



Healthwatch Lincolnshire

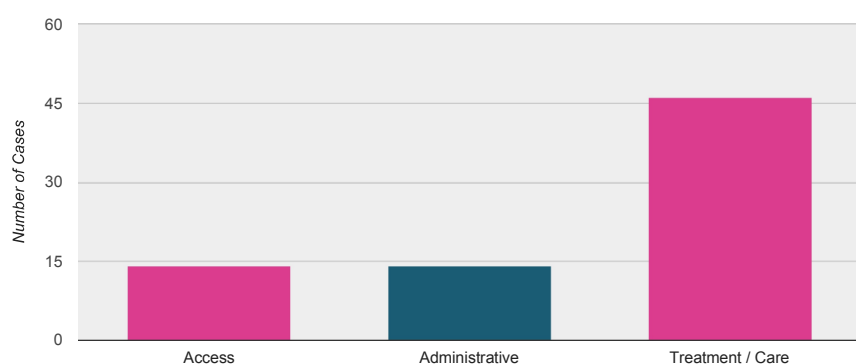
Unit 12
1-2 North End
Swineshead
BOSTON
Lincolnshire
PE20 3LR

East CCG Healthwatch Lincolnshire report January 17

Statistics

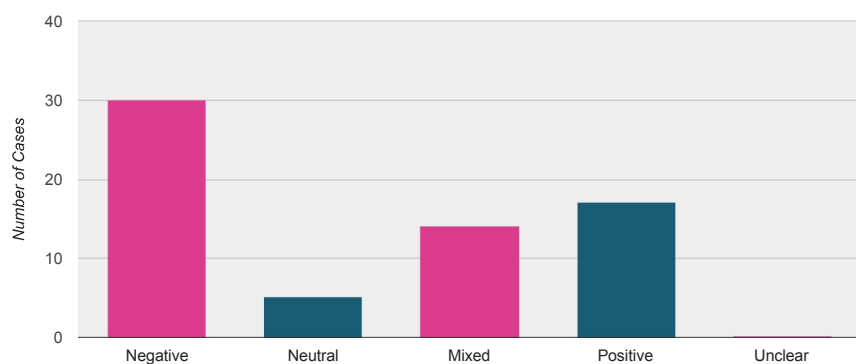
Total cases: 66

Theme Areas



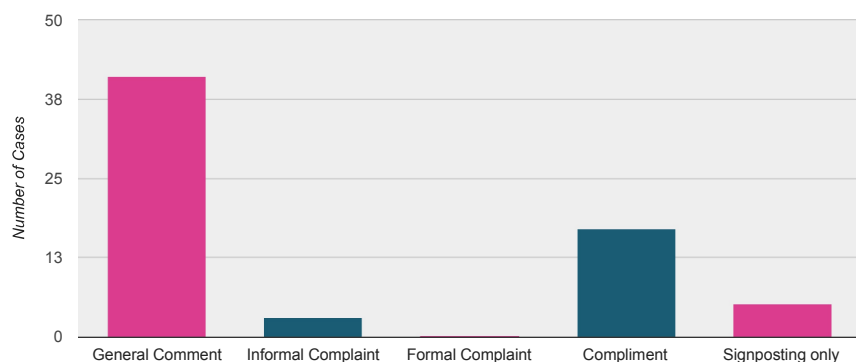
Theme Areas	Cases
Access	14
Administrative	14
Treatment / Care	46

Sentiments



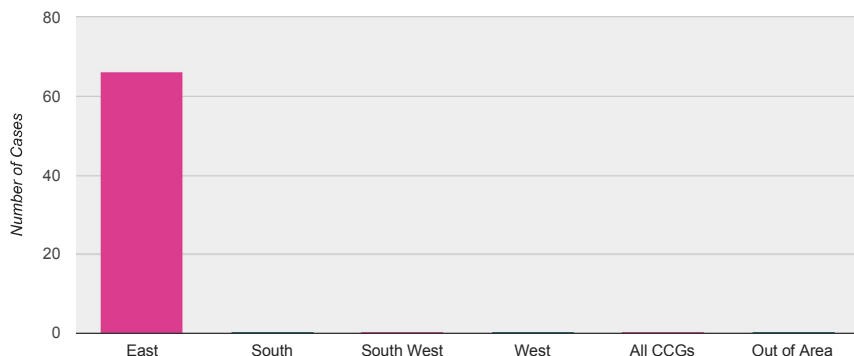
Sentiments	Cases
Negative	30
Neutral	5
Mixed	14
Positive	17
Unclear	0

