



Healthwatch Lincolnshire

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

September 2017 Patient Experiences

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 September 2017.

During this period we received a total number of 182 experiences, 61 of these have been posted directly to our feedback centre (to read individual feedback centre comments regarding providers please visit www.healthwatchlincolnshire.co.uk and select relevant provider details), with the remaining 121 being contained in this report.

From the experiences we have received we would like to summarise the following points:

Louth Hospital - some concerns raised about future of Louth Hospital.

GP appointments - some patients shared difficulties accessing appointments - HWL is undertaking some targeted work (Oct/Nov 17) across Lincolnshire to ask patients about their ability to access appointments, results of this work will enable us all to better understand if this is a widespread problem, localised to specific surgeries or anything else.

Hospital care - overall experiences were positive with many feeling they receive very good care

Dental - closure of 1A Dental Practice in Spalding has impacted many people in the Spalding and District. One of the main problems is that there is no availability to NHS Dentists in that area, resulting in extensive travel for many.

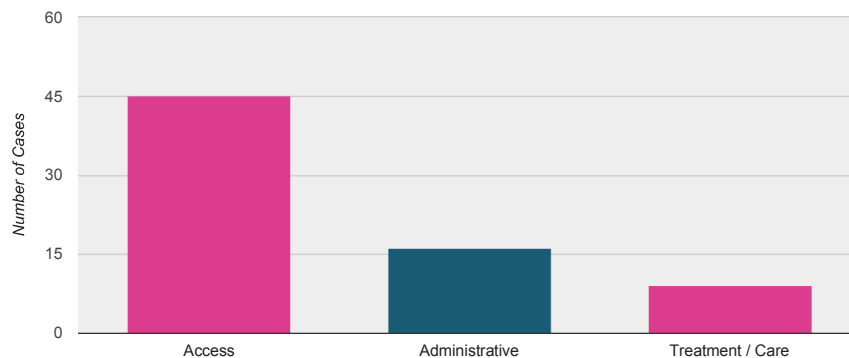
Problems with hospital appointments - this is a continued theme, often patients attending clinics and other appointments to be told their appointment has been cancelled or altered.

Touch screens - many patients find these difficult to navigate and particularly hard for those with sight problems.

Statistics

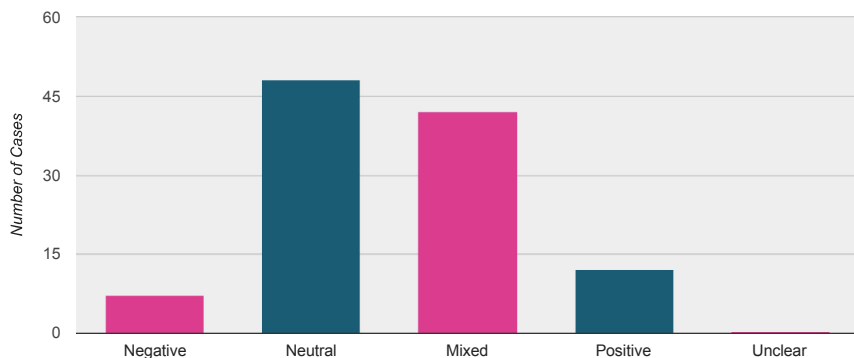
Total cases: 121

Theme Areas



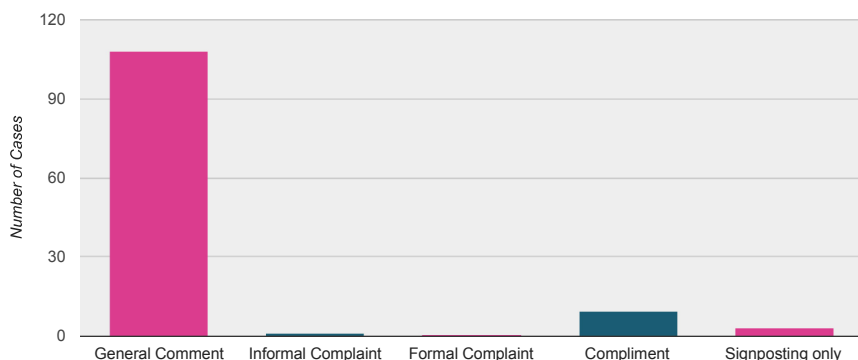
Theme Areas	Cases
Access	45
Administrative	16
Treatment / Care	9

Sentiments



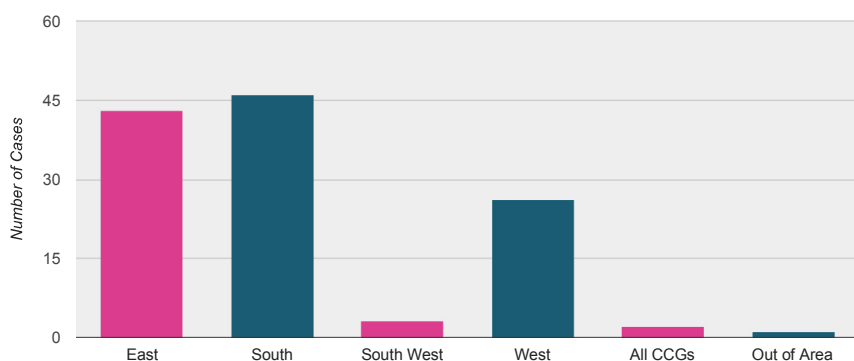
Sentiments	Cases
Negative	7
Neutral	48
Mixed	42
Positive	12
Unclear	0

