



Healthwatch Lincolnshire

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PE20 3LR

Health watch Lincolnshire Patient Experience Report – October 2017

This report has been produced by Healthwatch Lincolnshire (HWL) to highlight the patient, carer and service user health and care experiences shared with us for the period 1 to 31 October 2017.

During this period we received a total number of 292 experiences, 148 of these have been posted directly to our feedback centre (to read comments regarding individual providers please visit www.healthwatchlincolnshire.co.uk and select relevant provider details).

144 patient, carer and service user experiences have been included in this report.

For October we would like to highlight the following points:

Louth Hospital - some patient raised concerns about problems they are experiencing with the appointment system and about privacy for patients on wards

Dental - HWL met with NHS England at the end of October to discuss NHS Dental services in Lincolnshire and in particular 1A Dental in Spalding. Whilst this was a very positive meeting with regards to sharing of information, HWL is very concerned about the ongoing problems to secure NHS Dentistry in the county due to procurement issues.

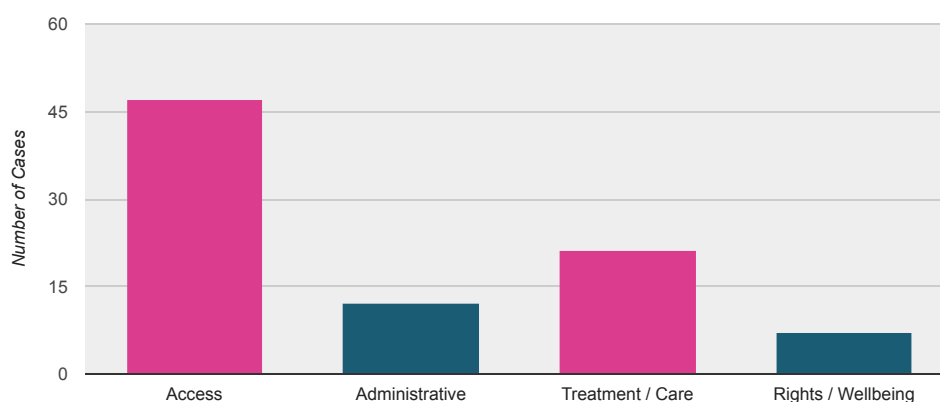
Appointment Text Messaging - patients are telling us they value text reminders from health services. They have asked if these reminders could include the name of the patient and department (if hospital) the appointment relates to as often carers, rather than the patient, are the named point of contact for text messages.

GP Appointments - HWL has just completed 2 week of activities (23 Oct - 3 Nov) by visiting and inviting patients at 12 GP Surgeries in Lincolnshire (3 in each CCG area) a chance to complete a survey about their experience accessing appointments. We also invited patients to complete the survey on-line. During this 2 week period with the help of our relatively small team of volunteers, trustees and staff we have gathered over 1,000 responses. Results are being collated, analysed and final report produced during November and early December with final results out before Christmas.

Statistics

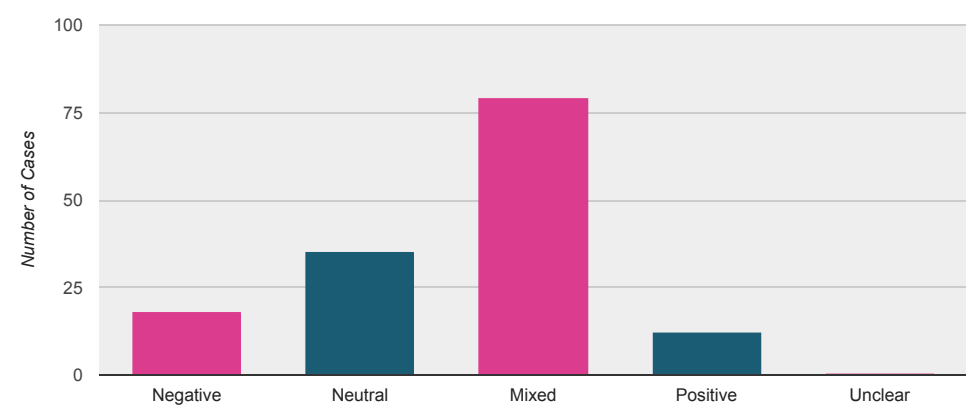
Total cases: 144

Theme Areas



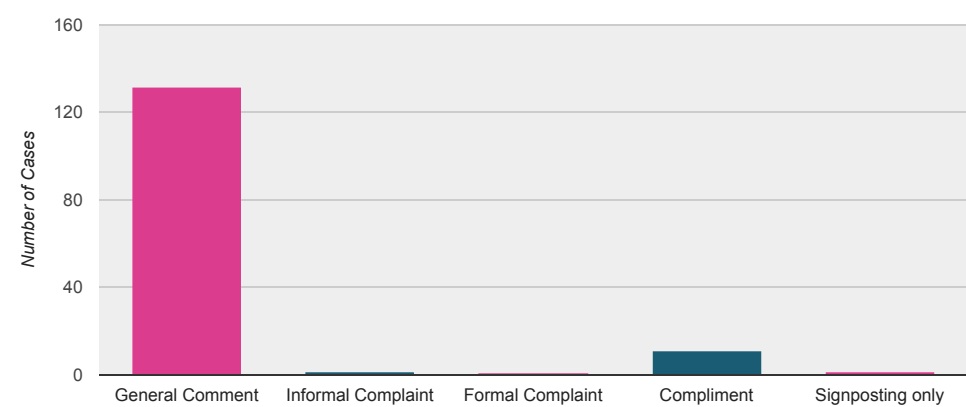
Theme Areas	Cases
Access	47
Administrative	12
Treatment / Care	21
Rights / Wellbeing	7

Sentiments



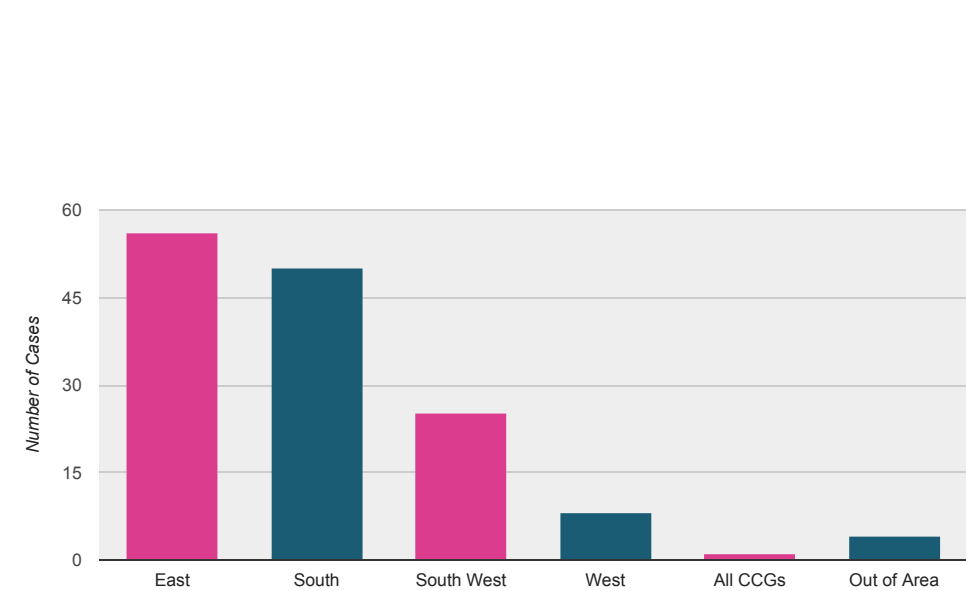
Sentiments	Cases
Negative	18
Neutral	35
Mixed	79
Positive	12
Unclear	0

Case Types



Case Types	Cases
General Comment	131
Informal Complaint	1
Formal Complaint	0
Compliment	11
Signposting only	1

CCGs



CCGs	Cases
East	56
South	50
South West	25
West	8
All CCGs	1
Out of Area	4

CCG Area	Case Details
East x 6 5 x General Comment 1 x Compliment	General Comment 1. Case 3409 (19-10-2017) Providers: Louth County Hospital Pro-Op Appointment / Phlebotomy Waiting times are often long - I understand but as I'm diabetic it can be difficult. Having league and friends coffee shop is a help. Some hospitals are cleaner than others, as a surgical patient in the past - surgeon/ anaesthetist still had blood on their clothes. Some wards really need coat of paint, some floors not cleaned well. Problem with 1 surgeon - hernia - a few months ago and surgeon had all the conditions wrong. Was referred to another surgeon.

