

## Patient Experiences Report June 2017

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 June 2017.

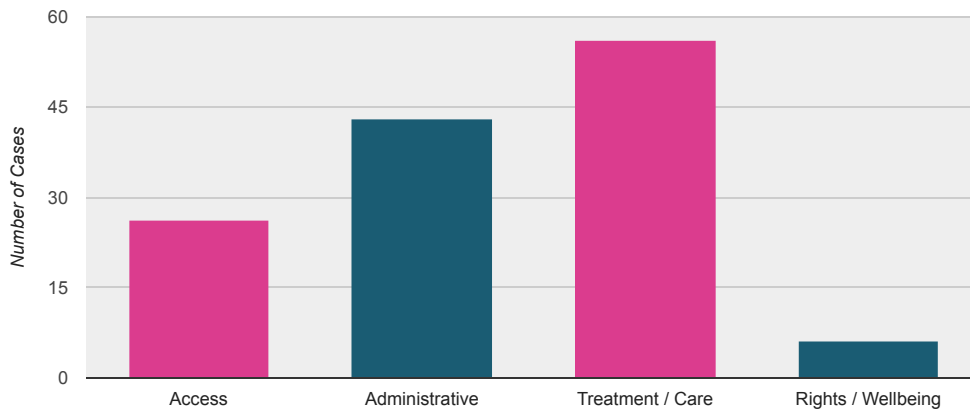
During this period we received a total number of 236 experiences, 132 of these have been posted directly to our feedback centre (to read individual comments regarding individual providers please visit [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk) and select relevant provider details), with the remaining 104 being contained in this report.

From this report we would comment that patient experiences suggest staff morale is affecting patient care across NHS services.

### Statistics

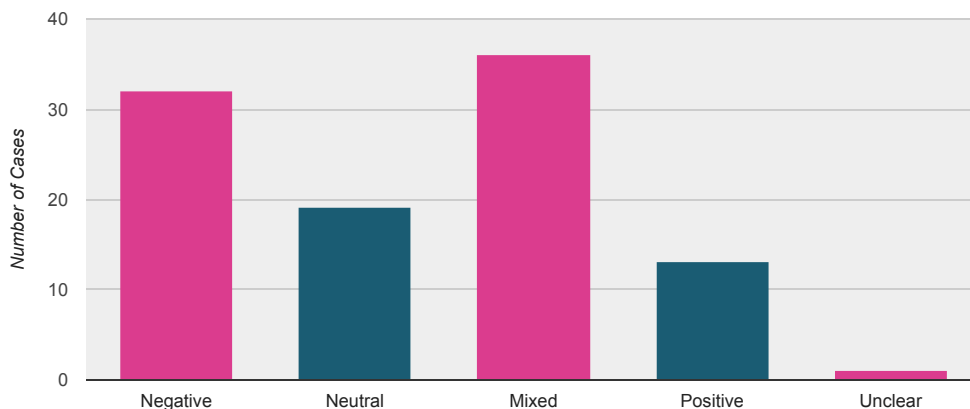
**Total cases: 104**

#### Theme Areas



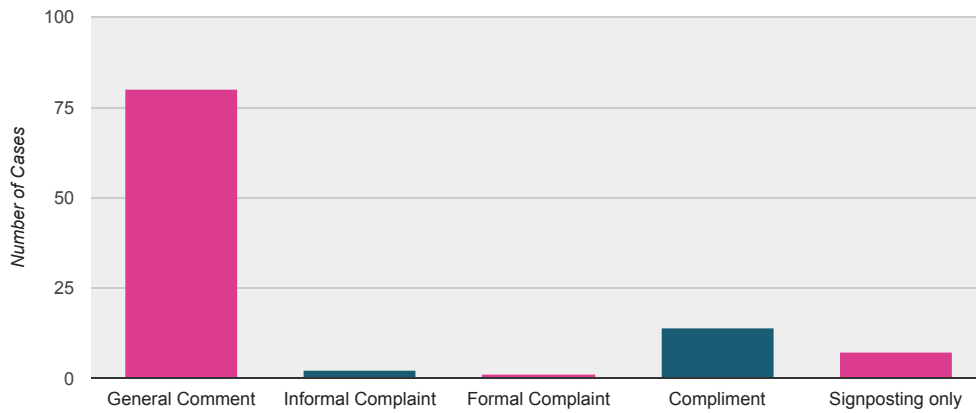
Theme Areas	Cases
Access	26
Administrative	43
Treatment / Care	56
Rights / Wellbeing	6

#### Sentiments



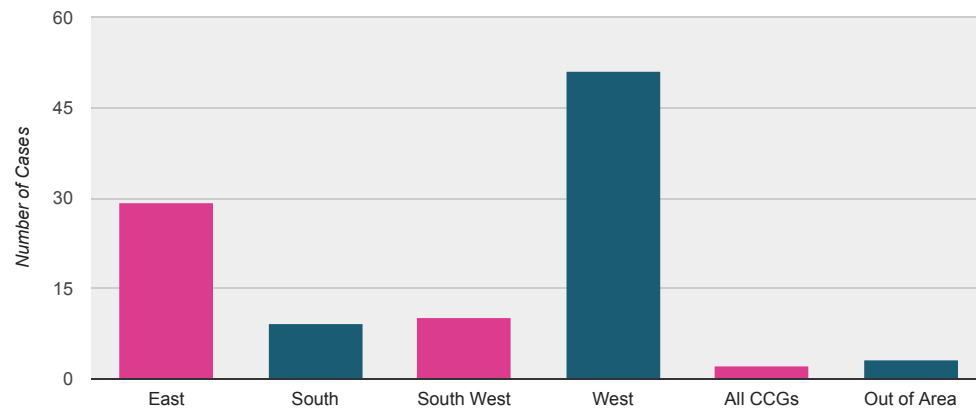
Sentiments	Cases
Negative	32
Neutral	19
Mixed	36
Positive	13
Unclear	1

## Case Types



Case Types	Cases
General Comment	80
Informal Complaint	2
Formal Complaint	1
Compliment	14
Signposting only	7

## CCGs



CCGs	Cases
East	29
South	9
South West	10
West	51
All CCGs	2
Out of Area	3

## Cases

### Community Health Services (LCHS)

CCG Area	Case Details
<p>East x 2</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. Case 2877 (28-06-2017)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire County Council - Children Services</p> <p>Child attends special needs school and has complex needs. Has been to Specialised Dental Service and recently parents had to pay over £50 for some treatment, parent wants to know is this normal? Child under 18 and no explanation why charges made. Child needs physiotherapy which they feel not enough is being done. Child has a social worker who informed parents that they would help, unfortunately, nothing has been done yet to help, no contact for more than 5 months. Parents are getting frustrated and feel alone, affecting wellbeing and is struggling.</p> <p><b>HWL - provided information - Liaise; GP; Special Dental; Autism support groups</b></p> <p><b>Compliment</b></p>

