



Healthwatch Lincolnshire

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

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## April 2017 Summary Patient Experience Report

This report has been produced by Healthwatch Lincolnshire to highlight the patient, carer and service user health and care experiences shared with us for the period 1 to 30 April 2017.

During this period we received a total number of 157 experiences, 78 of these have been posted directly to our feedback centre (to read individual feedback comments regarding individual providers please visit [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk) and select relevant provider details), with the remaining 79 being contained in this report.

### *Current work*

We will be carrying out 7 Enter and View Visits to Care Homes in May and June

Board of Directors – we currently have a small number of board Director/Trustee openings, in particular we would love to hear from anyone with business, finance, HR or legal skills as well as anyone with experience of health or care services (this may be as a service user or professional).

Our AGM is on 8 September 2017 from 11am and will be held at The Admiral Rodney Hotel, Horncastle. Please contact Chris Bayly to book a place email [chris.bayly@healthwatchlincolnshire.co.uk](mailto:chris.bayly@healthwatchlincolnshire.co.uk).

National Volunteers Week is from 1st to 7th June, this year we are having 2 drop in sessions for anyone interested in volunteering. Anyone interested please come along and join us for a cup of tea and slice of cake at Healthwatch Lincolnshire offices in Swineshead on either 2nd June – 1 - 2 pm or 7th June – 1 – 2 pm.

### *Projects*

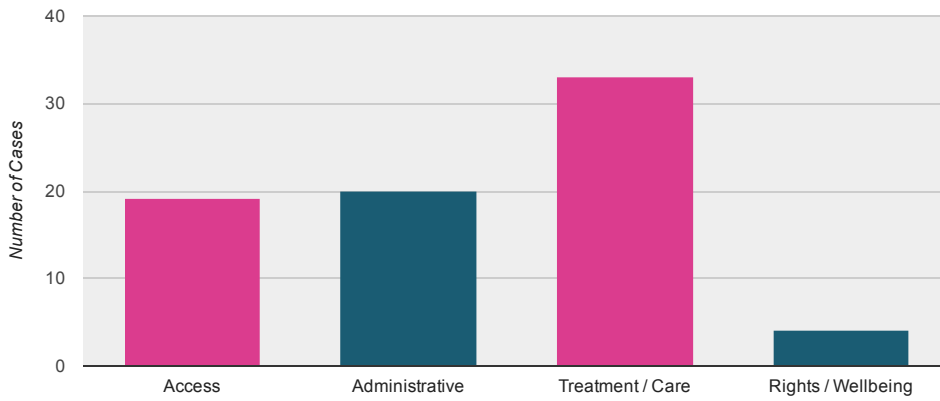
- CAMHS - data gathering from parents, children and young people will be completed on 31 May, following this date and relevant analysis we will be reporting our findings to Lincolnshire Children Services and other relevant agencies.
- Access to NHS Dental services for people in care homes - first round data gathering with care homes is now complete, we are conducting some additional data collection during June and will be reporting our findings during July

**Lincolnshire Health and Care County Managers Network LHCCN** - We would also like to take this opportunity to promote a new health and care network that has been set up to facilitate and enable a collective working platform for Lincolnshire CEO and Managers within the health and care sector. The purpose of this network is to provide mutual support and opportunities for partnerships and collaboration, quite often our work feels very challenging and isolated, LHCCN intends to help reduce this. In addition, the LHCCN aims to provide a basis for a 2 way dialogue with commissioners and providers adopting a single communication channel across the county. Anyone interested in joining please contact Sarah Fletcher at Healthwatch Lincolnshire.

## Statistics

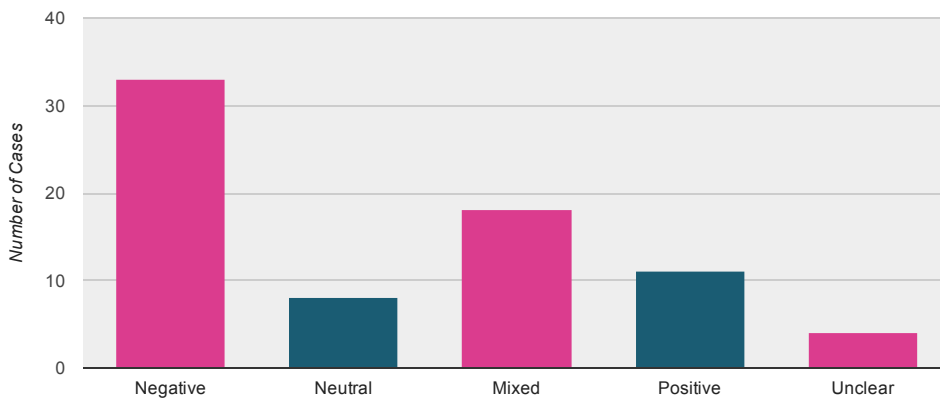
**Total cases: 75**

## Theme Areas



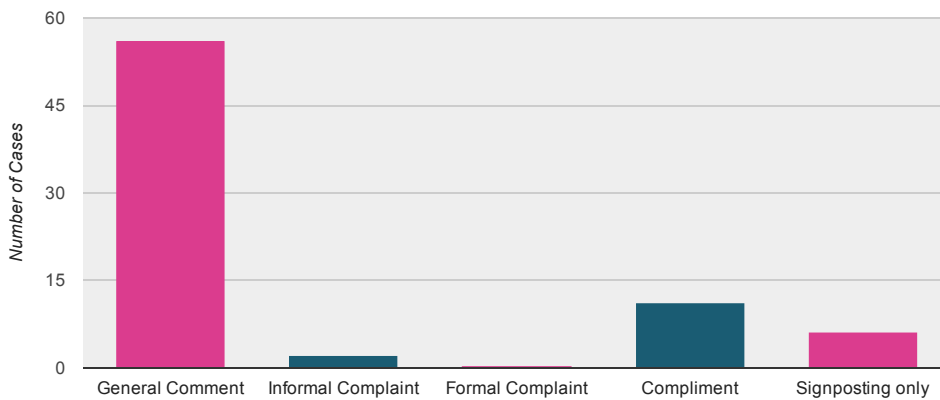
Theme Areas	Cases
Access	19
Administrative	20
Treatment / Care	33
Rights / Wellbeing	4