	2. Case 3413 (23-10-2017) Providers: Louth County Hospital Podiatry The service stinks. I had a good job in London and have paid in for years - thousands I have paid. Now I need the help as I get older - I didn't use it when I was younger. E.g. My wife has waited 10 weeks for a podiatry appointment. We came to Louth hospital and the podiatrist is off sick. We therefore, tried to get referred elsewhere. But we couldn't go anywhere else. We were referred back to Louth where person is off sick. My wife is struggling to walk. 3. Case 3414 (23-10-2017) Providers: Louth County Hospital First time at Louth. Moved from Alvingham in February, only been to local GP once. Husband went to Boston for ears, having to wait 4 months for O.P. appointment at Louth. GP trying to get earlier appointment. Don't drive which makes it difficult to get to health services. 4. Case 3415 (23-10-2017) Providers: Louth County Hospital Friend in Mamby Ward (Louth Hospital). Horrendous treatment for all patients, and incontinence care very poor - refusal to change bags - night staff in particular. Friend will not go back to ward. This ward needs sorting. 5. Case 3417 (23-10-2017) Providers: Louth County Hospital Gastroenterology Very good service. Very professional. Very approachable. I should have been seen in January. But the appointments they sent me coincided with holiday plans and flights. So being seen today (Sept) I would want to try and keep Louth hospital open. Fear they might close it. For this condition would then need to go to Grimsby Hospital. Already need to go to QMC for diabetes. 75 miles - finding parking which costs £9.00 is difficult and have to take the day off work. As I am insulin dependant, here they try to makes me the 1st appointment so not left waiting a long time. Compliment 1. Case 3410 (19-10-2017) Providers: Louth County Hospital Very happy with the hospital. Husband died in Louth, wonderful care. Hope it never closes. Treated very well by doctors.
South x 1 1 x Compliment	Compliment 1. Case 3362 (16-10-2017) Providers: New Johnson Hospital New Johnson Hospital A friendly, modern and caring hospital. It is very clean

Primary Care Services

CCG Area	Case Details
East x 21 17 x General Comment 1 x Informal Complaint 3 x Compliment	General Comment 1. Case 3400 (19-10-2017) Providers: Dental Services, NHS England Roseberry Avenue Dentist Private dentures - can't eat with bottom teeth, badly fitting, drop out when eating. Needs advice regarding dental alternatives Options given - Holland House, Burton Lodge

2. Case 3473 (31-10-2017)

Providers: East CCG

Beacon Medical Practice

Patient had to wait over 3 weeks to get a GP appointment. The only way for patient to get an appointment is to stand outside at 7.30am and wait in the queue and you are able to see if you can book an appointment but not until 8am. No advance appointments can be booked. Patients relative tried to make an appointment for sick child however they were unable to get one, so took the child to the local hospital, walk-in centre and was seen. But what a waste of hospital time, the systems need to change as it is causing so much stress to patients who are unwell and A&E will get clogged up with people who should be treated at the surgeries. There just isn't the Doctors to be able to see everyone in need.

3. Case 3408 (19-10-2017)

Providers: Marisco Medical Practice

I went to Marisco at Mablethorpe. I was in lots of pain, I was told to go home and phone in about my illness.. As a result someone came and sorted things out. Why couldn't the GP do it? I was in their building, I made a complaint - everyone says sorry. The doctor at Sutton on Sea is rude. He will only deal with one thing at a time, you need to make separate appointments. That means you have to wait 3 weeks. One time it was for a water problem which caused embarrassment and difficulty going out. When you complain about the doctors they just say they are sorry. Have to wait at least 3 weeks to see a doctor.

4. Case 3443 (25-10-2017)

Providers: Merton Lodge (Alford) GP

6 weeks to get an appointment with a doctor. Mostly see Nurse practitioner. He is very well qualified and I get on very well seeing him. But rarely see the Dr.

5. Case 3445 (25-10-2017)

Providers: Merton Lodge (Alford) GP

They seem to care. Could improve magazines - there are none to sit and read whilst waiting. A drinks machine would be nice.

6. Case 3448 (25-10-2017)

Providers: Merton Lodge (Alford) GP

Whenever I've needed them I've got treatment. New walk in clinic helps - held in morning 9-12noon to see nurse practitioner. Otherwise can wait a long time for an appointment - haven't seen a doctor for sometime. Quite satisfied with service.

7. Case 3449 (25-10-2017)

Providers: Merton Lodge (Alford) GP

Can't get appointments. New with Dr. And they are building 500 new homes in Alford, what then?

8. Case 3450 (25-10-2017)

Providers: Merton Lodge (Alford) GP

I like the walk in service. Sometimes have to wait, but do get seen. Have got appointments as well with Dr. when needed. When you are seen they take their time with you.

9. Case 3451 (25-10-2017)

Providers: Merton Lodge (Alford) GP

It is taking 3 weeks to get to see the doctor, You can go to the walk in - nurse led service. I don't think it is suitable for what I need. I would wait a week to see the Dr, but not 3 weeks, it is too long. I needed to see the GP, I have lots of conditions and a swollen hand and I'm concerned of infection. As I wanted to see the GP I have not made an appointment and am self treating it.

The walk in service is in the morning. Because of all my conditions - diabetes and medication, I cannot get ready in time to get to 'walk in' and be there early enough to be seen. I feel the walk in service is taking away other appointments. They are short staffed.

Afternoon appointments would be a help fo me, sometimes you want to see the doctor who knows your history. I have to have regular blood tests. I go to Beacon Lodge at Ingoldmells for this. Nurses are very good and keep an eye on me. Money used for foreign aid should be used for our NHS.

I have a regular routine Drs. appointment at Merton Lodge with GP at the end of October so if my hand is still a problem I will ask about it then.

10. Case 3436 (23-10-2017)

Providers: Parkside Surgery

Flu jab clinic

Clinic run very professionally by staff team, even though there are lots of people there on the day. Efficiently run clinic and appointment time was good for me.

A very busy GP surgery but the staff look after all the patients in a caring way.

With a pharmacy on site as well, you don't need to go into town for that if you need to collect your meds. Delivery service is offered which I had to use when I was too poorly to get in to collect meds. Lovely staff

11. Case 3466 (30-10-2017)

Providers: Parkside Surgery

Complaint. Parkside Surgery e appointments

My partner spent a long time on the telephone with Parkside Surgery arranging an appointment to have minor surgery. His referral was accepted and he was put on a holding list to be sent an assessment appointment at a future date. (They said today that he should ignore all letters from e appointments in Milton Keynes). About 2 weeks later he received a letter from e appointments in Milton Keynes to say he had not made an appointment for his referral. He phoned e appointments to explain he had made the appointment, they checked the computer and insisted that there was no appointment and was referred back to his GP. In the meantime Parkside Surgery closed their list and were no longer taking on new referrals.

The GP's surgery (Kirtton) then cancelled the first referral, believing it to be lost in the system, and reissued the request. By now the only options for the procedure were Gainsborough or Cedar Park, Lincoln. Having discovered that he was actually on the Parkside list he was no longer able to receive treatment there because the request had been cancelled.

This situation has generated many wasted hours of NHS staff time (and ours) trying to sort the problem when all it needed was for Parkside surgery to notify e appointments that he was on their list or better still for Parkside to give him an appointment, regardless of how long in the future it was, which would have generated the correct response on the computer.

What a terrible waste of NHS time, money, resources and good will, particularly at this time.

Healthwatch has received a number of patient comments regarding 'e-appointments' (Choose and Book) and the service provided by Milton Keynes. It appears the problems from this service are adding to the administration burden of our local health providers. Our question is to 4 Lincolnshire CCGs and NHS England - Does this service need re-assessing to ensure it is meeting the needs of Lincolnshire patients?

12. Case 3424 (23-10-2017)

Providers: Stuart House Surgery

An elderly patient with complex medical conditions became ill with a bout of sickness / nausea / headaches and hadn't been able to keep food / drink down for more than 4 days, rang through to the GP Surgery to get an appointment. They were told by receptionists that there weren't any appointments for 3 weeks. Patient was becoming dehydrated by the time that family realised how poorly they were feeling.

The patient phones the pharmacy, Boots in Boston explained how they was feeling and was given advice on the phone. In the meantime, the pharmacist rang the GP Surgery and got them an appointment with Dr. the following day.

Patient didn't feel very well by the time they got to see the GP who prescribed them something to settle their stomach / stop the nausea. It was about 5 days later that the patient felt well enough to be able to eat properly again. As a diabetic this was not a good time for them.

Does Stuart House Surgery offer patients an emergency appointment, where they are most at risk due to existing long term conditions and age etc when presenting with health problems such as this? If yes, how does a patient ensure they are identified as needing such an appointment?

13. Case 3435 (23-10-2017)

Providers: Stuart House Surgery

Had to wait slightly longer than normal for an appointment recently. When I rang surgery, I didn't need an emergency appointment but felt really poorly, but by the time I saw the Dr was very unwell and was asked by the GP why I had waited so long to come in. Explained about getting the appointment in the first place was difficult. Arranged for me to have a blood test / x-ray and awaiting a hospital appointment to see the consultant.

