



Healthwatch Lincolnshire

Unit 12
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March 2017 Healthwatch Summary Report

This report produced by Healthwatch Lincolnshire contains patient, carer and service user experiences of their health and care services for the period 1 - 31 March 2017.

A total number of 311 experiences were received by Healthwatch Lincolnshire in March. 138 have been posted directly to our feedback centre with the remainder of the experiences contained in this report.

Highlighted concerns

Healthwatch Lincolnshire is concerned about:

- The number of patients that have contacted us with regards to problems with hospital pharmacy (dispensing of medications) at point of discharge or as part of ongoing treatment requirements via clinics.
- Concerns raised by several patients with regards to inconsistencies between doctors and consultants (due to use of locums and agency staff). Patients feel this is leading them to be confused about treatment and medication and on more than one occasion it was reported that poor diagnosis was an issue due to change in medical staff dealing with them. This concern is also extended into Primary Care services.
- The amount of waiting times in clinics, with one patient sharing an experience of a 7 hour wait.

During March Healthwatch Lincolnshire escalated concerns about neurology services and transitional care pathways in the county. Both documents can be shared on request by emailing sarah.fletcher@healthwatchlincolnshire.co.uk

We also working with Macmillan, have completed a Living with and Beyond Cancer review, the results of which can be downloaded via the Healthwatch Lincolnshire website <http://www.healthwatchlincolnshire.co.uk/living-with-and-beyond-cancer-hwl-report-mar-17/>

Statistics

Total cases: 172

Theme Areas

Theme Areas	Cases
Access	28
Administrative	43
Treatment / Care	117
Rights / Wellbeing	4

Sentiments

Sentiments	Cases
Negative	77
Neutral	12
Mixed	37
Positive	37
Unclear	4

Case Types

Case Types	Cases
General Comment	148
Informal Complaint	3
Formal Complaint	0
Compliment	13
Signposting only	8

CCGs

CCGs	Cases
East	53
South	15
South West	9
West	83
All CCGs	4
Out of Area	8

Cases

Community Health Services (LCHS)

CCG Area	Case Details
<p>East x 7</p> <ul style="list-style-type: none"> • 6 x General Comment • 1 x Compliment 	<p>General Comment</p> <ol style="list-style-type: none"> 1. Case 2615 (30-03-2017) Providers: Beacon Medical Practice, Louth County Hospital Patient is under shared care with Louth Hospital. Have to request medication from hospital every 3 months and posted to home. Bloods no longer done at GP surgery and have to travel to hospital for them. HWL - on behalf of patient, did this patient receive sufficient notification with regards to change in blood tests from being provided local provision to hospital which is further away from home. By sufficient we would suggest 3 months notice of service change

	<p>2. Case 2576 (23-03-2017) Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Very elderly patient who is terminally ill had to wait for end of life care and insertion of syringe driver. Patient in discomfort whilst waiting and also with several severe health conditions. Difficult to contact health visitor and service did not return call in reasonable time. Services did not seem to communicate with each other for the benefit of the patient or staff in the care home.</p> <p>3. Case 2605 (30-03-2017) Providers: Louth County Hospital Transferred to dermatology in Louth from Leicester when moved to Lincolnshire October 2015. Nothing heard by February 2016, patient raised concerns with PALS who got an appointment. Treatments offered in Louth had no effect and now on waiting list for appointment in Leicester. Patient concerned that condition is worsening while waiting for appointment.</p> <p>4. Case 2608 (30-03-2017) Providers: Louth County Hospital Patient had appointment for surgery at Louth but when they arrived they were not on list. GP received letter informing them patient had DNA'd.</p> <p>5. Case 2643 (31-03-2017) Providers: Louth County Hospital Family member who has raised concerns about their spouse who is currently in Louth Hospital on Manby Ward. Patient has been in hospital for the past 13 weeks and there has been talks around discharge. The family and patient feel at this time they and the family are unable to cope with this. Family carer has severe rheumatoid arthritis and feels they would be unable to manage if the patient were to come home. Patient has problems walking, doubly incontinent (although hospital states not so) and wears pads at all times and has been to the GP about incontinence in the past – Family carer takes home soiled laundry every day yet nothing marked on the patient notes – Patient asks "should this not be recorded somewhere"?, they live in a 2 storey house and although home care has been mentioned, they feel at this time they would not be able to manage. A meeting has taken place late March 17 – although patient was not invited to attend, when asking why, family informed that the patient did not want to attend, however when the family spoke with patient after the meeting they asked why they hadn't been in the meeting as they wanted to attend as it was about them – Family asks "should this not have been an automatic"? - That they be in attendance? Patient feels they would not benefit from being at home at this stage and would benefit from respite until rehabilitated – however social worker stated that respite would not be funded but home care could be..... Patient and spouse concerned that should they have a fall what would happen as the patient is very unstable. Home care would not cover 24/7 (understandably). When spouse asked at the meeting what would happen if patient soiled themselves they would be able to sort. The answer received was "the patient would have to be left until a carer came in (this could be hours) sore prevention? when spouse mentioned they were unable to shower the patient, the Social Worker said a strip wash would be sufficient and showering daily was not necessary. Family feel that when someone is doubly incontinent a strip wash may not be the best idea? Spouse (family carer) is extremely concerned (and getting very stressed) that patient will be sent home with home care and they will not be able to manage for the periods of time no one is available. Patient by all accounts did state at one point they would like to go home, but understands the implications that as they are unable to do anything for themselves respite is by far the best solution. HWL - have asked PALS to look into this comment</p> <p>6. Case 2601 (30-03-2017) Providers: New Johnson Hospital, Pilgrim Hospital Patient has been experiencing problems with legs and feet for several years. Cannot fault recent operations at Johnson Hospital or pre-assessment at Pilgrim. Currently delay with Orthotics at Pilgrim Hospital since referral November 2016, and initial appointment in January 2017.</p> <p>Compliment</p> <p>1. Case 2523 (06-03-2017) Providers: Louth County Hospital Patient walks really well after knee and hip operations. Support from physio very good.</p>
<p>South x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 2570 (20-03-2017) Providers: New Johnson Hospital Went straight to x-ray as didn't need an appointment. Patient has problems with left foot and staff did not take into consideration their age when asking them to move in certain ways that patient could not do. Doctor was phoned with outcome of x-ray and then patient told to go home - no help at all.</p>

	<p>Compliment</p> <p>1. Case 2569 (20-03-2017) Providers: New Johnson Hospital</p> <p>Patient has experience of many hospitals and feels this is the best. Care is 100%, everyone is very courteous and have never heard a wrong word from anyone.</p> <p>Food is good quality, well cooked and hospital is very clean.</p>
<p>West x 7</p> <ul style="list-style-type: none"> • 7 x General Comment 	<p>General Comment</p> <p>1. Case 2514 (03-03-2017) Providers: Cleveland Surgery, John Coupland Hospital</p> <p>2-3 week wait for appointment at surgery to see doctor, can see practice nurse. If patient cannot get appointment they go to A&E at Gainsborough as they are diabetic. Reassured by hospital staff who are very good and see patient quickly.</p> <p>2. Case 2532 (09-03-2017) Providers: John Coupland Hospital</p> <p>Receiving treatment at Doncaster Hospital but blood tests done at John Coupland Hospital. Results of these tests cannot/do not go to Doncaster Hospital which means patient has to travel to Doncaster for blood test before hospital appointment. Patient thinks blood results could be shared with hospital using computerised system.</p> <p>(No personal information given)</p> <p>3. Case 2533 (09-03-2017) Providers: John Coupland Hospital</p> <p>When treatment has been necessary, it has been good and directed to Lincoln County when required.</p> <p>Various health issues and continues to be checked with good follow ups.</p> <p>4. Case 2577 (23-03-2017) Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Patient saw podiatrist and told to care for own feet despite being high risk diabetic with history of osteo-myelitis to both feet. Patient followed advice and burst blister on toe causing osteo-myelitis which meant a hospital admission and up to 6 weeks off work.</p> <p>As high risk diabetic, patient is surprised that they need to be referred by GP for treatment to feet. Also surprised to be sent to A&E for x-ray rather than outpatient appointment. Patient feels policy should be reviewed for high risk diabetics treating their own feet.</p> <p>Provider note - Patient asks if Diabetes Policy can be reviewed in relation to home treatment for podiatry. HWL - could patients be offered better self-help advice to enable them to correctly look after their feet if they have diabetes.</p> <p>5. Case 2580 (23-03-2017) Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Sexual Health Clinic</p> <p>Patient unable to get through to book an appointment, the line keeps cutting off.</p> <p>6. Case 2581 (23-03-2017) Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Sexual Health Clinic</p> <p>Patient tried ringing clinic numerous times on 2 different days and got no answer.</p> <p>7. Case 2611 (30-03-2017) Providers: Louth County Hospital</p> <p>Elderly lady lives alone and has no family/friends is going into hospital for cancer operation and is concerned how she will cope on discharge.</p> <p>HWL - provided some reassurance and information as to what will happen before the lady is discharged</p>

