



## Healthwatch Lincolnshire

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# Healthwatch Lincolnshire Patient Experiences November 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 30 November 2017.

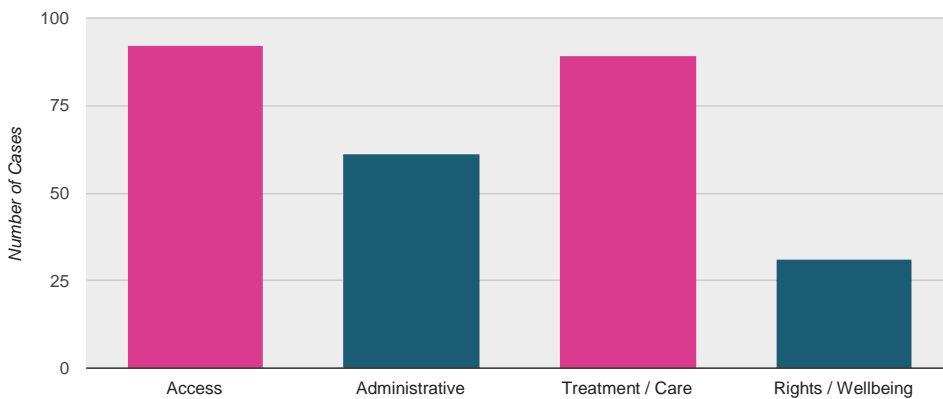
During this period we received a total number of 364 experiences, 107 of these have been posted directly to our feedback centre (to read comments regarding individual providers please visit [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk) and select relevant provider details).

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

## Statistics

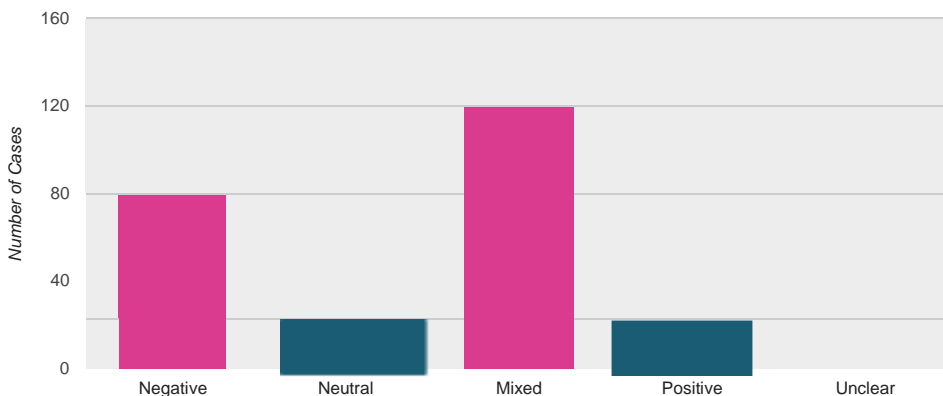
Total cases: 257

### Theme Areas



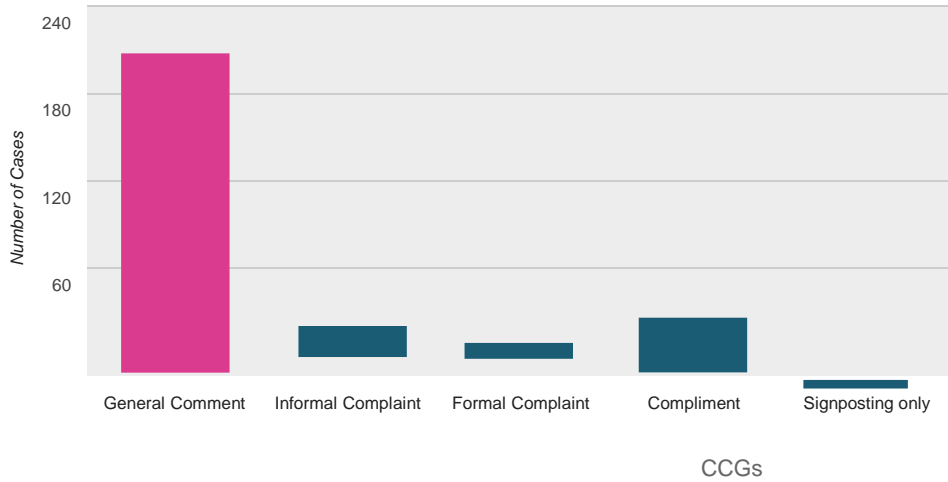
Theme Areas	Cases
Access	92
Administrative	61
Treatment / Care	89
Rights / Wellbeing	31

### Sentiments

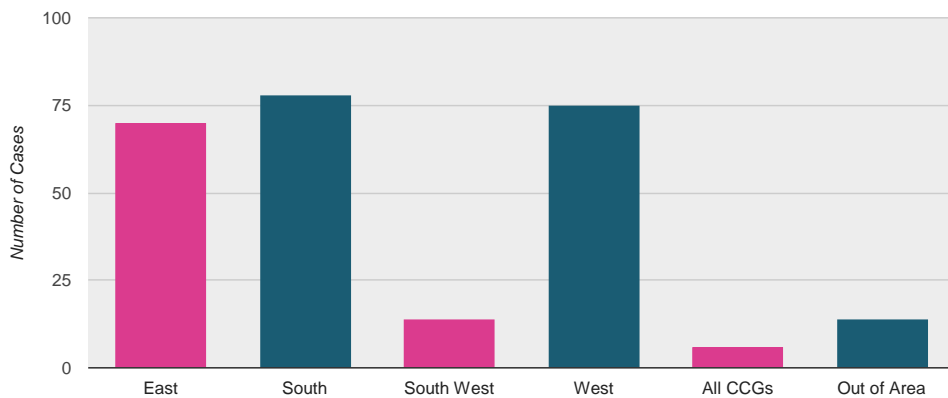


Sentiments	Cases
Negative	76
Neutral	34
Mixed	120
Positive	27
Unclear	0

## Case Types



Case Types	Cases
General Comment	219
Informal Complaint	6
Formal Complaint	1
Compliment	28
Signposting only	3



CCGs	Cases
East	70
South	78
South West	14
West	75
All CCGs	6
Out of Area	14

## Cases

### Community Health Services (LCHS)

CCG Area	Case Details
East x 15 9 x General Comment 6 x Compliment	<p><b>General Comment</b></p> <p>1. Case 3533 (16-11-2017)                      Providers: Boston Health Clinic                      Boston Clinic - Diabetes Service                      Sugar levels have been high for a very long time, but the GP, Practice Nurse at Surgery as well as Diabetic Nurse have not been able to reduce them. The knock on effect on my general health has been difficult and it is a worry not knowing why my sugars do not come down. One of the side effects are constant headaches / noise sensitivity and this can affect how I feel on a day to day basis. I would like to get my sugars lower so that I can feel better and have more energy.                      no patient details given</p> <p>2. Case 3582 (21-11-2017)                      Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital                      Louth Urgent Care Centre                      Used Urgent care centre the other day, long drawn out process. They haven't passed the appointment through properly for the fracture clinic. Patient has taken time off work for the fracture clinic to find they have not been booked in, however they are going to try and fit the patient in. When in Urgent care centre it took a long time for x-rays to be sorted. Patient felt it was a better service when a full A&amp;E, now it have been downgraded feels it is not as good.</p>

3. Case 3674 (28-11-2017)

Providers: Louth County Hospital  
Louth County Hospital - Outpatient Department

Didn't like the specialist last time, didn't listen to patient, did not complain. Last time was not a good experience because of specialist. This time seeing someone else, still waiting for follow up from first specialist.