14. Case 3403 (19-10-2017)

Providers: The Kidgate Surgery

Kidgate Surgery

Wonderful. Drs are both very good. They don't rush you and they are very accommodating and explain all the treatment (they tell you straight). They are also very respectful and they listen which is very important. I've been there with all my concerns and know I can get the help there.

I am aware of the merger, I would like to keep it as a family practice, but realize we need a bigger practice for all people.

It is the same at Louth hospital as well, relaxed, friendly with music to help relax you.

15. Case 3405 (19-10-2017)

Providers: The Kidgate Surgery

Approachable. Friendly. Waiting for referral - only for a few weeks but not sure how long will need to wait. Not looking forward to the merger next April. Feel like there will be more phone consultations rather than seeing someone. Know people who left the other surgery because they didn't get on very well. I often have trouble with dispensary, often miss things off which results in me going back often.

16. Case 3406 (19-10-2017)

Providers: The Kidgate Surgery

Not as easy to get appointments as it was. Can usually see own Doctor. I understand Kidgate will merge with St. James next year. Concerned my Dr will not be there as there will be more people needing to see the drs.

17. Case 3351 (13-10-2017)

Providers: The Spilsby Surgery

Spilsby Surgery

Patient finds it continuously difficult to get the correct prescriptions through the pharmacy within the surgery. Had no tablets ready even when given longer than the allocated timeframe, wrong amounts given, lost prescriptions, opted for home delivery and its still the same. Staff are very polite but this is not a good service run correctly. Medications ordered weeks ago still not ready.

Informal Complaint

1. Case 3452 (25-10-2017)

Providers: Hawthorn Medical Practice

It seems that Hawthorn Medical Practice doesn't have a repeat prescription system. As a couple we regularly go away for the weekend, so when our fortnightly pills collection falls on a Friday when we are away, I have to ring up and get extra for us, or for us to collect on the Thursday. Would it not be more efficient for pharmacists to be able to re-issue long term repeat prescriptions?

Told to speak to either practice manager or admin manager

Compliment

1. Case 3446 (25-10-2017)

Providers: Hilton + Rawlinson Opticians

Opticians - Rawlinsons - Skegness

Get on very well. Can get in and around easily in my wheelchair. Staff are friendly.

2. Case 3468 (30-10-2017)

Providers: Kirton Medical Centre

Compliment.

Many thanks to the receptionist/secretary at the Kirton Medical Centre who spent her time sorting problems around a lost referral and getting back to us. We are now sorted.

3. Case 3412 (23-10-2017)

Providers: Millview Medical Centre

Self + Husband attended Millview Medical Practice (Heckington) for flu jabs.

Very friendly Nurse - We had 2 grandsons with us and she involved them - asking 'do you think they will cry when they have their injections', and chatted to them.

South x 41

- 39 x General Comment

General Comment

- 2 x Compliment

1. Case 3358 (16-10-2017)

Providers: Abbeyview Surgery

Abbeyview Surgery

Doctor's surgery is mostly helpful, however on this occasion the patient was very unhappy with the way they were treated by one doctor who was normally very helpful. They do not want to see this doctor again in the future. Receptionists in the surgery are pleasant but one of them can be quite rude and keeps you waiting without acknowledging you.

2. Case 3359 (16-10-2017)

Providers: Beechfield Medical Centre

Beechfield Surgery

The patient went to see their Doctor at Beechfield Surgery with toilet issues, pins and needles in legs and intermittent leg giving way. The Doctor told the patient that they weren't old enough to have prostate problems, they were then told to go home and stop wasting the Doctor's time. 6 months later the patient has been diagnosed with MS.

3. Case 3461 (27-10-2017)

Providers: Littlebury Medical Centre

Littlebury Surgery

Patient having difficulty getting an appointment at the surgery has ongoing medical problems and needs to be seen. Patient tried to make an appointment by dropping in early one morning, but was informed they were unable to do this, so patient went home and phoned the surgery, spoke with the receptionist who asked the patient what the problem is. Patient tried to explain they were hard of hearing and therefore best to be face to face and that telephones are difficult. Patient informed that they would need to have someone at home with them to take the call. Patient not happy with this arrangement as they would like to keep their medical complaint private.

HWL - contacted the surgery, with patient consent. Patient then received an appointment.

4. Case 3464 (30-10-2017)

Providers: Long Sutton Medical Centre

Long Sutton GP Surgery

Patient wanted to remain anonymous, feels the receptionist is brusque and unhelpful. It is hard to get a GP appointment and finds some of the Doctors indifferent.

5. Case 3353 (16-10-2017)

Providers: Munro Medical Centre

Munro Medical Centre

The patient doesn't like that when they call they get put on the phone with a nurse instead of the doctor. They tell the problem to the nurse and is always told to take paracetamol.

6. Case 3439 (25-10-2017)

Providers: Munro Medical Centre

Was given prescription at Rheumatology at Pilgrim Hospital. Took it to the pharmacy at Munro GP and they charged them £13 - patient is 75 so doesn't pay for prescriptions. Rang pharmacy when patient got home and they said they can't refund the payment.

HWL has asked for consent to release details - contacted the surgery who very kindly sorted this out and contacted the patient.

7. Case 3330 (02-10-2017)

Providers: NHS England

1A Dental Closure

Lady looking for a new dental practice due to 1A Dental closure. Given number for Peterborough practice as well as urgent care numbers for Boston and Werrington.

HWL action - Given options

8. Case 3331 (02-10-2017)

Providers: NHS England

1A Dental Closure

Patient concerned as it has been a while and still no provision in Spalding. Has heard that the New Dental practice that was going to open in December is no longer doing so. Concerned that family with 2 young children will not be able to get dental cover in Spalding area or close by.

HWL - gave alternative options, however patient not happy that they would need to travel over 40 minutes to get there for appointments.

9. Case 3342 (05-10-2017)

Providers: NHS England

1A Dental closure

Needs further dental provision, prefers the Spalding area, however none taking on NHS patients.

HWL action - Additional dental contact telephone nos. given

10. Case 3343 (05-10-2017)

Providers: NHS England

11 year old granddaughter has tooth pain and patient cannot find a dentist

HWL action - 28/9 suggested lawns at Long Sutton - already spoken to them - will only take children and parents if registered. Also gave Oasis and Holland House at Boston

11. Case 3344 (05-10-2017)

Providers: NHS England

1A Dental

80 year old patient is worried due to loss of dentist. Would like to be given updates on new practice in Spalding

HWL action - Given number for Oasis Dental in Boston

12. Case 3345 (05-10-2017)

Providers: NHS England

1A Dental

Patient is looking for new dentist after the closure of 1A. They would like to receive updates about the new practice in Spalding

13. Case 3346 (05-10-2017)

Providers: NHS England

86 year old patient has broken tooth. They have phoned several dentists but none of them would take them on. They tried 2 in Kings Lynn but they don't take patients outside of Norfolk. Cannot see emergency dentist until in severe pain.

Patient has lots of phone numbers but is getting confused as to what is what. Suggested that she contact us again if pain gets worse.

14. Case 3347 (05-10-2017)

Providers: NHS England

Lady has 2 foster children who need a dentist. She is registered at Tulip in Spalding and they will take children however there is a long waiting list.

HWL action - Given details of The Lawns, Long Sutton and Oasis Boston

15. Case 3352 (16-10-2017)

Providers: NHS England

1A Dental

Patient had letter about closure of 1A Dental. They would like information about the new Spalding Dental Practice when there is information available.

16. Case 3368 (17-10-2017)

Providers: NHS England

1A Dental

Husband and wife looking to find a new NHS dentist, close to Spalding. Both retired and have medical problems and due to the closure of 1A Dental practice we have been left without one. We registered our interest in joining Rodericks who were due to open a practice in Spalding in December however, it now appears that they have backed out of this. I have tried several local dentists but none are taking on NHS patients.

HWL - gave options to the patient

17. Case 3386 (19-10-2017)

Providers: NHS England

1A Dental

Patient phoned in, had to pay £170 for a private filling and wanted to know the situation about A1 Dental and its reopening/ new dental practice opening. They also questioned whether patients can reclaim costs paid out whilst waiting for a new practice.

Would like to be updated when HWL hears something new

18. Case 3387 (19-10-2017)

Providers: NHS England

1A Dental

Patient needs routine practice but cannot get to Boston or Peterborough. Would like to be closer to Spalding, but at this moment in time no-one is taking on NHS patients.

Would like to be kept up to date on the new dental practice in Spalding and once it is up and running.

19. Case 3388 (19-10-2017)

Providers: NHS England

1A Dental Closure

Patient was registered with 1A, is unable to find another dentist.

20. Case 3389 (19-10-2017)

Providers: NHS England

1A Dental Closure

Elderly patient received the letter about 1A Dental closure. Has had bad experience with the last 2 dentists, and even went 2 months without teeth. The patient would really like to receive some regular dental care.