Case Types



Case Types	Cases
General Comment	108
Informal Complaint	1
Formal Complaint	0
Compliment	9
Signposting only	3

CCGs



CCGs	Cases
East	43
South	46
South West	3
West	26
All CCGs	2
Out of Area	1

Cases

Community Health Services (LCHS)

CCG Area	Case Details
<p>East x 9</p> <ul style="list-style-type: none"> • 8 x General Comment • 1 x Compliment 	<p>General Comment</p> <ol style="list-style-type: none"> <p>Case 3215 (05-09-2017)</p> <p>Providers: Louth County Hospital Louth Hospital A&E</p> <p>Doctor at A&E had no ID badge on, did not talk to me about my treatment nor was I shown my x-ray, no treatment plan or instructions for aftercare given.</p> <p>no patient information given</p> <p>Case 3227 (06-09-2017)</p> <p>Providers: Louth County Hospital</p> <p>Do not downgrade Louth County Hospital. Travel distances to other hospitals with lack of public transport services would make this very difficult for many residents.</p>

	<p>3. Case 3238 (11-09-2017) Providers: Skegness Hospital Skegness Hospital - Blood Tests Come for regular tests, however, it is always busy. But this time the patient was able to be seen in roughly 10-15 minutes. No patient details</p> <p>4. Case 3244 (12-09-2017) Providers: Skegness Hospital Skegness Hospital - Blood Clinic Always good at Skegness Hospital when visiting the blood clinic. Staff are polite and helpful.</p> <p>5. Case 3245 (12-09-2017) Providers: Skegness Hospital Skegness Hospital Daughter/Carer went into hearing service. Reception explained that the service had changed. Reception then called Pilgrim Hospital to sort this issue and handed the phone to daughter. The reception were informative, friendly and helpful.</p> <p>6. Case 3247 (12-09-2017) Providers: Skegness Hospital Skegness Hospital - Breast Screening Unit The patient is a young person who feels as though it is good to get checked. However, they went to see the Breast Screening Unit in the Car Park and was told they cannot use it as the service isn't for them.</p> <p>7. Case 3250 (12-09-2017) Providers: Skegness Hospital Skegness Hospital Blood Clinic The patient received a letter saying that the Blood Clinic closed at 12:30, they arrived before 12:30 but after 12. However the staff in the Blood Clinic said they couldn't do the test as they close at 12. HWL asks on behalf of patients - where signs are telling patients services are open to the public which appears to have been changed could they ensure signage is altered to reflect these changes. This avoids confusion and patient time wasting.</p> <p>8. Case 3272 (12-09-2017) Providers: Skegness Hospital Skegness Hospital Patient waiting for cataract surgery, pre assessment beginning of august. heard nothing. HWL made contact with PALS who informed us now have 22 week wait rather than 18 and relay to patient</p> <p>Compliment</p> <p>1. Case 3218 (05-09-2017) Providers: Louth County Hospital Louth Hospital Live in Alford and find the A&E department in Louth is vital to the community. Staff are amazing, it gets busy on an evening but even then the staff are informative and update you on what's happening. Keep on top of cleaning which can be difficult. Prefer to go here than skegness especially in the summer months.</p>
<p>South x 3</p> <ul style="list-style-type: none"> • 1 x General Comment • 2 x Compliment 	<p>General Comment</p> <p>1. Case 3241 (11-09-2017) Providers: New Johnson Hospital Spalding Johnson Hospital - Outpatients Lovely Hospital, car parking sometimes can be a problem, but not if extra time is allowed. Cafe lovely food and service good. Staff are all friendly and helpful. A+E should be open longer though and should be open on weekends.</p> <p>Compliment</p> <p>1. Case 3239 (11-09-2017) Providers: New Johnson Hospital Spalding Johnson Hospital - Oncology The patient is 83 years old and is happy with the way that he is treated. They are most satisfied with the NHS</p>

	<p>2. Case 3277 (14-09-2017) Providers: New Johnson Hospital New Johnson Hospital Spalding Good explanation of what was going to happen. Nice Surroundings and well looked after. Good follow up</p>
<p>West x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 3274 (12-09-2017) Providers: Walk-In Centre Walk-in Centre Lincoln</p> <p>Parent raised concerns as they feel they're small child had been misdiagnosed. Attended as it was a weekend and GP surgery not open. Small child had a temperature, would not eat and had ulcers on tongue. Doctor at the walk-in centre informed the parent that there was nothing wrong with the child and that they probably had a virus with nothing to worry about. Symptoms continued the following couple of days and when brushing teeth the gums bled. Took child to GP surgery where a diagnosis was made and anti-biotics given. Has no problem with the service just concerned that child was misdiagnosed.</p> <p>Parent has an appointment with the Practice Manager to follow things through.</p> <p>Compliment</p> <p>1. Case 3212 (04-09-2017) Providers: John Coupland Hospital</p> <p>Patient couldn't get an appointment with GP for 3 weeks for newly born baby, surgery advised to go home, however patient took baby to Minor injuries. Very happy with the service at John Coupland Minor Injuries will be seen today and if there is a problem will be sent to Lincoln Hospital.</p> <p>No patient details - so uncertain of which GP surgery.</p>