4. Case 3704 (29-11-2017)

Providers: Louth County Hospital  
Louth Hospital

Have broken my wrist on holiday. The hospital there x-rayed and put in plaster. Told me to get appointment and x-ray when came home and there would be time to fix it.

Therefore, went to Louth A+E 2 weeks later for the x-ray. When we got here they refused to do an x-ray. This was mid-October. Instead they have made me an appointment for the end of October. Told me I needed to see an Orthopedic Surgeon. We didn't realise it mattered to act sooner and didn't know we didn't need to see surgeon 1st. When the consultant looked at the x-rays, they said it was too late to do anything the break was set in wrong place. If had x-rayed when I first went they would have been able to reset it - put it right. Now I need to have an operation.

Consultant was at Boston and was not happy with Louth and non x-ray. Everything hinged on doing the x-ray 1st time whilst in Louth A+E. Not going to complain about either, these things happen. NHS is too stretched.

5. Case 3705 (29-11-2017)

Providers: Louth County Hospital  
Louth County Hospital - ENT

Had fantastic treatment until today. Normally get batteries here for hearing aid, today cannot get them. Had to beg to get plastic tube changed on hearing aid. Been coming for 18 years and 1st time had a complaint. Rules have changed about batteries. Concerned may have to collect from Grimsby which would be a no. If come here to see consultant, I feel I should be able to get everything connected with it here also.

ENT consultant has explained everything about the new system and has also provided with a new pack of batteries for hearing aid.

6. Case 3708 (29-11-2017)

Providers: Louth County Hospital  
Louth County Hospital - A+E

Last week used A+E. Wait was alright, around 2 hours. Prefer Louth A+E to Grimsby Hospital. More friendly here at Louth Hospital. Generally NHS - not enough resources. Very kind and loaned me a gown as I lost clothes so could cover up when left the hospital.

7. Case 3713 (29-11-2017)

Providers: Louth County Hospital  
Louth County Hospital - Urgent Care Unit

Used a week ago today. They were great. Quite busy. Took a long time to be seen - in and out in about 3 hours. Once seen, processed quickly. The staff were lovely and kind. Was comfortable and clean, but very cold. Seating was near opening / closing door.

8. Case 3714 (29-11-2017)

Providers: Louth County Hospital  
Louth County Hospital - A+E

Used last Friday. Gave one diagnosis at appointment on Friday. Then phoned Sunday to say something different. Said needed knee brace but don't have any at Louth. So at Fracture Clinic today for more advice. Put on bandage instead at A+E.

We now have the knee brace following today's appointment. All fitted and check up again in 4 weeks.

9. Case 3715 (29-11-2017)

Providers: Louth County Hospital  
Louth County Hospital - ENT

I nearly always have to wait 30 - 4- minutes over my appointment time. Something really needs doing.

Compliment

1. Case 3706 (29-11-2017)  
Providers: Louth County Hospital  
Louth County Hospital - A+E  
Went about 4 weeks ago. Brilliant. Quick and easy. Staff are friendly and helpful.
2. Case 3707 (29-11-2017)  
Providers: Louth County Hospital  
Louth County Hospital - A+E  
Staff were brilliant - helpful and kind. Specific about what was wrong. Gave advice, explained care and patient made decision. Board indicated 4 hours wait, but it was around 3 hours. Were triaged earlier. Waiting time was after assessment.
3. Case 3710 (29-11-2017)  
Providers: Louth County Hospital  
Louth County Hospital - A+E  
Last week, they were brilliant. The Doctor and sister were very thorough and explained things well. Very good. Student Nurse also good. Got follow up appointment organised for today.
4. Case 3711 (29-11-2017)  
Providers: Louth County Hospital  
Louth County Hospital - A+E  
Came to A+E last week. Fairly quick - quicker than usual. Saw a Doctor, everything explained thoroughly.
5. Case 3712 (29-11-2017)  
Providers: Louth County Hospital  
Louth County Hospital - ENT  
Hospital is lovely. So interactive with you. Staff are lovely and treat you with a lot of care. Anything personal - handled very delicately. I would rate this hospital highly for anyone to come and have treatment here. Very thorough and very experienced. Always left feeling satisfied or reassured.
6. Case 3632 (23-11-2017)  
Providers: Skegness Hospital  
Orthopedic  
Knee replacement surgery at Boston Pilgrim Hospital March 2017. Recuperation delayed because of onset of Myasthenia Gravis. In Boston hospital for 3 weeks because of this. Patient care excellent. The appointment at Skegness Hospital was a follow up with more than satisfactory results. Most pleased that the follow up was held locally rather than a longer journey to Boston Pilgrim.

South x 1

1 x General Comment

**General Comment**

1. Case 3643 (23-11-2017)  
Providers: New Johnson Hospital  
When sending out appointments to the elderly with Dementia and Alzheimer's a copy of appointments should be sent to the next of kin or power of attorney.  
I've done a 300 mile trip for an appointment in the end of October, which had been altered. Text alert would have saved time, money and confusion. I must say the staff were excellent and helpful.

West x 6

6 x General Comment

**General Comment**

1. Case 3627 (23-11-2017)  
Providers: John Coupland Hospital  
Reception  
On Monday 6th November I took a friend to the hospital for her appointment, when we got to the reception to book in we were informed that it had been cancelled, and every one had a letter. My friend said that she has not had a letter. The receptionist in a loud voice said that everyone had been informed of the cancellation that was why nobody was there. I said that if she had sent a letter we wouldn't of been there. She replied everybody has been sent a letter that is why nobody is here.  
HWL - on behalf of patients, we regularly receive feedback to tell us patients are the last to receive communications when appointments have been cancelled or altered. It appears problems previously highlighted with administration of appointments is continuing. HWL is keen to know what work is happening to improve this ongoing situation.

2. Case 3655 (27-11-2017)

Providers: John Coupland Hospital

Broke my leg earlier in the year. When I was sent home from JCH, there has been no follow up. I have been left with lots of implements at home. But not seen consultant again - not sure if I have to have follow up after leg break. After being in hospital I came into Hawthorn Surgery (6 weeks after being in JCH). The surgery had no records about it so they asked to have the ones I had to update the system. After the break I was left with one leg shorter than the other one. I was referred to Lincoln County Hospital to have insert put in my shoe. Not keen to go to Lincoln Hospital as I need to book transport and it takes all day. I can get to Scunthorpe Hospital by driving myself. But I wouldn't drive in Lincoln where I don't know. Usually when appointment has finished the transport has been sent elsewhere. I might ask for transfer to Scunthorpe Hospital.

3. Case 3659 (27-11-2017)

Providers: Walk-In Centre, West CCG

I do believe the public vote was to retain the walk in centre, not delay its closure. Yet again the people have been ignored.

4. Case 3660 (27-11-2017)

Providers: Walk-In Centre, West CCG

Dreadful that the walk in centre is closing - should be kept. Used a lot for children when younger. It is an in-between service before going to the hospital. Big loss.

It is not a good idea to close it. Heard on TV that it was closing despite feedback from the consultation. Don't see how cam create more appointments. The GPs are already good and can't cope. Will be pushing GP into doing more hours. The walk in centre is a good alternative service and useful. Saves pressure on A+E will create more pressure and we need to take pressure of A+E for those who use it and who really need it.

5. Case 3672 (28-11-2017)

Providers: Walk-In Centre, West CCG

Very disappointed to see walk in centre is to close, used many times for family members. See more pressure in A+E and on GP surgeries. On paper saving £900,000 but will increase demand elsewhere and false economy in long run.