	<p>1. <b>Case 2855 (26-06-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)  Out Of Hours - Pilgrim Hospital</p> <p>Used out of hours in the early hours of the morning via 111 service. Alternatives discussed. Felt there was a prompt service on arrival. Very supportive, caring staff. Sought advice from A&amp;E colleague which was delivered. Family member called the 111 service in the early hours of the morning, and including travelling 30 minutes each way, family and patient were home a couple of hours later with the much needed medication.</p>
<p><b>South West x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2876 (28-06-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Service making comments supports individuals with a wide range of needs. All colleagues within the service feel LCHS provide a high standard of care though they feel there is a lack of staff. Work with many other health care providers and have some issues with district nurses and other services with the timeframe of which it takes them to do things.</p>
<p><b>West x 4</b></p> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2860 (26-06-2017)</b>  <b>Providers:</b> West CCG  Walk-in Centre</p> <p>Patient uses the walk-in centre and would be very disappointed if it closed.</p> <p>2. <b>Case 2912 (30-06-2017)</b>  <b>Providers:</b> West CCG  Walk-in Centre</p> <p>Patient commented they feel there is a need for this service. Have to be careful to respect services and use them properly.</p> <p>3. <b>Case 2917 (30-06-2017)</b>  <b>Providers:</b> West CCG  Walk-In centre</p> <p>Patient believes the walk-in centre should not close. Can't believe the question is even being asked.</p> <p><b>Signposting only</b></p> <p>1. <b>Case 2842 (16-06-2017)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Request for how to get patient access to dental home visit.</p> <p><b>HWL - gave Community Dental Services information and how to refer</b></p>

## Primary Care Services

CCG Area	Case Details
<p><b>East x 6</b></p> <ul style="list-style-type: none"> <li>• 5 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p>

1. Case 2895 (30-06-2017)

**Providers:** Beacon Medical Practice

Patient a few years ago patient was in pain in the hip/back area – had appointment at GP surgery to be informed it was arthritis. Patient kept returning to see GP as in severe pain.

Referred to Pilgrim hospital orthopaedics as more spinal than hip problem who referred the patient to Spinal hospital in Nottingham – they believed it was hip not spinal. Patient had to stop work as in too much pain – continued to go to GP

2015 went to see orthopaedic Consultant at Louth – who was lovely, said would refer patient to Pilgrim. Heard nothing – by early 2016. Patient was experiencing dizzy spells, passed out and damaged foot – no x-ray taken

Went to A&E late in 2016 informed them that in pain in the hip area, pain relief given and anti-biotics. Patient paid private to see if they could have gastric band fitted, however it was felt this was too dangerous as patient suffers with sleep apnoea. They were suggested Gastric Bypass on NHS and letter to GP was sent. April 2017 – saw Consultant in Pilgrim Hospital who informed patient that they would require an operation but could not do this until they had Gastric Bypass as too risky. Is now waiting for an orthopaedic procedure which they cannot have until bypass has been completed. The patient would like assistance in making a complaint but in the last 12 months they are now isolated, has limited mobility, in constant pain, has had to purchase a wheelchair, electric chair and electric bed.

**HWL - contacted Practice Manager who would not speak to HW, contacted OPs Manager yet to receive a response. Also referred to patient to POHWER**

2. Case 2845 (19-06-2017)

**Providers:** East CCG

Mablethorpe area

Patient made contact with Healthwatch Lincolnshire as unhappy with the communication with GP surgery and Hospital (outside Lincolnshire area). Feels isolated and feels the support after a procedure for Cancer none existent.

**HWL - offered to make contact with the surgery and hospital but this was declined. Gave PALS info for the hospital and Practice Manager for the GP Surgery, later informed HWL that they would not contact either of them. POHWER information given to the patient. Gave some options of support groups in the area - these too were declined. Also gave information on counselling and MacMillan support information, patient did not want to contact and would not give HWL permission to do so.**

3. Case 2878 (28-06-2017)

**Providers:** Marisco Medical Practice

Marisco Medical Practice

Patient concerned as ambulance personnel seem to have problems when trying to get through to their surgery. Whilst ambulance staff were with the patient they tried for over 20 minutes to get through to the surgery. On another occasion the patient was in the queue waiting to get an appointment when a member of ambulance crew was in the same long queue.

**Patient asks - 1) why aren't emergency personal given a separate number to get easier access it could be a life and death situation**

**2) Shouldn't ambulance crew be seen immediately when it relates to a patient?**

	<p>4. <b>Case 2831 (06-06-2017)</b>  <b>Providers:</b> NHS England  Park Dental Practice - Boston</p> <p>Concerned about charges requested by the receptionist for treatment that has not yet been done or on the care plan as yet, informed the patient that it was at the dentists behest that they request the full amount of £244.30, this has been paid, as it was in front of a full waiting room and didn't want to embarrass themselves. Patient fully expected to pay the band 2 payment for treatment already received but not the band 3 payment with no plan in place for this treatment. Patient extremely happy with the dentist as they feel they are very good, not with having to pay this amount up front without an appointment.</p> <p><b>HWL - contacted NHS England however before response received the patient spoke with the Dentist who assured them that this should not have happened, should only have paid the Band 2 at present. Will be seeing the dentist on Friday to discuss further.</b></p> <p>5. <b>Case 2908 (30-06-2017)</b>  <b>Providers:</b> The Surgery Market Rasen  Market Rasen Medical Centre</p> <p>Booking an appointment is difficult, can only make for the day you phone up and then if no appointments need to keep trying every day. Surgery have tried to improve this.</p> <p><b>Signposting only</b></p> <p>1. <b>Case 2925 (30-06-2017)</b>  <b>Providers:</b> NHS England</p> <p>Resident looking for an NHS dental practice, looked on internet cannot find one in the area taking on patients</p> <p><b>HWL - provided information to the patient in local area</b></p>
<p><b>South x 2</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2834 (09-06-2017)</b>  <b>Providers:</b> The Deepings Practice  Deepings Practice</p> <p>Patient recently visited GP and Physiotherapy at the surgery, happy with the treatment and care received. Main comment is that on average there is a four week wait for a non urgent appointment.</p> <p><b>Signposting only</b></p> <p>1. <b>Case 2871 (27-06-2017)</b>  <b>Providers:</b> NHS England</p> <p>Request for dental Practice taking in NHS patients in Spalding area</p> <p><b>HWL - none at present taking on NHS patients, offered alternatives in the vicinity</b></p>
<p><b>South West x 7</b></p> <ul style="list-style-type: none"> <li>• 6 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2868 (26-06-2017)</b>  <b>Providers:</b> Caythorpe and Ancaster Surgery  Ancaster &amp; Caythorpe</p> <p>The waiting time for an appointment is about 2 weeks, otherwise you have to phone at 8.30am or 3pm for an urgent appointment. There are very few of these daily and if you are No 6 on the telephone waiting list you won't get an appointment at all. Like all GPs the 10 minute appointment time gives the patient and doctor little opportunity to discuss more complex problems and one can come away still anxious about your condition. I had to wait 4 days to have a blood test.</p>

2. Case 2856 (26-06-2017)

Providers: NHS England

Grantham

Lincolnshire resident requested urgent dental care as 34 weeks pregnant and has severe pain in tooth, thinks its an abscess. HWL provided one option, but this provider said they could not do as no appointments available.