Case Types



Case Types	Cases
General Comment	41
Informal Complaint	3
Formal Complaint	0
Compliment	17
Signposting only	5

CCGs



CCGs	Cases
East	66
South	0
South West	0
West	0
All CCGs	0
Out of Area	0

Cases

Community Health Services (LCHS)

CCG Area	Case Details
<p>East x 6</p> <ul style="list-style-type: none"> • 3 x General Comment • 2 x Compliment • 1 x Signposting only 	<p>General Comment</p> <ol style="list-style-type: none"> 1. Case 2348 (30-01-2017) Providers: Louth County Hospital Arrived at department and left again within 20 minutes - staff all pleasant and helpful. Received a recorded message 2 days later asking for my experience. It wasn't convenient so pressed button to get call back within 24 hours - still waiting over 2 weeks later! 2. Case 2333 (26-01-2017) Providers: Skegness + District Hospital I can ask questions and the hospital are very good at answering them. Convenient to come here otherwise have to travel to Derby twice a week. Lincolnshire Community Nurses call once a day, but family have to do help me with self- treatment at all other times. 3. Case 2337 (26-01-2017) Providers: Skegness + District Hospital Always have to wait for appointments on arrival. Don't know why i'm on prescribed medication and not sure about tablets taking , but I do understand how to take them day to day by colours. Some medication affects what patient can eat and if get it wrong affects blood results <p>Compliment</p> <ol style="list-style-type: none"> 1. Case 2330 (26-01-2017) Providers: Skegness + District Hospital Patient has rated this as 5 * based on a recent trip to the Physiotherapy department. 2. Case 2336 (26-01-2017) Providers: Skegness + District Hospital Patient rated Skegness Hospital as 5* <p>Signposting only</p> <ol style="list-style-type: none"> 1. Case 2338 (26-01-2017) Providers: Skegness + District Hospital Patient needs to attend for treatment but needs transport to hospital. <p>NOTE: Volunteer advised contact Signposting for information</p>

Primary Care Services

CCG Area	Case Details
<p>East x 12</p> <ul style="list-style-type: none"> • 8 x General Comment 	<p>General Comment</p>

- 2 x Informal Complaint
- 2 x Signposting only

1. **Case 2339 (26-01-2017)**

Providers: Beacon Medical Practice

Patient experiencing problems with prescription as GP surgery no longer in shared care. Patient has to phone Grimsby Hospital who send prescription to Louth Hospital - agreement to send 3 monthly instead of monthly. Patient is elderly and currently drives, but concerned for future if unable to go the Louth.

2. **Case 2343 (26-01-2017)**

Providers: Beacon Medical Practice

Patient recently moved to Lincolnshire and finding it difficult to get appointment with GP to get prescription for regular medication. Concern that condition will deteriorate. Previously under care of gastroenterologist and had blood tests 6 monthly. Without GP appointment cannot get to see gastroenterologist in Lincolnshire.

HWL - advised patient to make contact with the Practice Manager. UPDATE - they have done as HWL recommended and this has now been resolved.

3. **Case 2347 (30-01-2017)**

Providers: Boots Pharmacy (Woodhall Spa)

This pharmacy still having problems, there are still complaints regarding waiting times for prescriptions.

(Comment is general from members of Hub)

4. **Case 2235 (10-01-2017)**

Providers: East CCG, Hawthorn Medical Practice

Resident from East of Lincolnshire commented that they feel patients expect too much from the NHS. Also stated that as the Wainfleet patients have been allocated to the Hawthorn GP Practice this will make getting through even worse, already have difficulties getting through on the phone to book an appointment, start phoning at 8am and when eventually gets through all the appointments have been taken.

Questions

1) - EAST CCG - Are patients expecting transport from Wainfleet to Skegness for free? are they expecting the CCG to pay for this? if so what budget does it come out of?

