



Healthwatch Lincolnshire

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

## February Summary Report 2017

This report produced by Healthwatch Lincolnshire contains patient, carer and service user experiences of their health and care services for the period 1 - 28 February 2017.

A total number of 291 experiences were received by Healthwatch in February. 178 have been posted directly to our feedback centre with the remainder of the experiences contained in this report.

### Highlighted concern

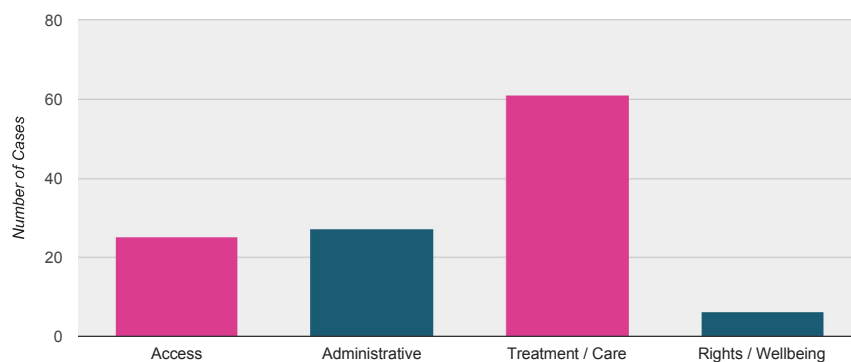
Healthwatch Lincolnshire is concerned about the number of patients that have contacted us following cessation of some services that were offered by their GP Surgeries. Patients are being told these services are no longer being offered due to the fact their GP Surgery does not receive 'payment' for them eg INR (blood tests), ear syringing, Sprimoetry testing. Patients are now having to travel much further (often on a regular basis) to access these services at either hospital or another GP surgery (often much further away). With the imminent proposals for health and care services in Lincolnshire focusing on healthcare being offered much closer to home, Healthwatch believes this change in local services delivers a mixed message to the residents of Lincolnshire.

It also appears that patients are not being given sufficient notification as to when cessation of these services comes into force. The first many patients are often aware of this change is when they are trying to book an appointment for the service, only to find it is no longer available. On behalf of patients we would also ask that they are offered a much longer notification period to enable them to consider how they will access alternatives. We would also ask the CCGs and NHS England if they could consider how these services could be re-commissioned locally to ensure patients can continue to access these simple but important tests at their GP surgery.

### Statistics

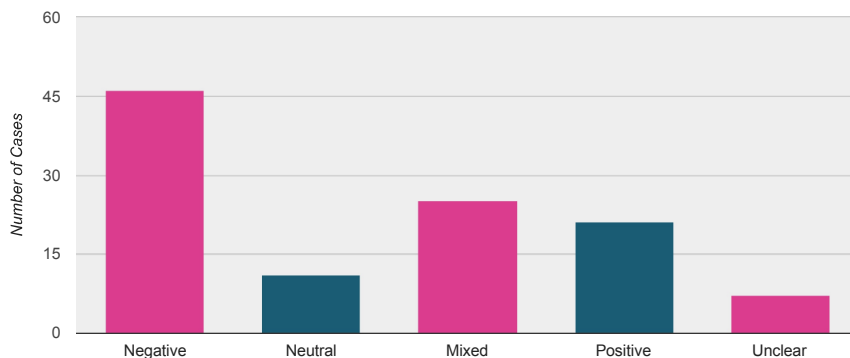
**Total cases: 112**

#### Theme Areas



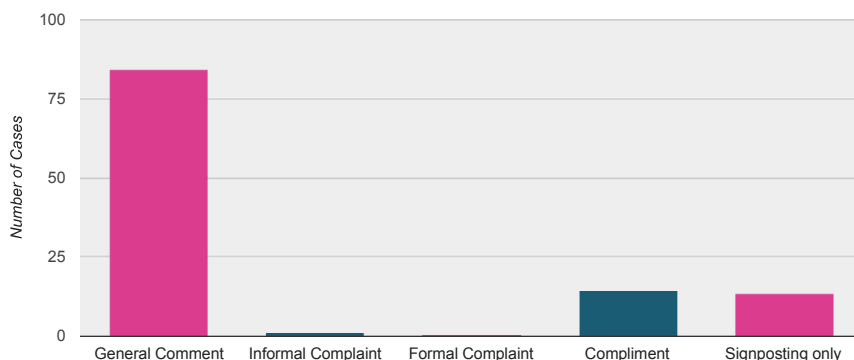
Theme Areas	Cases
Access	25
Administrative	27
Treatment / Care	61
Rights / Wellbeing	6

Sentiments



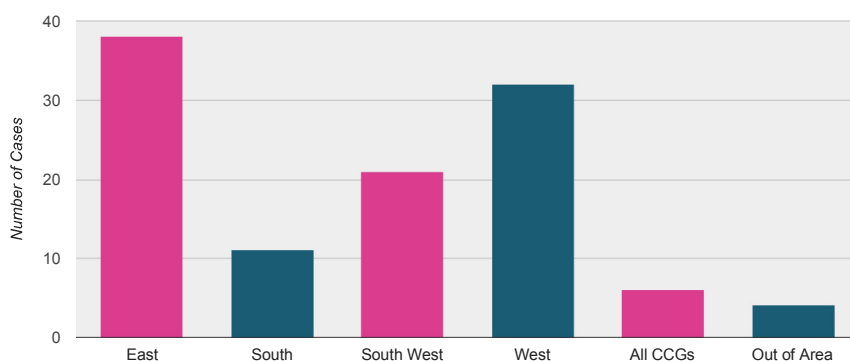
Sentiments	Cases
Negative	46
Neutral	11
Mixed	25
Positive	21
Unclear	7

Case Types



Case Types	Cases
General Comment	84
Informal Complaint	1
Formal Complaint	0
Compliment	14
Signposting only	13

CCGs



CCGs	Cases
East	38
South	11
South West	21
West	32
All CCGs	6
Out of Area	4

Cases

Community Health Services (LCHS)

CCG Area	Case Details
<p>East x 3</p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 2 x Compliment</li> </ul>	<p><b>General Comment</b></p> <ol style="list-style-type: none"> <li>Case 2437 (16-02-2017)                      Providers: Louth County Hospital                      After care was not good, not enough information given when unexpected extras done during surgery.</li> </ol> <p><b>Compliment</b></p> <ol style="list-style-type: none"> <li>Case 2438 (17-02-2017)                      Providers: Louth County Hospital                      Best hospital in Lincolnshire. Everyone is relaxed, they listen to you and answer questions, sometimes have to ask doctor or nurse to repeat explanation of treatment if don't understand their accent. At bigger hospitals patient feels the staff don't have time for patients.</li> </ol>