Primary Care Services

CCG Area	Case Details
<p>East x 21</p> <ul style="list-style-type: none"> • 15 x General Comment • 1 x Informal Complaint • 2 x Compliment • 3 x Signposting only 	<p>General Comment</p>

1. **Case 2486** (02-03-2017)

Providers:

Patient with complex medical conditions. Experiencing problems getting medication from Boots Chemist, Boston - usually has them delivered but Boots have said they will no longer deliver as they have not been in when they have called. The agreement is that they should let them know when they are coming but have not done this. Also had problems with being given wrong medication and was without them for 4 days - wrong prescription had been sent to pharmacy (old one sent)

2. **Case 2508** (03-03-2017)

Providers: Beacon Medical Practice

Mental health care handed over to specialist and GP has stopped care completely. Have to go to Lincoln County for medication as not available from local GP in Skegness. Prescription is now for 3 months at a time but this involves hundred mile round trip.

Feel let down by GPs, when phone for appointment told there is month wait, can go to surgery every morning and wait. Appointment time of 13 minutes every 6 months is too short for mental health issue.

Doctor at hospital difficult to contact as works over 3 areas in a week - can sometimes speak to secretary. Patient was 10 minutes late for appointment once and service refused to see patient who had travelled from Skegness.

3. **Case 2599** (30-03-2017)

Providers: Beacon Medical Practice

Have to queue from 7am to get an appointment on that day, very rare patients can book on line as all gone once on system.

Patient phoned from 8.25am until 8.50am to be told no appointments available. Why can they not put a message that says there are no appointments free. Asked for GP to call back but told no - managed to get nurse practitioner appointment.

Patients asks - Why the Practice cannot put a recorded message or notice to say no appointments are available for that day/week

4. **Case 2615** (30-03-2017)

Providers: Beacon Medical Practice, Louth County Hospital

Patient is under shared care with Louth Hospital. Have to request medication from hospital every 3 months and posted to home.

Bloods no longer done at GP surgery and have to travel to hospital for them.

HWL - on behalf of patient, did this patient receive sufficient notification with regards to change in blood tests from being provided local provision to hospital which is further away from home. By sufficient we would suggest 3 months notice of service change

5. **Case 2640** (31-03-2017)

Providers: Beacon Medical Practice

Whole series of wrong diagnoses from GPs. Patient told twice they had cancer but this is not the case according to Diana Princess of Wales Hospital, Grimsby following consultation and CT scan.

Patient paid for private blood test for Lyme Disease which was positive - GP previously refused request for this.

6. **Case 2584** (23-03-2017)

Providers: Boots Pharmacy (Boston)

Patient had prescriptions delivered, pharmacy had rung to say prescription was ready and arrange delivery. Patient decided to collect as they were in town 2 days before delivery due. Felt unwell on arrival at chemist and was told all medication had not arrived in spite of ringing previously to arrange delivery. Staff very concerned about patient who was unwell and was looked after by 2 staff members who took them to bus stop to ensure they were safe and then rang them at home to ensure they had arrived safely.

7. **Case 2474** (02-03-2017)

Providers: East CCG

Patient been re-allocated to Hawthorne Surgery but has to use bus to get there and bus stop is half a mile away from surgery and patient has mobility problems. Were given other options but they were not any better for access. Hoping to get walk in service in Wainfleet. Feels there has been lack of information and not advertised fully. Patient feels that as patients are mostly older age group it is not important.

Also problems with care provision as staff change so often.

Has concerns that doctor from Wainfleet are now working at Pilgrim Hospital

(Patient wanted to take part in survey - now closed)

8. **Case 2485** (02-03-2017)

Providers: Hawthorn Medical Practice

Elderly patient has concerns about her healthcare since 1995. Has had problems with their back feels as if they have been on the end of lots of mistakes along the way. Has spoken to GP about issues over the years but no resolution. Has written to DoH and received reply. Did have carers but stopped them coming as they kept asking what the patient wanted them to do. Struggles to attend appointments and access and has no relatives to support them.

9. **Case 2518** (03-03-2017)

Providers: Hawthorn Medical Practice

GP not referring on to Cardiology. No consistency with one person knowing what's happening - patient feels that patients should be seen at least 3 times. Not happy to be seen at Skegness, would like to go somewhere else. Not able to see doctor at correct level only GP.

10. **Case 2614** (30-03-2017)

Providers: Lincolnshire County Council - Adult Social Care

Elderly patient been in hospital with history of falls and recent broken elbow. Sent from Pilgrim Hospital to Woodlands Care Home without anyone informing family, then moved to Ralphlands - patient does not want to go home.

Assessment carried out by Social Worker. Needs constant care as cannot get out of bed unaided and needs help with toileting. Social worker could not guarantee full time residential care.

Suggested the patient could use pads at home for continence - family member feels not good for psychological wellbeing and no dignity.

HWL - has consent to release patient details if needed

11. **Case 2575** (23-03-2017)

Providers: Parkside Surgery

Telephone call to surgery regarding elderly terminally ill patient. Receptionist said they would pass message to "on call" doctor. No-one called back and this lack of communication impacted on patient, by delay in fitting syringe driver and on patient's family and care home staff who were concerned for the patient.

12. **Case 2585** (23-03-2017)

Providers: Stuart House Surgery

Patient has been transferred to another GP within practice as named GP has moved. Called surgery for appointment as feeling unwell (patient has complex medical conditions and told to contact GP if unwell) and told next appointment was over 2 weeks and will not see named doctor, as this would be longer wait. Patient has some memory loss and surgery are aware of need for consistency.

13. **Case 2560** (13-03-2017)

Providers: Tasburgh Lodge

Patient now lives in Sleaford but due to working 6am-6pm 6 days a week in Woodhall Spa wanted to stay registered at GP in Woodhall Spa. Has received letter from surgery explaining that patient should register with doctor within boundary for home address and will be taken off their books. Patient has written to Tasburgh Lodge asking them to reconsider

14. **Case 2589** (24-03-2017)

Providers: The New Coningsby Surgery

Consultant finally diagnosed problem after 3 doctors at GP surgery prescribed antibiotics and did not differentiate a bacteria infection from a viral infection.

15. **Case 2495** (02-03-2017)

Providers: The Surgery Stickney

Needed appointment to get medical certificate for employer following injury and treatment at A&E. As doctor had not received any information from hospital had to make appointment to see GP.