**HWL - contacted a few dental practises to see if the patient could be seen, information passed on to the patient.**

3. Case 2835 (09-06-2017)

Providers: The Harrowby Lane Surgery

Harrowby Lane Surgery

Only concern is having to actually get to the surgery to make an appointment for 'open surgery'. You have to go to make the appointment then go back a few hours later for the appointment. Patient understands the reason for this, that even though prior to this system you had to ring the surgery at 8am to make the appointment then people weren't turning up.

4. Case 2836 (09-06-2017)

Providers: The Harrowby Lane Surgery

Harrowby Lane Surgery

Patient commented - the way the open surgery is organised is not working. Need to come here in person in the morning to register for the open surgery and then go back in a couple of hours for the appointment. If on own with poorly child then they need to take the child with them both times. It would be more convenient to be able to book via phone. Patient lives a distance away so finds it particularly difficult.

5. Case 2872 (27-06-2017)

Providers: The New Sheepmarket Surgery

Sheepmarket Surgery

Patient commented that they had been referred for a Head MRI at Stamford Hospital, they spoke with the GP who went through a list of symptoms they had apparently previously mentioned. However, it became clear that the information the GP was sharing was about another patient. Thankfully the patient wasn't aware who the other patient was, they were concerned that the other patient had received the MRI that was not required.

**HWL - contacted the Practice Manager, response received.**

6. Case 2923 (30-06-2017)

Providers: The New Springwells Practice

New Springwells Practice.

Patients family member - who needs regular urine tests, due to medical condition, has been informed by reception that they will need to purchase the sample bottles at 50p per bottle, even though it is the GP who requested these samples. receptionist informed the patient 'someone has to pay for them the NHS is on its knees and we have to purchase them'

**HWL - is this correct? patients who are at high risk of infection and samples are requested via the GP should the patient be asked to purchase sample bottles? In addition, on behalf of the patient HWL does not feel such comments are acceptable to share with a patient.**

### Compliment

1. Case 2885 (29-06-2017)

Providers: Lunettes Opticians (Grantham)

Opticians in Grantham

Family member of a young adult with learning difficulties wanted to express thanks to the Opticians for their patience and understanding.

West x 14

- 14 x General Comment

### General Comment

1. Case 2847 (20-06-2017)

**Providers:** Brant Road Surgery

Brant Road - Waddington

When patient joined the practice a few years ago, patient was assigned to a GP who on meeting for the first time was very rude to the patient and made them cry. Suffering with depression was asked 'why are you crying'? Unfortunately patient feels it went from bad to worse and for family member who has been unwell.

2. Case 2857 (26-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Medical Practice

Very difficult to get an appointment, ring from 8am get the answer phone and by 9am all appointments have gone for the GPs. Generally see the nurses as is easier to get an appointment with them. GPs have left and don't know the current GPs, no continuation of care, never know which GP you are going to see next. Thinking of moving to another surgery so can get easier access to a GP.

**No Patient details given**

3. Case 2859 (26-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Medical Practice

Can wait 30 - 60 minutes over appointment times and it can be very stressful when waiting with children. Have to ring at 8am recently has been a bit better, unless you get through straight away the appointments have all gone. 2 GPs left the surgery and feels there is no continuity since then.

4. Case 2861 (26-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Medical Practice

This surgery is 'alright, but then I don't have anything to compare them with'. One GP is hard to talk to, if I don't have the right words or names of things to explain my reason for visit, they say they can't do anything for me as i can't get the words out. It is a waste of time going to see that particular GP.

**No patient details given**

5. Case 2862 (26-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Medical Practice

Reception staff are good, pleasant personalities. Blood lady is good at taking bloods. Waiting time to see a GP is difficult sometimes 30 mins in the waiting room. Sometimes the Nursing staff are a little too familiar - 'mate' patient feels this term should not be used.

**no patient details given**

6. Case 2864 (26-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Medical Practice

Receive good service, needs to come twice a week for treatment. Nurses are all fantastic. Didn't have to wait for the appointment long, after arrival. Very difficult to get an appointment, have to keep ringing up every day to try to get an appointment and it is engaged all the time.

**No patient details given**

7. Case 2865 (26-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Medical Practice

Patient commented that family member has neurological condition, had a review at the hospital who informed the patient they would change medications, patient found that it can take a long time for that to be communicated to the GP. Experienced problems with information about particular medication being dispensed. An outside Nurse had to get involved to ensure the medication had been prescribed. Since 2 GPs have left feels there has been little continuity of care which with family members condition needs continuity. For environment it would be nice to have a water dispenser in the waiting area.

**No patient details**

8. Case 2866 (26-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Medical Practice

Lived in the area for a few years, very satisfied with the health care. One concern however, is the lack of continuity with GPs not always sure who they are. Finds it quite easy to make an appointment, ring up or come into reception.

**No patient details given**

9. Case 2867 (26-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Medical Practice

Nurses are very good, don't see the GPs very often. Used to have ears syringed at the surgery, but they no longer do this, so have to travel further. Able to make appointment easily. Sometimes the reception staff want a lot of information. Only concern is don't know who is their named GP, if seeing a GP never see the same one twice, no continuity of care.

**No patient details given**

10. Case 2882 (29-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Surgery

Patient believes the surgery has gone downhill lately. Most of the doctors have left the Practice, see a different person every time I come. Patient has a chronic condition, patient also concerned that the CQC report is poor. Used to have a good team of Doctors so wonders what happened to make them leave. Start ringing for an appointment at 8am sometimes you can't get one, so have to repeat this every morning until they can, appointments with the nurse are offered but not always appropriate as need to see the GP. Staff are polite. You can wait for 40 minutes in the waiting room after appointment time but fully understands why. Patient suffers with severe back pain and finds it difficult to sit and wait as there are no high back chairs, no chairs with arms to assist getting up. Has reported it to the Practice Manager but as yet, there are no changes.

**HWL - regarding the different chairs, is this not part of the DDA report? (Disability Discrimination Act 2005 (DDA) gives disabled people important rights of access to everyday services.)**



11. Case 2886 (29-06-2017)

**Providers:** Crossroads Medical Practice

Crossroads Surgery

Patient commented they felt this surgery had gone downhill. Used to be good but everything has changed. Saw bank nurse for a regular check up, did not feel confident in the nurse, felt they didn't use the equipment proficiently and not like the usual check ups. Saw GP recently who stated that on the computer it mentioned they had a heart problem - this was not the case and patient quite concerned when the GP informed the patient that the information had been put in the wrong place on the system and it was in fact something the patient was aware of. Patient was looking at the notice board and mentioned that they didn't understand what some of them were, ie what does clinical lead mean? Recently had a prescription made given took to the pharmacy and it had been signed for 300 tablets rather than the 30 that it should have been, both Nurse & GP had signed it. Pharmacy sorted this out for the patient.