HWL action - Options given

21. Case 3390 (19-10-2017)

Providers: NHS England

1A Dental Closure

Patient wants a new dentist, cannot travel. Will look at going private

22. Case 3391 (19-10-2017)

Providers: NHS England

1A Dental Closure

Patient received the letter about 1A closure, however, they are due a check up in November. The patient is homebound and in poor health, they spend a lot of money already on transport to hospital.

HWL action - Patient would like more info on dental services in Holbeach/ Spalding area.

23. Case 3392 (19-10-2017)

Providers: NHS England

1A Dental Closure

Patient was referred to Glenfield Hospital Leicester from 1A for an assessment of treatment. They were given a treatment plan and was referred back to 1A which is now closed. The patient needs to find a dentist willing to follow out their treatment plan.

HWL action - Options given

24. Case 3393 (19-10-2017)

Providers: NHS England

1A Dental Closure

Patient has no bottom teeth says they were thrown out at 1A. This means they cannot eat. Also cannot walk, wheelchair only.

HWL action - Options given

25. Case 3394 (19-10-2017)

Providers: NHS England

1A Dental Closure

Patient would like a new dentist. Preferably a private dentist, until caretaker comes into play at 1A

HWL action - Options given

26. Case 3395 (19-10-2017)

Providers: NHS England

1A Dental Closure

Patient needs new dentist, but is struggling to find a new one

HWL action - 11:30 9/10 HWL Tried to call back - no reply 10/10 options given

27. Case 3396 (19-10-2017)

Providers: NHS England

1A Dental Closure

Patient wanted to check in on latest 1A situation, no immediate need for a new dentist.

HWL action - Advised to get in touch again if more info is needed.

28. Case 3398 (19-10-2017)

Providers: NHS England

1A Dental Closure

No urgent care needed at present. Doesn't drive; needs are closer to home.

HWL action - Options given

29. Case 3399 (19-10-2017)

Providers: NHS England

1A Dental

I was a patient at the 1A dental practice at Johnson Hospital. I have just received another letter from NHS England about the demise of the practice and arrangements for the patients at the practice.

It seems there is to be some sort of low key service/ support and if you don't like that you can go to another dentist. But I do not understand a perfectly good dental practice, great location, great staff and great response in an emergency, has been allowed to disappear.

Given the difficulty of getting registered with a convenient dentist and the regaining of confidence in the new service, and the lack of general dentist provision so often to mention in the press, on the face of it, it seems poor management to let 1A disappear. Perhaps it comes down to money and yet again with the NHS the public pay the price.

30. Case 3437 (25-10-2017)

Providers: NHS England

1A Dental

Patient needs a tooth extraction, no pain at present.

HWL action - Information given to patient

31. Case 3438 (25-10-2017)

Providers: NHS England

1A Dental

Patient was not registered at 1A but wants to secure a place before the new practice in Spalding is set up.

HWL action - Information sent to patient

32. Case 3440 (25-10-2017)

Providers: NHS England

1A Dental Practice

HWL action - Options given - for Boston

33. Case 3441 (25-10-2017)

Providers: NHS England

1A Dental Practice

Trying to find an NHS dentist taking on patients, patient was given the number for Millview, My Dentist. Patient called back, they are not taking on even though NHS choices says they are. Patient would like an alternative as next closest is 18 miles away.

HWL action -Options given in Boston

34. Case 3442 (25-10-2017)

Providers: NHS England

Brigg - NHS Dentist

HWL action - Options given

35. Case 3463 (27-10-2017)

Providers: NHS England

1A dental

Further letter received from NHS England stating interim urgent care provision only available at Johnson hospital, apparently there is no cover for routine or preventative treatment. In other words 'we will not help you keep your teeth healthy, but come back to us when they are not'. I cannot believe that this can be in anyway an acceptable scenario, even in the short term. Please let me know what is being done for those who wish to keep their healthy teeth in that same condition.

36. Case 3458 (26-10-2017)

Providers: Park Road Surgery

An elderly patient has difficulties in getting a GP appointment. Has to phone in the morning for an appointment and at 1pm for an afternoon one. Usually all the appointments have gone and is told to ring the next day or the phone is not answered on calling. Elderly patient goes to the pharmacy to get medication for the health problems but it has not resolved the illness.

37. Case 3471 (31-10-2017)

Providers: South CCG

Patient raised few generic issues around GP / Hospital and Dental

The medical appointment text reminders that we get does not contain enough information. I receive that many due to having to attend many hospitals, clinics and other appointments but not just for me, I get them for my children on my phone as well. So to just text me that I have an appointment at the Doctors or at the Dentist is not enough. As I do not know if it is for me or my children. If it is at a hospital I'm not sure which department. A bit more information would be helpful.

Another issue is disabled toilets. But this is everywhere. They are the bigger rooms to allow wheelchairs ease of access and to turn around. This unfortunately is impeded with the amount of bins. They appear to be getting bigger and bulkier as well. This makes it difficult for a chair to do a full circle to be able to close the door behind them. Do we really need separate bins. The one I was in the other day had a sanitary bin, waste paper bin/general waste and a nappy bin. Can there not be a baby change tray in the ladies and in the mens. That's one bin out of the way. I have turned my wheelchair around in a toilet to shut the door and my handle bar brought down the baby changer on my head. I get caught up with the bins getting trapped between my wheels and trapping me in the loo. Or my feet knock into them and twist my ankles. Another issue that always baffles me is why we have peddle bins to open them. People in wheelchairs probably cannot manage to stand on the peddle to open the bin. Hospital bins say do not touch the lids. Short of chucking our rubbish on the floor what can we do. It has also been known that disabled toilets become storage rooms.

Then there is the emergency pull cords. Why is it ok practice for (I assume) the cleaners to tie them up out of the way. I have been known to pass out whilst at the loo, therefore cannot reach the cord from the floor. At Meadow Hall Shopping Centre the cords reach down to the floor and are then tacked along the skirting boards around the three walls. This enables the cord to be reached if you need help from the toilet, your wheelchair or worst still from the floor. If you crack your head you would like to think you can reach the cord from anywhere and get immediate help. Not have to reach up for it because it has been tied up.

We have stickers for restaurants and café to rate their health and hygiene practices at the doorways. Maybe we should have stickers for good disability access and practices in doorways of all buildings. Such as ramps, automatic doors, wide aisles, lifts, staff help, accessible toilets, with clear floor space and pull cords etc.

38. Case 3416 (23-10-2017)

Providers: Stamford CDS Clinic (Lincolnshire Community Health Service)

Patient would like to know how to contact the community dental service in the Stamford area. They phoned 111 but was told they didn't know of any. Their dentist said to phone again but still no luck.

HWL action - Given the number for CDS

39. Case 3363 (16-10-2017)

Providers: The Glebe Practice

Glebe Practice

The patient gets on okay at this practice. They are usually able to get an appointment. It is hectic when you call in the morning .The patient is able to get an emergency appointment on the same day or up to 9 day wait.

Compliment

	1. Case 3361 (16-10-2017) Providers: Beechfield Medical Centre Beechfield Medical Centre Patient has been at this GP for 3 years. Patient is very happy with the GP and is always able to see the best doctor when they have an issue. 2. Case 3459 (26-10-2017) Providers: Molsom Associates Opticians Molsoms Opticians - Spalding Very good service, professional and friendly staff, plenty of time for test and choosing glasses. Would recommend.
South West x 3 3 x General Comment	General Comment 1. Case 3470 (31-10-2017) Providers: Lincolnshire South West CCG, Swingbridge Surgery Swingbridge Surgery Took 3 attempts to register and get first appointment. Patient feels there has been significant problems meaning they were out of pocket by £150 due to Administration Team, when complained to the Practice Manager the answer they received was 'why was I making a fuss over such a trivial matter' Repeat prescription service is a major problem, having gone to the pharmacy to collect medications the patient noticed that 2 items were still missing, pharmacist very helpful made contact with the surgery who informed them that the last request for this medication had not been actioned, although it had been requested over a week ago. Patient feels that the Doctors and nurses show care for their patients and have confidence in them, its the office management that is failing their medical staff, the patients and the pharmacy. Patient has continued concerns around medication and getting them in a timely manner. "So I had to visit the practice today to collect a specimen bottle and arrange another blood test. While there I mentioned the continuing on-line problem, as above. I was asked if I 'needed' them earlier. My reply was that I did not need them, but having to place two orders every 4 weeks was unacceptable". This would then result in having to make two visits to the pharmacy. I was told that there was nothing that they could do. I had to cope with two orders and two collections. I continued the discussion, advising them that this was unacceptable and that something had to be done. They told me that this locking-out was a safety precaution. I replied that I understood that for general day to day access the precaution was acceptable, but that a more senior access level must be available to override this when wrong data entry by practice staff had caused problems. Especially when it stops patients getting meds they need. Recently had my blood pressure taken by a nurse, it was high. We agreed that with the stress being caused, the high reading was to be expected. HWL - provided the patient with PALS & CCG information, preferred for HWL to contact, information passed onto CCG who made contact with the patient. 2. Case 3372 (18-10-2017) Providers: Sleaford Medical Group Patient had trouble getting their persistent cough diagnosed. It was only picked up when they went to a new surgery. Once diagnosed the treatment has been good and the patient has even changed to the new surgery. Patient is in contact with POWhER to complain about what happened and is also in contact with PALS about an initial x-ray that wasn't sent to the surgery. 3. Case 3364 (16-10-2017) Providers: The Harrowby Lane Surgery Harrowby Lane The patient has been with this GP for a while as it is close to them. The staff are friendly. They feel like the Dr has days where they are stressed. There is a 2 week wait for appointments. The system to see the doctor works well, takes stress off of the Doctor. Sometimes you are able to see the head nurse to be able to get an explanation on tablets/ medications.
West x 3 3 x General Comment	General Comment 1. Case 3365 (16-10-2017) Providers: Bassingham Surgery Bassingham Surgery Used Bassingham Surgery for an appointment with nurse practitioner and then saw the doctor. Got on well with the doctor, not so well with the nurse.