## Sentiments



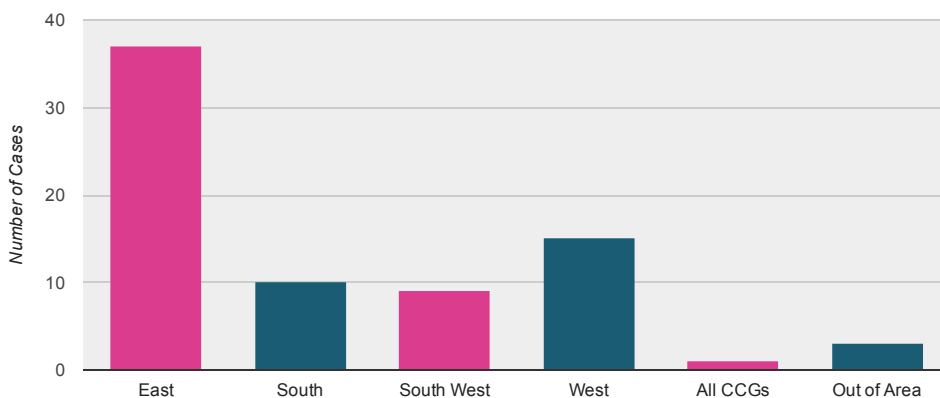
Sentiments	Cases
Negative	33
Neutral	8
Mixed	18
Positive	11
Unclear	4

## Case Types



Case Types	Cases
General Comment	56
Informal Complaint	2
Formal Complaint	0
Compliment	11
Signposting only	6

## CCGs



CCGs	Cases
East	37
South	10
South West	9
West	15
All CCGs	1
Out of Area	3

## Cases

CCG Area	Case Details
<p><b>East x 4</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 2 x Compliment</li> </ul>	<p><b>General Comment</b></p> <ol style="list-style-type: none"> <li>1. <b>Case 2700 (21-04-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital Skegness Hospital  Hospital minor injuries unit which I have used and they are brilliant. Patient is concerned that wards will become only transitional care. Not sure how this will effect retention of staff. Maybe hospital will become a nursing home or centre for people in transition from hospital to home or perhaps end of life care which again effects staff. Would like to keep local hospital. In summertime hospital gets really busy with seasonal visitors. Also have an elderly population in this area.</li> <li>2. <b>Case 2704 (21-04-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital Skegness Hospital  A few years ago they said the hospital was going to close, but luckily it didn't. So pleased as it gets really busy in summer with visitors. Boston is a long way, if you need help urgently or in pain.</li> </ol> <p><b>Compliment</b></p> <ol style="list-style-type: none"> <li>1. <b>Case 2702 (21-04-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital Skegness Hospital  Patient attended Urgent Care Centre for suspected fracture. The reception staff, assessment staff and Doctor were polite, courteous and caring at all times. I am extremely aware of the tough circumstances they operate under and they did an excellent job.</li> <li>2. <b>Case 2711 (24-04-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital Skegness Hospital  Relative transferred from Lincoln hospital after a serious accident for rehabilitation. Lincoln Hospital had previously informed the family that there was not a lot they could do and patient may possibly not get any better and to prepare for the worst. Whilst in Skegness Hospital they made huge progress can now talk and this is all thanks to the staff team, family are very grateful to all the team.</li> </ol>
<p><b>South x 2</b></p> <ul style="list-style-type: none"> <li>• 1 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 2697 (21-04-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), New Johnson Hospital Johnson Hospital - Dental  Parent concerned that young child is in need of one tooth extraction at hospital. At appointment they were informed that they could take out the one tooth under local anaesthetic. As child is so young and the parent didn't want to traumatise them, they requested it be taken out under general anaesthetic. Dentist mentioned that to do that they would need to take out another 8 teeth on the same side. Parent commented that these are healthy teeth and could be sorted by filling rather than extraction. Dentist would not do one tooth under GA.   <b>On behalf of the parents and child could the dental service explain why they would need to remove 8 teeth rather than 1 under general.</b></li> </ol> <p><b>Compliment</b></p> <ol style="list-style-type: none"> <li>1. <b>Case 2673 (10-04-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), New Johnson Hospital Johnson Hospital - Ante-natal Department  Patient commented on visiting the ante-natal department all the midwives they have seen have been lovely. Felt one appointment was rushed and didn't feel everything was explained properly or given the time to ask questions or answer properly. But since that appointment all others have been very good and always on time. The care has been brilliant, any extra scans needed the appointments have always been made and taken place where necessary quickly. Always found the hospital to be clean and tidy.</li> </ol>
<p><b>West x 3</b></p>	<p><b>General Comment</b></p>

- 2 x General Comment
- 1 x Signposting only

1. Case 2660 (04-04-2017)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Sexual Health contact

Patient tried to make contact via phone on several occasions, mentioned they had tried at least 20 times and no answer, very frustrating, wasting time and money.

**HWL - have provided the patient with new contact number.**

2. Case 2661 (06-04-2017)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Lindon House Dixon Street

Web-based feedback patient stated they could not get through to book an appointment on the phone number they have. Line keeps cutting off.

**HWL - gave new phone number**

**Signposting only**

1. Case 2665 (07-04-2017)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Patient experiencing problems accessing Sexual Health in Lincoln, has tried the new phone number but is not working.