Patient feels this was wasting NHS time with unnecessary administration

Informal Complaint

1. **Case 2602** (30-03-2017)

Providers: My Dentist Skegness

Patient recently changed to different dental practice as unhappy with practitioner, New practice hygienist discovered infection in gums which they believed had been there for some time. Patient would like to make complaint about original dental practice and who to make complaint to

HWL provided signposting advice

Compliment

	<ol style="list-style-type: none"> <p>Case 2490 (02-03-2017) Providers: The Surgery Stickney</p> <p>Patient referred to consultant in Nottingham for skin condition. Allergy testing was suggested by consultant and explained by GP.</p> <p>Appointment for GP within 24 hours and arranged around patient's working day.</p> <p>Case 2583 (23-03-2017) Providers: The Surgery Stickney</p> <p>Needed urgent advice and given room to speak privately. Patient met with different GP who had patient details beforehand. Doctor was very supportive when concern explained. Options discussed and advised referral to hospital and sent referral through during consultation. Explained what would happen next. Recorded that patient was happy to accept appointment at short notice if available</p> <p>Signposting only</p> <ol style="list-style-type: none"> <p>Case 2579 (23-03-2017) Providers: NHS England</p> <p>Patient wanted to know if they can register at GP surgery in Skegness where they have holiday home as well as in Norfolk where their main address is.</p> <p>HWL provided information</p> <p>Case 2613 (30-03-2017) Providers: NHS England</p> <p>Patient asking how to obtain NHS number.</p> <p>HWL provided information</p> <p>Case 2617 (30-03-2017) Providers: NHS England</p> <p>Resident looking for NHS dentist in the Boston area.</p> <p>HWL provided signposting</p>
<p>South x 10</p> <ul style="list-style-type: none"> • 8 x General Comment • 2 x Signposting only 	<p>General Comment</p> <ol style="list-style-type: none"> <p>Case 2568 (20-03-2017) Providers: Boots Opticians (Spalding), New Johnson Hospital</p> <p>Referred to Johnson Hospital as suspected Glaucoma. Hospital been monitoring patient and all fine. Recently had an improvement though patient thinks needs stronger glasses.</p> <p>Case 2586 (23-03-2017) Providers: Holbeach Medical Centre</p> <p>Patient misdiagnosed which 2nd opinion confirmed. Saw consultant at Pilgrim who changed medication, then GP changed medication again without consulting specialist.</p> <p>Level of care originally was poor but considerably better now. Don't get to see same GP.</p> <p>Case 2556 (09-03-2017) Providers: Munro Medical Centre</p> <p>All round service is poor with exclusion of couple of nurses and paramedics who are brilliant. Long wait for appointments and patient feels doctors do not have time to talk and listen to patients. Communication between receptionists and dispensary also very poor.</p> <p>Case 2571 (20-03-2017) Providers: Munro Medical Centre</p> <p>Patient had appointment at Grantham orthotics for hypermobility.</p> <p>Munro GP questioned diagnosis of autism and got appointment at Pilgrim - when patient (and family) arrived for appointment there were no notes or records. Now needs blood test but been told need to make appointment for children's ward for this to be done.</p> <p>Parents would like to go to Peterborough Hospital in future as would prefer all in one place and have heard it has a good reputation.</p> <p>Case 2594 (27-03-2017) Providers: Munro Medical Centre</p> <p>Carpel tunnel operation done locally which saved travel to hospital. Treatment very good.</p>

	<p>6. Case 2610 (30-03-2017) Providers: Munro Medical Centre</p> <p>Patient with fibromyalgia upset at GP who was rude and unhelpful. When patient asked for sick note, they were told to go to Citizens Advice for a matter to do with not being able to work, and told they only had 10 minutes to discuss one thing. Patient had been told by specialist that they need to see psychologist due to depression caused by constant pain of condition. GP told patient they did not need psychologist without listening to their symptoms and concerns.</p> <p>7. Case 2591 (24-03-2017) Providers: Park Road Surgery</p> <p>Patient highlighted a number of concerns: Patient feels surgery is struggling to cope with number of patients and new housing is planned resulting in even more patients. Due to the number of patients front line staff are unable to conceal their frustration. Patient also feels receptionists should not ask personal questions in open reception where there is no privacy. Getting appointments is very difficult, waiting outside from 7am and then being turned away is not good. Repeat prescriptions not completed/filled due to insufficient stock and information not passed on to patients.</p> <p>8. Case 2603 (30-03-2017) Providers: South CCG</p> <p>Consultations re Stamford Surgeries merger. Some objections at first consultation but on whole response was positive.</p> <p>Explained that prompt for merger was proposed retirement of doctor/owner of Little Surgery. By merging there are efficiency gains and ability to utilise Stamford Hospital. Doctors can specialise in area they are interested in and can afford to contract specialists as required, physio, neurologists, etc. Enables contract with CCGs and avoids large US Organisations establishing centralised Medical Centres forcing people to travel for medical care.</p> <p>Signposting only</p> <p>1. Case 2552 (09-03-2017) Providers: NHS England</p> <p>Patient unable to find NHS dentist since moving to Stamford 2 years ago. Dentists contacted are private or NHS lists are full, unable to get on waiting list as they are closed. Patient returning to Buckinghamshire for dental treatment.</p> <p>HWL provided signposting</p> <p>2. Case 2616 (30-03-2017) Providers: NHS England</p> <p>Stamford resident looking for an NHS dental surgery close to home.</p> <p>HWL - gave resident options in the local area</p>
<p>South West x 5</p> <ul style="list-style-type: none"> • 4 x General Comment • 1 x Signposting only 	<p>General Comment</p> <p>1. Case 2497 (02-03-2017) Providers: Millview Medical Centre</p> <p>GP stopped medication which led to patient being taken to A&E and admitted to hospital with lung problems. Made appointment to see GP to discuss this and found GP dismissive.</p> <p>Contacted surgery to make another appointment but receptionist filtered and made appointment with nurse who could not change medication, which patient felt was waste of time. Waiting time for appointments 2-3 weeks for nurse and one hour wait for appointment with no reason given.</p> <p>2. Case 2559 (13-03-2017) Providers: Millview Medical Centre</p> <p>Problems with GP's advice and diagnosis about several conditions over the years.</p> <p>Patient made complaint to practice manager but patient in hospital when they called back - patient returned call but has received no response.</p> <p>Patient asked for call - tried on several occasions up to 13.3.17 but cannot get reply and no message service</p> <p>3. Case 2587 (23-03-2017) Providers: Millview Medical Centre, Pilgrim Hospital</p> <p>Patient taken to A&E and left on trolley for 17 hours with no pain relief and then transferred to ward. Discharged after 4 days and given medication to take home. Went back to GP to get more medication but these were different (letter sent to GP from hospital). GP not happy and referred them to Kettering stroke unit. Travelled 2 hours each way for appointment on in March and they couldn't do anything as had not received records/notes from Pilgrim.</p> <p>Patient has MRI next week and assumes will see consultant after this for results.</p>

	<p>4. Case 2555 (09-03-2017) Providers: Sleaford Medical Group</p> <p>Patient referred to rheumatology in October. By December patient had heard nothing and went back to GP who said not to worry they had been referred, but it takes a long time. Still did not hear anything so contacted rheumatology department at hospital in March 2017 who said they had not received referral.</p> <p>Patient made another appointment to see GP who showed concern as said referral had been made. Patient has lost faith in system and feels lets down and is left in pain and still not sure if referral has been made.</p> <p>HWL - on behalf of patient could the surgery check if all referrals in the past few months to this department have been received and if not complete follow up checks</p> <p>Signposting only</p> <p>1. Case 2519 (06-03-2017) Providers: NHS England</p> <p>Lady looking for dentist in Grantham/Melton Mowbray due to abscess</p> <p>HWL provided signposting</p>
<p>West x 20</p> <ul style="list-style-type: none"> • 20 x General Comment 	<p>General Comment</p> <p>1. Case 2642 (31-03-2017) Providers: Bassingham Surgery</p> <p>Patient had been seeing GP and having blood tests for 18 months before cancer diagnosed. Concerned at delay in diagnosis. Patient now changed GP.</p> <p>2. Case 2510 (03-03-2017) Providers: Boots Opticians (Lincoln)</p> <p>Patient spent lot of money on new glasses and they don't fit properly and this is the second time. Went back and was told to continue trying with them and if still had problems go back and see same person. Patient would like money back.</p> <p>(No personal information given)</p> <p>3. Case 2609 (30-03-2017) Providers: Brayford Medical Practice</p> <p>Patient experiencing difficulties with GP. Has cellulitis and DVT and cannot get dressings and pain killers. Hospital sends patient back to GP, doctor refusing to see patient after saw nurse.</p> <p>Patient was a heroin user but is clean now - was on streets and doesn't want that to happen again. Being prescribed medication which is causing problems. PIP was increased and then suspended. Has good chemist and key worker at Addaction.</p> <p>4. Case 2545 (09-03-2017) Providers: Burton Road Surgery (WL002)</p> <p>Patient is pleased that this surgery currently being covered by staff and has not closed. Patient goes by bus or on mobility scooter if weather is ok (1 mile). As patient does not drive, they are concerned if they are transferred to Minster Practice they cannot get there by bus and bus stop is longer walk to surgery.</p> <p>(No patient information given)</p> <p>5. Case 2529 (09-03-2017) Providers: Caskgate Street Surgery</p> <p>In general patient considers the service from surgery is excellent. Major problem is getting to see a doctor - for routine appointments have to wait 5-6 weeks or longer. Closure of Pottergate Surgery in Gainsborough has not helped as patients have been registered at Caskgate Street Surgery. Patient feels increase in workload for doctors will increase waiting time for appointments.</p> <p>6. Case 2531 (09-03-2017) Providers: Caskgate Street Surgery</p> <p>Patient feels the doctor spent a long time not dealing with their health issues and never got to bottom of problem. Since new doctor took over patient has been referred to private specialist for second opinion, diagnosed was wrong and now NHS following progress.</p> <p>(No personal details given)</p> <p>7. Case 2536 (09-03-2017) Providers: Caskgate Street Surgery</p> <p>Cannot get appointment for weeks.</p>

8. **Case 2539** (09-03-2017)

Providers: Caskgate Street Surgery

Some receptionists are rude and nosy - don't think patients should have to explain their information at reception.