2) - HAWTHORN - How many dedicated phone lines are there for incoming calls from patients to alleviate the issue?

5. **Case 2266 (16-01-2017)**

Providers: East CCG

Patient rang enquiring if Wainfleet surgery will re-open. Concerned as they have regular medication on prescription, does not drive and lives in very rural location.

6. **Case 2314 (25-01-2017)**

Providers: East CCG

Patient raised concerns after recently being made aware that the GPs from Wainfleet surgery are working in Pilgrim Hospital. Patient feels that after the surgery was closed, rather hush why are the GPs working in Pilgrim?

7. **Case 2332 (26-01-2017)**

Providers: East CCG

Patient commented that some regular items such as Gaviscon, Diclofenac Gel, etc have been renamed from GP formularies which means they are now over the counter remedies. Many people may find it difficult to pay for these medicines and may not receive appropriate treatment

8. **Case 2276 (18-01-2017)**

Providers: Marisco Medical Practice

Family member concerned that relative who has a rare blood disorder, which can be debilitating and life threatening if not kept under control, has a lack of support from the GPs as they do not understand the importance of regular appointments and regular bloods being taken. Always sees a different GP so there is a need to explain the disorder each time. Family member printed off several brochures with the condition and gave to the surgery so they are aware of the needs of the patient, but they are still having to explain each visit.

HWL - made contact with the Surgery with some suggestions of how to overcome some of the concerns. The surgery mentioned that they will be working with the patient and family member to improve communications.

Informal Complaint

	<p>1. Case 2268 (17-01-2017) Providers: Beacon Medical Practice Patient feels they had a dissatisfactory service, detailed letter sent to Practice Manager</p> <p>2. Case 2312 (25-01-2017) Providers: Hawthorn Medical Practice, Pilgrim Hospital Family member raised concerns as elderly relative was previously registered at Wainfleet. The relative required a GP appointment but the new surgery would not offer one until the patient had completed the registration form, patient did this then tried to get an appointment again as feeling unwell. Informed by the surgery that until the registration form had been processed they could not offer an appointment. When the patient finally got an appointment it was not for a few weeks so the family member pleaded with the surgery for a urgent appointment. Patient seen that day where the GP informed the patient to go to Skegness Hospital. Patient there until mid-night whereupon they were sent to Pilgrim Hospital A&E. Patient sent home in the New Year of 2017 but the patient could still not go to the toilet, which was the case at earlier hospital visits. Family member contacted the ambulance service and the patient was returned to Pilgrim hospital. Patient recently passed away.</p> <p>Signposting only</p> <p>1. Case 2274 (18-01-2017) Providers: Beacon Medical Practice, East CCG Patient concerned as Grimsby Hospital Consultant prescribed medication which is now running out and required a further prescription. Patient contacted Louth hospital who suggested they contact their GP to get a prescription, however GP informed the patient they would need to go back to Grimsby, patient confused and doesn't know where to get prescription from and is running out of medication. HWL - contacted Grimsby Hospital to locate the correct department. Contacted the patient with the information.</p> <p>2. Case 2223 (05-01-2017) Providers: Hawthorn Medical Practice Previous patient of Wainfleet surgery was not clear if they were registered with Hawthorn Practice. Also mentioned that some medications that were required had not been on the last prescription didn't know how to get this sorted. HWL - made contact with the provider and concerns were resolved.</p>
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Acute Services (ULHT)

CCG Area	Case Details
<p>East x 39</p> <ul style="list-style-type: none"> • 23 x General Comment • 1 x Informal Complaint • 15 x Compliment 	<p>General Comment</p> <p>1. Case 2294 (20-01-2017) Providers: East Midlands Ambulance Service Patient taken to hospital via ambulance. Staff took all details about medication etc and recorded on laptop. Doctor in A&E could not access information because using different system. Patient informed they didn't need to take medication with them to hospital as being recorded. Once on ward nurses seem to be recording on Ipads and duplicating written notes.</p> <p>2. Case 2219 (05-01-2017) Providers: Pilgrim Hospital Patient having radiotherapy at Lincoln Hospital, also another procedure at Pilgrim Hospital. Went to Pilgrim for appointment - couldn't do it as records at Lincoln! Wasted journey for the patient. HWL asks on behalf of patients, are the notes not on the same system? or should they have been sent prior to appointment?</p> <p>3. Case 2220 (05-01-2017) Providers: Pilgrim Hospital Parent concerned that doctors who were at Wainfleet are now working at Pilgrim Hospital. Already has complaint in regarding this doctor's treatment of child with NHS England and is concerned may have to see him again if he had to take his child to A&E. Also has to take children for re-immunisations as those given at Wainfleet were out of date. HWL has received a number of comments in relation to whether GPs from Wainfleet are now working at ULHT</p>