**No patient details given.**

**Prescription error - HWL would like to raise concerns about the need for quality control and checking of prescriptions before dispensing to patient, this error highlights potential medication wastage.**

12. Case 2890 (29-06-2017)

**Providers:** Oasis Dental Care Ltd Market Rasen

Oasis Dental Practice - Market Rasen

Patient feels frustrated with the level of communication, patient understands that the Practice Manager also oversees the Brigg Branch. Patient had been to Market Rasen and referred to Brigg branch for further treatment, a couple of weeks nearer the date the patient informed Market Rasen that they no longer wished to go ahead with the treatment plan and therefore would they pass on the information onto the Brigg Branch. Patient received a call on the proposed date of treatment from Brigg to find out where they had been and would be charged the fee of treatment as they had not let them know in advance that they would not be attending. The patient feels there is a lack of communication and lack of professionalism

**HWL - patient was going to speak with the Practice Manager**

13. Case 2829 (05-06-2017)

**Providers:** Springcliffe Surgery

Springcliffe GP Surgery

Patient had problems with ear wax. Saw GP who informed the patient it would need to be removed. Gave patient something to soften the wax, had an infection so given other medication. Returned for the 4th time, informed they no longer provide this service at the surgery. No alternatives given, or advice on how to get it sorted.

**Unfortunately no patient information has been provided. However should the patient not have been referred onto Secondary care for this service? Are reception staff aware of this?**

14. Case 2852 (20-06-2017)

**Providers:** West CCG

Brayford Medical Centre Lincoln.

The patient feels victimised by a couple of the GPs within the practice and denied healthcare treatment. The GPs have laughed at the patient when going through their symptoms and shouted down. The patient has been diagnosed with several conditions. GP informed the patient they would need to refer them for further tests - yet nothing has happened. Had been referred to ENT but after one consultation they were referred back with no tests and nothing has happened since. Saw a letter from the GP stating the patient had schizophrenia - however the patient has never been tested for this and doesn't understand where this came from.

**HWL - referred the patient to Pohwer with patient consent**

Acute Services (ULHT)

CCG Area	Case Details
East x 12	General Comment

- 11 x General Comment
- 1 x Formal Complaint

1. **Case 2873 (27-06-2017)**

**Providers:** Pilgrim Hospital

Pilgrim Hospital

Patient had knee replacement, the waiting times for procedure were long. Eventually care was transferred to another Consultant. Post op follow up was supposed to be 6 months, this was 10 months due to the number of patients.

2. **Case 2879 (28-06-2017)**

**Providers:** Pilgrim Hospital

Pilgrim Hospital

Comment was made that letters were always in English patient does not understand English could they be in their own language. Also made comment that they have been invoiced for translator services, patient has long term health conditions and was not sure if this was usual.

**HWL - contacted PALS on behalf of the resident. Response is that this should not be the case, information passed to the patient.**

3. **Case 2896 (30-06-2017)**

**Providers:** Pilgrim Hospital

Pilgrim Hospital Outpatients

Patient has waited 14 months for appointments, test results will be different 14 months on, issues with Cardiology that I have no appointment.

**No Patient details given**

4. **Case 2897 (30-06-2017)**

**Providers:** Pilgrim Hospital

Pilgrim Hospital

Patient feels there is friction between Pilgrim & Lincoln over their treatment. Finds Pilgrim very friendly, ENT locum extremely good, came on the bus because of very poor parking facilities.

**No patient details completed on feedback form**

5. **Case 2898 (30-06-2017)**

**Providers:** Pilgrim Hospital

Pilgrim Hospital - Staff Changing Rooms

Male staff changing room leaking (Main locker room). This has been leaking for a number of years. At least 3-4 boxes catching water, surely this cannot be good as it is permanently damp = risk of infection? It has been reported on numerous occasions but nothing has been done about it.

**HWL - could this area please be looked into for Staff to ensure this has been rectified.**

6. **Case 2899 (30-06-2017)**

**Providers:** Pilgrim Hospital

Pilgrim Hospital - Oncology

3 letters received on different days, 2 for 11.30 appointment 1 for 12.noon, patient very confused. Other than the letters, happy with the hospital.

**No Patient details given**

7. **Case 2900 (30-06-2017)**

**Providers:** Pilgrim Hospital

Pilgrim Hospital

Parking is a real problem. Waited 35 minutes to get a space, although patient had disabled badge that was an even longer wait for a space.

8. **Case 2901 (30-06-2017)**

**Providers:** Pilgrim Hospital

Pilgrim Hospital

Delay between appointments, telephone communication very poor, 8 minutes wait holding on and was first person in the queue for main reception

9. Case 2915 (30-06-2017)

**Providers:** Pilgrim Hospital

Pilgrim Hospital - Dermatology

Staff attitude, patient felt a particular Nurse was rude, however other dermatology staff are lovely.

10. Case 2920 (30-06-2017)

**Providers:** Pilgrim Hospital

Pilgrim Hospital - Ward 5a

Recently on ward 5a, patient found day staff polite and caring, although very busy. Nurses were friendly and efficient, had great work ethics and understanding of what the patient needed. Facilities were poor quality and in need of updating. However found the night staff on this ward to be slow to response to call buttons, noisy and kept leaving the lights on.

**No patient details given**

11. Case 2929 (30-06-2017)

**Providers:** Pilgrim Hospital

Child was born prematurely and spent a month in Neonatal before being discharged. Mother English, Father another nationality. More recently Father wanted to take child back to their country for holiday and checked with GP if child needed any injections for travel. GP asked if child had already been given BCG injection with fathers origin they would get this at birth or just after whilst in hospital. Mother stated not that they were aware of. Mother raised this with the hospital and has received a letter of apology however feels they would like to make a formal complaint for this and other things to be looked into properly. Had the GP not picked this up what would have happened? The consultants 'thought' the father was English so wasn't picked up. Is now under a new paediatrician (for the last 6 months) who is really good and has picked up on a lot of health issues which they are now dealing with – but why have they not been picked up on before this? under previous paediatrician?

**HWL - referred the patient to POHWR**

### Formal Complaint

1. Case 2889 (29-06-2017)

**Providers:** Lincoln County Hospital, Pilgrim Hospital

Pilgrim & Lincoln County Hospitals - Cardiology

Family member raised concerns around the level of treatment relative experienced. First at Pilgrim then Lincoln Hospital.

**Family member already submitted to CQC, CEO of ULHT, Ombudsman and cc'd HWL**

### South x 2

- 1 x General Comment
- 1 x Compliment

### General Comment

1. Case 2883 (29-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital

Patient had a heart attack so went to A&E where they suggested it was angina not a heart attack. **Sent home at 1am.** Still in pain so attended GP surgery the following day where the GP sent straight back to hospital. Sat in A&E from 7pm until 1am, the patient was informed there were no beds available. Still in severe pain so pain relief given, no beds on the ward expected to be free for another 6 hours. Patient became upset and informed staff that they would just go home, was informed by staff that it was at their own risk. Patient felt nothing was being achieved in hospital, so went home. Still feeling unwell dialled 999, on arrival of the ambulance crew they took the patient back to hospital, on arrival they were waiting for the patient and took them straight to theatre for a stent to be fitted. Paramedic and ambulance crew were brilliant. Patient felt the only way to get a result was to go home and get ambulance out to get the care they needed.