Can usually get to see a nurse - some are good, doctors are amazing. Children mis-diagnosed several times by some nurses.

9. **Case 2514** (03-03-2017)

Providers: Cleveland Surgery, John Coupland Hospital

2-3 week wait for appointment at surgery to see doctor, can see practice nurse. If patient cannot get appointment they go to A&E at Gainsborough as they are diabetic. Reassured by hospital staff who are very good and see patient quickly.

10. **Case 2534** (09-03-2017)

Providers: Cleveland Surgery

Cannot get appointment - on phone for 55 minutes and still no appointment.

11. **Case 2535** (09-03-2017)

Providers: Cleveland Surgery

Impossible to get an appointment - 3 weeks waiting for appointment. Now introduced 2 "sit and wait" surgeries - but waiting can be hours, never see same doctor. Situation worse now Pottergate Surgery has closed.

Patient feels sorry for receptionists who have difficult job

Patient asks how can doctors be allowed to close a practice?

12. **Case 2538** (09-03-2017)

Providers: Cleveland Surgery

Surgery is trying to find ways of coping with increased pressure of numbers by running walk in surgeries for an hour in the mornings and an hour in the afternoons. Patients for walk in surgeries register at a machine which tells them if they will not be seen within an hour.

13. **Case 2540** (09-03-2017)

Providers: Cleveland Surgery

If go to surgery at 8am it is pretty good to get appointment on same day.

See different doctors so no consistency. Patient has number of health issues and would prefer to see same doctor who knows the details. Different doctors have different opinions about treatment.

Samples taken can take up to a week for results to get back, then treatment is changed again. Don't feel things are being explained to patient - feels they do not have time to ask questions to clarify what things mean as appointments are limited.

Patient getting confused about treatment and medication they are taking - developed rash and doctor took off one tablet they thought was causing it - but not explained why.

(No patient details given)

14. **Case 2557** (09-03-2017)

Providers: Cleveland Surgery

Ring for appointment and no answer for 45 minutes. Cannot make appointment for same day, have to sit and wait for 2 and half hours. Whole experience is stressful and this is not the first time patient has experienced this.

15. **Case 2553** (09-03-2017)

Providers: Crossroads Medical Practice

Surgery in special measures - feels like it has always had bad reputation. Doesn't fill patients with hope - feel it is understaffed and too many patients leading to lack of care. Practice doesn't communicate with patients and cannot get appointments.

16. **Case 2554** (09-03-2017)

Providers: Crossroads Medical Practice

Patient phoned 10 times - always engaged and when eventually get through, no appointments available - this is recurring theme.

Patient unaware of online booking system.

17. **Case 2511** (03-03-2017)

Providers: Navenby Cliff Villages Surgery

Recently moved to surgery. Surgery not open when patient is home from work, patient does not have mobile phone so difficult to phone surgery. Asked family member to phone for them but surgery said patient had to phone themselves. Patient still waiting to see doctor due to this situation, can get repeat prescriptions as go directly to chemist. Situation is poor for patients who work, and doctor call back service is not useful either. Patient does not want to give details to receptionist as wishes to remain private.

(No personal information given)

	<p>18. Case 2525 (06-03-2017) Providers: Specsavers (Lincoln High St) Patient was not referred for 2nd cataract operation - chased appointment which meant delay of several weeks/month</p> <p>19. Case 2473 (01-03-2017) Providers: The Branston and Heighington Family Practice Branston Over a period of time patient has been trying to book a GP appointment for any GP on-line. This has been at different times of the day. Nothing showing only states none available. HWL - are on-line appointments released frequently? how many are released at one time?</p> <p>20. Case 2604 (30-03-2017) Providers: The Surgery Washingborough Patient with osteoporosis suffering recurring blisters and not being given a reason why this is happening. Supplied with support stockings and pressure helps to prevent ulceration.GP would not refer to vascular/dermatology. HWL - made contact with the GP surgery, with patient's permission and got appointment with GP - resulted in referral to Vascular</p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 2619 (30-03-2017) Providers: Brayford Medical Practice Patient received letter in Polish and although they speak fluent Polish could not understand letter and cannot work out which of several appointments it refers to. Patient tried to access choose and book on line but needed password which they don't have. Patient reluctant to telephone due to cost which they feels should be free. Patient unhappy that assumption made they would need letter in Polish. HWL - does the practice ask patients what their preferred method of communication is?</p>
<p>Out of Area x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 2600 (30-03-2017) Providers: Collingham Dental Practice Lovely building but patient felt the dentist was rude and uncaring. Will not be going back there - nothing worse than miserable dentist.</p> <p>2. Case 2561 (13-03-2017) Providers: Out of area Lovely building but the dentist is very rude and doesn't care. I feel sorry for the receptionist and their assistant as they were lovely. I will not be going back there again.</p>

Acute Services (ULHT)

CCG Area	Case Details
<p>East x 19</p> <ul style="list-style-type: none"> • 17 x General Comment • 2 x Compliment 	<p>General Comment</p> <p>1. Case 2601 (30-03-2017) Providers: New Johnson Hospital, Pilgrim Hospital Patient has been experiencing problems with legs and feet for several years. Cannot fault recent operations at Johnson Hospital or pre-assessment at Pilgrim. Currently delay with Orthotics at Pilgrim Hospital since referral November 2016, and initial appointment in January 2017.</p> <p>2. Case 2476 (02-03-2017) Providers: Pilgrim Hospital Haematology department - Hospital helps elderly patient with transport to hospital appointments and also helps with other things. Staff are very helpful and understanding and involve informal carer in information about their care. Appointments always running late - often more than an hour. Pharmacy waits can be one and half hours for medication, cannot take prescription to local pharmacy if given in hospital. Patient finds all this difficult to cope with due to their age. (No patient details given)</p>

3. **Case 2478 (02-03-2017)**

Providers: Pilgrim Hospital

Pain Management - Care given to patient today was faultless. Patient suffers with dementia and consultant was fantastic explaining to family as patient soon forgets. The previous consultant was not so understanding and did not explain things to family.

(No patient details given)

4. **Case 2483 (02-03-2017)**

Providers: Pilgrim Hospital

Haematology department - Waiting times sometimes over half an hour. Everyone nice and helpful. Start off sitting in corridor then next in waiting room and then wait for Pharmacy. Parking can be expensive when waiting is long. Didn't have any choice where to go for treatment. Waiting is boring as been attending for 8 years.

(no patient information given)

5. **Case 2487 (02-03-2017)**

Providers: Pilgrim Hospital

Care of the Elderly Clinic - Consultation with doctor within consultant's team, all very good - checks done, questions raised and answered and notes referred to. Alternative medication suggested and patient reassured about side effects and stopping if necessary. Patient scared about MRI scan - doctor reassured them and agreed they could be sedated for this which patient 'reluctantly' agreed to.

6. **Case 2488 (02-03-2017)**

Providers: Pilgrim Hospital

Gastro-enterology Department - Patient had 3 month wait for appointment as had to cancel previously due to ill health. Carer had to ask consultant to explain things in simple terms so that patient could understand. Patient was questioned about DNAs and was told they were lucky to get another appointment. Consultant became more compassionate once the reasons were explained and reassured that patient concerns about their condition were unfounded. **Questions were answered and copy of letter promised as understood patient's memory problems.**

7. **Case 2489 (02-03-2017)**

Providers: Pilgrim Hospital

Had to wait 1 hour 30 minutes for prescription to be prepared at pharmacy, although told wait was 20 minutes - consultant prescription so could not take it to pharmacy outside of hospital.