Primary Care Services

CCG Area	Case Details
<p>East x 18</p> <ul style="list-style-type: none"> • 16 x General Comment • 1 x Informal Complaint • 1 x Signposting only 	<p>General Comment</p> <p>1. Case 3237 (11-09-2017) Providers: Beacon Medical Practice Beacon GP Practice</p> <p>Prescription and appointment system have changed. You need a pin code for prescriptions, for this you need to phone up and answer various question. The patient has had a stroke and finds this process complicated. The patient was informed by a specialist to stop taking some of the medication they were on and issued a letter to them and the GP however the Chemist is still issuing he same medication.</p> <p>The surgery doesn't have enough staff. You have to be there early to get an appointment, if you cannot be the 1st on the phone it is hard to get one. Usually go and stand in a queue waiting for the surgery to open, this way you can get an appointment if you are in the front of the queue.</p> <p>2. Case 3242 (12-09-2017) Providers: Beacon Medical Practice Skegness Beacon GP</p> <p>Really difficult to get an appointment. The patient's notes state that when they ring in they should get an appointment, but it doesn't always happen. All appointments are gone by 8.15am as people ring in. People also queue outside from 7:50am, this results in competition for the appointments.</p> <p>These problems got worse when Wainfleet surgery closed. Hawthorn practice couldn't take their patients. This meant Beacon got most of them and it also has to deal with the caravan park nearby.</p> <p>However the patient believes that Hawthorn and Beacon have had a meeting and believes that Hawthorn is going to help with the amount of patients.</p> <p>3. Case 3248 (12-09-2017) Providers: Beacon Medical Practice Skegness Beacon GP</p> <p>Can't get an appointment</p>

4. Case 3304 (19-09-2017)

Providers: Beacon Medical Practice

Beacon Medical Practice

Can't get in to see the GP, ring up at 8am and the appointments have already gone. When it is routine I just try and get on with it, if it urgent I would go to Skegness Hospital Minor Injuries. At the surgery they want you to queue outside from 8am then they let 2 in at a time and the rest are left outside, I can't stand for long periods of time so find this difficult. New thing for prescriptions which have a code number. You have to phone up and use the phone to insert the relevant numbers on the prescription note and feel its quite complicated. Patient used to sent in the repeat prescription and then collect a couple of days later. Not confident I get the correct medicines as it is so complicated.

As an elderly patient things are too confusing and really concerned that things will go wrong with my medications and i won't know.

No patient information given

HWL on behalf of vulnerable patients:

1 - for those patients who have a learning disability, English as a second language or other difficulties such as dementia does the surgery believe a Pin Code system for prescriptions meets equality for all?

2- queuing outside the surgery. With winter coming on whilst we understand the need for some controls does the surgery have any plans to address this problem? Will patients be expected to continue to queue outside in rain, snow and icy conditions?

5. Case 3235 (11-09-2017)

Providers: Boston Dental Centre (Mrs L Amini + Mrs M Tavosoli)

Boston Dental Centre

Patient concerned as they had just been to the dentists and was informed they would be referred to Nottingham to see a specialist and it would be at a cost of £600. Patient lost a cap off their tooth and would also need a re-root canal.

Had previously had an abscess but anti biotic treatment cleared this up for the time being. Patient more concerned as they would not be able to afford £600 on their pension.

HWL - contacted the Practice Manager with patient consent, the patient will be able to get this treatment on the NHS at Nottingham or Sheffield Hospitals with no charges, the Practice Manager would contact the patient to explain the mis-communication.

6. Case 3213 (05-09-2017)

Providers: Marisco Medical Practice

Marisco

Doctor I see is very good, the appointment system is not very good, tried to make an appointment but couldn't get one until mid Sept (3 weeks) was offered to wait in waiting room and the Doctor would see me when I could be fitted in, nearly 3 hours, not the receptionists fault, the systems need looking into. The doctor I see relaxes you and puts you at ease.

7. Case 3214 (05-09-2017)

Providers: Marisco Medical Practice

Marisco

Patient feels the new GP could have better bedside manner. Feels they do not communicate well with the patient.

Asked the patient to move about in a particular way and patient couldn't do it, they were quite abrupt to the patient so the patient informed the doctor they were leaving and would try and cope with the pain.

No patient information provided

8. Case 3265 (12-09-2017)

Providers: NHS England

Wanted a print out of blood results, however patient had to pay £1.

Awaiting a response from NHS England / East CCG

9. Case 3267 (12-09-2017)

Providers: NHS England

1A Dental Closure

NHS Dentists in Boston area needed.