**HWL - passed PALS information onto the patient.**

### Compliment

	<p>1. <b>Case 2875 (27-06-2017)</b>  <b>Providers:</b> United Lincolnshire Hospitals NHS Trust (ULHT)  Johnson Hospital - Orthopaedics</p> <p>Referred following injury over a year ago, had physio which didn't work. Was sent straight to Boston for an MRI, had results and now having minor surgery. The Consultant has been fabulous.</p>
<p><b>South West x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2891 (29-06-2017)</b>  <b>Providers:</b> Grantham + District Hospital  Grantham hospital - Orthopaedics</p> <p>Had hip replacement in Grantham Hospital on end of May 17, discharged 3 days later with no pain killers or anti-coagulants given on discharge. ( patient felt over whelmed so assumed it was a new system) – no medications given; no discharge papers given, no crutches only sticks and little physio. The same day after discharge patient had a fall at home 999 called (who arrived 6 hours later) was not taken to hospital. A week after patient saw GP who sent them to A&amp;E as had in considerable pain in the knee. As the ambulance was taking so long a neighbour took the patient to Grantham. Doctors in A&amp;E could not believe that they were not given any medication. Had x-ray and was to return the following day for a scan. The scan showed that the patient had a blood clot in the groin area and anti-coagulants were prescribed straight away – what would have happened if not? Had already been in touch with PALS</p> <p><b>HWL - referred the patient to POHWER</b></p>
<p><b>West x 25</b></p> <ul style="list-style-type: none"> <li>• 19 x General Comment</li> <li>• 6 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2824 (01-06-2017)</b>  <b>Providers:</b> Lincoln County Hospital  Lincoln County Hospital - Waddington Ward</p> <p>Patient admitted as an inpatient, found staff were not always friendly and always seemed harassed and rushed. The call bell not always answered, patient waited over an hour one time for call bell to be answered. Bed not changed daily, food not very nice. Staff did not always speak to patient when putting drip up, patient was in a side room and felt very isolated as did not see staff very often.</p> <p><b>No patient details.</b></p> <p>2. <b>Case 2828 (05-06-2017)</b>  <b>Providers:</b> Lincoln County Hospital  Lincoln County Hospital.</p> <p>Patient has requested that all future appointments could be sent via email or mobile phone rather than by letter as they are not always at the address given as they sometimes stay with family members out of the country so have no access to letters. Letters still being sent therefore the patient misses appointments as unaware they have been sent.</p> <p><b>Q) Are patients able to have this service? of email or text as reminders for appointments?</b></p> <p>3. <b>Case 2840 (14-06-2017)</b>  <b>Providers:</b> Lincoln County Hospital  Lincoln County Hospital - A&amp;E</p> <p>Patient in severe pain passing urine, so attended A&amp;E, Doctor on duty informed the patient that it would not be treated as an emergency until they were unable to pass water at all. Informed the patient they would require a procedure but this would take 12 - 16 weeks so advised the patient to go privately. The patient was in so much pain that they visited the GP surgery the following day who sent the private referral, patient had the procedure a few days later. However the same Consultant works in Lincoln County Hospital and Privately, to the patient this was quite an expensive procedure and feels they should have been able to get this done on the NHS in a timely manner when in such pain.</p> <p><b>HWL - referred the patient to make contact with PALS</b></p>

4. Case 2846 (20-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County

Always found Consultants excellent, Treatment excellent, Nursing excellent, Administration poor.

5. Case 2887 (29-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Day Surgery

Arrived at 7am for minor procedure. Patient was still there at 8.30pm. When anaesthetists checked notes they said the procedure could not be done as there was no report in the notes after a scan had taken place previously due to heart problems. Patient was sent to A&E for this to be sorted out, sat in A&E and as the patient was quite anxious anyway regarding the procedure it was quite stressful for the patient. After checking where they were in the queue the patient was informed they would be seen by 10pm. Patient checked themselves out.

**no patient details given**

6. Case 2902 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Car Parking/PALS

Arrived early for appointment, car park full and therefore made patient 3/4 hour late for appointment, went to inform PALS of the problems. However their office has been affected by building works. They have been relocated. Saw no signs to be redirected therefore it took the patient over an hour to find the PALS office.

7. Case 2903 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Haematology

For my condition i need to visit Haematology, ENT & Day Centre clinic for infusion. Some parts work better than others. Haematology are dealing with the effects of conditions, but feel ENT are not dealing with the cause, have been waiting for over 8 months for an appointment. Waited 6 months and then patient called to check what was happening, patient had been lost in the system. Therefore GP had to re-refer the patient nearly 2 months ago, patient still waiting for an appointment. Haematology are exceptional and looked after very well.

**No Patient details given on feedback form**

8. Case 2904 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Ophthalmology

Have been misdiagnosed resulting in delays on more than one occasion. Letters going to GP and to other parties with wrong information in them. They have apologised for the errors but didn't explain how it happened. No referral made when informed the patient that they would do so, patient had to follow this up themselves. Could loose vision when this could have been diverted. Now having the tests that should have happened months ago. Feel the consultants Secretary has been very proactive and pushed things forward once they had spoken to them. Patient feels they are just a number, has affected patient employment as can no longer drive, which has had a real impact on their life.

**No patient details given**

9. Case 2905 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital

Hospital staff moved patient about to different wards at 11pm at night, say they are short of beds but patient was on wards where sometimes there were only 3 people on that ward. Staff were alright, quality of care was ok. Patient wasn't eating the meals properly so went into respite. Patient felt they were just put on some medication and not explained why.

**No patient details given**

10. Case 2906 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Clinic 4 - Orthopaedic

Patient feels there seems to be a lot of confusion about their treatment. At previous appointment was given the option of knee procedure or injection. Patient opted for injection to try and lessen the pain to see if it worked. Started to have the injections, came for a review and Consultant just kept saying that the patient was having a knee procedure. Patient reminded the Consultant of decision they had made and was only there to review whether the injections were working. Patient feels its the way things are recorded and not the Consultant.

11. Case 2907 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital

Lincoln not as efficient as Grantham. Overall the NHS provides a fantastic service. Its a difficult area to recruit into despite funding so patient appreciates the Service that is provided.

12. Case 2909 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Cardiology

Had to wait a long time for an appointment. When seen eventually, it was acknowledged that the patient had indeed waited a long time, the patient appreciated their honesty.

13. Case 2910 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Clinic 2 Respiratory

Staff very polite and helpful. Patient saw Consultant and felt that steps weren't explained very well, patient left wondering. However received a letter which explained everything in detail which should have been said in the appointment.