2. Case 3455 (25-10-2017)

Providers: The Branston and Heighington Family Practice

I am told by my surgery (Branston) that a medicine I was having regularly prescribed: citrizine has been black listed and that I will now have to pay for this myself. I have followed the previous consultations by the CCG and participated. From what I read and believed was this rule only applied to one off prescriptions and not for long term conditions. Can you please confirm or otherwise in a formal capacity please.

HWL - Could Lincolnshire West CCG provide a response to this patient with regards to this medication query?

3. Case 3462 (27-10-2017)

Providers: West CCG

feedback heard from patients at the Cliff House Engagement event on 3.10.17.

- Why are the CCG proposing the closure of Gresham Street (GS) when the CCG haven't even put it out to procurement to see if a provider would support both sites?
- Service is currently good 'generally' at both sites.
- Patient would like a pharmacy included in services offered.
- Questions asked about where the main population of the practices are located, it was suspected they would be at the 'west end' which didn't correlate with the proposed closure of GS.
- A well woman clinic would be good.
- Long waiting times currently to see Drs, one patient described as having to wait 5 weeks.
- Could understand how the CCG could be asking for what patients would like to see as it was clear there was no capacity to offer more or different services
- Patients were not aware of services all the services offered by the practice currently eg. on line booking ... on like dr booking ... health checks
- Patients wanted to retain the teaching and training centre status for the practice.
- Patients were informed that the new contract would be for 2 years plus an option for a further 2. Understood that the CCG have asked the LMC to clarify the position about European contract times if they wished to tender.
- Patients asked how a 2 year contract would offer continuity for the practice and patients
- Patients felt that potential new contractors are not likely to invest due to the short term contract
- Confusion as to why the CCG is no longer able to offer a GMS contract and that NHSE will only accept APMS contract
- Patients asked what is happening to the cost saving if they closed Gresham Street

Acute Services (ULHT)

CCG Area	Case Details
East x 21 • 20 x General Comment • 1 x Compliment	General Comment 1. Case 3332 (02-10-2017) Providers: Pilgrim Hospital Boston Pilgrim Hospital Everybody is kind, everything is well explained and so is the treatment. 2. Case 3333 (02-10-2017) Providers: Pilgrim Hospital Boston Pilgrim Hospital - Gastroenterology The staff are always friendly, always make me feel welcome. Nothing is too much trouble. 3. Case 3334 (02-10-2017) Providers: Pilgrim Hospital Pilgrim Hospital Everything has been good so far

4. Case 3341 (04-10-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital - Colorectal

Patient needed quite a few investigations regarding polyps/cancer in Pilgrim and once in St. James', Leeds. Both hospitals were excellent in all fields, i.e. patient care, scans, wards and care to their relatives. The teams were efficient and informed the patient of all procedures etc. Especially when they needed an emergency operation. The patient cannot fault anything during the whole time they needed care, even though all staff were extremely busy.

5. Case 3354 (16-10-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient suffered a long wait due to the number of patients. The Doctor is sometimes late, the clinic is overrun by a 1 hour long wait due to number of patients and time wasters.

6. Case 3367 (17-10-2017)

Providers: Pilgrim Hospital

A&E

At the beginning of 2017 patient had neck x-ray informed not broken, go home and exercise. Mid 2017 had an appointment with Osteopath who referred back to the GP and Hospital where patient found they had a broken neck. Waiting for letter for an appointment in Sheffield, have been to Pilgrim where the Consultant stated they do not do necks only backs, so was sent to Louth then referred to Sheffield. Patient struggling with movement and cannot get up without help.

Patient has taken HWL leaflet as preferred not to leave personal details, will make contact if they feel it necessary.

7. Case 3401 (19-10-2017)

Providers: Pilgrim Hospital

Received a phone call regarding elderly patient. Caller was worried they had been discharged from hospital with no assessment. Caller is their landlord and has said the patient has no family or support and relies on the other neighbours who are having difficulties of their own.

HWL gave Adult care services and customer services numbers

8. Case 3419 (23-10-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital - A+E

A+E Doctor is very good. Had a fall one afternoon - due to faulty path on railway line - gashed eye. Waited 13 hours to see a Doctor.

A+E was full, told it would be a 5 hour wait. Decided to phone 111 to enquire if there was any other service they could go to (MIU/Walk in Centre) but was told by 111 that they were in the right place and 5 hours was about right. By then the waiting time was 7 hours, required a CT brain scan etc. Head bleeding badly so nurse 'passing by' decided to give 'me' a pressure pad. By 5am they were 8th on the list. 7am got seen. Person in front of me had been waiting for 15 hours. Patient then needed 3 appointments for eye clinic which were all very good.

9. Case 3420 (23-10-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital A&E

Patient had a fall due to faulty path and gashed eye open. Waited 13 hours to see a Doctor who sent the patient to A&E. A&E was so full they were informed it would be 5 hours before being seen. Patient decided to make contact with 111 service, but they informed the patient A&E was the right place. By then the waiting time was 7 hours. Head bleeding so badly that a passing nurse gave the patient a pressure pad to help, by 5am patient was still 8th on the list, by 7am the patient was seen where scans were taken etc. Person sitting in front of the patient had been waiting for 15 hours. Patient had follow up appointments with eye clinic and found them very good.

10. Case 3425 (23-10-2017)

Providers: Pilgrim Hospital

Visiting a relative whilst recovering from a severe medical issue on Ward 5B - staff were very busy but friendly and very supportive of patients in the ward.

Opposite my relative was an elderly patient who was on a drip and very hard of hearing. Staff were very patient with them but unfortunately there was no privacy / confidentiality when they were talking to them as they shouted at this patient due to not having / needing batteries in her hearing aid / and waiting for their daughter to get replacements sorted.

As much as you tried not to listen to the conversation everyone in the 4 bedded ward heard everything that was said to this patient at all times.

Shouting at them probably didn't help and it seemed there was not other methods considered, such as writing things down etc. used by any member of staff.

HWL observation - overhearing staff talking to other patients can be quite distressing for all involved, knowing also that your own relative might be subjected to this when other people are listening is also a concern.

11. Case 3427 (23-10-2017)

Providers: Pilgrim Hospital

Great care on arrival, good care from staff and doctors. But having to push to get after care.

12. Case 3428 (23-10-2017)

Providers: Pilgrim Hospital

The day care ward was in a temporary area of the hospital - no problem it was well signposted. Staff caring and welcoming. A long wait once in the ward - was not given an indication of when the operation might be. Theatre staff very good and recovering staff excellent. Discharge easy and no problems with the site. All in all a good experience.

13. Case 3429 (23-10-2017)

Providers: Pilgrim Hospital

Having collapsed in town, I was taken by ambulance to Pilgrim Hospital. I was cared for excellently, put on a drip I had Kidney failure. Doctors and nurses treated me very well. After having an ECG revealed I was also suffering from atrial fibrillation. I was treated with the appropriate tablets and discharged after 6 days. Treatment was second to none, by all doctors and nurses.

14. Case 3430 (23-10-2017)

Providers: Pilgrim Hospital

I went to have my eyes tested on a routine eye test and was told by them I either had the start of cataracts or glaucoma and my appointment was in 2 weeks. I was told the tests would take 3 hours which it did and they couldn't have been more kind in this department. I now have glaucoma and have to put drops in my eyes at night.

15. Case 3432 (23-10-2017)

Providers: Pilgrim Hospital

Recently had a fall in town and the staff at Coney's called for an ambulance for me as I had banged my head. I was a bit confused after the fall and the staff looked after me whilst the ambulance came.

2 paramedics arrived first and checked me over. I didn't want to go to hospital, but as I live on my own they felt that I should be seen and checked at hospital.