4. Case 2226 (06-01-2017)

Providers: Pilgrim Hospital

Patient received letter from diabetic clinic dated September 2015, giving appointment for beginning of January 2017. Patient attended appointment and said how frustrated he was having to wait 15 months, when letter said should be seen in 6 months. Did not see dietician or diabetic nurse at this appointment and when patient asked why, was just given excuses. Patient walked out saying since they had managed for 15 months, they would manage the next 15 months. Patient feels Diabetic Team needs a shake up because feels if it is happened to him, it will be happening to others.

HWL on behalf of patients with diabetes, Could the Department provide information as to the waiting time delays for patients attending diabetic clinics?

5. Case 2227 (06-01-2017)

Providers: Pilgrim Hospital

Lady went into hospital early hours of the morning, in labour, baby born at mid afternoon, and sent home at midnight in temperatures of -5 degrees.

6. Case 2252 (13-01-2017)

Providers: Pilgrim Hospital

Had to wait 6 hours for pain relief after knee surgery. Lots of students on ward who are not qualified to administer pain killers - have to wait for sister to give treatment. Accept have to learn but this does delay treatment. Had to wait one and half hours for letter on discharge.

Apart from this - brilliant.

7. Case 2253 (13-01-2017)

Providers: Pilgrim Hospital

1st appointment - consultant was 2 1/2 hours - he had gone to Lincoln but clinic was in Boston, if patients were that late they would have to re-book.

8. Case 2254 (13-01-2017)

Providers: Pilgrim Hospital

Emergency call to 111, escalated to urgent - patient was told there was 5 hour wait, otherwise patient was offered a pick up so long as both patient/carer signed to say they take responsibility. Chose to stay at home and saw GP next day.

Long term care from Pilgrim Hospital is excellent.

9. Case 2261 (13-01-2017)

Providers: Pilgrim Hospital

Would not recommend Pilgrim at all. Lost sight in eye because patient felt the hospital left it too late.

10. Case 2278 (18-01-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Family have raised concerns around the care family member had during end of life. Family members left patient after visiting hours on Ward 5b finished and went home, hospital called late at night to say patient had taken a turn for the worse so family members went to the hospital. Not informed that the main door would be closed so to enter via A&E. The patient passed away but the family weren't made aware until an hour afterwards when they were in the waiting area.

HWL - referred to POHWER with patients consent

11. Case 2293 (20-01-2017)

Providers: Pilgrim Hospital

Letter to attend appointment at Pilgrim Hospital stated there was free parking - there was not. Paragraph in letter should only be in for patients who go to Louth Hospital where parking is free.

HWL asks if Pilgrim Hospital could review standard patient letters to ensure correct parking information is provided.

12. Case 2298 (20-01-2017)

Providers: Pilgrim Hospital

Initial GP treatment did not work, then District Nurse noticed deterioration on visit. GP visit at home where an ambulance was called in afternoon - did not arrive until early hours of morning. When arrived at hospital, bed had been taken and patient had to wait 10 hours in A&E for another bed to become available. Patient in lots of pain and outcome was amputation.