**No patient details given**

14. Case 2913 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Cardiology

Good service, no problems, seen on time, only downfall is some of the doctors inform you that you have a condition but no explanation about what could do. No discussion and left in limbo, just say carry on.

**No patient details given**

15. Case 2916 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Clinic 4 - Vascular

Patient travelled over 1. 1/2 hours for an appointment the Consultant knew nothing about, no notes available so could not consult, patient was to be sent home again. It was the surgeon who asked the patient to attend then on arrival didn't know why I was there.

**No patient details**

16. Case 2918 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital

Not enough staff, money and they are working socks off. Reason for not funding are beyond appalling, this NHS has saved life many times so they need more funds, its very important.

17. Case 2919 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Dermatology

Patient put details into self check-in and didn't work however patient wasn't aware so they waited 1 1/2 hours. Had been asking the nurse as others going in and out, but they just said the clinic was running late. Patient diabetic and needed to eat regularly. Patient missed 2 x buses with the delay, when eventually saw the Consultant they informed the patient they had not been running late.

18. Case 2922 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Neurology

Patient has very complex medical issues. Patient feels there are lots of things you have to do for yourself to get the appointments you need. Lost notes which included medications and procedure already undergone.

19. Case 2926 (30-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Clinic 8 Eye Clinic

Patient feels no-one knows what they are doing. Staff don't seem to know the answers to questions asked, lack of communication as patient now doesn't know what is happening after the appointment. Not explaining treatment. Patient commented they are normally quite a calm person, but feel they have not been kept informed and no-one will answer questions or find out who can answer them, just left. After appointment went to the outpatients cafe where they were advertising soup of the day, on asking what this was, they replied not serving soup today. Patient left very frustrated.

**HWL - provided the patient with PALS information**

### Compliment

1. Case 2848 (20-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County - Ophthalmology

Patient noticed vision wasn't right for a few days prior to Christmas. Realised it may be serious so contacted 111, informed patient to go straight to hospital, when the patient arrived at A&E the specialist was in Boston not Lincoln so an appointment was made for the following morning. Patient had numerous tests and is now getting the treatment required, monthly. The staff are all very professional, kind and reassuring.

2. Case 2858 (26-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Clinic 1

Very good service. In and out straight away. Doctor was having an appraisal at the time of visit, so patient completed a survey and fed into the appraisal.

3. Case 2863 (26-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - A&E

Sent by GP to A&E patient diagnosed very quickly. Patient walked in with a form from GP, saw a Nurse straight away and then straight to a bed in A&E, monitored in the department for several hours before being sent home. Felt had good explanation at every point and what was happening to me. Staff marvellous and very caring.

4. Case 2881 (29-06-2017)

**Providers:** Lincoln County Hospital

Lincoln County Hospital - Clinic 8

Staff very kind, always helpful to elderly relative and very understanding. Try to keep to appointment times. Ony downside is car parking, sometimes there are no spaces near the hospital and relative doesn't walk too well.

	<p>5. <b>Case 2911 (30-06-2017)</b>  <b>Providers:</b> Lincoln County Hospital  Lincoln County Hospital - ENT  Very friendly. Put you at ease, not rushed and made you feel comfortable.</p> <p>6. <b>Case 2914 (30-06-2017)</b>  <b>Providers:</b> Lincoln County Hospital  Lincoln County Hospital - A&amp;E / Navenby ward  A&amp;E fantastic, really efficient even on a Sunday. Saw me straight away. Transferred to Alex Bay, staff great and looked after really well. Neurology then involved and from then on cannot fault. Patient was on Navenby Ward who were great, but very short of nurses.</p>
<p><b>All CCGs x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2854 (23-06-2017)</b>  <b>Providers:</b> Grantham + District Hospital, Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital  HWL would like to know 'How many patients with additional care needs, owing to being non-verbal communicators, visually or hearing impaired, spend 1 or more nights in hospital in 2015/16 and 2016/17'.  What additional support needs do you provide for these patients?</p> <p><b>HWL - sent questions to ULHT for response.</b></p>

## Mental health & Learning Disabilities (LPFT)

CCG Area	Case Details
<p><b>South x 1</b></p> <ul style="list-style-type: none"> <li>1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. <b>Case 2874 (27-06-2017)</b>  <b>Providers:</b> Child and Adolescent Mental Health (CAMHS) LPFT  CAMHS - Spalding  Patient receiving help with an eating disorder. It is a very difficult journey, however the staff the patient has been in contact with so far have been amazing, kind , caring and always understanding. I would definitely recommend this service to others if in need.</p>
<p><b>South West x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2838 (12-06-2017)</b>  <b>Providers:</b> Child and Adolescent Mental Health (CAMHS) LPFT  CAMHS  Parent of child diagnosed with anorexia was under the services of eating Disorder and their weight dropped further and condition worsened, also experienced suicidal thoughts and self-harm. Parents repeatedly mentioned this to the to childs counsellor and psychiatrist however no action was taken. It was only on the intervention of a non clinical Manager, when the parents were put in touch with them that this was altered. Child referred to a specialist and is now being treated and on the road to recovery. Doesn't want other children to have to go through this.</p> <p><b>HWL - Parent has informed Healthwatch Lincolnshire that their child was not responding to treatment. What action do CAMHS take to identify patients not responding to the treatment and at what stage do you move them to different therapies?</b></p> <p><b>Parent also informed us that after 9 months a letter was sent to the GP to support the care of this child. How do CAMHS manage the physical health of patients alongside Mental Health?</b></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>



1. Case 2928 (30-06-2017)

**Providers:** Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Archway Centre Lincoln

Patient raised concerns they felt they were not being listened to and needed help. Felt pushed into sessions that they felt were not suitable for them.

**HWL - gained consent to release details - forwarded to LPFT who in turn responded, response sent to the patient**

**Patient Transport**

CCG Area	Case Details
<p><b>South x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2841 (16-06-2017)</p> <p><b>Providers:</b> NSL Transport</p> <p>NSL -</p> <p>Patient who has progressive MS, has problems getting in and out of a car, cannot access public transport and the Voluntary Car scheme cannot accommodate the fold down electric scooter, which the patient needs at all times. Patient made contact with NSL to be informed they are not eligible. However this is not for financial reasons but medical as they cannot get to the appointment. This appointment is only once a year to see how the MS is progressing so is quite important.</p> <p>Patient is in receipt of DLA but cannot physically get to the appointment, family and friends are unable to help. To access their GP they use scooter.</p> <p><b>HWL - made contact with NSL to see if this can be looked into. Response - Patient has been contacted and booked in for transport.</b></p>
<p><b>West x 2</b></p> <ul style="list-style-type: none"> <li>2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 2849 (20-06-2017)</p> <p><b>Providers:</b> NSL Transport</p> <p>NSL - Transport</p> <p>Patient who used NSL transport 3-4 weeks ago to Nottingham and has called NSL today to book for transport to another out of area hospital for a Cancer follow up and has been refused. The patients GP has said they <b>must</b> attend this appointment. Mobility is poor at present as waiting for a procedure, so uses crutches and will require a wheelchair at the other end and has difficulty getting in and out of the car. Suffers with agoraphobia and cannot access public transport. And with this being a cancer follow up patient is quite rightly anxious.</p> <p><b>HWL - made contact with NSL to request this be looked into</b></p> <p>2. Case 2927 (30-06-2017)</p> <p><b>Providers:</b> NSL Transport</p> <p>NSL</p> <p>Patient had tried to make contact with NSL to book transport, however had been on the line waiting for over 1/2 hour and no response, patient frustrated that no-one picked up or answer machine available</p> <p><b>HWL - made contact with NSL and patient was called back</b></p>