6. Case 3673 (28-11-2017)

Providers: Walk-In Centre, West CCG

It is appalling that the walk in centre is shutting down. Maybe should close it in the week when other services are open and have the walk in centre at the weekend. Been good for me sometimes and not others. It is great to have somewhere to be able to walk into. The one in Nottingham is wonderful and offers much more.

Out of Area x 4

4 x General Comment

General Comment

1. Case 3702 (29-11-2017)

Providers: Peterborough City Hospital

Peterborough City Hospital - Oncology

Generally a good hospital - polite, friendly, professional care.

Waiting can be frustrating, but it is easy to see how busy departments can be.

What is stressful is car parking and the entrance and exit to the hospital. Only one main road in and out.

2. Case 3652 (27-11-2017)

Providers: Scunthorpe Hospital

I have made a complaint and have received a response. The surgeon was really good. The problems were regarding the anaesthetist. 20 mins before op was told I shouldn't have been cleared for a laparoscopy and would be major open surgery. I was given too much morphine. I had a bent cannula - causing pain. Nurse didn't change it when they should have done. When I was discharged I was told I had dissolving stitched and I didn't need to go back. I thought I had pulled out one of the stitches so came into Hawthorn Surgery. There were 13 clips. This surgery didn't have the tools to remove the clips. They were not dissolving stitches. So rang the hospital and was told to go back straight away.

On the ward after the operation I didn't get out of bed for 2 days and was not given or offered a wash. Just so busy.

3. Case 3656 (27-11-2017)

Providers: Scunthorpe Hospital

In hospital overnight recently. Ambulance very good and A+E - all staff very busy but e client and responded to me. Happy with ward I was on for assessment. Occupational Health have followed up - very very helpful. Lady came round and recommended things for home to help me. Man came on Saturday to fit things - that was within a week of 1st visit. Brought an outside step - metal and I think will be slippery when icy - would be better with rubber on the step. Whenever I have used the NHS - I have no complaints.

4. Case 3667 (27-11-2017)

Providers: Scunthorpe Hospital

Pain Clinic

I saw a specialist last year in October (2016). He prescribed injections for a spinal condition. Which are needed every 3 months. It is over a year since I have had one. I keep ringing up. In the end I have said I will go anywhere and I have agreed to have it without a sedation. I would rather have sedation. Now going to appointment at Goole Hospital. But they couldn't hazard a guess to where and when appointment would be at Scunthorpe. So in desperation agreed to sedation. There should be more options of where you can go. When you do get in at Scunthorpe Pain Clinic treatment has been spot on and the healthcare professionals. It is just being able to get an appointment for treatment. Need more money for pain clinic. You see the specialist and they recommend things that you can't access. It is the same for me as for others. My friend is now household - given up trying to get an appointment, I want to try and keep going.

## Primary Care Services

CCG Area	Case Details
<p>East x 29</p> <p>23 x General Comment</p> <p>6 x Compliment</p>	<p><b>General Comment</b></p> <p>1. Case 3489 (08-11-2017)</p> <p>Providers: Beacon Medical Practice</p> <p>Spouse saw Practice Nurse, who referred the patient to Market Rasen practice for a small procedure on face. Patient had an appointment made but on arrival was told they could not do the procedure as it was on the face however Manby Surgery do it. Market Rasen rang Beacon surgery and informed them. A week or so later a letter arrived informing the patient to go to Marisco, patient went there for the appointment, left waiting in the waiting area for over 1/2 hour then they came and spoke to the patient as the surgeon had retired and they didn't know when another one would be available. Patient went back to Beacon who informed them to ring the National Helpline which they did, but they couldn't help the patient get an appointment, so was sent back to their GP. Patient didn't really want to make a complaint but it was suggested they do as protocol was not followed. Patient is fully aware of the stresses that the services are under and believes they are doing what they can. Patient has had a lot of wasted time and travelling from place to place and no further forward.</p> <ul style="list-style-type: none"><li>▪ No patient details</li></ul> <p>2. Case 3687 (28-11-2017)</p> <p>Providers: Beacon Medical Practice</p> <p>Everyone seems to have the mindset that we can't recruit GPs. Jobs need to be marketed properly. GPs fit their life around their jobs - it used to be the other way around. GPs are very good, but they pass through. Employment needs to be flexible and use Doctors who will come in. Keep experience in the service and also get newly qualified into surgeries. I have just moved and joined Beacon Practice. I had to go into GP to get referral for existing complaint. I had a 2 hour wait. I felt the Nurse Practitioner could have done the same thing. There were 2 GPs on duty. Surgery was running 2 hours late, awful. There were people waiting who had children. We were in a corridor - no ventilation and in close proximity to one another. The mum with the child couldn't do anything, child was bored, so helped to entertain them, no facilities for children, was 7 years old and wait was so long for them.</p> <p>When I moved here I didn't get the preliminary checkup. But had the medical now recently after speaking to NHS England. I asked for my results - I like to keep active. I was told they do not give them out in case patients look them up on the Internet. I think this is bad. I like to be able to show them to new Doctors I see. Also scans I've had have gone direct to GP - no link to the patient. I like to be able to make my own decisions about my health. I need to go to Beacon because I can't get into the other practice. I have spoken to the Commissioning Group. Beacon have a monopoly - there are 3 surgeries, but 2 are only satellites. Not real practices. You can't get an appointment unless you make a fuss and not everyone can.</p> <p>Retention of GPs seems to be a problem. Need to appeal to people practicing in the towns. GP practices in Skegness were affected by the closure of Wainfleet Surgery - more pressure.</p>

3. Case 3592 (22-11-2017)

Providers: Boots Opticians (Boston)

Whole experience was very good. My appointment was booked via the phone (website didn't accept the booking) - appointment arranged at a convenient time. Checkup was prompted by a letter received a few days earlier + enclosed was a voucher for a free eye check. Waited a few minutes whilst first machines were still in use – staff member went through my history and checked details etc. Had tests done and called in to the optician. New modern and up to date equipment used. Thorough exam completed with full medical history checked again. Further questions taken / answered. Change in prescription as eyes had improved. Photos revealed some concern over one of the optic nerves - to be recalled in 12 months rather than 24 months. To attend sooner if any concerns / issues raised. Consultation was approximately 30 - 40 minutes in total. Glasses (new) discussed, but no suitable ones could be found. Prescription given so I can look for other outlets to purchase.

4. Case 3614 (22-11-2017)

Providers: Boots Pharmacy

Skegness

Boot's prescription service doesn't deliver medicine or tell you when things are out of stock.

5. Case 3594 (22-11-2017)

Providers: Boots Pharmacy (Boston)

Boot's Chemist Boston

Patient has a repeat prescription and this is on a monthly repeat through Stuart House in Blister packs and Insulin. Patient has meds delivered as they are not always feeling well enough to collect them. Usually Boots ring to remind patient of the date/day/time that they will be delivered. Last prescription was delivered on in November 2017 which they had not phoned patient about and they were not at home when delivery should have been. The person left a note that asks the patient to phone to make alternative arrangements but did not have a number on it. When patient did get through by getting the number they were told that they do not phone beforehand to confirm date/day/time approx. For patient this is important as they are fully aware that they have memory loss and should not be expected to have to wait in all day for meds.

6. Case 3730 (30-11-2017)

Providers: East CCG

What can be done about the dire GP situation in the Skegness area? In the Skegness area there are only two GP practices. One is on the outskirts of Skegness and has had to take the patients from Wainfleet due to the closure of the only surgery there.

The Beacon Medical Practice is my main concern, being registered with them as it was my only choice, the other practice having closed their list.