(No contact details given)

13. **Case 2322 (26-01-2017)**
Providers: Pilgrim Hospital
 Patient in wheelchair being pushed by elderly lady who was having difficulty and said no porters on duty
14. **Case 2323 (26-01-2017)**
Providers: Pilgrim Hospital
 Staff are wonderful, look after patients and treatment is amazing. Wife helps patient with their medication and staff help her with this to make sure she understands.
 Have to wait for blood test in draughty corridor and can't have seats as long corridor and fire officer won't allow seats - unsuitable for patients who are ill.
 In chemo there are reclining chairs but no room to recline them.
15. **Case 2324 (26-01-2017)**
Providers: Pilgrim Hospital
 Patient has to go to lots of departments during visit. Understand treatment being given is sometime difficult but pharmacy explained all medication. Macmillan nurse was very good at finding out information and feeding back and can ring at any time which is good. Pharmacy gave yellow sharps bin but didn't know had to inject self - had to check with pathology. Consultant very good and nurses very nice and kind.
16. **Case 2325 (26-01-2017)**
Providers: Pilgrim Hospital
 Ophthalmology - Everything explained well. One nurse a bit sharp and didn't explain what field test was.
17. **Case 2326 (26-01-2017)**
Providers: Pilgrim Hospital
 Had to walk a long way from waiting room to mobile MRI scanner and have difficulty walking, lots of steps and found hard to get up them. Different experience to last MRI scan which was done in hospital - wouldn't go to mobile one again. Very traumatic as not sure could find way back to waiting room.
18. **Case 2327 (26-01-2017)**
Providers: Pilgrim Hospital
 Young child has had broken bones and has to attend different departments in hospital. Live in Rural location and have to use bus as mother does not drive. School complaining about amount of time child has had off school for appointments - 9 different days this year. Mother has tried to get some appointments on same days but no success.
19. **Case 2328 (26-01-2017)**
Providers: Pilgrim Hospital
 Pilgrim Hospital
 Patient receiving Chemotherapy commented they were normally late going in for appointments as clinic running late. Patient was still waiting after 1 hour after appointment time to be seen.
No Patient details given
20. **Case 2331 (26-01-2017)**
Providers: Pilgrim Hospital
 Pilgrim Hospital
 Patient waited 9 weeks for an appointment letter for an MRI scan, apparently a letter had been sent previously but patient had not received it.
No patient details given
21. **Case 2334 (26-01-2017)**
Providers: Pilgrim Hospital
 Ophthalmology - Had to wait 4 hours for tablets to take home on discharge. Not comfortable in ward waiting room and inconvenient for person waiting to take patient home
22. **Case 2340 (26-01-2017)**
Providers: Pilgrim Hospital
 Ward 7a - Patient left in bed which was wet for hours. Patient left when drip was bleeping and staff only responded when other patients called for help. Patient rang bell for toilet and no-one came, then could not find commode - too late for patient. Patient was told samples needed monitoring but nurse was not told so not recorded.

23. Case 2350 (30-01-2017)

Providers: Pilgrim Hospital

Patient sent by GP for chest x-ray. Name and address checked 3 times, also reason for being there. Radiologist said that patient was wrong and required stomach x-ray as well. Patient insisted this was not correct. Another member of staff looked at the screen and found radiologist has wrong patient details on the screen.

Informal Complaint

1. Case 2312 (25-01-2017)

Providers: Hawthorn Medical Practice, Pilgrim Hospital

Family member raised concerns as elderly relative was previously registered at Wainfleet. The relative required a GP appointment but the new surgery would not offer one until the patient had completed the registration form, patient did this then tried to get an appointment again as feeling unwell. Informed by the surgery that until the registration form had been processed they could not offer an appointment. When the patient finally got an appointment it was not for a few weeks so the family member pleaded with the surgery for a urgent appointment. Patient seen that day where the GP informed the patient to go to Skegness Hospital. Patient there until mid-night whereupon they were sent to Pilgrim Hospital A&E.

Patient sent home in the New Year of 2017 but the patient could still not go to the toilet, which was the case at earlier hospital visits. Family member contacted the ambulance service and the patient was returned to Pilgrim hospital. Patient recently passed away.

Compliment

1. Case 2239 (12-01-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient commented they felt they had received a good service, a trial patient and feels their care was carefully monitored. No problems, looked after very well. Had occasion to go to A&E end of last year, seen quickly and run well.

2. Case 2240 (12-01-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient feels they are understanding of NHS pressures and go with the flow. Never had a problem at the hospital. Understands the NHS at the moment feels like a conveyor belt but appreciates pressures the staff are under.