**HWL - have tried the number, it rings on some occasions then on others it will not ring out, reported this to LCHS.**

**Primary Care Services**

CCG Area	Case Details
<p><b>East x 8</b></p> <ul style="list-style-type: none"> <li>• 7 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2701 (21-04-2017)</p> <p><b>Providers:</b> Beacon Medical Practice</p> <p>Beacon Medical Practice</p> <p>You can't get in for an appointment. Ring every morning at 8am and can't get in. I tried for a week and then gave up. Had kidney pain so dosed myself with paracetamol.</p> <p>No patient details</p> <p>2. Case 2658 (04-04-2017)</p> <p><b>Providers:</b> East CCG</p> <p>Patient has been in a number of GP surgeries over the past 20 years in Lincolnshire. Joined New Coningsby Surgery a few months ago then on trying to book an appointment after Christmas, the patient was informed that he had been de-registered as he was now on the ' violent patient scheme' and was now registered with Kidgate GP surgery (Louth) instead. On asking New Coningsby why - they had no idea and couldn't understand it themselves. There was no consent from the patient to be de-registered, no reason given and no letter from anywhere to the patient to mention why this was happening.</p> <p>No evidence, no appeal process nothing has been made clear to the patient at all. Has made contact with NHS England - case number given.</p> <p><b>HWL - made a referral to POHWER</b></p> <p>3. Case 2668 (07-04-2017)</p> <p><b>Providers:</b> East CCG</p> <p>Merton Lodge</p> <p>Patient unhappy with the service at this surgery. Has previously complained but felt did not resolve the concerns. patient concerned that their medical records have been altered.</p>

4. Case 2699 (21-04-2017)

**Providers:** Hawthorn Medical Practice

Hawthorn Medical Practice

Patient commented when they needed to book an appointment for a yearly review they were unable to make an appointment, phoned up daily and no appointments available. As a consequence patient was unable to get ongoing medication for 6 months, leaving them without tablets for a period of time. On appointment the nurse took blood pressure which was very high, patient explained this was due to not being able to get an appointment and therefore no repeat prescription was available, hence no medication. Nurse went straight to see the GP who prescribed straight away. Patient felt the reception staff were often rude and unhelpful and made a comment of 'it is not my problem'. Other staff are courteous and friendly. Wainfleet Surgery has closed down and their patients are now at Hawthorn Surgery. There are not enough staff to cope with the new influx of patients.

No patient details given

5. Case 2698 (21-04-2017)

**Providers:** Liquorpond Surgery

Patient found a lump in breast on contacting the GP surgery they informed the patient the next appointment available was in 3 weeks time but could ring in the morning to see if there was a cancellation. Patient did this and was fortunate enough to get an appointment with a nurse, who then made a referral to the hospital, the lump was removed. However the patient felt at this very traumatic time to carry on ringing the surgery for a cancellation is not really acceptable.

6. Case 2708 (24-04-2017)

**Providers:** Louth Family Dental Practice (Peyrie, Tucker + Partners)

Louth Dental Practice

Patient concerned as it appears the practice are experiencing problems keeping qualified staff and therefore unable to cope with all the NHS patients who need routine examinations at regular intervals. Appointment cancelled by the practice early 2017 still no date given.

7. Case 2688 (13-04-2017)

**Providers:** Parkside Surgery

Parkside Medical Practice

Patient felt the GP did not listen, seems uninterested in solving the patients illness.

Unfortunately the patient did not leave any details, so unable to assist.

**Signposting only**

1. Case 2669 (07-04-2017)

**Providers:** NHS England

Skegness Dental options

Patient requested NHS Dental practices in the Skegness area. HWL provided information to patient.

South x 2

- 1 x General Comment
- 1 x Signposting only

**General Comment**

1. Case 2681 (11-04-2017)

**Providers:** South CCG

Gosberton GP Surgery

Patient suffers with Osteoporosis / DDS = Crumbling discs in spine and other things.

Patient has been taking Diazepam for a while and GPs want them to go onto Morphine – patient does not want to do this as Diazepam is better suited for their way of life. Morphine they feel does not allow this to happen and they suffer no side effects from Diazepam. Patient is mentally aware and can manage very well on this.

The GPs want this to change but the patient is reticent. The GP surgery have asked the patient to go for a meeting and they would like some support with this.

**HWL - Referred patient to POhWER**

**Signposting only**

1. Case 2674 (10-04-2017)

**Providers:** NHS England

NHS Dentist required in Bourne area.

**HWL provided signposting support**

South West x 4

**General Comment**

- 4 x General Comment

1. Case 2677 (10-04-2017)

**Providers:** Caythorpe and Ancaster Surgery  
Ancaster GP Surgery

It is not easy to get an emergency appointment anymore, but you can sit and wait after surgery hours. It takes 2-3 weeks if not more to see a particular GP as they are so busy. Reception staff are busy but helpful, it may be better if they could give information over the phone instead of making appointments that waste the GPs time. On the whole a good service and nice surgery.

2. Case 2686 (13-04-2017)

**Providers:** Millview Medical Centre  
Heckington Surgery

Patient has been waiting for in-house referral from beginning of year until mid 2017. Patient raised concerns as GP take on specialist services and is part of the Commissioning body.

No patient details given

3. Case 2689 (13-04-2017)

**Providers:** Millview Medical Centre

Patient noted that whilst in the appointment, the GP Google their symptoms.

4. Case 2723 (25-04-2017)

**Providers:** Ruskington Medical Practice  
Ruskington Surgery

Patient has a number of health problems, does not drive and has a mobility scooter. GP surgery is a considerable distance. Patient recently had a medical problem arrived at the surgery an hour early to be informed they had arrived too late, the appointment was in fact a previous date. Patient feels this kind of thing is happening quite often. Has problems with hearing and often when the surgery have made a referral the patient has to chase for the appointments, due to their hearing problems they feel that the surgery could chase these for them? Travelling to and from the surgery has its own implications and difficulties. Patient feels they are not being listened to.

**HWL - advised patient to contact Practice Manager**

West x 4

- 4 x General Comment

**General Comment**

1. Case 2678 (10-04-2017)

**Providers:** Crossroads Medical Practice  
Cross Roads GP Surgery

Patient feels there is no continuity of care. Always a need to repeat yourself on each appointment. Can't always understand why there is a wait, as sometimes they are the only person in the waiting room but appointment still running late. Once waited over half an hour after the appointment time for a gentleman to walk past me with shopping bags and straight into the clinic room area, only to discover it was the GP whom I was seeing!