**Social Care Services**

CCG Area	Case Details
<p><b>East x 5</b></p> <ul style="list-style-type: none"> <li>2 x General Comment</li> <li>2 x Informal Complaint</li> <li>1 x Signposting only</li> </ul>	<p><b>General Comment</b></p>

1. Case 2877 (28-06-2017)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire County Council - Children Services

Child attends special needs school and has complex needs. Has been to Specialised Dental Service and recently parents had to pay over £50 for some treatment, parent wants to know is this normal? Child under 18 and no explanation why charges made. Child needs physiotherapy which they feel not enough is being done. Child has a social worker who informed parents that they would help, unfortunately, nothing has been done yet to help, no contact for more than 5 months. Parents are getting frustrated and feel alone, affecting wellbeing and is struggling.

**HWL - provided information - Liaise; GP; Special Dental; Autism support groups**

2. Case 2892 (29-06-2017)

**Providers:** Lincolnshire County Council - Adult Social Care, Stewton House Care Home  
Stewton House - Louth

Due to staffing shortages family member goes in to give them their main meal daily. Resident pays for their care and there just isn't enough staff to manage everything.

**HWL - have tried to make contact with the family, unable to contact at this stage**

### Informal Complaint

1. Case 2825 (02-06-2017)

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

Carer feels let down by red tape. Spouse has vascular dementia, requested a walk in shower in 2010 which they informed them would take around 3 years. 2015 still no shower, asked again and was informed it hadn't been applied for, was informed that if they wanted to apply it would take a further 2 years. Early 2015 patient stopped eating, relative contacted doctors surgery who informed the family member that there was nothing they could do. The following month, patient kept falling and behaviour more erratic, Social Worker, OT and another visited at home, informed relative that the patient would need to go to hospital. Family member agreed - when they found out that there was no beds available only in Scotland, this was too far. Mid 2015 still no beds available, family member needs help eventually a respite place became available for a week. Family member asked for continuous care allowance. Family member was so exhausted that fell asleep at the wheel of the car. This was a continuous catalogue of events.

Mid 2016 - still struggling to cope, patient in hospital proposal to send patient home as the ward they were on was being changed to a Mental Health unit, informed a care package would be in place. A month later patient was discharged back home. Care put in place for 2 x 30 mins in the mornings, not the original 2 hours at night and 1 hour in the morning which was specified by the social worker. This went on for some time - the family member wanted some respite and proper care in place at home, as living with this daily is extremely hard, they do want the patient to stay at home, but would like some help.

Early 2017 - received a call informing family member that the stair-lift could be fitted, however this was declined as spouse would be unable to use it now, and would be unable to access the bath as the shower had not been fitted and was still about a year away. - 7 years on.

Family member asked for chair risers so OT visited and informed the family member that the suite would be unsuitable for risers and proceeded to look through ebay for one for the family to purchase. Requested a smaller walker for patient as they struggle to turn around when entering the toilet - informed smaller one would not work. No alternative options given.

Family member exhausted requested some respite as spouse has been extremely restless and sleep deprived. informed no respite beds available. Asked again mid month for respite and the social worker stated that they hadn't realised how desperate they were.

Family member asked about continuing care allowance again, informed that you only receive this when the person goes into care. Family member does not want to put spouse in a care home, only wants respite occasionally and some assistance at home so they can have some time, this will enable them to cope better.

Eventually received social inclusion has started May 2017 - 10 years after first diagnosis, was for 3 hours every Monday, a couple of weeks later informed it had been changed, now 3 times a week but for 30 mins at a time. How can this have changed? the family member can't get anywhere and back in the 30 minutes allocation.

2. Case 2839 (14-06-2017)

**Providers:** Lincolnshire County Council Social Services  
Social Services

Very complex case relating to their family member who has learning difficulties and lives in sheltered accommodation. Social Services are not helping and feel very let down by this service. Relative has power of attorney for both health & financial. When the family took their relative away on holiday for 2 weeks abroad direct payments/DLA were stopped and have to struggle every-time to get them reinstated.- no answer as to why this was done – but this has now been resolved. But shouldn't have happened in the first place. Hours of care has dropped from 47 hours a week to 7 – 9 hours a week without family input, now the family are at the moment meeting service users needs and would prefer that a company took this on and family would oversee. Service user requires assistance with cooking, cleaning, washing and the general day to day things. The family feel social services have not provided the necessary level of care, no care plan that they are aware of. The flat the service user is in has not been decorated in 15 years and feels this should have been sorted. Why hasn't the social worker looked at this on behalf of the service user and sorted this out?

**HWL - referred family through to Advocacy service as they requested presence at the next assessment meeting and how to make a complaint.**

**Signposting only**

1. Case 2870 (27-06-2017)

**Providers:** East CCG

Family member requested information relating to chiropody and home visits for elderly relative. Lives on own, recently had a fall, family go in daily.

**South x 3**

- 2 x General Comment
- 1 x Compliment

**General Comment**

1. Case 2884 (29-06-2017)

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

Elderly relative – has heart problems and is currently looking after family member with advanced MS.

Has carers come in who know family member very well and for continuity would like all care to be with them rather than an agency where they have different ones each time so no continuity, for this part.

Has had another assessment on 3rd May with a promise of extra help but nothing has happened and the elderly relative is understandably stressed.

**HWL - contacted LCC**

2. Case 2893 (29-06-2017)

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

Continuing Healthcare funding problems

Comments made that the District Nurses who assessed the patient initially did not submit the forms in a timely manner. 6 months later the patient is still unaware of what's happening. Was informed that the finances will be backdated but could not recall who said this.

**HWL - made contact with CSC- it seems that the extra monies have been authorised as of July.**

**Compliment**

1. Case 2880 (28-06-2017)

**Providers:** Nene Lodge Retirement Home

Nene Lodge Retirement Home

Nene lodge cared for relative in the last year of their life when sadly they could no longer manage at home. Family member so grateful the relative received great care. Residents are treated as individuals with dignity and respect and their needs and desires are accommodated wherever possible. Residents are able to get their hair and nails done by visiting services. Weekly activity schedules available should they wish. Family were always made to feel welcome when visiting and nothing seemed too much trouble. Given support and reassurance above and beyond during the final stages.