Options given

10. Case 3269 (12-09-2017)

Providers: NHS England

Louth Dental Care

Signed up as new NHS patient, went for check up and mentioned 2 possible fillings. Dentist didn't seem to take notice but mentioned cosmetic work up front. Did some white fillings which fell out after 2 weeks, went back and had it done again but same problem.

	<p>11. Case 3310 (25-09-2017) Providers: NHS England Patient needs a dentist Oasis Dental care, Holland House Dental Practice, Dental practice. Patient will try these and get back to us if needed</p> <p>12. Case 3246 (12-09-2017) Providers: Specsavers (Skegness) Skegness Specsavers Everything has changed. Have to go to Specsavers but they can't treat my partner's condition at Skegness. We now have to be put back into the system so we can get the right service. It's very confusing for the patient.</p> <p>13. Case 3315 (25-09-2017) Providers: Tasburgh Lodge Tasburgh Surgery The surgery has helped with conditions that the patient has. Referrals and follow-up treatments have been sorted. All appliances have been brought to the patient's house. The patient calls first to be diagnosed, they are not sure about this system but aware it is unlikely to change. Patient prefers Louth hospital over Pilgrim hospital, as Pilgrim gets the brunt of everything and Louth is generally quieter.</p> <p>14. Case 3312 (25-09-2017) Providers: The New Coningsby Surgery New Coningsby Surgery Very difficult to get an appointment. Usually, when you go online - the nearest one is at least 2 weeks away.</p> <p>15. Case 3314 (25-09-2017) Providers: The New Coningsby Surgery New Coningsby Surgery 6-8 weeks to get an appointment, some of the Doctors are leaving or retiring. Patient unsure if those doctors are being replaced. The service you receive depends on which doctor you see. There are talks of someone else taking over the practice.</p> <p>16. Case 3313 (25-09-2017) Providers: Woodhall Spa New Surgery Woodhall Spa New Surgery One patient has told the surgery that they would prefer to be seen by a GP rather than spoken to over the phone. Their doctor has also said that you can tell a lot by a patient by seeing them in person - seeing their face, demeanure etc. The patient also doesn't mind being seen by a Nurse first but has said the Nurse doesn't know as much as the doctor.</p> <p>Informal Complaint</p> <p>1. Case 3232 (06-09-2017) Providers: The Wragby Surgery Music in the waiting room of Wragby Surgery is very loud. The patient has requested that this be turned down, however they have been told no due to patient confidentiality. Other patients feel the same however they do not want to make a formal complaint. HWL - we agree that methods to ensure patient confidentiality are essential but if several patients consider the music loud this might be a good item to discuss with your PPG, they could consider alternative options.</p> <p>Signposting only</p> <p>1. Case 3229 (06-09-2017) Providers: NHS England Resident looking for dental practice in the Boston Area. Options given to the patient</p>
<p>South x 42</p> <ul style="list-style-type: none"> • 40 x General Comment • 1 x Compliment • 1 x Signposting only 	<p>General Comment</p>

1. **Case 3278** (14-09-2017)

Providers: Gosberton Medical Centre
Gosberton Medical Centre

During the summer, two married couples who were Doctors at the surgery went on several holidays which made it difficult to get an appointment

Whilst Healthwatch recognise the importance of taking holidays and it is not our place to question how and when holidays are taken, we would suggest with patients already experiencing some difficulties in accessing appointments, that to stagger holidays might be a better option.

2. **Case 3209** (04-09-2017)

Providers: Munro Medical Centre
Munro Medical Practice

Patient concerned as feels they require an appointment but unable to get one, Patient had been previously with spouse who has dementia and on arrival at the surgery informed the appointment had been cancelled, no further appointment made and the patient feels they need to be seen.

HWL - made contact with the Practice Manager with patient consent. Patient no longer registered with this practice due to breakdown

3. **Case 3293** (15-09-2017)

Providers: Munro Medical Centre
Munro Medical Centre

Patient informed the ear syringing service had ceased at the surgery and would need to go privately.

HWL - contacted the Practice Manager where it was confirmed that this is not the case - relayed to the patient who had already had the procedure completed privately, but would discuss with the surgery next time.

4. **Case 3311** (25-09-2017)

Providers: NHS 111 Service

The patient was unaware she could call 111 if emergency fo husband sometimes getting abscesses.

Healthwatch understands that countywide patient signposting messages are being produced, if widely circulated this may help to ensure people access the right services quickly.

5. **Case 3210** (04-09-2017)

Providers: NHS England
1A Dental Practice Closure

Patient wanted to know the current situation with the practice, should they make contact with alternative dental practices and register?

HWL - gave an update, that another letter should be sent imminently and offered alternative dental options.

6. **Case 3211** (04-09-2017)

Providers: NHS England
1A Dental - Closure

Patient is due to have a check up next month and due to the closure didn't know what to do.

HWL - suggested to register with an alternative practice, patient requested in the Peterborough area.

7. **Case 3233** (11-09-2017)

Providers: NHS England
1A Dental - closure

Patient was registered with 1A, has lost a crown and needed to get this sorted. Requires a replacement practice and Urgent care if possible.

HWL - provided the patient with dental practices in area closest to the patient and Urgent Care if needed.