Beacon have three branches based in Skegness, Ingoldmells and Chapel St Leonards. These branches appear to work in synergy, the idea being that appointments can be made at any surgery. However the appointment system is unsatisfactory to the extent that it cannot work for the patients. If one logs in to the practice web-site there are rarely any appointments and if there are some they cover all three surgeries which is not practical for situations where a patient with limited mobility for example, from Chapel St Leonards has to travel to Skegness.

My suggestion would be that the three branches should each serve their own areas. Skegness for the residents there, Ingoldmells for Ingoldmells and surrounding villages and Chapel St Leonards for its own residents. This would not prevent doctors from any of the three surgeries working at the others, but the patients would stay in their own surgery area, which would be more convenient for them.

If a patient telephones for an appointment the call goes through to the Skegness surgery. I called about noon recently hoping to make an appointment for the future and was told that the appointments are only released in the morning and that they are mainly cancellations. Also that they go early. I was prepared to book an appointment some time in advance but they say they do not have the facility for this and only work on the few that trickle through daily.

I would like to know why it is not possible to run a proper diary. It should also be possible for a patient to either telephone or call in person to their own surgery which should have its own appointment system. I can see the thinking behind a centralised system but it is not working for the patients. For example if a patient is working they will be commuting in the morning and once at work may not get an opportunity to make a telephone call until lunchtime ...when there will be no appointments left. Also patients have to organise their lives in advance and there is no provision for this under the existing system.

There is no provision from what I can see for acute conditions or conditions that may be serious. It is no good waiting for months to see a doctor if someone has a chest infection that could develop into pneumonia. They could die if left untreated. Likewise a patient that discovers a lump that is cancerous may die through lack of attention, whereas prompt action could lead to successful treatment. What happens if there is a sick child? Children can sink very rapidly if left untreated.

There is no system in place that I can see for home visits and none for telephone consultations.

I have never experienced anything like this during my whole lifetime.

If the practice cannot cope through lack of doctors they should close their lists immediately. I think that lack of competition has a lot to do with this. It is ridiculous that one practice, Beacon, has the monopoly over such a large area.

However, my belief is that it may be the administrators who are at fault. I had to make an appointment just to get a regular vital prescription when I moved to the area, even though the details were on my medical notes. It was very stressful wondering if I would ever get the prescription. The doctor was very nice indeed and surprised that I'd had so much trouble. I wondered why it was necessary to use up one of the rare appointments. A solution might be for all new patients to have an initial appointment with a nurse when they register. This would free the GP and verify the patient's situation. The nurse could then refer the patient to a GP if necessary.

I feel that there is nowhere to turn for patients in this area. I would happily pay for an NHS GP appointment. There is no way round the NHS system because all areas within it are linked. Yes I could get a private consultant and there are private GP's available albeit in London but then there is no way to link following treatment and particularly the necessary medical records outside the NHS.

I am writing to raise awareness and hopefully get something done about the situation in this area because surely this serious situation cannot continue. There is an ageing population here, many children and all those in between. However there seems to be no accessible health care for any of them. My belief is that the situation has arisen and continued to worsen, due to lack of intervention and monitoring.

7. Case 3624 (23-11-2017)

Providers: Hawthorn Medical Practice

Our main problem in Wainfleet is that we are still without a surgery (since January this year). It is increasingly difficult to obtain an appointment with the Hawthorn Practice. We had to wait a month earlier this year. When one gets to see a Doctor they either talk to their computer screens or mumble using poor communication. Plus suggest drugs which are not necessary and not always guided on the right direction for treatment.



8. Case 3685 (28-11-2017)

Providers: Hawthorn Medical Practice

The problem with the Doctors is the amount of time you have to ring to make an appointment. I have rang once took me 102 calls before I got through and never got an appointment.

Also some of the Doctors never have the time of day for you they want you straight in and out.

My Dad was not well, we took him knowing he had a heart condition instead of giving him a full check over they gave him indigestion tablets and the following day he died aged 46 so I think they need to be doing more detailed checks.

9. Case 3607 (22-11-2017)

Providers: Holbeach Medical Centre

Call from elderly patient today registered at Holbeach Medical Practice, says ringing when elderly at 8am for an appointment isn't practical as the elderly tend to get up later and when you phone you can't get through.

Hasn't had to make an appointment with a GP always the nurse which has not been a problem, but getting a GP appointment would result in a delay.

If you want an afternoon appointment you have to have to queue up at the practice to get one, in the winter or bad weather this isn't always possible for elderly patients

10. Case 3716 (29-11-2017)

Providers: James Street Family Practice

Mostly see the Nurse rather than a Doctor. Waited 6 months to see a Doctor and then diagnosed with diabetes. So now starting more tests. If you have a problem. Nurse can't treat you, feel demand to see a Doctor. Now seen a Doctor and finding out if I am type 1 or 2 diabetes. Nurse says try this, try that.

We are told the practice is merging with Kidgate and hope there will be more Doctors and will be able to get in quicker - starts April 2018. Usual wait in waiting room is about 1/2 hour.

11. Case 3493 (09-11-2017)

Providers: Kirton Medical Centre

Patient had blood tests taken at Kirton Medical Centre received a call from the surgery nearly a week later to say they would need to take blood tests again, it became apparent that the first tests had been lost/mislaid. It was left to the receptionist to give the patient the test results which is not always satisfactory.

12. Case 3636 (23-11-2017)

Providers: Marisco Medical Practice

November 'Wait and See Clinic' 8am to 11:30am

On average people waited approximately 45 minutes to be seen within this clinic.

PPG advertise that they will be in the surgery on a Tuesday, Wednesday and Thursday mornings from 9am to 12 noon. A coffee morning on a Thursday - not there on the morning of 2nd November and when I asked at reception, the staff member said that they had not been coming in to do the coffee morning for a number of weeks. No signage or messages put up to inform patients.

They have an information centre with no HWL on display (even though a number have been dropped o" at the surgery) lots of PALS ones on display. The receptionist informed me that the PPG is responsible for putting out the leaflets and information that is displayed. 11 were left for the attention of the PPG with reception.

CAB advertise that they will be there on a Thursday morning, but no one was there. Mo messages or signage up to let patients know they would not be there.

A patient called in to see a member of staff about allowing a family member to have access to their medical records. Patient had been told that they had to come into the surgery and speak to the staff in person. The member of staff spoke with them in the public waiting area - where everyone would be able to hear their conversation - no move was made to talk to them in a private area (confidentiality). Patient's family member had called the surgery and was told to arrange for patient to go to the surgery, they have been sent a letter to attend the surgery.

13. Case 3579 (21-11-2017)

Providers: Newmarket Medical Practice

Find it very difficult to see a doctor. If you ring and ask for a doctors appointment they will say 'so you are refusing to see a nurse'? No but i need to see the doctor. Reception don't seem keen on you seeing a GP, it's their use of language and attitude when you ask that is the problem. A relative saw a consultant and they are still waiting for review of medication letter from the hospital to the surgery. On requesting the surgery chase it up, was informed that patient had to do this themselves. Practice is merging with Coningsby and another village practice. Patient would prefer it if the practice didn't get bigger. Seems village practices are under threat. It will mean we see lots of different doctors, rather than getting continuity. There has been a recent bigger turnover of doctors at Newmarket.

14. Case 3498 (09-11-2017)

Providers: NHS England

Patient looking for dental provision in the Louth area. Options were looked into however very little in this area on NHS Choices

Options given to the patient

15. Case 3634 (23-11-2017)

Providers: NHS England

My wife and I have just moved to Coningsby and we are unable to find any NHS Dental Practices taking on new patients. We are nearly due a checkup.