	<p>2. <b>Case 2440 (17-02-2017)</b>  <b>Providers:</b> Louth County Hospital          Appointments always prompt. Prefer to Lincoln and Boston because quicker and parking is easier. Not so crowded as bigger hospitals.</p>
<p><b>South West x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Signposting only</li> </ul>	<p><b>Signposting only</b></p> <p>1. <b>Case 2461 (27-02-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)          Patient received letter for appointment with Podiatry clinic at Bourne Health Centre. Tried calling to confirm as requested but unable to get through on number given. (01522 523009)          Permission given to HWL to confirm appointment on patient's behalf</p>
<p><b>West x 5</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 2 x Compliment</li> <li>• 2 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2393 (13-02-2017)</b>  <b>Providers:</b> John Coupland Hospital          Hospital should open more services for the local population, which would relieve pressure at other hospitals in Lincolnshire. Care services not geared up for ageing population in Lincolnshire. Local people value the local hospital. A&amp;E now minor injuries and not open all the time.</p> <p><b>Compliment</b></p> <p>1. <b>Case 2411 (16-02-2017)</b>  <b>Providers:</b> John Coupland Hospital          Blood room staff always warm and friendly, efficient in their work making patient feel comfortable and at ease.</p> <p>2. <b>Case 2412 (16-02-2017)</b>  <b>Providers:</b> John Coupland Hospital          Diabetic clinic: Always received exemplary treatment and help. Advice given has helped patient to treat and manage condition. Nurse always available for any advice on diet and insulin dosage.</p> <p><b>Signposting only</b></p> <p>1. <b>Case 2383 (08-02-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)          Patient had been to the sexual health clinic last year and had birth control pills, would like to make an appointment to get some more.  <b>HWL - recommended they speak with their GP surgery.</b></p> <p>2. <b>Case 2468 (28-02-2017)</b>  <b>Providers:</b> West CCG          Resident requested information on where to get an abortion in Lincolnshire. Other than getting referred by GP</p>
<p><b>All CCGs x 2</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2435 (16-02-2017)</b>  <b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby), Lincoln County Hospital, Louth County Hospital          Patient attends 3 different hospitals and has good service from them all for numerous problems.</p> <p><b>Signposting only</b></p> <p>1. <b>Case 2458 (23-02-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)          Patient told to contact Lindon House by GP and given contact details. Telephone number does not work.           (Permission given to give details)</p>

#### Primary Care Services

CCG Area	Case Details
East x 12	<b>General Comment</b>

- 10 x General Comment
- 2 x Compliment

## 1. Case 2387 (09-02-2017)

**Providers:** Hawthorn Medical Practice  
Hawthorn Medical Practice

Office staff do not answer the phones and often take the phone off the hook, their opening times are under par and don't even open on the weekend! Absolutely ridiculous.

**No patient details given.**

## 2. Case 2432 (16-02-2017)

**Providers:** James Street Family Practice

Some staff treat people as if they have no right to be in the building. Don't phone back when they have promised to. Always queues at reception - why not put more staff on?

## 3. Case 2443 (20-02-2017)

**Providers:** James Street Family Practice

Patient with coeliac disease says gluten free crispbread no longer on prescription. Patient eats crispbreads in place of bread.

## 4. Case 2442 (17-02-2017)

**Providers:** Marisco Medical Practice

Patient is very pleased with the service feels doctor listens, checked their history and didn't take anything for granted. Patient had check when prescription medicines review was needed. Even though doctor was stretched, didn't give that impression. Patient was made to feel very welcome. Treatment explained well and thoroughly. Eased patient's mind regarding treatment and supported with decisions. Another doctor at practice also reassuring.

Lots of staff doing caring job in difficult circumstances and that is appreciated.

## 5. Case 2428 (16-02-2017)

**Providers:** Newmarket Medical Practice

Never seems to be anyone on reception and have to wait. This is not good for someone who has mobility problems. Patient has been given wrong information from one receptionist and they don't take complaints seriously.

(no patient details given)

## 6. Case 2430 (16-02-2017)

**Providers:** Swineshead Medical Group

One receptionist gave patient misleading information about a service provided.

(No patient information given, therefore HWL appreciates there is no answer)

## 7. Case 2433 (16-02-2017)

**Providers:** Tasburgh Lodge

Changes since surgery taken over. Ring for appointment and doctor rings back, but only get to see nurse. Practice nurse is good.

## 8. Case 2431 (16-02-2017)

**Providers:** The New Coningsby Surgery

Surgery does not take complaints seriously. One receptionist has an attitude problem.

## 9. Case 2421 (16-02-2017)

**Providers:** The Spilsby Surgery

Patient had to move from another surgery as out of area. Now having to wait 3 weeks for appointment. Doctors do not work full time.

## 10. Case 2436 (16-02-2017)

**Providers:** Woodhall Spa New Surgery

At appointment with nurse, she wanted patient to see doctor but could not make appointment from her computer. Patient went to reception but they couldn't make the appointment either. Patient had to call next morning, but concerned as usually morning calls are for emergencies only and patient didn't want to take that time as their appointment was routine.

**Compliment**

## 1. Case 2460 (23-02-2017)

**Providers:** The New Coningsby Surgery

Surgery do an excellent job and work very hard to get things right. Can't fault their efforts, they provide a very credible service.