3. Case 2241 (12-01-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Staff are friendly. However whilst patient waiting to hear about cancer diagnosis, they received a text to find out if I would recommend the service, perhaps there is a need to be more sensitive and diplomatic to patients needs.

HWL on behalf of patients, we would ask that ULHT re-consider their process of gathering FFT to ensure patient has at least had an opportunity to complete their appointment.

4. Case 2242 (12-01-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Seen by the specialist who was excellent. Treatment diagnosed very early and referred to QMC for treatment plan. The only comment I would make is that due to travelling sometimes the appointments sent are either too early or too late in the day.

HWL - contacted the patient, to request they inform QMC so they are aware the restrictions.

5. Case 2243 (12-01-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient commented they were happy with everything. Come in regularly for transfusions. Patient under a number of different Consultants, some good, some very good. Haematology day ward very good. Staff try to be very careful.

6. Case 2244 (12-01-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital - Haematology

No problems with this service, patient had to wait on a few occasions but not too long. Staff are friendly.

	<p>7. Case 2245 (12-01-2017) Providers: Pilgrim Hospital Pilgrim Hospital Previously had a major operation, patient contracted MRSA. Has regular visits to Pilgrim Hospital and could not receive better treatment.</p> <p>8. Case 2246 (12-01-2017) Providers: Pilgrim Hospital Patient arrived early for appointment and tests started doing tests straight away. Good at getting results through. Had tests done at Skegness the day before and results already on the system. Everything is explained fully.</p> <p>9. Case 2247 (12-01-2017) Providers: Pilgrim Hospital Pilgrim Hospital Everyone so pleasant. Felt like they cared. Parking is a little difficult in trying to find a space. Have respect for Consultants, Doctors and Nurses.</p> <p>10. Case 2255 (13-01-2017) Providers: Pilgrim Hospital Reality is not what is seen on TV (bad reports) - staff always well turned out and helpful. Never had bad experience. Treatment received over the years, patient is very pleased with everywhere in Pilgrim has always been very good.</p> <p>11. Case 2256 (13-01-2017) Providers: Pilgrim Hospital Pilgrim Hospital - Haematology Patient found staff very helpful, pleasant and polite. Waiting times sometimes a bit long, can be up to an hour.</p> <p>12. Case 2257 (13-01-2017) Providers: Pilgrim Hospital Cardiac Unit - Everything excellent - patient most impressed. TV in day room was terrible - old and needed replacing. Apart from that everything was perfect. Did leave cuff on arm for 20 minutes after taking blood pressure which was painful</p> <p>13. Case 2258 (13-01-2017) Providers: Pilgrim Hospital Ward 7 - Everything was brilliant. Not had a bad experience here at all. They need more staff - can't spend enough time talking to patients when going through bad time or emotional.</p> <p>14. Case 2259 (13-01-2017) Providers: Pilgrim Hospital Pilgrim Hospital - Haematology Quite good, not waiting too long around half an hour for the whole visit. Car parking ok usually. Easy access to the hospital. Staff are good.</p> <p>15. Case 2329 (26-01-2017) Providers: Pilgrim Hospital Oncology - Staff are good and always friendly and helpful. Appointments usually on time and hospital phoned to ensure keeping appointment. Having follow up treatment here after initial at Lincoln County as Pilgrim Hospital is closer for patient. Parking at Lincoln County is free for oncology and radiotherapy patients which is good if attending a lot.</p>
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Mental health & Learning Disabilities (LPFT)

CCG Area	Case Details
East x 3 <ul style="list-style-type: none"> • 1 x General Comment • 2 x Signposting only 	<p>General Comment</p>

	<p>1. Case 2341 (24-01-2017) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) 14 year old diagnosed with Tourettes, recently signed off by CAMHS. Looking for support groups in area.</p> <p>Signposting only</p> <p>1. Case 2263 (13-01-2017) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Patient trying to locate contact number for Archway Centre in Boston. Phone number provided.</p> <p>2. Case 2279 (18-01-2017) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Patient requesting information around Mental Health Support groups. HWL provided information</p>
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Patient Transport