8. **Case 3234** (11-09-2017)

Providers: NHS England
1A Dental - Closure

Patient was with 1A and as not heard anything further would like options of alternative dental practices.

HWL - options provided to the patient

9. **Case 3252** (12-09-2017)

Providers: NHS England
1A Dental Closure

Letter received re transport - children & self

Options given

10. **Case 3253** (12-09-2017)
Providers: NHS England
 Patient looking for alternative Dentists due to 1A Dental Practices closure. Cannot find a Dentist in the local area (Bourne) that accepts NHS patients.
Options given
11. **Case 3254** (12-09-2017)
Providers: NHS England
 1A Dental closure.
 Patient looking for new Dentist.
Options given
12. **Case 3255** (12-09-2017)
Providers: NHS England
 1A Dental Closure
 Patient is very unhappy that there is no provision for NHS patients in Spalding. But will have to travel and cannot always get out to Peterborough or Boston.
Patient would not accept any alternative options - only urgent care if needed
13. **Case 3256** (12-09-2017)
Providers: NHS England
 Had new letter with regards to 1A Dental
 No appointment for family. Check nearest Dentist, but they wish to be on a wait list closer to home.
Options given
14. **Case 3258** (12-09-2017)
Providers: NHS England
 Patient received a letter about 1A Dental Closure.
 They contacted 8 different dental surgeries within the area to find somewhere for their daughter to be seen. Unable to find one who can offer the treatment she needs.
Options given
15. **Case 3259** (12-09-2017)
Providers: NHS England
 1A Dental Closure
 In the middle of treatment - New cap had 3x front teeth.
16. **Case 3260** (12-09-2017)
Providers: NHS England
 1A Dental
 Patient needs a dental practice within 5 miles.
17. **Case 3261** (12-09-2017)
Providers: NHS England
 1A Dental Practice.
 Patient asked - Due to 1A closing will patients be automatically registered there when it reopens or at a new dental practice.
Alternative options given to patient
18. **Case 3262** (12-09-2017)
Providers: NHS England
 1A dental - Closure
 Patient requested alternative dental practice for self and young child as 1A closed and needs dental provision.
HWL - provided patient with alternatives
19. **Case 3263** (12-09-2017)
Providers: NHS England
 1A Dental - Closure
 Patient needs dental practice due to closure of 1A.
HWL - offered alternative options

20. **Case 3266** (12-09-2017)
Providers: NHS England
1A Dental Closure
Patient has a problem with pain but wants to stay in the Spalding area.
Offered urgent care information. Alternative options given.
21. **Case 3268** (12-09-2017)
Providers: NHS England
1A Dental Closure
False teeth (Top + Bottom)
Top doesn't fit properly, phoned July but couldn't get in.
Options given
22. **Case 3271** (12-09-2017)
Providers: NHS England
1A Dental Closure.
2 Children are with orthodontists, Peterborough and Boston. They both need extractions.
Top dentures do not fit properly.
passed to NHS England - response received and consent received to release patient details.
23. **Case 3273** (12-09-2017)
Providers: NHS England
1A Dental Closure
Ill fitting dentures (Both), last seen 3rd August
Options given. Peterborough & Boston
24. **Case 3279** (14-09-2017)
Providers: NHS England
1A Dental
Website closed, only from referral Dental Practitioners
Options given
25. **Case 3280** (14-09-2017)
Providers: NHS England
Dental
Due a check up, away from 17th
Options given
26. **Case 3281** (14-09-2017)
Providers: NHS England
1A Dental
Called 111 - Ended up in A&E, Walk - in Peterborough (Access)
Options given
27. **Case 3282** (14-09-2017)
Providers: NHS England
1A Dental
New dental practice - why are 1A patients not transferred to new practice?
Boston to dar
28. **Case 3292** (15-09-2017)
Providers: NHS England
1A Dental - Closure
Patient was a patient of 1A dental, now looking for alternative dental provision.
29. **Case 3295** (15-09-2017)
Providers: NHS England
1A Dental - Closure
Patient required dentist for 6-year old in Spalding and self due to closure
HWL - provided patient with alternatives

30. Case 3296 (15-09-2017)

Providers: NHS England

1A Dental - Closure

Patient was at Spalding and trying to find another, but was told a new dentist should be opening in Spalding at end of year.

HWL - could not provide any update with new dental practice opening in Spalding, only that it has been mentioned but no further update

31. Case 3297 (15-09-2017)

Providers: NHS England

1A Dental - Closure

Patient lives in Spalding, was with 1A Dental practice. Patient had heard about new practice opening in Spalding did we have any further information? Peterborough or Boston too far to travel.

32. Case 3298 (18-09-2017)

Providers: NHS England

1A dental Closure

Patient asked a number of questions in relation to the closure of 1A dental practice.

1. Will A1 patients get priority with any new provider put in place to replace A1 and how will they be notified?

2. If parents are able / willing to register with more local private providers, will the children have to be paid for at that private practice or will they still be entitled to NHS dental care (children under 16)?