	<p>2. <b>Case 2439 (17-02-2017)</b>  <b>Providers:</b> Woodhall Spa New Surgery  Get appointment when need one without too much difficulty. Referred on to Louth or Lincoln hospital when needed more help.</p>
<p><b>South x 5</b></p> <ul style="list-style-type: none"> <li>• 4 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2379 (06-02-2017)</b>  <b>Providers:</b> Hereward Medical Centre  Difficult to get GP appointment, but realise extra pressure they are under with all new patients and still only 2 practices.</p> <p>2. <b>Case 2401 (13-02-2017)</b>  <b>Providers:</b> Munro Medical Centre, South CCG  Patient went to get hearing test for hearing aids, informed that as the earwax was quite bad in one ear that they could not do a proper hearing test until this was cleared. Patient went to GP to get referred for this, however patient was informed they did not qualify? so now they cannot get hearing tests or aids which leaves them with a depleted quality of life.  <b>HWL - made contact with the Practice Manager to see why this patient did not qualify for this treatment.</b>  <b>Question to South CCG - what are the waiting times for this service in Lincolnshire now it has been de-commissioned from GP surgeries?</b></p> <p>3. <b>Case 2466 (28-02-2017)</b>  <b>Providers:</b> Pennygate Health Centre, South CCG  2 young patients who have medical needs registered with Pennygate GP surgery and until recently (1st February) all medication and protein free foods were available via repeat prescriptions at the pharmacy or on-line, then delivered to your home. This has now stopped and carers have to go into the surgery to collect prescription from the surgery, take to the pharmacy, wait for the allotted timeframe then physically go and collect the medication etc. This has caused extreme inconvenience due to no home delivery now being afforded previously.</p> <p>4. <b>Case 2374 (02-02-2017)</b>  <b>Providers:</b> Stamford Dental Centre (Mr Saleem)  Waiting time for appointment always 25-40 minutes after appointment time - if dentist turns up at all. Patient has spoken directly to dentist and suggested that he shouldn't book appointments before the time he starts work. Patient feels annoyed as wastes time when they have other commitments and obviously late start delays appointments all day.  <b>Could the service explain why this is?</b></p> <p><b>Signposting only</b></p> <p>1. <b>Case 2404 (14-02-2017)</b>  <b>Providers:</b> NHS England  Patient requested information on NHS Dentist in Spalding area.  <b>HWL provided signposting information</b></p>
<p><b>South West x 6</b></p> <ul style="list-style-type: none"> <li>• 5 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2386 (09-02-2017)</b>  <b>Providers:</b> NHS England, Oasis Dental Care Ltd  Oasis Dental Centre - Sleaford  I have had many issues with appointments being cancelled for my family over the last year so we are now nearly 2 years over due for check ups</p> <p>2. <b>Case 2465 (28-02-2017)</b>  <b>Providers:</b> NHS England, Oasis Dental Care  Family were due yearly check-ups in June 2016, the appointment was cancelled due to the fact that the dentist left for his summer holidays early, next available appointment was not till December 2016 which the family booked. This appointment was then cancelled on the 5th of December as the dentist was on his Christmas holiday (again taken early). This was then re-booked for Feb 2017 which did go ahead. It was a whole family appointment so when we got seen it had been 20 months since we last saw a Dentist. If it was the other way round then the family would be taken off the books due to not being available.  <b>HWL - made contact with NHS England</b></p>

	<p>3. <b>Case 2456 (23-02-2017)</b>  <b>Providers:</b> Sleaford Medical Group  Patient was diagnosed with cancer last year and after 2 hospital stays went into care home. Family told they use their own GP and mother would be seen within a few days. GP never visited but nurse did and diagnosed infection. Patient passed away 10 days after being admitted without seeing a doctor. Coroner involved which meant it was 4 weeks before family could see body. (Family has already spoken to surgery about the doctor not visiting - but no explanation given)</p> <p>4. <b>Case 2451 (20-02-2017)</b>  <b>Providers:</b> St Johns Medical Centre  Patient diagnosed with asthma several years ago - GP did not record diagnosis on medical record. Surgery has asthma clinics but patient never called and monitored, ended up in hospital because of asthma. Medication for another condition is never reviewed and there are side effects which should be monitored. Patient feels because they are in the medical profession themselves that the doctors etc assume they know about treatment and don't really explain.  (No patient details given)</p> <p>5. <b>Case 2448 (20-02-2017)</b>  <b>Providers:</b> St Peters Hill Surgery  Got appointment with nurse on same day who were very good with child and problem sorted. Always polite and helpful.  More difficult to get appointment with GP - about 10 days.</p> <p><b>Signposting only</b></p> <p>1. <b>Case 2426 (16-02-2017)</b>  <b>Providers:</b> NHS England  Looking for dentist in area for treatment of abscess</p> <p><b>HWL provided signposting information</b></p>
<p><b>West x 10</b></p> <ul style="list-style-type: none"> <li>• 9 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2369 (02-02-2017)</b>  <b>Providers:</b> Basingham Surgery  Professionals have time to discuss what is wrong and listen to patients. Patient feels as though they care, appointments are really quick and can always fit patients in. Very personable, use patients name and made to feel good.  Referred to Grantham Hospital - care is over and above what received at Lincoln County so patient pleased to be referred there. Consultant at Lincoln County misdiagnosed and there was a lot of waiting around and now know what was happening.</p> <p>2. <b>Case 2389 (13-02-2017)</b>  <b>Providers:</b> Caskgate Street Surgery, East Midlands Ambulance Service NHS Trust (EMAS)  Patient unhappy with GP service - on numerous occasions patient has been left without life saving medication.  One of family members is epileptic, they had to wait 1 1/2 hours for emergency paramedic whilst having seizure. Technician arrived who had car full of equipment he could not use! Ended up taking patient to hospital in car as this was considered quickest way to get there.</p> <p>3. <b>Case 2394 (13-02-2017)</b>  <b>Providers:</b> Caskgate Street Surgery  Cannot get blood tests done at GP surgery, have to collect form and take it to Hospital which is difficult for 92 year old who struggles to walk and use taxi service.  <b>HWL would ask on behalf of the patient if there is no other solution the practice could offer under these circumstances.</b></p> <p>4. <b>Case 2413 (16-02-2017)</b>  <b>Providers:</b> Caskgate Street Surgery  Surgery send patients to hospital for blood tests - why can't nurse at surgery do them?</p> <p>5. <b>Case 2397 (13-02-2017)</b>  <b>Providers:</b> Cleveland Surgery  Cannot get appointment until March unless try by phoning every morning.  Have lots of items on prescription and this is sometimes reviewed as it changes. Pharmacy help with this.</p>