I was surprised that I didn't have to wait too long in A+E, was seen fairly quickly and it was decided that I should stay overnight. My daughter was contacted, told what happened and visited me late that afternoon. I was discharged the following morning with a follow up appointment to attend my GP. It was due to low blood pressure which is now being monitored.

16. Case 3433 (23-10-2017)

Providers: Pilgrim Hospital

Had a recent stay on a medical ward at Pilgrim. Staff seemed to be far too busy to spend time with patients. Many patients had to ring constantly to get support / attention from the staff. Some staff (nurses) would shout at older patients to help with their understanding but there was no privacy for patients. Many doctors didn't introduce themselves to you when you were on the ward, and rarely spoke to you even though it was your condition they were discussing.

Some staff however had plenty of time to discuss their personal lives within the hearing of patients and seemed to ignore the patients that might need something when they were ringing for attention.

17. Case 3434 (23-10-2017)

Providers: Pilgrim Hospital

Patient had an operation on their knee following a sport related injury. Recovery went well, sent home with a pair of crutches and a knee brace. As time went on, the brace could be removed and following instructions doing exercises and attending physiotherapy, within 6 weeks the crutches were no longer needed.

On returning for a follow up consultation, the patient took the 3x equipment to return them and was told they couldn't take them back. Contacting GP surgery was told the same.

Patient asks

Does this mean that this equipment is now 'wasted' and thrown away? What does this cost the trust? Would it not be a cheaper option to have equipment returned and professionally cleaned? This just seems a waste of money.

What is the trust policy on equipment return? What is the total cost of new equipment per year against a return / clean?

18. Case 3444 (25-10-2017)

Providers: Pilgrim Hospital

Taken by ambulance. Left on trolley for 15 mins. Had fallen off of a ladder with considerable pain. In hospital for 24 hours and was offered no drink, no pain relief, no offer of toilet. Diagnosed with two pelvis fractures.

HWL on behalf of this patient - we are surprised that if this is the case and patient has experienced this level of lack of basic care that such situations can be allowed to happen.

19. Case 3355 (16-10-2017)

Providers: Queen's Medical Centre (Nottingham)

Queens Medical Centre

Mostly very good, explained everything. It was difficult to find car park and directions from A52.

20. Case 3426 (23-10-2017)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

I receive text alerts / reminders on behalf of my mother for her appointments at ULHT which supports us to remind mum to ensure she attends.

The message reminds you of the date / time but doesn't give you the department. This doesn't help with the patient who attends a number of different appointments at different hospitals / departments.

It also causes confusion when an appointment letter hasn't been received in the first place and then you get the reminder text about an appointment that you didn't know about.

More than one patient has commented about problems with text reminder service. HWL considers having a text reminder service in place to be very good reminder for patients and of great benefit to all. However, it appears that whilst patients value this service they would like the addition of a little more detail such as patients name (text reminders do not always get sent to the patient if they patient is unable to receive such messages) and the addition of which department the appointment is for.

Compliment

1. Case 3457 (26-10-2017)

Providers: Lincoln County Hospital

Lincoln Hospital

Patient with cancer had chemotherapy and radiotherapy at Lincoln Hospital and found the service was excellent. All the staff were helpful and friendly and went over and above what was needed. The Oncologist was also very good and explained everything very carefully and thoroughly. Excellent service.

South x 7

- 7 x General Comment

General Comment

	Case 3460 (26-10-2017) Providers: East CCG Fitzwilliam/Pilgrim Elderly patient who had very complex surgery on their neck and back area recently lost the use of their legs. Fitzwilliam said in August 17 it was a nerve problem but no specialists were available. Since then the patient has had to go into hospital as they were unable to use their legs. Was admitted to Pilgrim where again it was confirmed that they would require neurological appointments but none available in Lincolnshire. So patient kept in hospital and bed blocking. Case 3335 (02-10-2017) Providers: Stamford Hospital Stamford Hospital - Phlebotomy. No complaints about facilities and staff. Case 3336 (02-10-2017) Providers: Stamford Hospital Stamford Hospital - Outpatients. Changing rooms in old hospital area are old fashioned. Case 3337 (02-10-2017) Providers: Stamford Hospital Patient got appointment over the phone with no delay to the appointment. Reception staff are very welcoming and reassuring. Case 3338 (02-10-2017) Providers: Stamford Hospital Patient noticed whilst in reception how kind and helpful that reception staff were. An elderly man went in for a repeat prescription and reception offered to take him where he needed to be in their wheelchair. Case 3339 (02-10-2017) Providers: Stamford Hospital Stamford Hospital - Outpatients The consultant dealt with patient very efficiently. Consultation was brilliant, The reception staff are very helpful. Case 3340 (02-10-2017) Providers: Stamford Hospital Excellent
South West x 20 20 x General Comment	General Comment Case 3348 (13-10-2017) Providers: Grantham + District Hospital Grantham A&E closure Young baby had an accident at home early hours of the morning. Parent contacted 111 service who arranged for the ambulance to attend. Ambulance crew were amazing and advised baby would need to go to A&E to get checked over. As Grantham was closed they had to be taken to Lincoln A&E where they waited over 1 1/2 hours to be seen after which informed everything was ok and to go home but advised to return if anything changed. Then informed they would need to make their own way home where they had to wait over 2 hours for someone to collect them, if it had been in Grantham then it would have all been dealt with in a couple of hours not over 5. We need our services back. Case 3349 (13-10-2017) Providers: Grantham + District Hospital Grantham A&E I am afraid no matter what the people of Grantham want, we will not be listened to, because you are only going through the process of Consultation, so that you can say we did consult the public. Case 3366 (16-10-2017) Providers: Grantham + District Hospital Grantham Hospital - Rheumatology Department Excellent service. Patient goes to self help group, thinks it works wonders and makes them feel good. The people who run it are very friendly. Very good hospital. Everyone is friendly, they will listen and answer any questions that the patient has.

4. Case 3370 (18-10-2017)

Providers: Grantham + District Hospital

The patient has used several of the wards within the hospital. They are very happy with the surgery.

5. Case 3371 (18-10-2017)

Providers: Grantham + District Hospital

Cardiac Department

The patient went to the Cardiac department within the hospital and sat and waited. They noticed that there wasn't any staff within the department and there was just a notice which said 'sit and wait'. The patient then went to reception as they had not been called at all to find out that they were not booked in. They were then called straight in.

6. Case 3373 (18-10-2017)

Providers: Grantham + District Hospital

Patient went for a follow up appointment after a stroke. Had six weeks of physiotherapy post stroke and is very pleased. Grantham hospital was hugely better than Lincoln hospital, which was very poor, staff attitudes were appalling as well as a dirty environment. Grantham doctor phones patient at home to tell them they needed to change medication.

7. Case 3374 (18-10-2017)

Providers: Grantham + District Hospital

Kidney/ Cardio Department

Patient uses both Gp and Grantham hospital . They have no complaints about any of them, they always get good service

8. Case 3375 (18-10-2017)

Providers: Grantham + District Hospital

Patient says that in the clinic the doctors and nurses are amazing. However, everything is fine until they go to the pharmacy. The pharmacy is a shambles, the patient goes in for a certain type of medication but has to wait 45 minutes for this. As English isn't the first language of the receptionists they often get the order wrong and then the patient has to wait much longer.

Patient has been offered to move to Haematology at Lincoln, however, the patient prefers to be at Grantham.

9. Case 3376 (18-10-2017)

Providers: Grantham + District Hospital

Cardiology

The patient has said that there is a long wait depending on the consultant but it is guaranteed. They also have a long wait time between appointments, they have two appointments for the same day, the 1st at 9:40 and the 2nd at 11:30, which means they have a long wait in between.

They would much rather use Grantham hospital than Lincoln. The patient was unimpressed at Lincoln's lack of communication between departments.

10. Case 3378 (18-10-2017)

Providers: Grantham + District Hospital

Hydrotherapy Pool

Very beneficial to the patient, it has really helped them. Patient feels fortunate that they have this facility to use at a local hospital. Patient pays £30 per 10 visits and can be fit in when it suits them.

11. Case 3379 (19-10-2017)

Providers: Grantham + District Hospital

A+E

The patient cannot fault Grantham Hospital and states they are very grateful for this hospital however, they believe that having A+E close overnight is not very good. For the patient if they were to need A+E during the night they would taken to Lincoln or Peterborough which makes it very difficult for their partner to visit them. They believe it will have a worse effect on them when they become older.

12. Case 3380 (19-10-2017)

Providers: Grantham + District Hospital

Grantham A&E

A reduction in the number of public comments with regards to the overnight closure of A & E services at Grantham Hospital, I would like to point out that this is still very much a live issue and has affected me and my family several times these last two years and cost us money and time thus saving the ULHT resources. So I would just like to relate my most recent experience which occurred this week.

