home to make it cheaper - but relative concerned this could be detrimental to patient's health.</p> <p>Signposting only</p> <p>1. Case 2075 (01-12-2016)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Carer struggling with care of partner and carer support. Doesn't feel partner's carers do what they are supposed to and do not listen to carer. Carer is ill themselves and struggles to leave their partner with dementia while they attend appointments. Agitated and confused about what to do.</p> <p>HWL - spoke with Adult Social Care team, duty social worker will arrange a meeting.</p>
<p>South x 3</p> <ul style="list-style-type: none"> 2 x General Comment 1 x Signposting only 	<p>General Comment</p> <p>1. Case 2077 (01-12-2016)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Elderly lady suffered nettle sting but was unable to visit pharmacy as advised, as it was Sunday. Following day it had developed into shingles and there, requested GP home visit who called back 3 days later.</p> <p>Relative called ASC following week, who were very helpful, to request short term care for a few weeks to ensure patient took their medication. Was told to go to GP for referral</p> <p>Can ASC not assess without GP referral?</p> <p>2. Case 2213 (21-12-2016)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Caller having problems with benefits received. Was increased to receive enhanced disability allowance and received back pay. Paid nothing towards own care package.</p> <p>Now being told has to pay towards care and pay back what they have already (wrongly) received.</p> <p>Signposting only</p>

	<p>1. Case 2199 (19-12-2016)</p> <p>Providers: Lincolnshire County Council - Children Services</p> <p>Patient has mental health problems and kicked off at social worker which resulted in child being taken into temporary care of carer. Patient was told they needed an assessment but this was now not thought necessary. Patient has moved house to get away from baby's relative and is trying to sort themselves out.</p> <p>Want to complain about social worker - if not Duty Social Worker, then manager - but manager is person making decisions.</p>
<p>West x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 2106 (07-12-2016)</p> <p>Providers: Cathedral Nursing Home</p> <p>Patient admitted to hospital by GP. Assessed as not requiring continuous healthcare before admission to hospital. At discharge to care of GP, was admitted to nursing home until home care was in place.</p> <p>Once in nursing home, requested commode in room in spite of toilet already there, due to their lack of mobility. The commode was only in the room for one night and then taken out which caused patient to fall in the night .</p> <p>Medication was given in smaller dose at nursing home due to discharge notes from hospital not being clear - apology received from nurse. Felt nursing home was not correct place for patient as most patients suffered severe dementia and patient had no one to talk to and no TV in room.</p>

Other Services

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> 1 x Signposting only 	<p>Signposting only</p> <p>1. Case 2100 (07-12-2016)</p> <p>Providers: Lincolnshire County Council</p> <p>Lady called upset as she had a mouse infestation and didn't know how to get rid of them.</p>
<p>South x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 2191 (16-12-2016)</p> <p>Providers: South CCG</p> <p>Patient commented they were so unhappy with the service they have received from Air Liquide that they have stopped getting their live-saving oxygen supply from them. Has contacted the head office to inform them of their complaint. Accessing consumables is a fiasco. Now gets their supply from elsewhere. Looking to purchase Concentrator for the house.</p> <p>HWL - sent information where to purchase the equipment.</p>
<p>Out of Area x 5</p> <ul style="list-style-type: none"> 4 x General Comment 1 x Compliment 	<p>General Comment</p> <p>1. Case 2069 (01-12-2016)</p> <p>Providers: Papworth Hospital, Peterborough City Hospital</p> <p>Had pacemaker fitted at Papworth in emergency and care etc was first class, as was A&E at Peterborough.</p> <p>2. Case 2102 (07-12-2016)</p> <p>Providers: Peterborough City Hospital</p> <p>A couple of patients commented they felt a lack of understanding when seeing a particular Doctor in Rheumatology. Newly diagnosed patient sent away and told to 'exercise and come back in a year'.</p> <p>3. Case 2145 (09-12-2016)</p> <p>Providers: Peterborough City Hospital</p> <p>Patient started in a one man room then transferred to 4 bedded room. Hardly saw a member of staff until very disturbed person was admitted. No sleep for 2 nights and disturbance during day time. Once this patient was removed it went back to not seeing anyone.</p> <p>No patient details given.</p>

4. Case 2061 (01-12-2016)

Providers: Scunthorpe Hospital

Went in at 8.30 for problem, not seen till 11.30. Not very good experience, not many people waiting so couldn't understand the long wait. Care and treatment not discussed - just told.

Clean environment but not comfortable because of building work. Didn't get outcome wanted; didn't seem to know what was wrong, therefore, visited GP for more information and advice. Hospital initially recommended endoscopy but after staff talked gave patient 2 tablets to take instead.

Compliment

1. Case 2048 (01-12-2016)

Providers: Peterborough City Hospital

Had both cataracts done on the same day and patient very happy with result. Initially apprehensive about the procedure, but staff put the patient at ease.