	<p>6. <b>Case 2409 (16-02-2017)</b>  <b>Providers:</b> Cleveland Surgery                  Problems as patient's first language is Spanish. Keep seeing different doctors and have to explain as they don't look at records. Same problems with prescription.</p> <p>7. <b>Case 2410 (16-02-2017)</b>  <b>Providers:</b> Cleveland Surgery                  No problems getting to see Practice Nurse but a longer wait to see doctor</p> <p>8. <b>Case 2455 (20-02-2017)</b>  <b>Providers:</b> Crossroads Medical Practice                  Attended triage appointment at surgery with regard to ear discomfort and dizziness, and saw locum doctor and was satisfied with examination. Was assessed and doctor advised it was an emergency and required to be taken to hospital by ambulance. Patient is a single parent (of very young children) and had to arrange child care and then wait in waiting room for ambulance.                  After 1 1/2 hours the receptionist told me that GP had forgotten to call ambulance and as surgery was closing would have to make own way to hospital. My car had already been taken from surgery so had to phone around friends to arrange a lift.                  Patient feels practice is not meeting needs of vulnerable people and astonished assessed as being medical emergency needing ambulance, then to be told to get themselves to hospital because of their error.                  Patient writing to practice directly and will change surgery for safety of self and family.</p> <p>9. <b>Case 2373 (02-02-2017)</b>  <b>Providers:</b> Welton Family Health Centre                  Patient has not been able to get appointment very easily and at times has found it quite distressing.</p> <p><b>Signposting only</b></p> <p>1. <b>Case 2402 (13-02-2017)</b>  <b>Providers:</b> West CCG                  Resident raised concerns about new prescription charges for the over 65s and unemployed, would they still be able to get prescriptions free of charge?  <b>HWL - Contacted Optum and received the information the resident required, then relayed it to the patient. Patient quite happy with the information.</b></p>
<p><b>All CCGs x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2382 (08-02-2017)</b>  <b>Providers:</b> East CCG, Lincolnshire South West CCG, South CCG, West CCG                  Out of Hours service and opening times over Christmas.                  Over the Christmas and New Year period could the CCG and Providers provide an update as to how many hours the Out of Hours service was available to patients, whether the services were accessible and consistent across the county and how was the promotion of out of hours done?  <b>Request for response to Lincolnshire East, West, South and South West Clinical Commissioning Group</b></p>
<p><b>Out of Area x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2459 (23-02-2017)</b>  <b>Providers:</b> NHS England, Out of area                  Family are patients with Dentist Practice. Parents attend as private patients, children are NHS patients. Dentist is setting up on his own and parents will move with him but want children to still be seen at current practice. Practice told them they cannot do this.  <b>Family ask - Why is this and is this normal custom and practice?</b></p>

**Acute Services (ULHT)**

CCG Area	Case Details
<p><b>East x 15</b></p> <ul style="list-style-type: none"> <li>• 15 x General Comment</li> </ul>	<p><b>General Comment</b></p>

1. Case 2365 (02-02-2017)

Providers: Pilgrim Hospital

Arrived for normal physio session, told that not available until find someone to do it. Should have received letter but didn't and patient travelled 20 miles for appointment.

**On behalf of the patient, could the service confirm whether their system ensures all patients are contacted when appointments are cancelled by the department**

2. Case 2414 (16-02-2017)

Providers: Pilgrim Hospital

Mainly satisfied with service, staff are courteous and speedy. Long wait which is not their fault as they have too many elderly to cope with.

3. Case 2415 (16-02-2017)

Providers: Pilgrim Hospital

All healthcare professionals were excellent and kept patient informed of all decisions. Stay was very comfortable and superb. Aftercare with care package in place for discharge.

4. Case 2416 (16-02-2017)

Providers: Pilgrim Hospital

Always found hospital very good, staff always helpful after triple by pass in Nottingham, all aftercare at Pilgrim. When in-patient, patient found that the food was of a poor quality

5. Case 2417 (16-02-2017)

Providers: Pilgrim Hospital

Staff in haematology have been brilliant throughout treatment.

6. Case 2418 (16-02-2017)

Providers: Pilgrim Hospital

Poor care in urology following removal of kidney stone. Discharged with no further care. Patient collapsed and sent from Skegness to Lincoln with sepsis. No one seemed to care that there may not be support for elderly patient, who feels they should not have been discharged at that time.

(no patient details given)

7. Case 2420 (16-02-2017)

Providers: Pilgrim Hospital

Patient should have been in February 2016 - rang to check and told would be seen November 2017. Queried this and told there was appointment this week.

(No patient details given)

8. Case 2422 (16-02-2017)

Providers: Pilgrim Hospital

Patient had bad experience at hospital after operation, no follow up.

Complaint been made

(No patient details given)

9. Case 2423 (16-02-2017)

Providers: Pilgrim Hospital

Hospital good in the past but A&E end of 2016 very poor. Sent home 5 times as doctor said could not help patient. Patient chose to go out of county (Kings Lynn) and problem was sorted. Seeing consultant at Pilgrim.

10. Case 2424 (16-02-2017)

Providers: Pilgrim Hospital

Treatment has been very professional and caring. Consultant very friendly and professional and explains everything.

11. Case 2434 (16-02-2017)

Providers: Pilgrim Hospital

Unhappy with Lincoln County Hospital but happy with treatment at Pilgrim Hospital. Marvellous treatment at ENT and endoscopy.



	<p>12. <b>Case 2447 (20-02-2017)</b>  <b>Providers:</b> Pilgrim Hospital  Rang 111 as having breathing difficulties - sent Paramedic who rang 999 and ambulance came. Dealt with very quickly and efficiently at A&amp;E, diagnosed and given tablets and sent home same day. Was not told what was wrong and how to deal with it (like staying off work). GP diagnosed week later as pneumonia although nurse at surgery had previously said chest clear, which patient feels was probably mis-diagnosed.</p> <p>13. <b>Case 2457 (23-02-2017)</b>  <b>Providers:</b> Pilgrim Hospital  Relative is bi-polar and schizophrenic and currently voluntary patient in hospital. They walked out of hospital and arrived at family members house at 2am. Hospital did not contact family until the morning. Family have previously asked for them to be sectioned for their relatives own safety and but doctor does not feel it is necessary as believes they are not danger to themselves or to others. Patient has harmed themselves recently. (Family are very concerned as they don't know where their relative is at this moment)</p> <p>14. <b>Case 2472 (28-02-2017)</b>  <b>Providers:</b> Pilgrim Hospital  Pilgrim Hospital  New Year's Day the patient was blue lighted to A&amp;E at Pilgrim, luckily saw a Cardiac Nurse who was not happy with some of the readings and had a Gastroenterology Consultant have a look. Letter was sent straight to GP who dealt with the patient ASAP and an urgent appointment was made for Haematology where the patient was informed that there was an indication of cancer of white blood cells, they were also told this was most likely not a new condition but could have been there for a number of years. Patient is not complaining about the treatment since New Year and did in fact say the Cardiac Nurse and Haematology Consultant were very good. Patient is however left in limbo at present but understands the reasons behind it until results come in. As the patient has lost some confidence in the hospital due to some of the previous historical episodes and the fact that they may have had this problem for perhaps 5 or more years, they would like a copy of their medical notes, calling the hospital they were informed that they would need to pay a fee of £50 for a copy so they can get them looked at independently.  <b>HWL - spoken with the Complaints department, patients fee for a copy of the notes has been wavered. Patient aware, HWL - requested they put it in writing as an official complaint so this can be looked into.</b></p> <p>15. <b>Case 2405 (14-02-2017)</b>  <b>Providers:</b> United Lincolnshire Hospitals NHS Trust (ULHT)  Grantham Closure  Patient was admitted to Lincoln by ambulance from Grantham as the A&amp;E at Grantham closed overnight. Patient was malnourished, dehydrated, suffering hypothermia and needed admitting. Was still in resus when family member collected them from Lincoln at 9.30am mid December. Patient then transferred to Dixon Ward where we were on the understanding that they would need a few days in and would be discharged. We made arrangements to visit as relatives were coming from a distance. We were then told the day before the arranged visit that the patient wouldn't have long left to live - they died a few hours later, alone in Lincoln. Family feel that had Grantham A&amp;E been open, relatives who live only 10 minutes' walk away, could have spent those final hours with their family and patient would not have died alone.  <b>HWL - made contact with PALS with consent from the patient, who in turn contacted the family member.</b></p>
<p><b>South West x 12</b></p> <ul style="list-style-type: none"> <li>• 12 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2361 (02-02-2017)</b>  <b>Providers:</b> Grantham + District Hospital  1st appointment at this hospital, it is also good that the hospital is local. Patient had heart attack August 2016 and was supposed to have follow up appointment after 3 months with cardiology. Appointment came through for beginning of February and was cancelled and re-arranged for 2 weeks later, which again was cancelled and new date for March 2017 given. In meantime patient was admitted to hospital again and this appointment is as a result of that admission.</p>