Options given

16. Case 3644 (23-11-2017)

Providers: NHS England

Needed emergency Dental care. Phoned CDS who suggested he contact Tulip Dentist. Patient phoned but they are not taking in NHS and would have to wait till November in any event. Suggested to try CDS again and get an assessment and see if they refer to urgent care.

Options given

17. Case 3658 (27-11-2017)

Providers: NHS England

I have today received notification from Linettes Opticians that the local CCG, who are in charge of the commissioning NHS services, have decided that they will no longer fund an NHS Low Vision Service in Lincolnshire. This is an important service for the visually impaired and it helps people lead independent lives. Small hand-held magnifiers are essential and not everyone can afford the cost of these items. While this might incur a relatively low cost to the NHS, it will make a huge saving on the cost of using social care in order to live safely.

This equates to a false economy if you compare the cost of the Low Vision Service to the potential cost of expensive eye treatment that could be avoided when the visually-impaired are under the care of a Low Vision Centre.

What will be next to go? Will there be a charge if a patient has to use hospital crutches, or will we be paying to use a hospital toilet? Where is it all going to end?

18. Case 3593 (22-11-2017)

Providers: Stuart House Surgery

Patient attended Pilgrim Hospital late October 2017 to see the Neurologist. This appointment had been rearranged from the original date as they were on holiday but had phoned to cancel the first one and rearranged date / time. Since that appointment 2 family members and patient have on at least 3 occasions been contacted by phone via p/manager asking why patient has DNA'd their appointment? We all told caller on 3 occasions on the phone that patient had attended and was told they would be seen in 12 months as epilepsy is currently stable. This has unsettled patient as they were doubting themselves (especially with memory loss).

Why did the practice feel that it was necessary to ring 2 family members when we had given them the info? and then phone patient as well even when they had spoken to us? One thing, at least they are chasing up! But the hospital is misinforming the GP practice.

19. Case 3504 (09-11-2017)

Providers: Tasburgh Lodge

Receptionist asked a patient (who had a white stick) to sign their prescription. Patient found this quite embarrassing

HWL - are staff members trained in Disability rights?

20. Case 3505 (09-11-2017)

Providers: Tasburgh Lodge

Receptionist on front desk, phoned a patient, used their name and then proceeded to tell them what the Doctor wanted to speak to them about, anyone listening in the waiting area then knew the patients' medical business.

**HWL - this is a clear breach of patient confidentiality and suggests possible lack of respect towards patient**

21. Case 3506 (09-11-2017)

Providers: Tasburgh Lodge

There is insufficient seating for patients in the waiting area, many of these people are elderly.

22. Case 3686 (28-11-2017)

Providers: The Old Leake Medical Centre

Recently changed system for making appointments. Rang two days trying to get a non-urgent appointment. Rang on 3rd day and got an appointment at 10:10am. Hassle getting appointment - ring 8:30 each day. Not updated patients about changes to booking system. GP told me to book appointment with another GP - went to reception - couldn't book because practice manager was on holiday and not released dates. Had to keep ringing. Also when non-urgent get same day when not necessary. At one time used to have an appointment book for the year and could put appointment in ahead.

23. Case 3500 (09-11-2017)

Providers: The Spilsby Surgery

At least a 3 week wait to see a doctor in Spilsby Surgery. There is nothing wrong with the NHS it's just the fact that it cannot cope with the large number of patients it has to see.

### Compliment

1. Case 3494 (09-11-2017)

Providers: Boston Dental Centre (Mrs L Amini + Mrs M Tivosoli), NHS England

Boston Dental Practice

Patient commented they found the service very good. Very polite and dentists always on time for the appointments which is always appreciated. Premises always clean

2. Case 3596 (22-11-2017)

Providers: Specsavers (Boston)

Staff members were very helpful and supportive. Brought my new prescription Re change in Eyes and discussed options if frames. Had particular design in mind / colour etc. With wearing varifocals only some designs are suitable. However, the staff member listened to my requests and helped me source the glasses / sunglasses for my new prescription. Glasses chosen and checked that my prescription would fit the new glasses. Will be ready in about 7-10 days. All options for cost were given, applying discounts etc and included the 2 for 1 option. Staff were very pleasant and helpful.

3. Case 3717 (29-11-2017)

Providers: The Surgery Market Rasen

Get on fantastic. Service is amazing. Convenience of triage service is good. Call on a morning, Doctor calls back. Sometimes prescribes on phone. Good as I am working. If need to be seen, seen on the day. Staff are really friendly. Really amazing service - great team.

4. Case 3599 (22-11-2017)

Providers: The Surgery Stickney

Very good because of prompt appointment system and service.

Patients were asked whether they would recommend the surgery in a survey and Stickney came top.

5. Case 3639 (23-11-2017)

Providers: The Surgery Stickney

Recently I received a copy of a family members autopsy report from the Coroner's office. It was a difficult read for me (personal) as well as full of medical terminology that I did not understand at first. Spending time decoding the medical terminology I had a picture in my head of what I thought might have happened and wanted to speak with someone with medical knowledge to ensure that I had understood it correctly.

I rang on the Friday afternoon and explained to the receptionist my dilemma who asked the advice of a GP at the practice. He spoke with me on the phone and expressed that he was very happy to give me an appointment to go through its contents with me. An appointment was made for a few day's time. On the day of the appointment I was with the GP for approximately 45 minutes - I had not seen him before at the practice but he was extremely helpful and allowed me to ask questions and he gave me in his medical experience and knowledge a better understanding of what had happened. He was extremely professional, listened to my questions, spoke to me so that I understood and answered my questions fully. He was very supportive and offered me some things to think about in regard to my own wellbeing etc. I did feel guilty about taking up so much of his time but I felt at peace with the facts as presented and I came away with a clearer understanding of those area that I had asked about. He could not give me a 100% answer to one very important question but helped me to better understand the situation as it was reported but not helped.

I was very impressed with the whole experience and how I was dealt with and will be writing to the practice to thank the GP in person for his support at a very difficult time and dealing with my grief.

6. Case 3618 (22-11-2017)

Providers: The Surgery Sutterton

Get on very well - they are very good. Keep on time which is good. Pharmacy is always right. Building lots of houses - not sure if will then be able to get into GPs. School is full

South x 71

- 71 x General Comment

General Comment

1. Case 3477 (08-11-2017)

Providers: Beechfield Medical Centre

Patient tried to make an appointment by going into the surgery, patient had noticed a swelling on getting up in the morning. Unable to see a GP or Nurse unless waiting for about 2 hours, unfortunately the patient was on their way to work so could not stay. Called back a few days later and waited to see a Nurse. Patient was sent to get tests, all clear so further physiotherapy and a referral was made for the patient to podiatry. Inserts were suggested for shoes and at a later date a scan and x-ray were requested. Patient still not sure what is the problem with ankle and feels a lot of NHS resources has been wasted with no result. Although everyone was nice and helpful, patient is no further forward in the months it has taken for tests.

2. Case 3519 (15-11-2017)

Providers: Hereward Medical Centre

I felt it was a take it or leave it attitude, and that any queries or worries I had about the medication were not taken on board. I was told it was entirely my decision whether to take said tablets and she was not worried if I did or did not. I was told if I want to talk about knowing I had a slightly raised BP and therefore running a risk of stroke or heart attack that was up to me. She did not read my notes otherwise she would have known about my severe lactose intolerance when I queried tablets contained it. She just looked at me and said 'you eat cake don't you?' To which I replied no, only if I make it myself with non-dairy ingredients. When I walked out of that room I could have cried and that is the reason I am going to see if I can chance to see another dedicated Doctor. This is something you do when you're old - give you a specific Doctor.