2. Case 2679 (11-04-2017)

**Providers:** Crossroads Medical Practice  
Crossroads Medical Practice

Patient had an appointment for review which was cancelled on the day of appointment, no further appointments available so would book them in when they became available. 3 weeks later still no contact.

**HWL - advised patient to contact the Practice Manager**

3. Case 2709 (24-04-2017)

**Providers:** Crossroads Medical Practice  
Crossroads Medical Practice

Patient had an appointment for a review which was cancelled on the day by the surgery with no further appointments to offer. Weeks later and still no appointment. Patient received incorrect medication after placing repeat prescription, luckily this was picked up by the pharmacy, patient complained but no apology was given.

	<p>4. Case 2676 (10-04-2017)</p> <p><b>Providers:</b> The Branston and Heighington Family Practice Branston &amp; Heighon Practice</p> <p>Patient appreciates that its a small practice, however the service they have received from receptionist to practice nurse have been very relaxed, sensitive and informative. The only negative is about booking appointments. When you work it is not easy to book appointments on the day and pre-bookable (ie weeks ahead) is needed, especially if GPs are requesting it.</p> <p><b>HWL asks on behalf of working patients, does the surgery offer advance on-line appointments which would help alleviate such problems.</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. Case 2659 (04-04-2017)</p> <p><b>Providers:</b> Collingham Dental Practice Collingham Dental Practice</p> <p>Lovely building, but patient found that the dentist was quite rude and felt didn't care. Patient feels sorry for the receptionist and the dentists assistant as they were lovely, Patient mentioned they would not go back there again.</p> <p><b>HWL - passed information onto the relevant Healthwatch.</b></p>

### Acute Services (ULHT)

CCG Area	Case Details
<p><b>East x 16</b></p> <ul style="list-style-type: none"> <li>12 x General Comment</li> <li>1 x Informal Complaint</li> <li>3 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2648 (03-04-2017)</p> <p><b>Providers:</b> Marisco Medical Practice, Pilgrim Hospital</p> <p>Patient moved into Lincolnshire mid 2016, had an appointment at Pilgrim Hospital notes were not all there from previous hospital visits at another hospital they had attended which was out of area. Patient has been given another appointment but is concerned as they dont want the same thing to happen again.</p> <p><b>HWL - Contacted PALS who stated it was the GP who would have this information, HWL contacted GP surgery - still waiting for an outcome. Call from GP surgery they are going to ensure past history documents are couriered to the hospital.</b></p> <p>2. Case 2646 (03-04-2017)</p> <p><b>Providers:</b> Pilgrim Hospital</p> <p>Patient was referred to Boston West Hospital where it was felt the patient would benefit from a specific procedure. However the patient did not fit the criteria so was informed a letter would be sent to Pilgrim for a Consultation. Patient concerned as not heard anything and new developments have arisen whereby immediate relative has been diagnosed with Colon Cancer, other family members have also had this previously, so the patient is quite concerned.</p> <p>Permission to release details from patient to provider was obtained</p> <p><b>HWL - made contact with Medical Secretary who was very helpful and going to look into this with the added information. 03.04.17 - HWL received a call - patient now has an appointment this week, information passed onto the patient.</b></p>

### 3. Case 2649 (03-04-2017)

**Providers:** Pilgrim Hospital

Pilgrim Hospital

March 2017 patient was rushed to A&E. There for 8 hours before a bed became available. During that time 3 different staff members at different times came with steroid medication of which each time family member stated that the patient had already had them in the morning before being admitted. This made the family very concerned as to why there was such lack of communication between the staff and also the fact that if my elderly family member was on their own (and in a confused state) would they have been given an overdose of medication?? The patient also has a stoma bag of which a family member asked if someone could change it, but no one came.

Once on Ward 6a elderly patient made family members aware that they found that some of the staff were unfriendly especially the night nurses. One night the patient called a nurse to bring a commode and asked the nurse if she could help them onto it. The nurse said that she wasn't going to do all the work and that the patient needed to do it for themselves and left the patient to struggle.

One evening family member visited and the elderly patient said that when the drugs round came, they had accidentally dropped their antibiotic and told one of the staff. No one came to find this missing antibiotic so when visiting hours were over relative went to speak to one of the nurses to explain. The nurse was rude and very abrupt telling them that she could not do anything about it as she was not to know what antibiotic the patient had not taken. Relative explained that whilst they appreciated that she couldn't just give the patient another one they were simply making her aware of the missing antibiotic and could someone help look for it.

The night staff are also very inconsiderate toward the patients in respect to keeping the noise down. They had the radio on at 11 pm, the patient asked if they could turn it down and they didn't.

Relative noticed on another occasion that the patient did not have their oxygen. On asking the patient if they were able to breath ok, relative was told they had asked to have oxygen earlier in the day to which someone said they would come back and they didn't. Family member told us "I had to ask at the nurses station to ask them if they can put the patient back on oxygen". When they came to do it, a patient across the room tried to get the attention of the nurse so they could also have their oxygen. The nurses response was that she would be back in a moment. The nurse did not come back until 40 minutes after this other patients bell had started ringing. Also when I was leaving, this same patient asked me if I could take them to the bathroom. I explained that I could not do this but would fetch a nurse, at which they started to get upset saying they didn't want a nurse.

Family member said "I have not voiced my concerns to anyone at the pilgrim about this experience". "Whilst I appreciate how much strain and pressure the NHS is under, it would be comforting to know that patients are treated with the respect and dignity that they deserve".

**HWL - suggested they take this to PALS whilst in the hospital. They will do this when the patient has been discharged as feel this may have an impact on the patients welfare if they do this before. Family request HWL not make contact with hospital.**

### 4. Case 2651 (03-04-2017)

**Providers:** Pilgrim Hospital

Pilgrim Hospital

The care received is always fine, but the last 2-3 times we have been seen they made the splints incorrectly

### 5. Case 2652 (03-04-2017)

**Providers:** Pilgrim Hospital

Pilgrim Hospital - A&E

Whilst in A&E all day, patient was discharged at 2am in the morning, went home by taxi to an empty house. Family members were not informed.