Instructions on prescription when received were different from what consultant had said which is confusing for patient with memory problems.

8. **Case 2493 (02-03-2017)**

Providers: Pilgrim Hospital

Attended due to knee injury from playing football. Checked in and triaged and sent to x-ray. Had to wait about 4 hours to see doctor who advised strong painkillers and support bandages. Crutches supplied and appointment at fracture clinic booked.

9. **Case 2494 (02-03-2017)**

Providers: Pilgrim Hospital

Fracture Clinic - On arrival, nurses waiting for consultant to arrive to start clinic. Patient asked about pain, movement, etc. Given support for knee and appointment to return to clinic in 2 weeks, advice given regarding pain relief etc.

10. **Case 2499 (02-03-2017)**

Providers: Pilgrim Hospital

Elderly patient been putting off having MRI scan as really scared. Consultant at Elderly Care Team explained need for this scan and depending on findings patient could be discharged. Consultant recognised fears and reassured patient and arranged for them to have mild sedative prior to scan.

At appointment, radiologists were really good and explained everything to them, reassured and listened to concerns which made patient feel safe.

Some delay when arrived for appointment but staff kept patient informed and reassured them, speaking directly to them and ensuring that they understood what was going on.

11. **Case 2500 (02-03-2017)**

Providers: Pilgrim Hospital

Ophthalmology Department - Patient attended appointment 1 hour late due to misreading appointment letter. On arrival they were told as they were late they but clinic would provide an alternative time during that same clinic.

Few days later received a letter with new appointment as had DNA'd. Patient confused by this and phoned to cancel this new appointment as they had been seen in clinic.

	<p>12. Case 2502 (02-03-2017) Providers: Pilgrim Hospital Patient referred to eye clinic after injury - lighting was subdued but patient found light very painful, nurse found darker part of waiting room for patient. Saw nurse and consultant who diagnosed abrasion to eye, and administered pain relief. Given advice how to administer cream given and how to adjust to light to help eye to recover. Staff very cheerful and helpful for very reassuring to patient.</p> <p>13. Case 2572 (23-03-2017) Providers: Pilgrim Hospital Patient had tests at colorectal unit during January. 5 weeks later had not heard anything so rang secretary and told they would receive appointment but has heard nothing. (Permission to release details given)</p> <p>14. Case 2578 (23-03-2017) Providers: Pilgrim Hospital Gastrointestinal and Liver service - Long wait to see specialist but treatment was not too bad and have follow up appointment in 6 months.</p> <p>15. Case 2588 (24-03-2017) Providers: Pilgrim Hospital Care of the Elderly - Following recent spell of illness relative phoned Consultant's secretary as advised as next appointment is not until May 2017. Secretary took information and informed they would pass message on to consultant, they also confirmed the consultant would ring patient in first instance and relative if they thought it necessary.</p> <p>16. Case 2595 (27-03-2017) Providers: Pilgrim Hospital Patient has attended various clinics and always been treated well - untrue that people say doctors don't want to know when patients are over 80 - patient is over 80.</p> <p>17. Case 2598 (30-03-2017) Providers: Pilgrim Hospital Very lax in letting patients know that appointments were running late - no indication on board of delay in Orthopaedic Clinic. Haematology keep patients informed and understand know why they are delayed. Patients book in at main reception and go to clinic waiting area, no one there to talk to and no information given. Disappointed with knee operation and consultation afterwards - not referred to physiotherapy, told operation was for pain relief rather than improved mobility.</p> <p>Compliment</p> <p>1. Case 2477 (02-03-2017) Providers: Pilgrim Hospital Haematology Department keep a check on patient.</p> <p>2. Case 2479 (02-03-2017) Providers: Pilgrim Hospital Everything really good - nursing service good and doctors explained everything. McMillan nurses very good and organised things at home. Occupational Health discussed what equipment was needed and got everything needed. Impressed how everyone worked together and contacted patient about health needs. (No patient information given)</p>
<p>South x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 2597 (27-03-2017) Providers: Pennygate Health Centre, Pilgrim Hospital Asked for referral for hearing test due to loss of hearing and tinnitus. Still waiting for appointment 3 months later, doctor said maximum wait would be 18 weeks.</p>
<p>South West x 5</p> <ul style="list-style-type: none"> • 4 x General Comment • 1 x Compliment 	<p>General Comment</p>

	<p>1. Case 2484 (02-03-2017) Providers: East Midlands Ambulance Service NHS Trust (EMAS), Grantham + District Hospital, Lincoln County Hospital Always been very satisfied with care in several departments at hospitals. Concerns about out of hours and ambulance services where staff are very stretched geographically, leading to life threatening situations.</p> <p>2. Case 2496 (02-03-2017) Providers: Grantham + District Hospital Parent waiting in clinic with child. Receptionist apologised and told parent that clinic was cancelled and should have received message previous afternoon, offer to pay for car park and advised new date for appointment would be sent. Parent not happy as child taken out of school, felt there needs to be better system. HWL - does the clinic not operate text messaging service?</p> <p>3. Case 2522 (06-03-2017) Providers: Grantham + District Hospital Good healthy food with lots of choice whilst inpatient. Long time to wait for buzzer to be answered.</p> <p>4. Case 2587 (23-03-2017) Providers: Millview Medical Centre, Pilgrim Hospital Patient taken to A&E and left on trolley for 17 hours with no pain relief and then transferred to ward. Discharged after 4 days and given medication to take home. Went back to GP to get more medication but these were different (letter sent to GP from hospital). GP not happy and referred them to Kettering stroke unit. Travelled 2 hours each way for appointment on in March and they couldn't do anything as had not received records/notes from Pilgrim. Patient has MRI next week and assumes will see consultant after this for results.</p> <p>Compliment</p> <p>1. Case 2638 (31-03-2017) Providers: Grantham + District Hospital Patient commented they always feel relaxed visiting Grantham Hospital. Had a very good service as an inpatient in 2016.</p>
<p>West x 52</p> <ul style="list-style-type: none"> • 47 x General Comment • 1 x Informal Complaint • 4 x Compliment 	<p>General Comment</p> <p>1. Case 2624 (31-03-2017) Providers: Grantham + District Hospital, Lincoln County Hospital Dislocated knee and had 3 rounds of physiotherapy at Grantham hospital with no success. Knee keeps dislocating and have more physiotherapy at Lincoln County but no improvement. Now had MRI.</p> <p>2. Case 2504 (03-03-2017) Providers: Lincoln County Hospital Dermatology Department - Patient had 2 hour wait for appointment and then had to wait at pharmacy too. However, car park ticket was validated so patient did not have to pay.</p> <p>3. Case 2505 (03-03-2017) Providers: Lincoln County Hospital Orthopaedic Department - Appointment efficient and quick as was medication from pharmacy</p> <p>4. Case 2506 (03-03-2017) Providers: Lincoln County Hospital Referred by optician. Had driving licence taken away because of poor vision, but this is improving with trial treatment of injections every month and now have licence back. Staff very caring and kind</p> <p>5. Case 2512 (03-03-2017) Providers: Lincoln County Hospital Very good care. Do not always see same doctor so have to repeat long complicated history. Name is displayed on big screen to call patients, patient feels this is wrong as everyone knows who you are and who you are seeing. Patient is ex-teacher and sometimes sees families of children they taught as name is displayed on screen. HWL - on behalf of patients this approach doesn't address the need for client confidentiality and perhaps needs looking into</p>

6. **Case 2513** (03-03-2017)

Providers: Lincoln County Hospital

Patient concerned about centralisation of services between Skegness and Lincoln County Hospital. Their treatment is ongoing and overall pleased with service, explained everything.

7. **Case 2515** (03-03-2017)

Providers: Lincoln County Hospital

Patient been attending for over a year for ongoing treatment. Care has been great, however patient has often noticed shortage of supplies and staff often work under pressure.

On the ward, patient was unhappy at level of cleanliness.

(No patient information given)

8. **Case 2516** (03-03-2017)

Providers: Lincoln County Hospital

Received oncology treatment nine years ago and now receiving palliative treatment. Medical care is fine, but waiting times are appalling. Clinic waiting time was reasonable, however 90 minutes wait for prescription (including having to rectify mistakes). Lloyds Pharmacy involved a further hour wait - patient would opt to go somewhere else if waiting times were improved in any way.