2. **Case 2362 (02-02-2017)**

**Providers:** Grantham + District Hospital

Department has moved and not notified in appointment letter, this meant that the patient was then late for appointment as went to wrong place, patient feels a map should have been included with letter. Had to go out of one building into another with disabled child which is not easy. New building is compact and had to come out for refreshments. Area does not have many chairs and unable to sit with child in pushchair - wheelchair would be even worse.

Clinicians excellent as always

3. **Case 2363 (02-02-2017)**

**Providers:** Grantham + District Hospital

Very friendly staff and quick response in both EAU and ACU. ACU facilities were excellent, EAU could do with some decorating and maintenance. Diagnostic services were good, access to all scans and tests good.

Visitor to patient said hard to get into hospital and night time and poor lighting in car park area

4. **Case 2366 (02-02-2017)**

**Providers:** Grantham + District Hospital, Swingbridge Surgery

GP did emergency referral to hospital for suspected stroke. Week later, patient heard nothing about getting an appointment.

5. **Case 2368 (02-02-2017)**

**Providers:** Grantham + District Hospital

Patient hasn't found anything that isn't good - appointment right on time. Nurse pleasant and explained equipment and what to do and how to use it. Brilliant care as get older.

Patient concerned about the cuts to services at Grantham Hospital and queuing at Lincoln County. They also think that building more houses in Grantham area will impact on local services if they are not increased accordingly.

6. **Case 2384 (09-02-2017)**

**Providers:** Grantham + District Hospital

Grantham Hospital:

Very good service. What they provided they have achieved and offered. Communications to patients could be improved at times, but occupational therapist is very good. Given good advice on apparatus I need to use. Could get back in touch after plan is made to make sure people who should be getting in touch do so.

**No patient details provided but patient did request 'More follow up is needed with patients, please'.**

7. **Case 2391 (13-02-2017)**

**Providers:** Grantham + District Hospital

Patient had MRI in December on ankle, and has been off foot and unable to walk since then. Received call from hospital in February to say that ankle is broken. Patient felt staff would not listen to her as she felt something was wrong with foot.

8. **Case 2445 (20-02-2017)**

**Providers:** Grantham + District Hospital

No complaints, get on very well.

Concerned about having hospital in Grantham but have to be sent/transferred elsewhere. Difficult for people without transport.

Concerned at Grantham A&E closures. always good service at Grantham for ENT and heart condition - difficult to get to Lincoln for appointments especially early in the morning.

(No personal details given)

9. **Case 2446 (20-02-2017)**

**Providers:** Grantham + District Hospital

Best hospital patient has been to, get to know staff and very pleasant. Will make home visit and can speak to them on phone. Follow up appointments and checks. Consultants also very good.

Hospital volunteers also very helpful.

Not so friendly at other hospitals in area and different attitude. Staff tell you and don't listen.

Concerned at Grantham Hospital situation particularly A&E

10. **Case 2452 (20-02-2017)**

**Providers:** Grantham + District Hospital

Get appointments to see consultant but scan which is needed before appointment is not arranged. This can waste appointments. Patient now knows and phones through to arrange scan prior to seeing consultant.

	<p>11. <b>Case 2454 (20-02-2017)</b>  <b>Providers:</b> Grantham + District Hospital  Received letter for appointment with consultant - needed scan and blood test prior to appointment with time for results to be sent through - this was not arranged so wasted time and appointment. Patient self-employed so lost day's work. Appointments need co-ordinating with tests, scans, etc. Staff really nice and friendly.  When sent for blood test, form did not say who results should go to - had to find out themselves.</p> <p>(no patient information given)</p> <p>12. <b>Case 2462 (27-02-2017)</b>  <b>Providers:</b> Grantham + District Hospital  Patient had operation on knee with epidural, before feeling came back, patient's clothes and bedding were wet with urine and wanted to go to bathroom to clean self. Nurse would not let them and said they had to go to x-ray. Porter took patient in wheelchair, porter was running with the chair which left patient feeling nervous that there may be an accident. Nurses at x-ray very kind and saw that patient was wet and upset and contacted the ward immediately. When back at ward, sister talked to patient and told them there would be a meeting to sort things - but no apology, and patient heard no more.  Patient witnessed nurses shouting at another patient and very sharp with 2 patients awaiting discharge. Fire alarm was set off while patient was in toilet and ward had been evacuated when they returned and patient did not know what to do - it was 1 1/2 hours before anyone came back.  Patient was very upset as just had operation and and staff were arguing amongst themselves even when young doctor was present. Patient directed doctor to patient they had come to see. Nurses snapped at patients if they tried to help them. Patient found stay a trauma and lost weight and mental health was affected - it was horrendous.</p> <p><b>HWL on behalf of patient/s. We would ask the Trust to note the experience shared by this patient as one that we would expect will provides learning for improvement on this ward.</b></p>
<p><b>West x 13</b></p> <ul style="list-style-type: none"> <li>• 7 x General Comment</li> <li>• 6 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2370 (02-02-2017)</b>  <b>Providers:</b> Lincoln County Hospital  Had key hole surgery December 2015 and expected to go home same day. Suffered perforated bowel during surgery and kept in coma for nine and half weeks after septicemia, blood clot and pneumonia. Underwent many operations whilst in coma, sent to QMC Nottingham then back to Lincoln.  Treatment in Digby ward, intensive care stoma nurses and tissue viability all been excellent.</p> <p>2. <b>Case 2385 (09-02-2017)</b>  <b>Providers:</b> Lincoln County Hospital  Lincoln County  Outpatients and clinic 2 - far too long waiting for prescriptions to be made up why not take them to a local chemist?  <b>No patient details given</b></p> <p>3. <b>Case 2390 (13-02-2017)</b>  <b>Providers:</b> Lincoln County Hospital  Patient been waiting 2 months to see a consultant following various tests to determine a heart valve repair. Patient rang hospital to be told Consultant has not read notes yet. Patient is housebound and would like acknowledgement of tests and a date for the repair.</p> <p>4. <b>Case 2398 (13-02-2017)</b>  <b>Providers:</b> Lincoln County Hospital  Patient treated successfully at A&amp;E after attempted suicide. Long term, there were no mental health beds available and they were taken late at night to private hospital out of county. Care at this out of county hospital was in fact excellent.</p>