3. Case 3664 (27-11-2017)

Providers: Marisco Medical Practice

Experiences of Marisco not good. All patients asked to stand outside to queue for appointment. Ask Marisco, why patients are made to stand outside. Taken over 14 weeks to get referral, GPs are currently banned from making referrals, why is this? Who to complain to? Transport issue, rude and ignorant (Hospital Transport)

4. Case 3699 (29-11-2017)

Providers: NHS 111 Service, NHS England

111 Service

Patient is being informed to go to register with Smile Orthodontics in Spalding for NHS Dental provision due to the closure of 1A Dental practice by staff within 111 service.

**HWL - asks can this be rectified please to ensure 111 staff are fully aware of where to signpost patients when they call the service.**

5. Case 3497 (09-11-2017)

Providers: NHS England

1A dental

Patient looking for dental provision for themselves and young child.

**HWL - gave options to the patient**

6. Case 3501 (09-11-2017)

Providers: NHS England

1A dental closure

Patient received a letter from NHS England around the closure of 1A dental practice, patient experiencing difficulties finding an NHS dentist, left their names on several dental waiting lists but no-one can offer an appointment for some time. Patient also asked 'What is happening at the Johnson Hospital site around getting a dentist in situ'?

**Gave patient alternative options, but further afield**

7. Case 3522 (15-11-2017)

Providers: NHS England

1A Dental Closure

Patient has made contact with numerous practices, none taking on NHS patients at present. Required assistance to access dental provision

**Options given**

**2x Boston**

**1x Kings Lynn**

8. Case 3523 (15-11-2017)

Providers: NHS England

1A dental Closure

Patient previously a patient at 1A Dental Practice. Requesting NHS dental provision.

**HWL - could only provide 1 option as nothing showing on NHS Choices, getting more and more difficult to give patients choice.**

9. Case 3525 (15-11-2017)

Providers: NHS England

1A Dental

After dental practice closure, patient had hoped to join the new practice opening in Spalding but did not know how to register.

**HWL - provide the patient with one choice as no other dentists showing as taking on NHS patients on NHS Choices.**

10. Case 3534 (16-11-2017)

Providers: NHS England

Following recent letters we've had regarding the closure 1A Dental Practice at Johnson Community Hospital and the suggestions to search online for dentists taking on NHS patients, we can advise we have tried this and have found the online data to be incorrect. The following practice (High Locks Dental Practice - Deeping St. James) do not know why they are listed as they don't have an NHS contact. Perhaps the site can be checked and updated and the dental practice removed as its false info.

Also desperate to find a practice for our 11 year old son.

**Options Given**

11. Case 3535 (16-11-2017)  
Providers: NHS England  
Patient requiring urgent dental service.  
**HWL provided information**
12. Case 3536 (16-11-2017)  
Providers: NHS England  
Patient needed Dentist  
**Given numbers for 2 practices in Boston and 1 practice in Spalding**
13. Case 3537 (16-11-2017)  
Providers: NHS England  
1A Dental Closure  
Child and 2 adults looking for dental cover in the Spalding area. Finds it difficult to take child out of school so prefers local. Unfortunately no options for Spalding, or within 10 miles radius
14. Case 3540 (17-11-2017)  
Providers: NHS England  
I feel compelled to write to you to express my concern over of the lack of service in the Dentistry field for the area of Spalding. Since the closure of the A1 dental practice at the Johnson Hospital, and the news now that no one is able to take over the care of A1' s patients, the health of its clients will, and has suffered. For my own dental health and that of my family i contacted PALS as instructed to request another dentist who was taking on NHS patients. I was given 2 numbers of places to try, One which wasn't taking on any new NHS patients and the other number given was for a specialist orthodontic practice! So i had to research further afield myself and contact numerous practices from Boston to Wisbech to Kings Lynn. I have fortunately found a practice in Kings Lynn that will take us on, but due to the high volume of patients needing care, we will have to wait till April to be initially seen, bearing in mind i registered with them in August! I also have to bear in mind the fact i will have to travel much further now to access Dental treatment for myself and family. I think that it is appalling that the void of the A1 practice hasn't been filled sooner and that no correct information is been passed down as to how we are supposed to access dental care now. Most know the damaging effects that leaving routine or urgent dental treatment can have on the body as a whole, it's not just about a nice smile. I hope that this situation can be resolved so that it takes the pressure o" other practices in the surrounding areas that are full to capacity and struggling to cope.
15. Case 3541 (17-11-2017)  
Providers: NHS England  
I'm frustrated that I've been on a waiting list for a dentist since May and I've still not seen one. I also have a child. I moved from Lincoln where I received excellent dentistry. It makes me sad that this seems to be an ongoing issue for this area.
16. Case 3542 (17-11-2017)  
Providers: NHS England  
I work as a receptionist in a NHS orthodontist I have people ring all day looking for a dentist ... it's awful that I can't send them anywhere for help. The situation in spalding is a joke !  
Also all Lincoln orthodontics have closed their books so we are getting all Lincoln and surrounding areas referrals some that are 16 plus years old ... we have a 2 year waiting list but this will be far longer very soon !
17. Case 3543 (17-11-2017)  
Providers: NHS England  
My wife and I are without a dentist and need to be allocated one both for routine checkups, descaling and emergencies. These people need to act without delay
18. Case 3544 (17-11-2017)  
Providers: NHS England  
1A dental practice have closed their doors to NHS patients leaving us with no dentist and 2 children aged 12 & 10 needing braces. We have full exemption certificate & cannot afford to go private.  
Please tell me where I can go?

19. Case 3545 (17-11-2017)

Providers: NHS England

I did go to Johnson's hospital for nhs dental care but was sent two letters saying the service will no longer be there. It is an outrage. I can't find any other dentist in the area to go on an nhs list and now I'm dreading the thought of when I have a tooth ache and need a dentist quick. It is just not good enough to close an entire dental surgery and have nowhere to send its patients! What is going to be done about this? I pay my taxes and an nhs dental service needs to be provided not scrapped. Are we all expected to go private to get a filling now???

20. Case 3546 (17-11-2017)

Providers: NHS England

I'm desperate for a dentist so is my partner. Both of us have been in pain for nearly a year because we cannot find a dentist in our area that takes adult nhs. I have my children in at Long Sutton but once they turn 17/18 they won't have one either.

No good ringing nhs direct as they give you a number to call that is constantly engaged or if you get through you are told to call again the next day. Please please someone must be able to help us

21. Case 3547 (17-11-2017)

Providers: NHS England

We are in desperate need for NHS dentists in our area. Yesterday xx/11/2017 my partner encountered an eruption and crack on his teeth, losing 1/2 of his tooth causing him agonising pain. Straight away I phoned Johnson's emergency dentist but couldn't get through, I then tried 111 where they gave me a couple of numbers to try but most of which were not in our area. As me and my partner don't have any means of transport & was too late to catch the bus, we couldn't get to any of these places. So my partner had to call in sick at work and lay awake all night rolling around in pain. First thing in the morning I phoned all the dentists in the area I could find the only appointment I could get was for tomorrow morning so that wasn't any good and went on to phone 111 again by this time my partner had already started to notice signs of swelling in and around the gums. As I'm not a dentist I am not aware of how severe this case is and I doubt without being seen too neither would a dentist. The lady on the phone continued to ask my partner questions in which he replied and with great struggle may I add to which she told him not to eat anything too hot or too cold and be careful with liquids. My poor boy is in too much pain to even think about eating. She gave us more numbers to call, ones out of area again and the Johnsons I tried again to which she said they can only see to him on a Tuesday or Saturday. We then phoned back the private dentist for an early appointment tomorrow morning which will cost from £65. FROM! This is the price you have to pay when you go private. We do not have that kind of money just lying around so I will have to take the money out of my business just so my partner can get the care he needs but not until tomorrow morning. He has now got to go and do a night shift at work without any sleep holding his face because he couldn't receive the right care when he needed it. Unable to drink any energy drink or coffee may I add! I'm disgusted and this needs to be changed. I guarantee there has been plenty more people who have had to suffer with this. We are all paying out taxes but why aren't we receiving the care we need!