9. **Case 2520** (06-03-2017)

Providers: Lincoln County Hospital

Elderly gent in care home, taken to hospital last week due to infection in pacemaker site.

Letter (dated 2.17) arrived in post early March 17 for appointment at Cardiology on in very early March. Second letter was in same post for cardiology appointment mid March.

Family took letter to care home who take them to appointments - staff said follow up appointment to last week's visit was booked for a different week in March. Family concerned that all 3 appointments appointments are with same department!

10. **Case 2524** (06-03-2017)

Providers: Lincoln County Hospital

Haematology Department - Looked after well, monitoring and appointments spot on. Staff have a good understanding. Waiting room sometimes very busy so not always comfortable - early appointments better than afternoon ones.

Pharmacy minimum wait is half an hour which extends length of time at hospital which makes car parking more expensive.

Patient asks - Why cannot patients get prescriptions from their local community pharmacy. This would relieve hospital pharmacy services and enable the patient to go home much earlier

11. **Case 2526** (06-03-2017)

Providers: Lincoln County Hospital

Brilliant - their attitude makes patients feel they are not being a bother.

12. **Case 2527** (06-03-2017)

Providers: Lincoln County Hospital

Taken by ambulance to A&E and transferred to Navenby ward. Care on ward was excellent, could not have asked for better

13. **Case 2528** (06-03-2017)

Providers: Lincoln County Hospital

No complaints about service. Haematology explain things very well and give options. Consultants and back up too give top notch care. Spouse accompanies patient at consultations and consultant willing to listen and answer their (carer) questions too.

Would be good to have separate waiting room in haematology when immune system is low - consultant says same thing. General waiting room is busy with patients who may have coughs, sneezes, etc.

14. **Case 2530** (09-03-2017)

Providers: Lincoln County Hospital

Patient and another patient nearly knocked over by member of staff.

(No details given)

15. **Case 2541 (09-03-2017)**
Providers: Lincoln County Hospital
 Staff friendly and helpful and receive prompt attention.
 Communication between GP and hospital does not seem "joined up" - caused problems with obtaining medication.
 Patient thinks information should be on shared computer records.
HWL - would be keen to know when Care Portal will be available across all NHS Trusts and providers?
16. **Case 2542 (09-03-2017)**
Providers: Lincoln County Hospital
 Elderly patient feels it would help if appointments were earlier e.g. 10am rather than 11.15 due to travelling from Boston.
17. **Case 2544 (09-03-2017)**
Providers: Lincoln County Hospital
 Had to wait for hours.
 Usually get tablets from hospital but sent to Lloyds Chemist - waiting half an hour then sent back to hospital pharmacy - 50 mile round journey. Also had to go back as didn't have full supply on first visit.
18. **Case 2546 (09-03-2017)**
Providers: Lincoln County Hospital
 Patient had travelled from Grantham for appointment, following a previous admission to Pilgrim Hospital. Patient is concerned about costs of travel to receive medication and treatment.
 Was slow to get heart difficulties for heart problem. Referred back to GP for follow up.
 (no patient information provided)
19. **Case 2547 (09-03-2017)**
Providers: Lincoln County Hospital
 Patient referred by GP - concerned that waited 9 months from original problem. New doctor recommended a specialist.
 Patient was advised to write letter of complaint but this was not acknowledged.
 (No patient information provided)
20. **Case 2548 (09-03-2017)**
Providers: Lincoln County Hospital
 Self referral via GP - now in remission. Had stem cell transplant in Nottingham University Hospital. Follow up at Waddington Ward, Lincoln. x-ray quick and efficient
21. **Case 2549 (09-03-2017)**
Providers: Lincoln County Hospital
 Ophthalmology department - Professional experience at all times in clinic. Consultant and staff all very caring. After procedure, given prescription for pharmacy and had to wait 1 hour 50 minutes for eye drops.
 Pharmacy did not have drops in and needed to get in touch with consultant who was in theatre.
22. **Case 2550 (09-03-2017)**
Providers: Lincoln County Hospital
 Clinic 6 - Cancer
 Doctors very informative. Long waits for appointments, up to 7 hours sometimes in waiting room.
 Hospital layout is difficult for patients and staff - wasting staff time.
 Disabled parking - spaces close to hospital but meter at other end of car park, which means lots of walking.
HWL - on behalf of patients 7 hours in a waiting room seems excessive, we would be keen to know what the Trust feels about this.
23. **Case 2563 (13-03-2017)**
Providers: Lincoln County Hospital
 Treatment over last 2 years. Nurses are fantastic but system leaves much to be desired. Obviously staffing, or lack of staff, is a continual problem.
 Oncology would be better with dedicated blood rooms and pharmacy instead of patients having to wait up to 3 hours for blood before appointments. Stress levels are high enough without adding to it.
24. **Case 2564 (13-03-2017)**
Providers: Lincoln County Hospital
 Patient is happy with services overall - x-ray, radiotherapy and follow ups.

25. **Case 2565** (13-03-2017)

Providers: Lincoln County Hospital

Patient receiving chemotherapy - treatment programme has been intermittent. Receiving help from Macmillan nurses. Medication only administered whilst on treatment.

26. **Case 2566** (13-03-2017)

Providers: Lincoln County Hospital

Diagnosis of breast cancer December 2016. Feels care is poor, constantly have to push for information, no key worker given despite guidance and advising of this. Have not received copies of letters requested. Only people who have been helpful are Macmillan Nurses.

27. **Case 2567** (20-03-2017)

Providers: Lincoln County Hospital

Patient diagnosed with cancer by GP and had surgery booked, scan booked for the previous day, but patient sent home after scan. Diagnosis was then different to that given by GP.

On discharge, was sent home from the ward with another patient's discharge notes. Patient informed the hospital they had the wrong notes and told to destroy them. Notes contained personal details about the other patient. When patient received own notes there was no doctor or consultant signatures on them.

HWL - on behalf of patients could the Trust explain how the situation with regards to confidential patient details being sent to the wrong person occur. Surely this is a breach of data protection.

28. **Case 2582** (23-03-2017)

Providers: Lincoln County Hospital

Parent of child not getting any response from PALS about a complaint made in January - needs support to follow this up.

Child had urine infection diagnosed by GP and had to take them to A&E, parent felt the department didn't do what they should have done. Complained to PALS re A&E and told consultant would call parents, which they did. PALS advised doctor was from agency and could not find details. Parents very unhappy with this and were told to contact PALS again who said they would get in touch with agency. Parents concerned this doctor may be working elsewhere and doesn't want same thing to happen to other families.

HWL on behalf of the family; in our opinion this situation requires further investigation by the Trust.

29. **Case 2592** (27-03-2017)

Providers: Lincoln County Hospital

Patient had angiogram and follow up surgery under local anaesthetic - painful but nurses were excellent - very caring and helpful.

30. **Case 2606** (30-03-2017)

Providers: Lincoln County Hospital

Patient died late 2016 in MEAU - family concerned at care received. Admission to A&E, treated for several issues and sent home following day, GP made home visit and gave antibiotics.

Hospital admitted sepsis protocol not followed - 111 would not send ambulance, called 999. Family have copy of notes - not dated, no sepsis mentioned, blood results ok.

HWL on behalf of this family. If ULHT protocols have not been followed what will be the next steps for the family and the Trust?

31. **Case 2618** (30-03-2017)

Providers: Lincoln County Hospital

GP sent referral to hospital and 7 days later patient not heard anything. Called Central Appointments and after ringing for some time patient was cut off - this happened several times. Eventually phone was answered and confirmed referral had been received but there was a backlog and therefore patients would be dealt with in strict rotation. No cancellations available at the time but could check again another time. Possible appointment would be for beginning of April (4 weeks after GP consultation)

32. **Case 2623** (31-03-2017)

Providers: Lincoln County Hospital

Medication from pharmacy seems to always lead to delays in discharge. Patient feels there should be separate part of pharmacy for hospital patients to day patients.

33. **Case 2625** (31-03-2017)

Providers: Lincoln County Hospital

Patient receives medication for ear, nose and throat problem and reasonably satisfied with the service.