After feeling unwell for several days with severe fatigue, muscle pain dizziness and other symptoms I got an emergency appointment at the Doctors who although was not clear on cause sensibly sent me for tests including a blood test which I luckily had that afternoon.

At about 7.20pm that evening I got a call from an "out of hours" Doctor who said my blood count was dangerously low and I must attend any A&E Dept ASAP for a blood transfusion and asked me what was nearest A&E. I said Grantham, so he said, well that's closed, and advised Peterborough or Lincoln, although did not offer to phone ahead to warn of my attendance and symptoms. He said I must not drive myself. My partner doesn't drive so we had to arrange at short notice to get my daughter's boyfriend to travel the 28 miles to Lincoln A&E, as waiting for an ambulance would have entailed a lengthy and unacceptable delay. Needless to say Lincoln A&E was under extreme pressure, but I was, presumably because of my circumstances, seen after what I am told is a "very short" two hour wait and transfusion begun. I was eventually discharged on Thursday evening.

The point is that my family had to give up time money and other arrangements and commitments to get me there, visit me (including a 3 hour double bus trip one-way, costing over £8) and bring me home. This was exacerbated by the uncertainty around discharge day and time due to time taken to get test results on which Doctors' decisions depended, due presumably the pressure Lincoln County is under. Thus whether I was staying in or being discharged was always uncertain and not decided until very late, consequently travel arrangements for family and decisions on whether to bring in clothing etc couldn't be made until this was known. This wouldn't have mattered if I had been in Grantham

Therefore I reckon total mileage clocked up by us at our own expense over the three days was about 170 miles by car over the three days at a cost of over £40 in fuel, parking and bus fare costs and around 15 hours total travel time for all persons other than the patient. This excludes time spent by persons other than me, the patient, waiting at hospital. That would amount to a significant bill if accurately calculated allowing for the going rates for drivers etc hourly rates etc.

This could all have been saved if Grantham had been open as we live a 2 minute drive, 10 minute walk away from Grantham A&E. However, of course this cost was borne by us, not the NHS and will not appear in the ULHT accounts/budget. They will have to eventually account for increased pressure on all staff at Lincoln and factor in knock on impacts such as additional stress, illness, time off and presumably staff turnover as a result, when this is totalled up to include all such incidents, of which there must be many. Even this of course doesn't account for wider societal cost such as increased environmental impacts of having increased road mileages, travel time, production lost through time off work, stress impacts and so on.

The correct way, as with any decision of this nature, to assess its impact and reach a final conclusion is to do a full independent cost benefit analysis, including wider costs, impacts and benefits, only a few of which I have mentioned above, and then compare with a similar assessment of the alternative ie keeping Grantham A&E open 24 hours. This has to be applied in at least some a way in other fields such as infrastructure projects and environmental impact assessments so why not here?

13. Case 3381 (19-10-2017)

Providers: Grantham + District Hospital

Oncology

The patient likes the hospital and gets on well. Whilst in their appointment the Dr. asked the patient if a medical student could sit in and discuss their case. The patient agreed as the students need to learn. The Dr. was very supportive with the patient. The treatment they have received from the NHS has been wonderful, they have had major ops over the past few years and feel that they have been looked after well. Towards the end of the appointment the Dr. suggested that the patient come back in 1 year however, the patient requested to come back in 6 months instead which the Dr. agreed to. The patient is fully able to understand what they are being told and says this is the same for Grantham and Boston Hospitals. However, due to the short times of appointments, the patient has to get their questions ready beforehand so that they don't leave feeling that they don't know something. Also, they don't like the idea of Grantham A+E being closed overnight but knows that this is due to the shortage of Dr's and understands this.

14. Case 3382 (19-10-2017)

Providers: Grantham + District Hospital

Grantham A&E

After an RTA with head injuries, it is very important to keep the overnight hours for Grantham A&E open as I wouldn't be here today if it hadn't been open as needed treatment straight away.

15. Case 3383 (19-10-2017)

Providers: Grantham + District Hospital

Grantham A&E

Spouse in Care Home Grantham and due to some concerns was taken to A&E during the night. Partner was informed by phone and they drove over to be there with spouse. If it had been Grantham it would have taken 5 minutes, however as it was closed during these hours it took over an hour to get to the hospital (Pilgrim). Fortunately on this occasion it was not critical but if it had have been would partner have made it in time? why oh why is Grantham - with its larger population - unable to provide this essential service? this is not about the journey I had to make but that lives are at stake given this horrendous difference in time needed for treatment. Please note that the E of A&E does stand for Emergency!

16. Case 3384 (19-10-2017)

Providers: Grantham + District Hospital

Grantham A&E

We are 100% united in Grantham that we want the FULL time A&E restored to Grantham Hospital. We want a fully staffed and well functioning hospital. We are all very displeased with the constant fobbing off of all of us by ULHT. We pay our taxes and expect our money to be spent in Grantham. In general patients like the GP surgery they are registered with but the GP's need proper back up facilities and support.

17. Case 3385 (19-10-2017)

Providers: Grantham + District Hospital

Grantham A&E

In May 17 came back from a cruise, treated on the cruise and referred to GP on return, saw GP at 4.30pm and was sent to A&E by GP but due to the closure timings had to be sent to Pilgrim where there was a wait of 4 hours, nurse came and said it would be a further 5 hours, had nowhere for poorly patients to rest so ended up going home and returning the following day, if Grantham was open this wouldn't have happened. Need Grantham open to support the capacity issues.

18. Case 3454 (25-10-2017)

Providers: Grantham + District Hospital

Another experience I wouldn't want to have. They were too busy. Looked after me as well as they could. Staff were very good worked very hard. Waited some time for care on the ward. I am very annoyed that care wasn't discussed with me. Explanation of treatment could of been better.

Good hospital - do all the work they have to do, the best they can. Staff are goof but are working to their limit.

19. Case 3456 (25-10-2017)

Providers: Grantham + District Hospital

What a shambles Grantham A+E is. I would be ashamed if I was in charge of it. I have always said the nurses do an amazing job. but what I witnessed today was appalling. Lack of compassion, lack of care, lack of initiative, leaving a girl clearly in a bad way to lay on the floor of the hospital and when I asked for help the response was 'I work in fracture clinic not A+E'. Disgusting. The receptionist must have said 'I have 6 jobs to do' at least 20 times. Now i appreciate they are under pressure but the level of care, initiative and professionalism was awful. The ambulance service is also terrible. An old lady was in there who had fallen in the street and couldn't get an ambulance so a very kind man had taken her to hospital and waited with her until her son came. The receptionist didn't even thank the man for his kindness. Something needs doing, I believe both of these incidents could be avoided by reopening Grantham A+E for 2 hours a day. The staff are under so much pressure as people come in before 6:30, just in case, that they have lost all sense of what being a nurse is about. I blame the powers that be not necessarily the nurses. Grantham is predicted to have 60000 residents in the next 10 years. How can you say yo can't warrant a full time A+E? In my opinion, this is criminal. What will it take for anything to be done? People dying? Will it then be taken seriously? Well at that point the authorities should be in court for murder in my poinion. I look forward to hearing a response.

	20. Case 3377 (18-10-2017) Providers: Sleaford Medical Group The patient saw the Doctor at Sleaford Medical Group in May who requested a test which the patient needed. But the patient never got anything. Patient followed it up in August at the reception, where it was suggested that the patient get another appointment and start again as nothing was on their file. Patient then received a call from Grantham trying to get the patient in for an urgent appointment, but the patient couldn't see their own doctor had to see a different one.
West x 5 5 x General Comment	General Comment 1. Case 3411 (23-10-2017) Providers: Lincoln County Hospital Parent in Lincoln Hospital for 4 weeks and respite for 3 weeks. Discharged as social worker said they are safe to be at home. Family, GP (who visited) + Allied Care (who came to assess for care provision) believe they are not safe. Short term memory poor so not able to do simple regular tasks and mobility very poor. Carers told family they should stay overnight as not safe. GP (City Medical Practice) - contacted social worker but still says the patient is ok to be home. HWL action - Advised daughter to contact Adult Social Care 2. Case 3418 (23-10-2017) Providers: Lincoln County Hospital ICU - can't remember due to seizures. Have appointment to meet staff to helpfully, I hope, explain more. Navenby - Felt very concerned for sister / nursing staff - understaffed. Are carers taking the place of nurses? Would have appreciated having explained more about what a dissociative non-epileptic seizure is. Had a bewildering experience. Since hospital have good support from my doctor at Minster Surgery. 3. Case 3422 (23-10-2017) Providers: Lincoln County Hospital Hernia operation went wrong, blue lighted to Lincoln (from Pilgrim) Ambulance broke down on route. Once operated (perforated ulcer) on all was excellent. 4. Case 3453 (25-10-2017) Providers: Lincoln County Hospital A+E Lincoln County Hospital My very elderly granparent was taken into Lincoln County A+E as an emergency. They had to wait on a trolley from 10.30am to 11pm before they got a bed. Worse still they were in hospital from Monday to Friday before being diagnosed with having a stroke. 5. Case 3465 (30-10-2017) Providers: Lincoln County Hospital Lincoln County I went to see a consultant at Lincoln hospital about my arthritis. I was sent to the OT with a piece of paper (just down the corridor) however when I arrived the paperwork the doctor had given me was not about me at all, but a totally different person. HWL - provided the patient with PALS information Patient asks: How do I know that what I told the doctor about my condition is actually what is recorded on my records and not this other persons?
Out of Area x 2 2 x General Comment	General Comment 1. Case 3356 (16-10-2017) Providers: Peterborough City Hospital Peterborough City Hospital Getting information from staff can be difficult especially as there may be a long wait time and you may not see the appropriate person. There is a long wait to sort out the discharge package of care. Car park is always full and is expensive