22. Case 3548 (17-11-2017)

Providers: NHS England

Disgusted that the NHS A1 dentist surgery at Johnston hospital has closed and there seems to have been no effort to replace them.

The shortage of dentists in the Spalding area is very apparent. As a pensioner, the last thing I want to be doing is travelling 20 or 30 miles to find a NHS dentist that 'may' take me on their list.

I ask myself, why have I paid for the NHS all my life, when I now cannot find a NHS dentist in my area. I would have thought that dental health was important as gum disease can lead to more serious health problems.

It's about time the NHS got their act together to find a suitable replacement for the A1 Dental surgery.

23. Case 3549 (17-11-2017)

Providers: NHS England

Hello, I would like to know why there's no NHS dentists in Spalding and why it's so hard to get an emergency appointment? I had a filling fall out in September. My dentist closed at Johnson's so phoned 111 like the letter said. Only to be told to phone Oasis. Oasis told me I'd have to register and wait a few weeks. My appointment isn't until the end of November which means waiting 3 months to have it filled in. I can't afford private dentist care. Also the nearest dentist is a 30 minute drive roughly to get there. This means having to take over 2 hours off work just for a check-up. I'm getting very worried as not confident at the dentists and also anxious to get the filling sorted as don't want to have painful treatment or worse lose my tooth as I fear that it might be decaying in the meantime.

24. Case 3550 (17-11-2017)

Providers: NHS England

We need more nhs dentists in Spalding. Been told the nearest place taking on is Oakham. That's impossible when you don't drive and have 2 young children.

25. Case 3551 (17-11-2017)

Providers: NHS England

We needs more NHS dentists in Spalding and surrounding areas

26. Case 3552 (17-11-2017)

Providers: NHS England

I am extremely disappointed in the NHS dentist availability in Spalding and surrounding villages. I like to keep regular attendance to the dentist as best practice however in the last 10 years. I have had dentists in Boston, Peterborough, Grantham, Holbeach, Spalding. All of which have changed dentists between visits so very rarely seen the same dentist from one appointment to the next! As such, my daughter, who is terrified of dentists, takes a lot of encouragement to even in the chair with a new dentist, let alone do checks, this is an ongoing problem that I thought was solved by 1a dental, we actually had the same lady 3 times and managed to get checks done as my daughter felt comfortable with her. We are now in the predicament that we have no dentist assigned and it seems the money spent on orthodontist work will be wasted as we cannot find anyone to do check-up regularly with. I work full time and am appalled that it has come to this! Where is the priority! Please sort this as soon as possible it's awful!! We need more dentistry's and permanent ones!

27. Case 3553 (17-11-2017)

Providers: NHS England

Having been a patient of the NHS dentist at the Johnson Hospital in Spalding (now closed), I'm finding it impossible to find a replacement. Travelling 30 miles to another dentist is not only considerably impractical it is also time consuming and costly. The situation is disgusting.

28. Case 3554 (17-11-2017)

Providers: NHS England

Is there anything that you could do to get a NHS dentist in Spalding? We were promised one recently but they told me they could not get the conditions they wanted so backed out at the last minute. This is really disappointing as there is a desperate need for NHS dentists here. I am an OAP. I have paid NI all my life from age 15 to 60 but I am now being denied the service I paid for. I cannot afford to pay twice the price for the same treatment at a private dentist, that is scandalous. I am sorry to take this attitude but I feel very annoyed about this. The longer this situation is allowed to continue the worse our teeth will get and the more appointments and more drastic treatment we will need. Not to mention the discomfort suffered meanwhile. We are seeing hundreds more homes being built so hundreds more families will be moving in but no provision is being made for the residents who are already here. The same applies to the surrounding area, Holbeach is the same. Yes, we have plenty of private dentists but those of us born and bred in this part of Lincolnshire have always had local jobs with local wages. Incomers from more affluent areas have the spare cash to pay private so don't see the problem. Surely something could be done to alleviate this serious issue? Because of the numbers of us in this desperate situation and it will be first come first served we need lots of dentists here, but qualified ones who know what they are doing. The A1 practice that was at the hospital had a succession of very young inexperienced dentists and it was impossible to see the same one for long because they gained a bit of experience on us and then moved on or back where they originated from. This was not ideal. I was sent by the manager to their Peterborough practice for someone there to repair damage done by one them. The residents of Spalding, Holbeach and surrounding area deserve better than this. Sorry for the long rant but we need someone to understand the seriousness of this. It should not be happening. Please help. Thank you.

29. Case 3555 (17-11-2017)

Providers: NHS England

Hi, not sure this is the right place, but really struggling to find a NHS dentist in Spalding area. Was with 1A Dental practice, cannot find an NHS Dental practice to take me on. What are you doing about it?

30. Case 3556 (17-11-2017)

Providers: NHS England

Please can you give me more information on NHS Dentist availability in Spalding please. We seem to have been forgotten about since the one at Johnson Hospital closed.



31. Case 3557 (17-11-2017)

Providers: NHS England

When is Spalding getting a new NHS dentist (not a butcher like last time) we are in desperate need of one. It's disgusting that we don't have dental cover in Spalding, you should be ashamed

32. Case 3558 (17-11-2017)

Providers: NHS England

When will Spalding get an NHS dental practice to replace the one closed in the Johnson community hospital? I think its appalling service

33. Case 3559 (17-11-2017)

Providers: NHS England

I would like to express my sadness about losing my NHS dentist 1a dental in Spalding. I am currently under going private treatment for braces in Birmingham and I live in Spalding. I need to see my dentist regularly for checkups and cleans whilst I have my braces on but I haven't been able to obviously as it closed! All the local dentists are full including one about 100m from my house in Bourne Road. Why should I have to travel to another county to receive my NHS treatment? I work full time and always have I think I should be one of the first to be entitled to a local NHS dentist but I can't get in anywhere? I've been holding on hoping 1a are going to secure a contact with a dentist but we have been let down month after month. I am concerned my teeth are going to be damaged without access to my dentist.

Please help us.

34. Case 3560 (17-11-2017)

Providers: NHS England

Further to the article in the Spalding Guardian we would like to speak out about the NHS Dentist Fiasco.

Firstly we have been attending 1A Dental surgery since it opened for NHS dental care and were very satisfied with the service provided. However we were shocked when we found out that the surgery was closing. At this point we contacted them and were told that a letter would be sent out to all patients and that they could not give us any further information. The letter arrived after the first report in the local paper. Basically we were dumped. The letter said that the surgery was closing but gave no advice whatsoever. We then registered our interest in joining Rodericks Dental Practice which we were told was opening in December 2017. Next thing was Rodericks had withdrawn from opening a new surgery because of Government Funding.

Now we are left with no NHS dentist and as we have both paid our taxes all our lives do not feel that we should have to pay private fees for dentistry as we are both pensioners. We have tried searching for a new NHS dentist and the only ones on offer are either in Boston or Peterborough which is at least a 30 mile round trip.