34. **Case 2626 (31-03-2017)**
Providers: Lincoln County Hospital
 Referred by GP practice as urgent. In less than 24 hours patient received call from the hospital with an appointment and this was confirmed by a letter received the following day. Consultation extremely professional and informative. Patient awaiting further tests and scan.
35. **Case 2627 (31-03-2017)**
Providers: Lincoln County Hospital
 Patient unsure which part of clinic to go to - instructions need to be clarified and in plain English. Some staff are very nice and some abrupt.
36. **Case 2628 (31-03-2017)**
Providers: Lincoln County Hospital
 Child referred by Paediatrician for boots to start to aid walking after seeing consultant November 2016. Appointment was arranged for June but Physiotherapy managed to get earlier appointment after explaining urgency to department. Family happy with outcome.
37. **Case 2629 (31-03-2017)**
Providers: Lincoln County Hospital
 Patient was referred by GP and has appointment every 3 months. Medication given has not worked and now being treated with alternatives. Overall satisfied with service received.
38. **Case 2630 (31-03-2017)**
Providers: Lincoln County Hospital
 Referred by Pilgrim Hospital for ECG, blood tests and pre-assessment.
39. **Case 2631 (31-03-2017)**
Providers: Lincoln County Hospital
 Nothing but high praise for treatment. Have to go for different tests and find it difficult to get from one department to another as long distances which is exhausting. Staff are patient, kind and efficient no matter what the situation.
 As inpatient food was awful and needed good food for recovery - did not eat properly for 10 days but relative brought food in to tempt patient.
40. **Case 2632 (31-03-2017)**
Providers: Lincoln County Hospital
 Overall services satisfactory - only concern is A&E waiting times.
41. **Case 2633 (31-03-2017)**
Providers: Lincoln County Hospital
 Referred by Optician and had one operation. Awaiting treatment for other eye. Everything explained and ongoing treatment identified. Patient has had cataracts treated which has improved eyesight and is satisfied with the service overall.
42. **Case 2634 (31-03-2017)**
Providers: Lincoln County Hospital
 Referred to Lincoln County from a London Hospital with very little information about condition. Consultant met with patient in January and February which patient was very grateful for. January meeting was to talk through what was going on. Consultant wanted them to see Macmillan Nurse. Consultant went to talk to patient in corridor which was full of people and asked them if there was anything they wanted to know. Patient said no as it was too public and didn't want to speak about it in public place.
HWL - This experience provides another example of potential confidentiality breach
43. **Case 2635 (31-03-2017)**
Providers: Lincoln County Hospital
 Patient has several conditions, requiring blood tests at different hospitals. Patient asks why one lot of blood can't be taken and results shared as everything is on computers? Feels lots of wasted time for patient and NHS.
Patient asks: Why can departments and hospitals not share blood results to save multiple blood tests?
44. **Case 2636 (31-03-2017)**
Providers: Lincoln County Hospital
 Patient feels consultant does not listen or look for alternatives to help or keep consistent with medication, no personal touch and doesn't consult notes.
 Attended an appointment with the Practice Nurse (today) and experience was much better and took time to listen to concerns. Found alternative to help with pain. Patient feels happier after seeing Nurse and has asked to see Nurse for future appointments and not Consultant.
 Note: Star ratings are for Nurse

	<p>45. Case 2637 (31-03-2017) Providers: Lincoln County Hospital Patient has been at hospital 3 times this year. On admission to A&E waited 10 hours in A&E. Administration has lot to be desired: Patient has been told they have missed appointments but they haven't and have all letters. Experienced problems with changing to different wards. Nurses work very hard as not enough staff to cope. Patient not told what was happening and finds this frightening. Patient needs surgery which has to be done in Sheffield, Nottingham or Grantham. As inpatient, on one occasion, hospital staff wanted patient to be discharged at 4.15am and they couldn't get home on their own so had to have a taxi at patient's cost but patient didn't feel fit enough to question any of this. Feels discharge staff make patients feel they just want to get rid of them. This caused patient to be ill at home and had to have attention from GP who agreed they shouldn't have been discharged.</p> <p>(No patient information given)</p> <p>46. Case 2641 (31-03-2017) Providers: Lincoln County Hospital Lincoln County Hospital Patient admitted for pain relief injection. Patient informed early am that prescription had been requested and would be available for the appointment time. Lunchtime still not available, clinic running late after a couple of hours injection took place. Needle separated from syringe so had to be withdrawn another attempt was made to inject pain relief. Patient appreciates the Pharmacy has staffing issues and wants to be constructive rather than a destructive message. Patient has already been in contact with PALS Patient asks - Suggest it might be useful to obtain the time patients in Discharge Lounge have to wait for drugs</p> <p>47. Case 2645 (31-03-2017) Providers: Lincoln County Hospital Patient with rare cancer has to travel to London for specialist treatment. Patient feels they have to wait longer than necessary for chemotherapy drugs at Pharmacy in Lincoln County. Patient feels it could be resolved by 2 systems of pharmacy - one for general and one for specialist medication.</p> <p>Informal Complaint</p> <p>1. Case 2590 (24-03-2017) Providers: Lincoln County Hospital Patient would like to complain regarding poor treatment with eye problem. Also, promised a telephone call and did not receive one.</p> <p>Compliment</p> <p>1. Case 2543 (09-03-2017) Providers: Grantham + District Hospital Excellent service. Saw consultant at Grantham Hospital - wonderful service and doctor, everyone relaxed and not harassed. Patient asks "Please continue Saturday and Sunday outpatients".</p> <p>2. Case 2551 (09-03-2017) Providers: Lincoln County Hospital Stoma nurses are brilliant, they explain things and treatment - wonderful all the way through.</p> <p>3. Case 2562 (13-03-2017) Providers: Lincoln County Hospital Wait for initial consultation from referral was approximately 4 months, which was partly patient's choice as they wanted to go to Lincoln County. At consultation everything was explained fully and options for treatment given. Waiting time for 2nd appointment was 1 hour 15 minutes but not notified how long would be waiting. Nurse and dermatologist both lovely and very thorough - so far treatment has been excellent.</p> <p>4. Case 2622 (31-03-2017) Providers: Lincoln County Hospital Patient has used audiology, dermatology and has been inpatient and has no significant concerns in any of these areas.</p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p>

	<p>1. Case 2501 (02-03-2017) Providers: Pilgrim Hospital</p> <p>Called 111 for advice as eye injury received earlier and thought to be minor was getting worse. Eventually 111 rang them back and advised to visit A&E where they had sent patients information so they could get checked in as now in a lot of pain and light sensitive.</p> <p>On arrival, reception were not aware that patient was being sent in and had not received any information. Explained situation to triage nurse and asked to sit somewhere out of bright lights as this was causing them problems - nothing done about this. Waited in waiting room for 1 hour 30 minutes in extreme pain - asked again to be able to sit away from bright lights but staff not helpful. Told by ambulance staff member there was no space in A&E.</p> <p>Seen by doctor and given pain relief after very painful eye examination with local anaesthetic in eye. Appointment booked for eye clinic next morning.</p>
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Patient Transport

CCG Area	Case Details
<p>East x 4</p> <ul style="list-style-type: none"> • 3 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 2475 (02-03-2017) Providers: East Midlands Ambulance Service NHS Trust (EMAS), NHS 111 Service</p> <p>Rang 111 and they contacted other people to decide what to do. Called paramedic who arrived over 6 hours later and was very professional. Received telephone call 3 hours after call giving advice how to treat patient whilst waiting. Paramedic was concerned that 111 had not picked up on some of the observations regarding condition of patient in relation to another illness. Paramedic called ambulance.</p> <p>Concern about time between call and paramedic being unreasonable. Understands EMAS staff under terrific pressures as both lots of staff working over their shift time by several hours.</p> <p>(No patient details given)</p> <p>2. Case 2482 (02-03-2017) Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Elderly lady fell and cut head - lives in south of county, but ambulance came from Grimsby Hospital and she waited 3 hours.</p> <p>(No patient information given)</p> <p>3. Case 2507 (03-03-2017) Providers: NSL Transport</p> <p>Patient was refused NSL transport for an appointment to hospital. Patient informed that as they do not use a wheelchair they did not fit the criteria for NSL transport and all the rules have changed.</p> <p>The patient is an amputee, no longer drives and does not get any benefits, has heart problems and is due to go to Pilgrim Hospital in Boston end of March.</p> <p>HWL - contacted NSL and explained the situation in full. The decision to provide transport was overturned and patient booked. Patient aware.</p> <p>Compliment</p> <p>1. Case 2521 (06-03-2017) Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Ambulance arrived in good time, dealt with patient very kindly and they were admitted straight away. Return journey was equally as good a week later.</p>
<p>South West x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 2484 (02-03-2017) Providers: East Midlands Ambulance Service NHS Trust (EMAS), Grantham + District Hospital, Lincoln County Hospital</p> <p>Always been very satisfied with care in several departments at hospitals.</p> <p>Concerns about out of hours and ambulance services where staff are very stretched geographically, leading to life threatening situations.</p>
<p>West x 3</p> <ul style="list-style-type: none"> • 3 x General Comment 	<p>General Comment</p>