## 5. Case 2406 (14-02-2017)

**Providers:** Lincoln County Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

Patient suffered with swelling of a joint after having an injury late 2016. Went to Out of Hours service to get it checked. More recently swelling reoccurred so tried to book to see GP, no appointments for a few weeks. Patient contacted 111 service, who suggested walk in centre, who informed patient they would need an x-ray to go up to the hospital. On arrival at the hospital informed to sit and wait in A&E department. When patient called in they were informed this was not an A&E as it had been going on for a while and to go to their GP instead. The Consultant did a brief check and said i would need to see my GP for a referral to physiotherapy., no x-ray given.

**HWL - informed patient to make contact with PALS**

## 6. Case 2441 (17-02-2017)

**Providers:** Lincoln County Hospital

Could not fault them. Dialed 999 and ambulance came very quickly, seen very quickly in A&E. Patient did comment that they were not given their diagnosis at the A & E department but read it on discharge information when left hospital .

## 7. Case 2450 (20-02-2017)

**Providers:** Lincoln County Hospital

Problems regarding decision making and communication. Sometimes get text, sometimes get letter for appointments. Appointments sometimes at short notice. Pleased to get appointment at Grantham and not Lincoln. This inconsistency of approach is affecting patient's mental health as have a range of health issues and not sure they know what to do with them.

**HWL - on behalf of patients, could the Trust check with patients their preferred method of notification, record this on their medication notes and apply which would go some way towards ensuring communication consistency.**

### Compliment

## 1. Case 2371 (02-02-2017)

**Providers:** Lincoln County Hospital

Patient has received excellent treatment from GP to Consultant. Cardiology department at LCH were kind, understanding and helpful. Cardiology at Leicester also very kind, patient, informative and understanding. Treatment and follow up both been first class in Lincoln and Leicester. Once patient gets beyond length of time for appointment/diagnosis to admission, the service is best a patient can get. Follow up appointments are also good but understandably usually run nearly an hour late.

## 2. Case 2372 (02-02-2017)

**Providers:** Lincoln County Hospital

Emergency admission with cancer, treatment excellent. Treated with care and everything explained extremely well. All care has been excellent from arriving at hospital to chemotherapy in outpatients and ongoing treatment.

## 3. Case 2377 (06-02-2017)

**Providers:** Lincoln County Hospital

Emergency admission from GP. Deteriorated after admission to ward and staff called in specialist help. Cared for in side room due to MRSA. Staff were confident, capable, friendly and caring and patient had excellent care for 2 week stay. Meals were hot and nutritious and helped in recovery.

## 4. Case 2403 (14-02-2017)

**Providers:** Lincoln County Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

Lincoln County Hospital

Patient commented they felt the cardiology department was very good, had stents previously fitted, went for a review in January and found everything to run on time, letter sent through to the GP a few days afterwards. Patient stated if they had paid for the service they couldn't have had better.

## 5. Case 2427 (16-02-2017)

**Providers:** Lincoln County Hospital

Incredibly friendly and put patients at ease. Consultant wonderful and covered everything about patient's rare disability and condition. Made patient feel like a proper human being which patient has not experienced with doctors elsewhere. Patient was able to collaborate about own health alongside medical professionals who were warm and welcoming - good job.

## 6. Case 2449 (20-02-2017)

**Providers:** Lincoln County Hospital

Nurses were brilliant - patient was in hospital over Christmas period and got upset. Nurses were comforting and caring. Talked to me and were very kind

<ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p>1. <b>Case 2435 (16-02-2017)</b>  <b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby), Lincoln County Hospital, Louth County Hospital          Patient attends 3 different hospitals and has good service from them all for numerous problems.</p>
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### Mental health & Learning Disabilities (LPFT)

CCG Area	Case Details
<p><b>East x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Signposting only</li> </ul>	<p><b>Signposting only</b></p> <p>1. <b>Case 2444 (20-02-2017)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care          Person who cares for 87 year old spouse with Alzheimer's cannot get support - financial or practical (without payment). Spouse has recently been in respite care but they cannot afford to pay for this continuously. Has very little sleep as spouse wakes them several times during the night. Receives carers allowance, does own home and another property.          Already contacted LCC, Age UK, Alzheimer's - none could help. Would like help with caring, particularly sitting service to enable them to get rest and take up some social activities again.          (happy to share personal details)</p>
<p><b>South x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2388 (09-02-2017)</b>  <b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)          2 children in need of Paediatric appointments,</p> <p>1. Child (1) had an appointment October 16, told they would be given another appointment within 2 months but not had one, informed there is a backlog. However this child was down as <b>urgent</b>, is on the brink of exclusion as not managing, was last seen In Boston Health Clinic. Has challenging behaviours; ODD (<b>Oppositional Defiant Disorder</b>); ADHD?. Was under the care of Dr XXXX, parent aware this Dr was leaving, however this doesn't help the child and the situation they are under, they require coping mechanisms which they are certain the paediatrician can help with.</p> <p>2. Child (2) last appointment was 2009 – where it was stated that at the next appointment they would look at the problems they were having with the sleeping. Family were told that this was under Dr XXXX at the Spalding Health Clinic but as it was moving they had to wait for an appointment. On waiting and not hearing anything a letter was sent from the school &amp; GP to state a review appointment was necessary. Unfortunately, a refusal letter was sent from the Triage team for community Paediatrics and CAMHS saying the child doesn't fit the criteria. Child 2 doesn't sleep at all, has autism; hyper mobility and Learning Disabilities; possible global development delay. When Child 2 was young, Melatonin was offered, however parents refused this but would like to reconsider, but would like to discuss the way forward with a Paediatrician.          Family feels they have been left out on a limb with no help at all. Parent willing to take a last minute cancellation and go anywhere if this is necessary.</p>
<p><b>West x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2398 (13-02-2017)</b>  <b>Providers:</b> Lincoln County Hospital          Patient treated successfully at A&amp;E after attempted suicide. Long term, there were no mental health beds available and they were taken late at night to private hospital out of county. Care at this out of county hospital was in fact excellent.</p>