3. Patients are requesting registration at Hampton, only to be told that they can only put patients onto a waiting list and this won't be opened until December 2017 (however this is still showing as green). We are mindful that we are referring patient on to practices showing green which in reality have no actual capacity

4. Patients are asking for support to identify and access available private dentists in the Spalding and Bourne areas which provide NHS services for children.

response received and sent to the patient

33. Case 3299 (19-09-2017)

Providers: NHS England

1A Dental Closure

Patient has broken tooth

Options given

34. Case 3300 (19-09-2017)

Providers: NHS England

1A Dental Closure

Elderly Lady (84)

Wants to leave it for now and wait until replacement in Spalding

35. Case 3301 (19-09-2017)

Providers: NHS England

Spalding - Looking for NHS dentist, gave the number for my dentist in Peterborough, as nothing available any nearer.

Options given

36. Case 3302 (19-09-2017)

Providers: NHS England

1A Dental Closure

Boston area given

Options given

37. Case 3306 (25-09-2017)

Providers: NHS England

1A Dental

Had not received the 2nd letter regarding the unsuccessful search for a caretaker. Would like to be updated once we hear more about 1A Dentals replacement or new Spalding dental practice.

	<p>38. Case 3308 (25-09-2017) Providers: NHS England 1A Dental Ill-fitting dentures. Patient has false teeth, has let the dentist know they are incorrect. Paid £300 around 6 months ago. They are unable to get to Peterborough, unable to eat using the dentures as they need re-aligning. Sent to NHS England 18/9/17</p> <p>39. Case 3309 (25-09-2017) Providers: NHS England Due to go dentist in November, filling coming away - 111 emergency Tried several GP'S Children check-ups, 2-month wait list Options given</p> <p>40. Case 3305 (25-09-2017) Providers: Sutton Bridge Medical Centre Sutton Bridge Medical Centre No complaints, it is easy to book appointments vis E-mail but is more difficult in emergencies. The doctors are sympathetic and the receptionists are a bit tough. But the waiting room is clean and tidy.</p> <p>Compliment</p> <p>1. Case 3275 (14-09-2017) Providers: Beechfield Medical Centre Beechfield Medical Centre Standard Medical Review 5 weeks Emergency Appointments very good at getting in on the same day. Service is very good.</p> <p>Signposting only</p> <p>1. Case 3219 (05-09-2017) Providers: NHS England 1A Dental closure Resident looking for alternative dental provision due to the closure HWL provided patient with dental practices in area</p>
<p>South West x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 3216 (05-09-2017) Providers: Millview Medical Centre Millview Heckington GP Surgery Was going to surgery for a small procedure but was allergic to anaesthetic so was informed I would need to have the procedure done in a hospital. Surgery did get appointment through quickly.</p> <p>2. Case 3264 (12-09-2017) Providers: NHS England Maltings Dental Practice Daughter was deregistered by the dental practice as an NHS patient. She is unable to find another dentist in Grantham, she also has 3 kids and struggles for transport as she is on benefits. Options given</p>
<p>West x 7</p> <ul style="list-style-type: none"> • 7 x General Comment 	<p>General Comment</p> <p>1. Case 3270 (12-09-2017) Providers: Caskgate Street Surgery Caskgate GP Surgery Can't get into see the doctor. However he is very nice when you see him. He gets to the bottom of problems, new doctor is explaining more but not before. Had appointments cancelled.</p>

	<p>2. Case 3303 (19-09-2017) Providers: Caskgate Street Surgery Caskgate Street Surgery Early September, the patient got a phone call saying that blood test results showed pre-diabetes and the patient needed to see a doctor. The earliest appointment was late September. The patient is already suffering from anxiety and depression and feels that it was bad for them to hear this news over the telephone.</p> <p>3. Case 3317 (25-09-2017) Providers: Cleveland Surgery Cleveland Surgery The patient was prescribed Leveticeratium in what was described as "homoeopathic" dosage after they were poisoned and physically wrecked by Phenytoin in which they were described following brain surgery in 1988. However, they felt as though this medication needed changing or reducing due to side effects such as weight gain, loss of mobility and incontinence. The patient was taken to hospital due to illness and this was noted by Doctors and their prescription was changed. They feel as though no one should be prescribed the medication she was initially on due to the noted side effects</p> <p>4. Case 3320 (25-09-2017) Providers: Lincoln County Hospital Lincoln County Hospital Patient attended Clinic 7 recently for a blood test. Having attended many times in the last 3 years, they would say that the Clinic Reception is poor and the mechanism by which patients are called forward continues to deteriorate. The clinic is increasingly busy and lacks the waiting facilities to cope with the numbers attending. However, the staff are wonderful and provide an excellent service.</p> <p>5. Case 3251 (12-09-2017) Providers: NHS England Dental in Lincoln Patient rang dentists yesterday. Occupational health refused to assist, required dental provision. Saw GP no medical problems. Patient lives in Lincoln area. Options given</p> <p>6. Case 3257 (12-09-2017) Providers: NHS England Dentist - no disabled access (steps). No help to get spouse, who has Alzheimers & needs disabled access. Had appointment next day but cancelled due to 3 front teeth being knocked out. Needed to refer</p> <p>7. Case 3294 (15-09-2017) Providers: NHS England 1A dental - Closure Patient just moved to Lincoln and were happy to travel to Spalding for dental provision, however this has now closed therefore no service currently and wanted other options HWL - options given in the Lincoln area</p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 3316 (25-09-2017) Providers: NHS England Patient has been told that they are unable to receive a 2nd root canal on the NHS. Even though they had the first one over 20 years ago. HWL referred the patient to speak with practice manager as it can be NHS referral if needed</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 3318 (25-09-2017) Providers: Moulton Medical Practice Moulton Surgery Patient is happy to go in and wait from 30 minutes to 2 hours. Only waited 10 minutes last time. Diabetes service for the last 10-12 years do the blood test at home to check levels. Very good practice and very happy</p>