	<p>1. Case 2480 (02-03-2017) Providers: NSL Transport Appointment finished at 4.25pm and booked transport home with nurses. Picked up from waiting room at 9.20pm - nurses were concerned about the wait due to patient's diabetes. Not the first time this has happened. Patient has complained to NSL and they have said they are looking into it but have not got response after 3 weeks.</p> <p>2. Case 2620 (30-03-2017) Providers: NSL Transport Transport declined for teenager who had to go to Queens Medical Centre Nottingham for surgery. Medical need for transport as has insulin pump. Child has transport to school.</p> <p>3. Case 2639 (31-03-2017) Providers: NSL Transport Patient is appreciative of NSL transport as walking is difficult. Designated parking for NSL drivers has been taken away and now have to use public car parks and pay.</p> <p>(No patient information given)</p>
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Social Care Services

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 2503 (02-03-2017) Providers: Lincolnshire County Council - Adult Social Care, The Minstrels Residential Home Concerns raised CQC have been made aware of statement: Observed that residents who have false teeth do not always get their own teeth back after cleaning. Staff member collects all teeth for cleaning but does not identify who they belong to. This could mean ill fitting teeth if own not given back to residents causing pain, reduction in food intake, etc. Spectacles not always given back to owner in clean state. Nurse generally concerned about personal care given to residents.</p> <p>HWL - on behalf of residents and their families. If such a practice really is occurring, this lack of dignity and respect to residents in your care and should be rectified immediately</p> <p>2. Case 2517 (03-03-2017) Providers: Lincolnshire County Council - Adult Social Care Elderly patient with many health issues has had multiple falls resulting in 2 week hospital stay and currently in care home in preparation for returning home. Physiotherapy being given and assessed as fit to go home - family member does not agree with this and would like their parent to stay in home as feels they are not well enough to be on their own. Had care package before hospital stay. GP (Sutterton) has written letter to Social Services. Social Worker involved - family member tried to contact social worker but they have not called back.</p>
<p>South x 1</p> <ul style="list-style-type: none"> • 1 x Informal Complaint 	<p>Informal Complaint</p> <p>1. Case 2573 (13-03-2017) Providers: Lincolnshire County Council Children Services Issues with social worker - feels they are not doing right by family and being 'personal' not professional. Family member (cannabis user) had baby whilst a teenager (did not take cannabis during pregnancy), receives support from Addaction. Baby taken away from mother, grandmother failed assessment to be carer, their house is overcrowded and grandfather alcoholic. Baby now going into care with paternal grandparents, but the mothers family are concerned as baby doesn't know them. Grandmother has already reported situation too CQC.</p>
<p>West x 2</p> <ul style="list-style-type: none"> • 1 x Compliment • 1 x Signposting only 	<p>Compliment</p> <p>1. Case 2607 (30-03-2017) Providers: The Gables Care Home Impressed with organisation within the care home, registered manager is qualified person with superb staff and residents are very impressed. Service provided is impressive and would recommend to anyone who is looking for a great place to place their loved ones with great detail of attention always available. Considering this is a small 9 bedroom home, it is good for people who may not benefit in a larger home.</p> <p>Signposting only</p>

	<p>1. Case 2612 (30-03-2017) Providers: Lincolnshire County Council - Adult Social Care</p> <p>Have wet room in house but spouse needs frame and seat as cannot stand for very long. Needs to be re-assessed. Red Cross did initial assessment.</p>
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Other Services

CCG Area	Case Details
<p>East x 3</p> <ul style="list-style-type: none"> • 2 x General Comment • 1 x Signposting only 	<p>General Comment</p> <p>1. Case 2621 (31-03-2017) Providers: East CCG</p> <p>Patient has been refused breast reduction surgery due to high BMI and being overweight. Has tried to lose weight without success. Is fully aware of criteria but would like to complain about the policy.</p> <p>2. Case 2475 (02-03-2017) Providers: East Midlands Ambulance Service NHS Trust (EMAS), NHS 111 Service</p> <p>Rang 111 and they contacted other people to decide what to do. Called paramedic who arrived over 6 hours later and was very professional. Received telephone call 3 hours after call giving advice how to treat patient whilst waiting. Paramedic was concerned that 111 had not picked up on some of the observations regarding condition of patient in relation to another illness. Paramedic called ambulance.</p> <p>Concern about time between call and paramedic being unreasonable. Understands EMAS staff under terrific pressures as both lots of staff working over their shift time by several hours.</p> <p>(No patient details given)</p> <p>Signposting only</p> <p>1. Case 2644 (31-03-2017) Providers: East CCG</p> <p>Couple need help completing new forms for DLA/PIP as spouse's health has deteriorated.</p> <p>HWL provided signposting</p>
<p>South x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 2558 (13-03-2017) Providers: Stamford Hospital</p> <p>Patient suffering with prostate problems seen by hospital - 2 weeks later called hospital who advised 999. 2 calls to 999 and 4 hour wait, took patient to Peterborough Hospital. Wife found out later that 24 hour support is available in Bourne (where they live) but did not have this information at the time husband was discharged from hospital.</p> <p>(Lady asked for HWL to call but not possible as name provided was not legible)</p>
<p>All CCGs x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 2498 (02-03-2017) Providers: NHS England</p> <p>Patient and spouse both on benefits with NHS exemption card for reimbursement on travel to hospital etc. Cards expired in October 2016 and no new cards received (patient had not noticed expiry), but on enquiry found these had been scrapped but no notification given.</p> <p>Now have to take letter proving benefits to appointments to reclaim travel expenses. Received letter requesting repayment of monies paid to them but when queried, were told this was a mistake. Patient concerned that others may not query this and just pay the money back.</p> <p>Q. Patient asks - why were card holders not notified of change in process?</p> <p>2. Case 2537 (09-03-2017) Providers: NHS England</p> <p>Respondent believes that more taxes should be collected for revenue for hospitals in Lincolnshire - look for other ways to collect revenues and give direct to NHS.</p>
<p>Out of Area x 6</p> <ul style="list-style-type: none"> • 6 x General Comment 	<p>General Comment</p>

1. **Case 2491** (02-03-2017)

Providers: Nottingham City Hospital

Early morning appointment meant that patient had to take day off work.

Consultant arranged 2 further appointments, for allergy testing and results and sent letter to confirm. This meant patient taking 2 more days off work.

2. **Case 2492** (02-03-2017)

Providers: Nottingham City Hospital

Patient had allergy appointments with consultant and given verbal statement about skin condition. Written statement followed. Patient requested letter with full explanation of allergy to do with suspected materials in workplace, for use in medical appeal for Armed Forces selection. First letter received which did not give full details, patient asked for another letter with more information explaining fully, which was received in one week. Patient also received follow up call from GP surgery.

3. **Case 2509** (03-03-2017)

Providers: Out of area

Staff spot on, waited 1 1/2 to 2 hours but understand problems they are facing.

4. **Case 2596** (27-03-2017)

Providers: Out of area

Difficulty in hearing - ear wax removed and referred to hospital for hearing test. Appointment within 2 weeks and fitted with hearing aid a week later - excellent

5. **Case 2481** (02-03-2017)

Providers: Peterborough & Stamford Hospital Trust (PSHT) [out of county referral]

Peterborough Hospital.

Patient commented that all were very helpful, however they did not remove the needle when it was in the bone.

Unfortunately no patient details are available

6. **Case 2593** (27-03-2017)

Providers: Peterborough City Hospital

Wisdom tooth removed - excellent treatment at all stages