### Patient Transport

CCG Area	Case Details
<p><b>East x 2</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2395 (13-02-2017)</b>  <b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS)          Respondent feels that if a genuine emergency ambulance comes and do not charge, but if called for anything other than emergency, patients should be charged.</p> <p><b>Signposting only</b></p>

	<p>1. <b>Case 2360 (01-02-2017)</b>  <b>Providers:</b> NSL Transport</p> <p>Resident requiring hospital transport, do not drive and has no benefits. Doesn't know how to get to the hospital for pre-assessment and procedure. If patient cannot get transport they have commented that they would need to cancel the procedure as they would not be able to get there.</p> <p><b>HWL - contacted NSL, information given regarding the patient and dates provided. NSL going to make contact with the patient.</b></p>
<p><b>South West x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2463 (27-02-2017)</b>  <b>Providers:</b> Community Volunteer Car Service</p> <p>Patient has to rely on transport due to condition - taxi is £60, voluntary car service is £22. Patient has to go to hospital several times a year</p>
<p><b>West x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2389 (13-02-2017)</b>  <b>Providers:</b> Caskgate Street Surgery, East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Patient unhappy with GP service - on numerous occasions patient has been left without life saving medication.</p> <p>One of family members is epileptic, they had to wait 1 1/2 hours for emergency paramedic whilst having seizure. Technician arrived who had car full of equipment he could not use! Ended up taking patient to hospital in car as this was considered quickest way to get there.</p>
<p><b>All CCGs x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2464 (27-02-2017)</b>  <b>Providers:</b> Community Volunteer Car Service</p> <p>Patient has chronic condition and has to attend hospital several times a month. Cost of car service can mount up at 45p per mile and can only claim back fares if on benefits.</p>

### Social Care Services

CCG Area	Case Details
<p><b>East x 3</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Informal Complaint</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2408 (14-02-2017)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care</p> <p>Family and resident all would like their parent to be closer to the family. Parent suffers with a mental health problem and has Learning Difficulties. There has been no annual review/assessment and the family are not informed of any meetings or appointments – feeling left out of the parents life. Parent has expressed they would like to be closer to the family so they can visit more and the family feel it would be a better quality of life for them with the family / spouse around to see them more. To the families knowledge there is no social worker involvement, since around 3 years ago. The family would like a meeting if possible with all concerned to include representation from Adult social care to find a way forward, hopefully to re-home parent in Derbyshire.</p> <p><b>HWL - contacted CSC with relatives permission, no response so made contact with Adult social care team.</b></p> <p><b>Informal Complaint</b></p> <p>1. <b>Case 2469 (28-02-2017)</b>  <b>Providers:</b> Care Quality Commission, Lincolnshire County Council - Adult Social Care</p> <p>Resident of West Cotes Residential Home in Skegness – PE25 3HP</p> <p>Elderly patient admitted to A&amp;E at Pilgrim Hospital 2 weeks ago with UTI and dehydration, now moved to general ward. Whilst still in the hospital the patient has been seen by LPFT who has stated the patient does not have mental health issues. On talking to the patient they mentioned they were a farmer, but wasn't allowed out of the care home, yet no DOLS have been put in place by the home. The home are now refusing to take the patient back as they state they are too aggressive.</p> <p><b>Family questions are:</b></p> <p><b>1] If their relative has been refused admittance to this home has anyone else been?</b></p> <p><b>2] If the home suspected mental health concerns, what have they done (or what did they do) about this?</b></p>

	<p><b>Signposting only</b></p> <p>1. <b>Case 2375 (03-02-2017)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care  Patient had to give up work last year due to arthritis (also diabetic) and only income is PIP. Lives in own home - oil boiler has broken down and has estimate of £400-£500 for repair to motor, which they cannot afford. Has had no heating for 2 weeks.</p> <p>(Has given permission to release details)</p>
<p><b>South x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2380 (06-02-2017)</b>  <b>Providers:</b> Cedar Falls Care Home with Nursing, Lincolnshire County Council - Adult Social Care  Family member concerned that relative who resides in a care home has received an invoice for £130.50. They are not sure what it relates to and are concerned that they do not know how they can pay it.</p> <p><b>HWL - contacted the resident to find out further information, resident rather confused, consent given to contact the Home Manager who explained the situation and that they would explain things to the resident and family member. Family member happy with this.</b></p> <p>2. <b>Case 2471 (28-02-2017)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)  Patient with Cerebral Palsy has 2 adult children both with autism diagnosis. 1 child is living independently and 1 is living at home – the parent (patient) feels that they are not being supported in trying to get child who is living at home to live independently, going through a particular tricky patch at the moment and finding it difficult to cope with child (who is living at home), parent feels very emotional as cannot cope and would like some help.</p> <p>Is there any kind of support package that could assist with the child who is living at home, getting them ready to live independently? GP has written to Adult Social Care team around housing. Parent is so upset with the way they have been left to deal with everything. They have informed Social Worker that parent has withdrawn their input at home to see if their child is able to manage – parent feels they have been pushed into a corner.</p> <p><b>HWL - have contacted Adult Social Care Team, however parent still experiencing difficulties.</b></p>
<p><b>West x 3</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2392 (13-02-2017)</b>  <b>Providers:</b> CAREWATCH (LINCOLN), Lincolnshire County Council - Adult Social Care  Care can be very unreliable, mainly at weekends - failing to turn up and visit in the mornings to put on special stockings.  Lovely staff but they are overworked.</p> <p>2. <b>Case 2429 (16-02-2017)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care, Martin Hall Nursing Home  Strong smell of urine. Despite repeated complaints and being told to improve by regulators, it is still dirty.</p> <p>(No contact details given)</p> <p><b>Signposting only</b></p> <p>1. <b>Case 2399 (13-02-2017)</b>  <b>Providers:</b> West CCG  Care home contacted Healthwatch Lincolnshire as elderly resident passed away during the night, Ambulance called who in turn contacted the on-call coroners funeral directors. Could not locate the body and residents wishes were to be with a particular funeral directors. Family upset as not knowing how to get the relatives body to the place they wanted to be.</p> <p><b>HWL - Made contact with Coroners office in Lincoln to ascertain where the resident was and when it could be released to the family. No DoLS in place, nothing untoward happened, passed away peacefully. Body released to family later on in the day.</b></p>
<p><b>All CCGs x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p>