### 6. Case 2654 (03-04-2017)

**Providers:** Pilgrim Hospital

Haematology - Waiting times exacerbated by Surgeon having to be elsewhere, waiting over an hour for appointment.

### 7. Case 2655 (03-04-2017)

**Providers:** Pilgrim Hospital

Treatment good at this Hospital. Had to stop going to Nottingham as funding for transport stopped which took away the choice of where to have treatment.

### 8. Case 2656 (03-04-2017)

**Providers:** Pilgrim Hospital

The system lets the care down, not enough doctors/nurses. Parking a problem, left home 1 1/2 hours earlier to ensure being able to park.



9. Case 2657 (03-04-2017)

**Providers:** Pilgrim Hospital  
Pilgrim Hospital - Cardiology

Some delay in getting the appointment, follow ups not coming through as letters not received. After care, tablets given 2 months longer than should have been, pharmacy pointed it out. Lack of information following heart attack.

10. Case 2710 (24-04-2017)

**Providers:** Pilgrim Hospital  
Pilgrim Hospital - Breast Clinic

Patient had a positive experience at the Breast Clinic during a very worrying time. Patient made comment that they were to be first on the list in the morning, arrived at 5 minutes before appointment time where the receptionist was only just arriving to set up, 15 minutes later form was given to the patient for completion. Patient's letter arrived after they returned home from the appointment, luckily the appointments clerk had made contact the previous evening to inform patient of the appointment.

**HWL - Patient asks - if first appointment is for 8.30am, what is ULHT's policy on support staff being ready for patients on arrival.**

11. Case 2719 (25-04-2017)

**Providers:** Pilgrim Hospital  
Pilgrim Hospital

Patient commented they had received a recorded message asking if patient was happy with outpatient department, did not specify which department, patient had a couple of appointments ongoing.

12. Case 2721 (25-04-2017)

**Providers:** Pilgrim Hospital  
Pilgrim Hospital - Pain Clinic

Patient contacted the pain management office for a repeat injection appointment which was due 6 monthly. Patient left a message and a few days later received a return call, patient informed they were now on the waiting list. However the patient was informed that the next treatment would be 8 - 9 months and not the 6 months. The patient was concerned that due to the pain they were in they would be incapacitated for longer.

**HWL - gave patient PALS information**

### Informal Complaint

1. Case 2667 (07-04-2017)

**Providers:** Pilgrim Hospital  
Cancer Patients at Pilgrim

Long standing partner of many years, a cancer patient since 2013 with a history of Colon, Liver, Lung and Prostrate cancer; have had Colon and Liver surgery, two extensive rounds of chemotherapy and constant monitoring by the oncologist.

After a suspected small internal bleed a Gastroscopy was performed at the beginning of 2017 which found a Polyp with unusual cells possibly cancerous. Patient was told a week later they would need surgery at Nottingham QMC or City, as this type of surgery is not done at Pilgrim. A referral was made to Nottingham (9 weeks later) - **despite numerous requests to chase this, through pilgrim and our own (patient and carer) calls to Nottingham, we are still waiting to hear!!!** Things have now escalated for the patient (vomiting blood, unable to keep anything, including water down) admitted to Pilgrim via A&E April, - the situation explained to 'quite frankly' any one who would listen, eventually admitted, now to Ward 8a with a electric hydration pump, leaving them bed-bound, getting weaker by the day. Even the request by a registrar for them to have CT scan was ignored.

Family Member asks **WHY??** surly the patient should be in Nottingham by now receiving the surgery they clearly needs.

Given the emphasis by Simon Stevens 'giving priority to Cancer Patients', carer is saddened to see relatives situation, **(It is not good enough)** when I/we are led to believe, the situation is very good for cancer patients - **NOT** in our experience, and how many others are there out there?

### Compliment

1. Case 2653 (03-04-2017)

**Providers:** Pilgrim Hospital

Patient had a scan and MRI as Pilgrim Hospital found a tumour, went to QMC in Nottingham to have the operation. Go back to Pilgrim for after care and always very well received.

	<p>2. <b>Case 2671 (07-04-2017)</b>  <b>Providers:</b> Pilgrim Hospital  Pilgrim Endoscopy Department</p> <p>Patient wanted to say a big thank you in the Gastroscopy after patient made a mistake and went on the wrong day. The receptionist saw into my misgivings and promptly got me in for the procedure that very day. Patient took them flowers and biscuits as a thank you. NHS at its best in Boston</p> <p>3. <b>Case 2696 (21-04-2017)</b>  <b>Providers:</b> Pilgrim Hospital  Pilgrim Hospital - 3A</p> <p>The care and respect I receive from initial referral as an outpatient to my treatment as an inpatient was outstanding. Both the surgeon and anaesthetist were excellent in calming me down before my procedure. The nursing staff and support staff were equally good on the ward after the operation. Patient commented that the transition from hospital to home was made so much easier by the ward staff who spent a lot of time with the patient to reassure them. Orthopaedic outpatients clinic were also excellent. Patient cannot thank everybody enough, to be pain free and mobile is wonderful. Patient commented they could not have been treated better anywhere.</p>
<p><b>South West 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> <p>1. <b>Case 2713 (24-04-2017)</b>  <b>Providers:</b> Grantham + District Hospital  Grantham Hospital  Pain Clinic</p> <p>Patient commented that they have been receiving treatment for the past 3+ years and still no satisfactory results have been achieved. Has seen different consultants at different hospitals and they contradict each other. Internal Communication is poor. Still have no solution to their problem and sometimes feels as if they have been left to just get on with it and still in pain. Can no longer work as the pain is too severe.</p> <p>2. <b>Case 2724 (25-04-2017)</b>  <b>Providers:</b> Grantham + District Hospital  Grantham Hospital - Pain Management</p> <p>Patient attends Grantham for Pain Management, recently had a follow-up appointment after injection. Patient was informed that the policy has now changed and once they have had their third set of injections, will be referred back to GP. Consultant then implied that the patient must implore GP to allow them to continue and refer back.</p> <p>It seems others people are being told that patients are only allowed three treatments too. Why, when we are getting positive results from them? Also, if we all have to keep going through the referral process, we could languish at the bottom of the waiting lists for a very long time. Meanwhile, our pain will increase thus leading to us seeking more GP appointments and being filled with even more drugs. For some, myself included, these will be opiate based and thus impact on our function day to day.</p> <p><b>HWL - have made contact with PALS</b></p> <p><b>Compliment</b></p> <p>1. <b>Case 2706 (21-04-2017)</b>  <b>Providers:</b> Grantham + District Hospital  Grantham Hospital - Day Ward</p> <p>I have attended Grantham Hospital a few times for day procedures. A couple of times the hospital appeared to be rundown, staff were always excellent. Most recent visit to the day ward noticed it had been refurbished and staff again very attentive. Student Doctor was present at time of procedure and they were very pleasant. Best hospital experience yet.</p>
<p><b>West x 6</b></p> <ul style="list-style-type: none"> <li>• 5 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p>