Acute Services (ULHT)

CCG Area	Case Details
----------	--------------

East x 14

- 11 x General Comment
- 3 x Compliment

General Comment

1. **Case 3249** (12-09-2017)

Providers: Pilgrim Hospital

Boston Pilgrim Hospital - Surgery for Gall Bladder

Referred last December for operation, which has been cancelled twice now. One time on the a night before. It is now scheduled for early October, fingers crossed it will go ahead. It isn't urgent, but circumstances can change. However the patient is not worried and may send further details.

2. **Case 3276** (14-09-2017)

Providers: Pilgrim Hospital

Boston Pilgrim Hospital

Father's Experience: Poor at Boston Hospital, generally, but when son went to pick them up there was no one at reception. Poor security

Son's Experience: Father isn't informed about appointments, waiting for three weeks already.

3. **Case 3321** (28-09-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient never gets seen when they have been waiting 2 1/2 years for a 6 month appointment. They don't always feel that the specialist listens to their opinion, just his own. However, they are happy with the nurses.

4. **Case 3322** (28-09-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient is happy with staff. says they are extremely helpful, no problems with assistance. However, they have to leave early due to parking problems

5. **Case 3323** (28-09-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Staff are good, excellent treatment. Had sepsis 3 times and it was picked up.

6. **Case 3324** (28-09-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Appointments are always rearranged. Had an appointment for 2 August, got moved to first week of September, which then that appointment was also moved.

7. **Case 3325** (28-09-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

The staff are very good, like everything. They answer all my questions, the doctor is very good also.

8. **Case 3326** (28-09-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Have always been well looked after

9. **Case 3327** (28-09-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

4-5 hour wait. Said they would follow up my care after I was seen, but they didn't so I rang back about 2-3 weeks later. I was told the follow up should have been within 2 days. Was told different things by different people.

10. **Case 3328** (28-09-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Service is fine at Pilgrim, find it is a bit clinical.

11. **Case 3329** (28-09-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Very pleased with all aspects other than the long waiting times and inconsistency with consultants.

Compliment

	<ol style="list-style-type: none"> <p>Case 3208 (04-09-2017) Providers: Pilgrim Hospital Pilgrim Hospital - Oncology</p> <p>After a rather wasted journey beginning of May to find out results of MRI scan, it was explained that their computer systems were down so a new appointment would be made, so patient made their way back home and worried that they could have cancer as the patient had lost a lot of weight in a few months. Patient contacted the oncology secretary for an appointment where another date was given. Patient felt that the oncologist Consultant made up for all the previous messing around of appointments etc. Consultant showed me the scan and that it was clear of any cancer, we discussed the way forward in a way the patient could understand and no blinding with science or long words. We decided this consultant was the best one we have encountered. Left the consultation feeling very happy and contented with fabulous treatment. The nurse was also 'top drawer'.</p> <p>Case 3236 (11-09-2017) Providers: Pilgrim Hospital Pilgrim Hospital - MRI</p> <p>Seen on time. The staff were helpful and supportive, explained everything that was going to happen. Got hospital transport but was asked lots of questions, able to get on due to benefits.</p> <p>Case 3291 (15-09-2017) Providers: Pilgrim Hospital Pilgrim Hospital - Ward 5B</p> <p>Earlier this year, after a very short time in Pilgrim, patient was informed they had bowel cancer. In no-time at all once tests, scans etc were completed the patient had an operation and felt the service was excellent. The Consultant took great care as did the Nurses, before, during and after the procedure. McMillan nurses wonderful and all follow ups to this day have been 100%. Who says Lincolnshire can't do it, I am living proof.</p>
<p>South West x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <ol style="list-style-type: none"> <p>Case 3223 (06-09-2017) Providers: Grantham + District Hospital</p> <p>Some difficulties with car parking - knowing what to do. Signage - patient can see pay and display, but felt there was more than one option and concerned that there was a danger they could have done both. No instructions 1-4 hours £3.40 a big charge.</p>
<p>West x 17</p> <ul style="list-style-type: none"> • 16 x General Comment • 1 x Compliment 	<p>General Comment</p> <ol style="list-style-type: none"> <p>Case 3226 (06-09-2017) Providers: B M I The Lincoln Hospital</p> <p>Very good treatment Patient pays privately, however didn't have to pay. Go every 6 weeks for treatment.</p> <p>Case 3220 (06-09-2017) Providers: Lincoln County Hospital</p> <p>Consultant could of had a better manner whilst talking to patient.</p> <p>Case 3222 (06-09-2017) Providers: Lincoln County Hospital Lincoln County Hospital - Clinic 3</p> <p>Always very good service. Nurses and staff are welcoming and polite, during wait times you are kept up to date with everything.</p> <p>Everything is explained but it is not always understandable, this results in the GP having to explain everything.</p> <p>Clinic 8 - Do not see consultants very often. However, treatment will go ahead with regards to test results. Everything needed is provided.</p> <p>Case 3225 (06-09-2017) Providers: Lincoln County Hospital</p> <p>Excellent service, very caring. No problems with LCH at all.</p> <p>Case 3228 (06-09-2017) Providers: Lincoln County Hospital</p> <p>Patient was given an appointment over the phone, this meant there was no paperwork to read.</p> <p>There wasn't a receptionist on arrival, instead there was a self check in system. Due to this I missed my appointment by 1/2 an hour, because I wasn't booked in on the system.</p>