	<p>1. <b>Case 2364 (02-02-2017)</b>  <b>Providers:</b> ALLIED HEALTHCARE GROUP, Lincolnshire County Council - Adult Social Care</p> <p>Support provided after hospital admission to allow patient to be independent at home. Carers sometimes ran out of equipment, sometimes couldn't do some things once got to patient. Carers not medically trained and need to replenish equipment and check patient list to see what was needed to bring enough/right equipment. Carers came at random times so difficult to make other plans but happy with them overall. Would recommend to others if did not need dressing changes.</p> <p>District Nurse needed to be involved as carers could not make decisions. Attended medical centre regularly for wound dressing.</p>
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## Other Services

CCG Area	Case Details
<p><b>East x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2381 (06-02-2017)</b>  <b>Providers:</b> East CCG</p> <p>Resident of East Lincolnshire received a letter from East CCG stating family member would no longer be eligible for a procedure. Only on relative intervening was the decision over turned. Patient now has an appointment date for the procedure, however family member wonders how other people get on if they do not know who to make contact with?</p> <p><b>HWL - are these decisions made by a Clinical team? even though the Consultant letter stated recurrent infections</b></p> <p>2. <b>Case 2396 (13-02-2017)</b>  <b>Providers:</b> NHS 111 Service</p> <p>111 service ask a lot of questions and think it could be hard for a non-medical person to get what they need.</p>
<p><b>South x 3</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Compliment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2470 (28-02-2017)</b>  <b>Providers:</b> South CCG</p> <p>Lincolnshire resident concerned about the cuts in Gluten free prescriptions. Was diagnosed nearly 2 years ago, found that purchasing the foods is expensive and being on prescription they were able to access without incurring charges. They only have a pension and are concerned that they will not be able to afford the gluten free foods.</p> <p><b>Compliment</b></p> <p>1. <b>Case 2425 (16-02-2017)</b>  <b>Providers:</b> Stamford Hospital</p> <p>Patient has been having steroid injections for arthritis for over 2 years. Consultant was very helpful, explained everything carefully and answered questions. Staff very busy but nothing but praise for their kindness and consideration. Clinic was running a bit late but never made to feel rushed in clinic or x-ray department.</p> <p><b>Signposting only</b></p> <p>1. <b>Case 2407 (14-02-2017)</b>  <b>Providers:</b> South CCG</p> <p>Patient registered blind a few months ago and wanted assistance with accessing specialist equipment and support.</p> <p><b>HWL - made contact with South Lincs Blind Society who would contact the patient.</b></p>
<p><b>South West x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2467 (28-02-2017)</b>  <b>Providers:</b> Lincolnshire South West CCG</p> <p>Concern from a patient who suffers with Coeliac disease. Patient concerned as they usually get Glutafin Bread mix on prescription, by all accounts it is only available on prescription? They feel that at this point being unable to get hold of this by any other means is unacceptable and wonders if there is anything that can be done to help</p> <p><b>HWL - have contacted South West CCG on behalf of the patient, response sent to the patient.</b></p>
<p><b>West x 1</b></p>	<p><b>Signposting only</b></p>



<ul style="list-style-type: none"> <li>• 1 x Signposting only</li> </ul>	<ol style="list-style-type: none"> <li>1. <b>Case 2400 (13-02-2017)</b>  <b>Providers:</b> West CCG  Lincolnshire resident asks when did the prescription charges come into force? As they are still receiving porridge on prescription and wondered if this was going to stop.  <b>HWL - informed the resident that the prescription changes came into force on the 12th December 16.</b> </li> </ol>
<p><b>All CCGs x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <ol style="list-style-type: none"> <li>1. <b>Case 2435 (16-02-2017)</b>  <b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby), Lincoln County Hospital, Louth County Hospital  Patient attends 3 different hospitals and has good service from them all for numerous problems.</li> <li>2. <b>Case 2367 (02-02-2017)</b>  <b>Providers:</b> NHS 111 Service  Called 111 service 3 times and at first didn't get reply and then only advice was to visit GP next day. When patient saw GP they were sent to hospital as emergency. Patient had become very ill, couldn't eat and no-one to look after them or their children. This led to ongoing issues and a lot of appointments as result of 111 service non-prompt care. If diagnosis had been earlier, treatment could have started earlier and would not have caused so many problems. Feel service has been affected by closure of A&amp;E at Grantham Hospital.  Patient concerned about closure of A&amp;E as 3000 new homes being built and patients from other areas accessing as closer to their homes than Lincoln or Boston - feels it should be re-opened</li> </ol>
<p><b>Out of Area x 3</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <ol style="list-style-type: none"> <li>1. <b>Case 2453 (20-02-2017)</b>  <b>Providers:</b> NHS England  Patient received survey which they completed and returned. Now been sent another one. Obviously not being monitored very well - waste of money duplicating things being sent out.</li> <li>2. <b>Case 2378 (06-02-2017)</b>  <b>Providers:</b> Peterborough City Hospital  Visit eye clinic regularly with elderly relative - each time it takes 2-3 hours. Never enough communication about waiting time for each section. Most patients elderly in this clinic and never enough seats as most have a carer or partner with them. Communication could be much improved as carer also cares for another elderly person who is left at home and needs to let them know if running late etc. Trying to transfer some care to Stamford Hospital which is nearer home and better access for elderly and wheelchairs.</li> </ol> <p><b>Compliment</b></p> <ol style="list-style-type: none"> <li>1. <b>Case 2376 (06-02-2017)</b>  <b>Providers:</b> Stamford Hospital  Cannot fault excellent treatment received since moving to the area. Staff are always pleasant and willing to answer many questions from patients with patience and understanding.</li> </ol>