	2. Case 3357 (16-10-2017) Providers: Peterborough City Hospital Peterborough City Hospital Patient noticed a male who comes into the hospital for company. He used to use the hospital frequently as his came with his wife who had long term conditions.
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Mental health & Learning Disabilities (LPFT)

CCG Area	Case Details
South West x 1 1 x General Comment	General Comment 1. Case 3469 (31-10-2017) Providers: Stamford Resource Centre Stamford Resource Centre, Patient (although lives out of the area) raised concerns as they had been waiting for an appointment with the psychiatrist for a number of weeks around a medication review. Cannot currently take the medications on as they are giving the patient side effects, the patient has been trying to get it sorted for over a month and cannot get any answers. HWL - made contact with the Secretary and GP surgery - concerns were relayed and patient had an appointment in the GP surgery.

Patient Transport

CCG Area	Case Details
East x 2 2 x General Comment	General Comment 1. Case 3402 (19-10-2017) Providers: Thames Ambulance Service (TASL) Patient would like to know which CCG commission TASL and who he can complain to. Number for West CCG given. Sent to TASL + cc'd West CCG in after speaking on the phone 16/10/17 2. Case 3404 (19-10-2017) Providers: Thames Ambulance Service (TASL) Contacted by a GP surgery who are trying to sort out transport for an elderly patient who has had a procedure in Derby Hospital and they have asked him to go back for another appointment. Patient cannot drive as had a hand procedure therefore unable to use car, has no family or friends that can take them and going by train would take over 3 ½ hours each way where the patient has osteoarthritis. HWL - made contact with the provider (TASL) via email (no confirmation received) however contacted the patient at a later date and they had been taken to the appointment
Out of Area x 1 1 x General Comment	General Comment 1. Case 3350 (13-10-2017) Providers: Thames Ambulance Service (TASL) TASL Patient booked transport for an operation date contacted TASL - reference number was given and when the patient made contact with TASL for timings etc they were informed that the transport had not been authorised, it had been forgotten to get authorised. Patient had to get to Derby Hospital so had to go the night before and pay for a hotel, trains etc then try and get back after the procedure. Patient concerned as they had to be at the hospital for another procedure and wanted reassurance that this time this had been authorised correctly. HWL - made contact with TASL to ensure the patient had been authorised

Social Care Services

CCG Area	Case Details
East x 3	General Comment

- 1 x General Comment
- 2 x Compliment

1. Case 3407 (19-10-2017)

Providers: Lincolnshire County Council - Adult Social Care

Patient discharged from Hospital to Care Home been there for 4 months. Spouse also in their 90s is still driving and visiting partner but trip is getting too much and wants them closer to home or back in at home. Spouse has made enquiries at a care home in Woodhall, who have a bed available, but they say they don't accept an open ended contract? Speaking to spouse, patient has had the assessment and support plan - 2 carers 4 times a day. Spouse's difficulty is not knowing how long this care package will take to start and what they can do interim? Carer needs some advice before urgently, as they are also talking about taking patient home and trying to manage by themselves, if they can't move patient to a care home closer to home, preferred would be home.

HWL contacted Adult Care & Community Wellbeing who sent out a social worker the following day and care package is to start at home in a couple of days time.

Compliment

1. Case 3423 (23-10-2017)

Providers: Alzheimers Society

Compliments about excellent service:

Within approx 4 weeks after initial enquiry about the service the Volunteer Coordinator had made contact to discuss the service and the next stage. A meeting was set up with 2 weeks due to prior engagements / appointments etc. for the coordinator / myself and mum to meet. In between time, the coordinator had a chat with mum on the phone. Meeting was at Mum's home and went very well. He was very good with mum and the conversation established a good rapport and mum was happy to continue.

Approx within 10 days, mum was introduced to a volunteer, a meeting was set up with the 4 of us. Mum again was happy to continue. The volunteer visits mum weekly and rings her at least once a week at a pre arranged time. She also rings mum the day before the meetings that they have.

Mum looks forward to her 'friend' coming round and it is making a real difference to her.

2. Case 3421 (23-10-2017)

Providers: Pilgrim Hospital, Vauxhall Court Care Home

Vauxhall Court - Excellent care

Pilgrim Hospital - Very good - secretaries particularly helpful. Consultant (oncology) phoned to discuss care when appointment was impractical. Very good.

Other Services

CCG Area	Case Details
East x 3 • 1 x General Comment • 1 x Compliment • 1 x Signposting only	General Comment 1. Case 3467 (30-10-2017) Providers: Cedar Park Healthcare Complaint. Cedar Park Community Hospital. Lincoln I telephoned this hospital seeking information about who was likely to perform my minor surgery. The person who answered the phone at first was reluctant to give me the information and when I asked her to spell the names for me she blatantly didn't answer my request. She suggested that I look elsewhere for sites that perform this procedure as they had a long waiting list!! I asked if the list was still open and she said yes. This is the type of very poor service that gives the NHS such a bad name. We have booked to have the procedure done at the John Coupland Hospital in Gainsborough. They were up front with the information I requested from Cedar Park, they told us who the operating surgeon would be on the request and website. Compliment 1. Case 3431 (23-10-2017) Providers: Specsavers (Boston) Recently went to Specsavers in Boston for a hearing test and follow up appointment. I found the staff very friendly and informative about my hearing problem and they gave me plenty of time to think about the options I had for getting a hearing aid. I was worried about using the equipment but the staff explained everything and gave me lots of choice about what I would do, costs / NHS options. Fitting was very pleasant and the world became clearer again. Staff had time to explain everything and helped me over my vanity of wearing a hearing aid and now I can hear everything it is so much better. Appointments were given at convenient times for me.

	Signposting only 1. Case 3369 (17-10-2017) Providers: East CCG Elderly resident requested information on gardening maintenance as no longer able to do this themselves due to ill health. HWL - contacted Age UK Horncastle who are going to look into this service for this patient
South x 1 1 x General Comment	General Comment 1. Case 3447 (25-10-2017) Providers: NHS England NHS Targets Listened to item on radio Lincs today about problems nationwide - not hitting targets. Patient concerned that this is due to too many people, more housing being built, not enough doctors or nurses
South West x 1 1 x General Comment	General Comment 1. Case 3397 (19-10-2017) Providers: Lincolnshire South West CCG Why people in Lincolnshire and every where else in the country who suffer with Hastimoto disease (hypothyroidism) are being refused to have T3 on repeat prescription. I am a person who has Hastimoto disease, I have been on thyroxine for a long time now and it hasn't been working properly my body doesn't function properly. I have found out through people and a thyroid charity that I need to use T3 to help my body function. Why is a product that is so cheap to make is so expensive to prescribe? People like us who suffer with this horrible disease that will never be cured will end up buying T3 from online pharmacies if nothing get done. There are thousands of people writing to Healthwatch all over the country and the health minister and nobody is being heard. Do not take the T3 off prescriptions you health people are killing Hypothyroidism sufferers slowly. T4 doesn't work without T3. As my doctor told me when I was first diagnosed " if I don't take my medication I will die slowly". My father went into a hypothyroidism coma and died because his medication wasn't enough that was 11 years ago. Please listen to the people about T3. Do not take it off prescriptions we need it. HWL - sent into SWCCG - response received and sent to the patient
All CCGs x 1 1 x General Comment	General Comment 1. Case 3472 (31-10-2017) Providers: Lincolnshire County Council Safeguarding policy clearly clarifies roles and responsibilities when a victim raises concerns. Complaints have failed to respond. As the victim of safeguarding violations and endemic systemic professional failures compounded by organisation saying not my remit is viewed as patronising. This is further compounded by our remit is protect the professional from criminal charges. Safeguarding violations have resulted in a life changing disability. HWL - tried to get further information, however the patient was not forthcoming with this information.
Out of Area x 1 1 x General Comment	General Comment 1. Case 3360 (16-10-2017) Providers: Peterborough City Hospital Peterborough City Hospital A&E The doctors were thorough and understanding, I thought they looked overworked. There is not enough staff for the number of patients.