CCG Area	Case Details
<p>East x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 2292 (20-01-2017) Providers: East Midlands Ambulance Service Ambulance attended and needed to use ECG machine - found there were no batteries in it and staff complained they had been taken out again (!). On arrival at hospital patient was supposed to go directly to ward but admitted via A&E - confusion about where patient should go. Messages had not been communicated properly, which delayed admission to where staff were waiting to treat patient.</p> <p>2. Case 2294 (20-01-2017) Providers: East Midlands Ambulance Service Patient taken to hospital via ambulance. Staff took all details about medication etc and recorded on laptop. Doctor in A&E could not access information because using different system. Patient informed they didn't need to take medication with them to hospital as being recorded. Once on ward nurses seem to be recording on Ipads and duplicating written notes.</p>

Social Care Services

CCG Area	Case Details
<p>East x 5</p> <ul style="list-style-type: none"> • 5 x General Comment 	<p>General Comment</p> <p>1. Case 2233 (10-01-2017) Providers: Hunters Creek Care Home with Nursing, Lincolnshire County Council - Adult Social Care Hunters Creek Care Home - Tanglewood Boston - Observations Elderly relative in Care Home, family members noticed that food chart was being completed prior to the relative actually having anything, same for the fluid chart. Elderly relatives chart stipulated that a cup of tea had been given, however relatives were there at this time and the resident had not had a drink. Eventually once family members had commented on this a drink was brought to the resident. Personal hygiene not being kept up, relative in the same clothes each time they visited (daily) until family members prompted them to change their clothes. On one occasion the chart stated resident had gone to the lounge for activities group, when in fact the relatives were there in residents room at this time with the resident. Q) Should food/fluid/activities charts be completed prior to the event? - response received 02/02</p> <p>2. Case 2221 (05-01-2017) Providers: Lincolnshire County Council - Adult Social Care Relative tried to make contact with Customer Services for Adult Social Care since mid Dec, unable to get an answer via phone and concerned about elderly relative who lives on their own who requires an assessment for home care provision. HWL - made contact for the relative and requested a call be placed to them.</p>

	<p>3. Case 2234 (10-01-2017)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Carer requested information on how to access Carers Allowance, presently looking after spouse who has long term liver disease. Spouse only gets PIP (lower amount) and private pension. Struggling with all aspects of care provision. Also mentioned they had previously had information about a social worker, but never seen one so unsure if there is a named social worker.</p> <p>HWL - contacted Carers first on behalf of the patient with consent to release details obtained. Advised to call Customer services to find out if a Social Worker has been assigned to patient. UPDATE 26/1/17 HWL contacted the patient to see if anyone had been in contact, they will need to wait until March before anyone can do a Carers assessment.</p> <p>4. Case 2248 (13-01-2017)</p> <p>Providers: Lincolnshire County Council - Adult Social Care, OSJCT Eresby Hall</p> <p>Parents had a social worker who was always helpful and supportive. Social worker retired and everything changed - when father died received little communication and was not kept informed. Safeguarding team were involved and police investigation took place - unable to see mother. Mother is in a care home and is argumentative with other residents because she is unhappy there. Daughter unable to spend Christmas with mother who is grieving for her husband. Feels social worker is inflicting suffering on mother and daughter which she believes is what she should be working to prevent. Daughter finds this behaviour disgusting.</p> <p>Permission given to release details</p> <p>5. Case 2335 (26-01-2017)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Insufficient social care to enable patients to be supported in their homes and self-manage their conditions.</p>
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Other Services

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 2319 (25-01-2017)</p> <p>Providers: Orthopaedics and Spine Specialist Hospital</p> <p>Patient feels the treatment at the orthopaedics and spine hospital Peterborough was unsatisfactory. Patient attended a Consultation where it was deemed an operation would be necessary. Letter received from the hospital informing that due to the unwillingness of the patient to complete tests that a full operation could not be done at this point. Patient contacted the hospital as confused regarding what tests they were unwilling to have. Patient thought everything that they had raised with the hospital had been dealt with and things were on track. So patient put things in place to have the operation as per original dates. Another letter was received from the hospital to the patient informing them that due to the lack of confidence the patient felt in the Consultant they were discharging them from their care. No further explanation given to the patient who has now been left in limbo.</p> <p>HWL - referred patient to POHWER</p>

Response

After completing any case specific responses above, please enter any other comments below, and then click the "send response" button.