1. Case 2650 (03-04-2017)

**Providers:** Lincoln County Hospital

Patient in severe pain, has been suffering for the past 4 – 5 months, has been on antibiotics (now run out), is taking constant pain killers to try and alleviate the pain (not working). Has been informed that the Dentist can do no more and a referral has been sent to the Hospital. Has been to Skegness MIU twice, been given Codeine but only for a short period of time and now cannot do anymore, it's up to the hospital. Has been informed by the dentist that they need 12 teeth out. 3 at present have abscesses and patient is in extreme pain. A referral letter has been sent by the Dentist patient thinks this is to Lincoln.

**HWL - contacted PALS, no letter in the system, dental referrals go through C&B. HWL contacted C&B centre nothing in system. Spoke with the patient, who has a copy of the letter and taking to the hospital. UPDATE - patient now has an appointment this week.**

2. Case 2685 (13-04-2017)

**Providers:** Lincoln County Hospital

Out of Hours - Lincoln

Patient commented they took their young child to out of hours over 3 separate weekends. Had a high temperature and very poorly, whilst there medical staff checked the child's throat but not the ears. Took the child to GP where it was found that the child had a severe ear infection. Had they checked the ears it would have saved a lot of time and discomfort for the young child. Parent felt they were made to feel they had wasted staff's time.

3. Case 2690 (13-04-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital

Patient had an MRI at Lincoln Hospital, referred out of county for treatment and patient asked at Lincoln that a copy of MRI results be sent to the other hospital prior to going for Consultation. This was confirmed that this would be done, on arriving at the Consultation no scan results had been sent on. Patient informed they would need to re-book and that a copy of the scan results would be there for the next appointment. Next appointment was the same - still no results, patient informed would need to re-book again. The patient refused as this would be the third visit and still no further forward, travelling 40 miles round trip for nothing.

Patient also had blood tests done at Lincoln Hospital which would be needed at another out of area hospital. No results were available so the nurse made contact with Lincoln to see if they could be faxed over, they refused to do this as it was the property of the Consultant? and they were not available to check with that day to see if it would be okay. The Nurse asked if the results could be read out over the phone and again this was refused, in case they read out mistakes. The clinic then had nothing to go on so was sent home. Patient had to go via train as it was a long way out of county and again got no-where.

**Patient asks "could the person at Lincoln County Hospital not read the results out over the telephone or fax the information over? On speaking with the consultant in Lincoln afterwards they too felt this was not necessary.**

**HWL asks - are results from medical tests really the 'property' of the consultant?**

4. Case 2715 (24-04-2017)

**Providers:** Lincoln County Hospital

Lincoln Hospital - Gastroenterology

Parents distraught at the prospect that their child maybe subject to being admitted and a tube to feed them would be put in. Parents don't understand why this would be the case, child lost a little weight but nothing too bad. Parents feel they are unable to deal with the situation and are confused. Child suffers with ADHD and other conditions,

**HWL - Advised for the parents to make contact with PALS**

5. Case 2683 (11-04-2017)

**Providers:** West CCG

Lincoln Hospital

Patient concerned as they have received 3 letters from the hospital refusing to treat the patient and if they insist on making contact they will not treat them in any Lincolnshire Hospital. Patient was undergoing an infusion in 2016 whereby they asked at a point in the infusion if it could be stopped as their driver had arrived. Nurse not happy about this and from then on things escalated.

**Compliment**

	<p>1. Case 2718 (25-04-2017)</p> <p><b>Providers:</b> Lincoln County Hospital Lincoln County Hospital - Frailty Ward</p> <p>Elderly lady admitted with extreme sickness &amp; diarrhoea, then transferred to another ward. Patient wanted to praise all staff.</p>
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## Mental health & Learning Disabilities (LPFT)

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> <li>1 x Signposting only</li> </ul>	<p><b>Signposting only</b></p> <p>1. Case 2663 (06-04-2017)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient contacted HWL website to state they were unable to attend an appointment at Archway in Boston</p>
<p>South West x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2714 (24-04-2017)</p> <p><b>Providers:</b> Child and Adolescent Mental Health (CAMHS) LPFT CAMHS - Sycamore Centre</p> <p>Patient commented they had previously taken an overdose and was in Lincoln Hospital. They felt they were unsupported whilst in the hospital. Ash Villa were lovely. Patient discharged with crisis team for support. Some staff members were better than others, felt some went about things in the wrong way. There was too much paperwork to do and felt unable to concentrate when in that frame of mind.</p> <p><b>HWL - Advised patient to contact PALS</b></p>
<p>West x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2716 (24-04-2017)</p> <p><b>Providers:</b> Child and Adolescent Mental Health (CAMHS) LPFT</p> <p>Young child has violent outbursts, has been diagnosed with ADHD / Autism, cries endlessly and says they don't want to be in this world any longer (suicidal thoughts), lashes out at anyone who is there, afterwards doesn't remember doing it. Mother informed us that it seems as though something goes on in child's head and their eyes flicker when in one of their outbursts. Child has been to see Paediatrician who 6 months ago stated they could not offer medication as they already suffer with low mood and this would only make it worse, now 6 months on and nothing has changed for this child, medication has been offered – parents confused as low moods are still prevalent on a daily basis, so at this point have decided not to go down this route. (Same Paediatrician on both occasions)</p> <p>School have been very supportive and have tried several times to refer them to CAMHS and always gets refused, they do not know what to do or if they can cope at school and are very concerned. CAMHS have seen them once about a year ago, then nothing and it is getting worse as they are getting bigger, no alternatives have been given to support the family. Child often tries to hurt himself and others. Suffers with anxiety and low mood swings (possible depression?) Family and school think there is more going on with child than ADHD and that there is a deeper problem.</p> <p><b>HWL - with parent consent contacted LPFT, also made contact with Sarah Moody</b></p>