CCG Area	Case Details
<p>East x 5</p> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> <li>• 2 x Compliment</li> </ul>	<p><b>General Comment</b></p> <ol style="list-style-type: none"> <li> <p><b>1. Case 2832 (09-06-2017)</b></p> <p><b>Providers:</b> East CCG</p> <p>Patient discharged from Hospital after surgery with a few dressings and clip remover for use 12 days after surgery. Copy of discharge letter was not clear who would be taking clips out and to supply more dressings due to infection all dressings had been used. GP had visited the patient at home after a request by the patient, anti biotics given and mentioned to the patient that on collecting the prescription they could also collect some dressings at the same time. However, on collecting the prescription they were unable to give dressings as they hadn't got the correct ones available. Informed the patient to contact District Nurses, patient informed that they would be out to visit the following day and not able to get any dressings to the patient that day.</p> <p><b>HWL - contacted Community Nursing Team, GP surgery and PALS at the hospital, to find out what the patient was supposed to do in the meantime. Community Nursing Team requested GP call the patient which they did and arranged for some dressings to be collected from the surgery. Systems were unclear to the patient as to who should be doing what, lack of communication.</b></p> </li> <li> <p><b>2. Case 2894 (30-06-2017)</b></p> <p><b>Providers:</b> John Fielding school</p> <p>John Fielding School</p> <p>Parents of child with Autism experiencing problems at school with physiotherapy sessions, also attends Pilgrim Hospital physiotherapy and parents are being told conflicting information. Parents frustrated that they don't know who to believe or what to do. When they ask at the school they are made to feel they are troublemakers, but only want the best for their child. Do have an annual review with the school and EHC plan is in place. Child often comes home with cuts &amp; bruises but nothing is explained when they ask.</p> <p><b>HWL - sent the family Liaise information to assist with school matters.</b></p> </li> <li> <p><b>3. Case 2924 (30-06-2017)</b></p> <p><b>Providers:</b> Pilgrim Hospital</p> <p>Thinking about the tragic circumstances of the tower block fire in London Borough of Kensington, Can we be assured that the cladding and refurbishment work on the high block at Pilgrim Hospital Boston carried out a few years ago is not the same high risk material and that our hospital is a safe place to be.</p> <p><b>HWL - forwarded comment to ULHT response received the same day. Its from Fred Royales, Estates Operations Manager at Pilgrim We have completed a full check at Pilgrim Hospital and the priority was the tower block. The block does not contain the same type of cladding to that used on Grenfell House. The cladding on the tower block is constructed from concrete and painted blue.</b></p> </li> </ol> <p><b>Compliment</b></p> <ol style="list-style-type: none"> <li> <p><b>1. Case 2888 (29-06-2017)</b></p> <p><b>Providers:</b> Alzheimers Society</p> <p>Family member wanted to refer elderly relative to befriending service. Initially spoke with a volunteer for dementia alliance who was very mindful of confidentiality. Within 48 hours of referral family member had a phone call from dementia friendly workers where they were informed another phone call would take place at a later date. They needed to ensure they matched the volunteer with the relative, at the present time they were recruiting so there may be a wait, however once this had happened they would be back in touch.</p> </li> <li> <p><b>2. Case 2853 (20-06-2017)</b></p> <p><b>Providers:</b> Nottinghamshire Community Health Services</p> <p>HMP North Sea Camp Healthcare Services</p> <p>The ladies at healthcare have given me time to air my issues and have helped resolve them. They did so with compassion and care. They have my heartfelt thanks.</p> </li> </ol>

<p><b>West x 5</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 3 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2921 (30-06-2017)</b>  <b>Providers:</b> CARE UK (LINCOLN)  North Hykeham Health Centre - Muscular  Patient has degenerative disease, has a pump fitted. On seeing a Consultant for back pain they referred for an MRI, patient was under the impression that if a pump was fitted they would not be suitable to have an MRI, Consultant still referred. On scan day the patient explained everything to them, who refused to do the scan until a risk assessment had been completed - this was organised. Patient had attended previously due to shoulder pain informed by the consultant they would need a procedure, patient opted not to have this due to recovery time, had a second opinion in an alternative hospital, where it was felt that physio would be beneficial which worked.</p> <p>2. <b>Case 2844 (16-06-2017)</b>  <b>Providers:</b> West CCG  Lincoln Carers Event  Concerns raised at the event were:-</p> <ul style="list-style-type: none"> <li>• People were experiencing difficulties in getting an autism diagnosis for their children</li> <li>• Difficulties at GP appointments as the feeling is GPs could not relate to their children with autism</li> <li>• Carer with partner in the early stages of dementia was pleasantly surprised by the support available to them outside of the NHS.</li> </ul> <p><b>The comments relate to other services in Lincolnshire</b></p> <p><b>Signposting only</b></p> <p>1. <b>Case 2851 (20-06-2017)</b>  <b>Providers:</b> AGE UK LINCOLN  Request by GP surgery for end of life/bereavement / counselling booklets after family member has passed away  <b>HWL - sourced supplies and forwarded booklets onto the Practice.</b></p> <p>2. <b>Case 2843 (16-06-2017)</b>  <b>Providers:</b> Private Provider  Patient in the West of the county requested information on where to locate weight loss services and access to them.  <b>HWL - passed on relevant information</b></p> <p>3. <b>Case 2850 (20-06-2017)</b>  <b>Providers:</b> West CCG  Resident of West Lincolnshire concerned as ESA had been stopped with no warning. Had appealed but did not make any difference. Had to borrow money and now in debt. Had to return to work despite not feeling ready and doesn't know how to get out of debt, looking for help to get out of debt.  <b>HWL - gave options of debt management in the area of locality.</b></p>
<p><b>All CCGs x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 2830 (05-06-2017)</b>  <b>Providers:</b> East CCG, Lincolnshire South West CCG, South CCG, West CCG  Question raised from a group around Tourette's diagnosis for people in Lincolnshire. They state that they have to travel out of county to Nottingham for this, is the case? and what aftercare provisions are in Lincolnshire or not?</p>
<p><b>Out of Area x 3</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p>

1. Case 2833 (09-06-2017)

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

Peterborough City Hospital - Day Surgery Unit

Patient commented that using a system that everyone comes in at the same time is not good for the patients that have to wait until the end, watching everyone else go through is nerve racking. Very little room to be involved in decisions. The curtains used for privacy are not very useful, when anyone walking by creates a draught and the curtain is then drawn back with the movement. Patient also commented that they were happy with the treatment and had they not been aware of the system they may have felt differently, as some patients had not been made aware.

2. Case 2837 (12-06-2017)

**Providers:** QMC Nottingham

Nottingham QMC - Neurology Department

Patient had severe ongoing problems with health. Informed they had a debilitating Neurological condition which effects daily living and family. GP referred to QMC and at the initial consultation with Neurologist and the patient felt they were not listened to. Informed to go back to their GP. Patient feels their symptoms are taking over and no - one is listening.

### Compliment

1. Case 2869 (26-06-2017)

**Providers:** Scunthorpe Hospital

Scunthorpe Hospital - Cancer Services

Had mastectomy, very good care. Family member is a doctor and believes this helped to understand what was going on.