6. Case 3230 (06-09-2017)

Providers: Lincoln County Hospital

Patient came from Mablethorpe (2 hour journey). Once arrived at reception was told that their appointment had been cancelled and rescheduled for 2 weeks later, however they weren't sent a letter telling them this. Therefore they had to wait for hospital transport.

HWL on behalf of patients, particularly those having to travel any distances. Does ULHT provide a text (or automatic telephone) messaging pre-appointment checking service? if not could such a system be introduced?

7. Case 3231 (06-09-2017)

Providers: Lincoln County Hospital

Patient was overall very happy with the service provided. However the patient is very concerned over the proposals to close Glenfields hospital.

8. Case 3243 (12-09-2017)

Providers: Lincoln County Hospital

Lincoln County - Lymphoma

The patient believes that the hospital has always been good, but they think that this may depend on the ward/clinic that you visit. However they can't complain about their treatment.

Automated feedback - The patient finds it difficult to do this when the hospital calls as they are not fast enough to press the buttons. They feel as though if you don't reply they know the service was good.

9. Case 3283 (14-09-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

Patient has been going to Rheumatology department for a few years. Never had a bad experience/ The staff and nurses are polite and organised and thorough in what they do.

10. Case 3284 (14-09-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

The check in screens display your personal details on a large screen for everyone to see, not very good data protection for patients. You can't check in with receptionists

11. Case 3285 (14-09-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

Appointment system could be better

2 appointments have been cancelled without telling me.

12. Case 3286 (14-09-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

Every service I've used recently have been doing their best but are so stretched there's a limit to how long it can continue

13. Case 3287 (14-09-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

Doctor's attitude extremely off-hand, female staff more assuring.

Generally, appointments from hospital outpatients are full of errors

14. Case 3288 (14-09-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

As an employee of the trust, the patient feels that improvements could be made to trust wide staffing level at lower band positions. Funding is poor for each department.

15. Case 3289 (14-09-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

At the beginning of their treatment, the patient was given the wrong diagnosis which caused a delay in their treatment.

	<p>16. Case 3290 (14-09-2017) Providers: Lincoln County Hospital Lincoln County Hospital</p> <p>The patient had kidney surgery, it went well and they stay on the ward was very good. On their discharge day, the patient was asked to vacate their bed and wait in the discharge suite, they ended up waiting for 5 and a half hours. The patient also had no information about their departure process.</p> <p>Compliment</p> <p>1. Case 3221 (06-09-2017) Providers: Lincoln County Hospital</p> <p>Good service. Patient was able to get straight into their appointment, whilst also being offered a drink at entrance of the building. The Doctor was able to explain everything that would be taking place.</p> <p>Only problem was waiting, this is due to long wait times with no where to stay.</p>
--	---

Mental health & Learning Disabilities (LPFT)

CCG Area	Case Details
<p>South x 1</p> <ul style="list-style-type: none"> • 1 x Signposting only 	<p>Signposting only</p> <p>1. Case 3217 (05-09-2017) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Parent requesting information on support groups for both parents and children who have anxiety and depression who are suicidal. Don't know where to turn and would like information on counselling and support groups.</p> <p>HWL - provided parent with support groups and suggested counsellors, also advised to see GP if a referral is required.</p>

Patient Transport

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 3224 (06-09-2017) Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>The patient has had to wait for the Ambulance service on multiple occasions. Whilst having acute kidney infection, the patient had to wait 6 hours for an ambulance.</p> <p>Patient has Osteoporosis (thought it was a broken hip) and had to wait 7 hours for an ambulance.</p> <p>A&E Grimsby were better as they provided updates however the patient still had to wait 1 1/2 hours.</p>

Social Care Services

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 3307 (25-09-2017) Providers:</p> <p>Parent has care provided twice a day by 2 carers each time (uses hoist) - 3 hours a day total. Currently provided by Town + Country but looking at possibly changing (didn't say why). Mother lives in own home with husband and pays for care.</p> <p>Options given</p>

Other Services

CCG Area	Case Details
<p>All CCGs x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 3319 (25-09-2017) Providers: NHS 111 Service 111 Service</p> <p>Patient requested how to make an official complaint regarding the 111 service</p> <p>Information provided to patient - regarding complaint contact details</p>