## Patient Transport

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p>

	<p>1. Case 2680 (11-04-2017)  <b>Providers:</b> NSL Transport  NSL</p> <p>Patient has been declined for NSL transport to go to Papworth Hospital this month. Patient used this service a few days previously to go to an alternative hospital and their criteria has not altered.</p> <p>Patient has Heart problems (inc atrial Fibrillation) has been sent to Papworth for tests. Has no other way of getting to the hospital, has no benefits and does not drive.</p> <p><b>HWL - have contacted NSL to find out the reason for this patient not receiving transport. Patient is to receive transport - GP made contact with NSL to reiterate that it was a medical need not want.</b></p>
<p>South x 2</p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2694 (21-04-2017)  <b>Providers:</b> West CCG</p> <p>Patient requested transport for 2 dates in May to go to different hospitals. Had been rejected by NSL as not deemed as medical need.</p> <p><b>HWL - contacted an alternative VCS who could take the patient - they will make contact with them</b></p> <p>2. Case 2695 (21-04-2017)  <b>Providers:</b> West CCG</p> <p>Patient who had used transport previous week had then been informed that they do not fit into the criteria and they need to be at QMC every Tuesday for a procedure on leg. Patient cannot drive as has an external fixator on leg (frame/cage) this needs looking at by the Orthopaedic specialist every week for a number of weeks, the specialist is in QMC and not in Lincolnshire hospitals. Only has PIP no mobility allowances. Patient has no relatives/friends within a 2 hour radius of where they live and have looked at using public transport. It would take 3.5 hours for this patient to get there and of course a return journey. Cannot walk a great distance and uses crutches. The medication they are on makes them drowsy. Patient believes they are unable to have transport now as he made a complaint previously around none collection.</p> <p><b>HWL - contacted NSL who in turn still refused transport as not a medical need. CCG also agreed that it was not a medical need to get the patient to QMC for procedure on leg as can get into a car without assistance.</b></p>
<p>South West x 1</p> <ul style="list-style-type: none"> <li>• 1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. Case 2684 (13-04-2017)  <b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS)  Ambulance Helicopter.</p> <p>Spouse killed in a car accident, relative badly hurt in same crash. Relative commented that what stood out for them was the helicopter ambulance, they were fantastic and tried to help both parties. They couldn't do enough. Family would like to say a big thank you, you do a great job. Quick to respond, relative had to be cut out and this was done with dignity. They showed dedication and were amazing as were the fire and rescue people on site.</p>

## Social Care Services

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2672 (10-04-2017)  <b>Providers:</b> Lincolnshire County Council - Adult Social Care</p> <p>Elderly relative in Care Home after hospital discharge. Resident then sent home after rehabilitation. Family members feel their relative is unable to manage at home alone as they feel vulnerable and unsafe, cannot manage. Family have spoken with the GP but they informed the family they could not do anything. Social Worker currently involved, Home Care is being delivered, however family feel this is not enough as elderly relative requires round the clock supervision. Family member on a visit found elderly relative in the bathroom unable to get up and would have been there for a while - no home care for another hour, so how long would they have been there?</p> <p><b>HWL - contacted Adult Social Care Team</b></p>
<p>South x 2</p>	<p><b>General Comment</b></p>

- 1 x General Comment
- 1 x Signposting only

1. Case 2707 (21-04-2017)

**Providers:** Lincolnshire County Council - Adult Social Care

Resident of Lincolnshire commented that they had their direct payments stopped as a neighbour was doing the shopping with the monies. Did not know why this had happened. Previously had home care provision but didn't feel they were doing what they had asked. Had been in touch with other agencies but felt they were not helping. Resident concerned about heating bills and other elements of House hold bills.

**HWL - provided numerous providers to the patient that would be able to assist. Also contacted Responders to warmth and 2 x heated throws were sent to the patient - free of charge.**

**Signposting only**

1. Case 2691 (20-04-2017)

**Providers:** Lincolnshire County Council - Adult Social Care

Relative looking for a cleaning service and what the charges are for personal alarms and key safe. Spouse currently in Lincoln Hospital but are hoping for discharge soon. Waiting for OT to go and look at the property for patients needs, but in the meantime the relative wants to get things in place prior to them coming home.

Has asked HWL to source cleaner and alarms.

**HWL - sourced cleaning service, personal alarm & key safe costs, relayed to spouse.**

**Other Services**

CCG Area	Case Details
<p><b>East x 6</b></p> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> <li>• 1 x Informal Complaint</li> <li>• 1 x Compliment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2693 (21-04-2017)</p> <p><b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby)</p> <p>Parent concerned about a referral for young child. Informed at the point of GP appointment that a referral would take about 6 weeks to Grimsby Hospital, when the appointment came through it was for over 2 half months later. Child very young and suffers with respiratory problems.</p> <p><b>HWL - contacted ULHT hospitals in the area to see what the waiting times were for Paediatrics in Lincolnshire - over 20 weeks for first appointment, HWL also checked with Grimsby Hospital that the appointment would be the first available (only one clinic per month). HWL contacted GP surgery to see if a letter to expedite the appointment sooner would be possible. Relayed to parent and was quite happy with the outcome.</b></p> <p>2. Case 2664 (06-04-2017)</p> <p><b>Providers:</b> Pilgrim Hospital</p> <p>Patient went to Pilgrim hospital for an appointment, had transport but found it difficult walking into the Hospital. Car Park was full so no-where for driver to park up and assist.</p> <p>No patient details given</p> <p>3. Case 2720 (25-04-2017)</p> <p><b>Providers:</b> Pilgrim Hospital</p> <p>Needs for Deaf/hard of hearing patients - from a hard of hearing patient.</p> <ul style="list-style-type: none"> <li>• As a patient who has to attend appointments on a regular basis most NHS services require everyone to use the telephone, as a deaf person not able to use the phone as they cannot hear what the person is saying.</li> <li>• As a daycase, you are expected to phone on the morning and are usually given a ward number to confirm whether you should come in or not!</li> <li>• Boston Disability Forum have worked with the trust and has now been able to have a Text system in place.</li> </ul> <p><b>Informal Complaint</b></p>

	<p>1. <b>Case 2666 (07-04-2017)</b>  <b>Providers:</b> East CCG, Lincolnshire County Council - Children Services</p> <p>Parent experiencing difficulties for child at school who has ADHD and ODD. Child has been through several different providers. Full EHC funding yet the family feel the school are not helping the child who is due to sit exams this year. Child has a Teaching Assistant but (although a nice person) the family feel this person does not assist the child where necessary. Family would prefer if the child was offered their previous Teaching Assistant (who helped enormously and would assist the child) or move to an alternative school. For the family a 'Sister' school would be preferred. Family feel they have been left to do things on their own no help has been received.</p> <p>Family have written to Ofsted and other organisations</p> <p><b>Compliment</b></p> <p>1. <b>Case 2647 (03-04-2017)</b>  <b>Providers:</b> East CCG</p> <p>Old Leake News</p> <p>I have recently had a 12 day stay in Sheffield Hallamshire Hospital and must say that it was a far better experience than anticipated due to hearing doom and gloom on the TV about hospitals in general. The staff couldn't do enough for me and would go the extra mile to help other patients. The meals were tasty and served with a cheery smile. Cleanliness was brilliant, the ward cleaned every day! The medical staff were pleasant. All in all it was an experience I had no need to have been concerned with.</p> <p>On the down side.... There usually is one... The parking spaces! there are never enough, but that is the problem wherever one goes nowadays.</p> <p><b>A satisfied patient</b></p> <p><b>Signposting only</b></p> <p>1. <b>Case 2662 (06-04-2017)</b>  <b>Providers:</b> East CCG</p> <p>Looking for Private home care for visiting family, in the Louth area. Personal Care required for 1/2 hour each morning for a week.</p> <p><b>HWL - this has now been resolved - private company can deliver the service</b></p>
<p><b>South x 2</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2682 (11-04-2017)</b>  <b>Providers:</b> South CCG</p> <p>Stamford area</p> <p>Resident in Stamford area commented that in other Lincolnshire areas patients can receive hearing aids in their local Spec Savers, where they are unable to do this. GP gives referral to Specsavers, patient has the appointment and goes away the same day with hearing aid. However in Stamford GP refers the patient to the local hospital where the patient has an estimated 10 week wait. Resident asked at their local Specsavers and although they had put forward for this service to be commissioned it has not been put in place in this area.</p> <p><b>Compliment</b></p> <p>1. <b>Case 2722 (25-04-2017)</b>  <b>Providers:</b> Lincolnshire County Council</p> <p>Lincolnshire Wellbeing service</p> <p>Resident would like to say thank you to everyone involved with Lincolnshire Wellbeing Service. They recommend this service to many patients and have always had a good response.</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. Case 2692 (21-04-2017)</p> <p><b>Providers:</b> Lincolnshire County Council</p> <p>A few Lincolnshire residents commented that they had realised that their life-line pendant had failed when doing their monthly checks, it speaks to you to say - not compatible so needs to be re-set. These residents have contacted a number of people to ensure others are made aware. there is a need to press the alarm button 4 - 5 times, this then re-sets the pendant. What about the more frail patients who were unaware until they had a fall or needed assistance?</p> <p><b>HWL - contacted the CSC to see if they had been made aware of this. Also made contact with the providers of the service - Centra who were aware and informed us that even if the button is pressed that they do get a failed report through for that pendant and will make contact with the client, they were going through the list currently to ensure that all clients pendants worked.</b></p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2703 (21-04-2017)</p> <p><b>Providers:</b> East CCG, Lincolnshire South West CCG, South CCG, West CCG</p> <p>New plans for healthcare in Lincolnshire need to be given accurately via media etc, so that people know what is happening and can comment on correct info.</p> <p>No details given</p>
<p>Out of Area x 2</p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2705 (21-04-2017)</p> <p><b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby)</p> <p>Grimsby Hospital</p> <p>Elderly relative in hospital for over 6 weeks, has no immediate family close by. Family members raised concerns as they were expecting to go to Hull for a procedure and have not been sent as yet. Moved beds three times during the time they have been in the hospital. Patient and the family are not complaining but feel they have to keep asking questions to find out what is happening. Elderly relative is hard of hearing and any phone calls that come in are taken in a corridor where everyone can overhear the conversation. Is there a more confidential / private place patients with hard of hearing can take calls? Family have stated that the nurses are fantastic and appreciates everything they are doing. it would be nice for elderly relative to go to Hull and have the procedure in an effort to get them back home.</p> <p><b>HWL - have provided support to the relatives.</b></p> <p>2. Case 2717 (25-04-2017)</p> <p><b>Providers:</b> Fitzwilliam Hospital</p> <p>Fitzwilliam Hospital - Peterborough</p> <p>Patient had a knee operation, so far no proper physiotherapy, patient commented that they were unhappy with the Nursing at the hospital. Concerns regarding the nursing and housekeeping staff were that everything was impersonal and only one nurse showed any warmth towards the patient or interest.</p> <p>Update - patient has now received first physiotherapy session end of April 17</p>