We would like to know why in the current day and age when we are all supposed to look after ourselves so we do not cost the NHS excessive hospitalisation costs, that there is no provision for preventative check-ups for dentistry on the NHS. What is now going to happen is that people will wait until they are in so much pain and discomfort that the NHS will then have to step in with emergency care which will cost at least twice as much as yearly check-ups. We also notice that our local MP John Hayes has made no comment or offer of help on this ridiculous situation. We also notice that this is not only a local problem as other areas suffer the same fate so it appears that the Government have washed their hands on providing NHS dental treatment. Maybe they can all afford to pay but that is not the case for the working class.

Finally we would like to comment on the fact that when NHS practices close no help is given to provide an alternative which is all well and good if you can access a computer but for people who do not have this facility it is not so easy.

Hopefully the Government will look into this and release extra funding to provide an NHS service that we have already contributed to.

35. Case 3561 (17-11-2017)

Providers: NHS England

I am a former patient of the 1A dental practice that was based in Johnson Hospital, Spalding. Since this service has now closed down, myself and my family are without a dentist we can use. It has also been recently announced that a new dentist that was due to open nearby in December will no longer be happening. Please could you advise what is likely to happen in reinstating a dental service in the Spalding area. I find the present situation unacceptable.

36. Case 3562 (20-11-2017)

Providers: NHS England

1A Dental

Patient requested an update on 1A closure and what is being done. Has a child who is in need of dentist to follow up on orthodontic work.

37. Case 3563 (20-11-2017)

Providers: NHS England

I'm writing to you to air my views on the recent closure of the NHS Dental Practice in Spalding (Johnson Hospital). I'm part of a family of four and we think it's disgusting that the NHS is still not serving the local people with a proper NHS Dentist Practice. The nearest one I can find is over 20 miles away and 3 out of the 4 of us are no longer able to 'nip out of work' for an over 40 mile round trip. The fourth member of our family is unable to drive due to permanent health problems. I have to ask- Would you bike an over 40 mile round trip to see a Dentist?....And also, If you were an employer, would you let your employees do this long round trip?.....I think not! Let's get a proper NHS Dental Service back in Spalding.

38. Case 3564 (20-11-2017)

Providers: NHS England

1A Dental

Patient needs treatment, has been waiting for services in the Spalding area to open, now in pain and requested emergency dental contact details.

39. Case 3565 (21-11-2017)

Providers: NHS England

1A Dental Practice:

I am a 70 yr old in the Spalding area and I am unable to find an NHS dentist. I don't have the funds to pay for a private practice. I await your advice.

40. Case 3566 (21-11-2017)

Providers: NHS England

1A Dental Practice:

Hi, I would like to register my concern and dismay that there are currently no NHS dentists taking patients in Spalding. I, along with my two children, were patients at the Johnson Hospital practice until it closed this year. After much ringing around, I've finally got an appointment for us all at a practice in Boston in February. However, this is half an hour's drive away, which is bad enough, but it also means I have to take more time off work to get there and the children more time off school. It really isn't acceptable and I trust that every effort is being made to enable a new practice to open in Spalding without further delay, and with enough room to accommodate the many people currently without a dentist or without a dentist in their local area.

41. Case 3567 (21-11-2017)

Providers: NHS England

1A Dental Practice:

I don't require a reply, just to log this problem as requested in local paper article, but it won't let you submit a form without name, etc.. Dentist Spalding area. We need dentists, there aren't any seeing patients. We keep waiting for dentists. We are promised and they fall through. We have kept waiting, because we have been promised. We are not silent because we accepted the lack of dentists, we are silent because we are waiting for the promises already given, supposedly in the safe knowledge that NHS is already doing something about getting us dentists. Now we hear that our silence is being deemed as acceptance and it appears nothing is being done to sort the problem. This is ridiculous. Spalding has been given a huge housing quota by the govt., so there will soon be hundreds more families, so there needs to be more dentists to cover all those people, too. Why cannot NHS simply advertise the jobs for dentists more widely, and get the jobs filled, for goodness sake. There are now empty rooms at Johnson Hospital waiting for dentists to use them, because NHS have allowed a dentist there to end his contract and stop acting as a dentist there. We were then told another one would be in place within a few weeks, then we are told that one wasn't going to start either. And here we sit, still waiting. Weeks, months and years. Now we are told nothing was being done because people haven't asked for dentists and we must fill in this form to tell you we want dentists. This is silly. We shouldn't have to ask. NHS should be getting us dentists automatically. We are in Spalding area. We want dentists in Spalding area, not Peterborough, not Kings Lynn, not Boston, not Ely.

42. Case 3568 (21-11-2017)

Providers: NHS England

1A Dental Practice

I would like to register my concern about the lack of provision for NHS dental care in Spalding, Lincolnshire. All my life I have diligently attended twice yearly check-ups at the dentist and, as such, am lucky enough to have very good oral health. Until approximately ten years ago, these check-ups were given by an NHS dentist. Since then, I have been forced to pay for private dental care as it is impossible to find a dentist in Spalding (or even surrounding areas) willing to take on NHS patients anymore. This situation has got progressively worse and now, in my opinion, is at a critical level with many, many ordinary, hard working families (including children) now unable to access the NHS dental care to which they are entitled (unless they are willing/able to travel MUCH further afield for it).

Frankly, I think this is a disgrace and would like to know what measures are being put in to place in order to address this extremely important issue.

43. Case 3569 (21-11-2017)

Providers: NHS England

1A Dental Practice:

Please can you let me know when there will be an NHS dentist available in Spalding as I cannot find anyone? Many thanks.

44. Case 3570 (21-11-2017)

Providers: NHS England

1A Dental Practice:

I'm very disappointed and distressed to hear all what's going on with my dentist at Johnson Hospital. I need treatment, my checkup is over-due, but I need my dentist not being sent here and there. I was terrified of dentists until I went to 1A and got trust in them. This is really unacceptable with no local NHS dentist. Majority of people cannot afford private dentist. So the average person is likely affected.

45. Case 3571 (21-11-2017)

Providers: NHS England

1A Dental Practice

Me and my family were patients at 1A Dental in Spalding. We received a letter from NHS stating they had been unsuccessful at securing a dentist and we needed to contact NHS Direct to source a new practice. We have tried with no such luck, with the nearest one being 22 miles away. We then received a further letter explaining they had put a temporary provision at the Johnson's and gave a number if we needed treatment. I have since cracked a tooth and lost half my tooth; filling is keeping the tooth together and not exposing the roots but when I rang I was informed I can't use the service as it's not classed as an emergency. My teenage son is about to have retainers put on but we now don't have a dentist to give him regular checkups and maintain the hygiene of his mouth. I am absolutely disgusted that both me and my husband work and we can't get a basic service/care that is supposed to be provided by the NHS. I am constantly looking on NHS for local dentists and have rang all the practices with no luck, with only options being over 25 miles away, which is not practical when you work full time. I would like to know what we are supposed to do.

46. Case 3572 (21-11-2017)

Providers: NHS England

1A Dental Practice

Following the closure of 1A Dental Service in Spalding, we no longer have a dentist. It is clear from the NHS Choices website that there are no dentists accepting NHS patients in the town or within ten miles of where we live.

This is a dreadful state of affairs and finding a new firm to provide NHS dental services in the Johnson Community Hospital should be a high priority.

47. Case 3573 (21-11-2017)

Providers: NHS England

1A Dental Practice

I think that it is totally unacceptable that 1A Dental Surgery closed for whatever reason, without a new surgery in place to take their patients, and that the letters which have been sent have not shed any light on a new surgery opening in the near distance future and this is clear that NHS England don't seem to care about the welfare of these patients in Spalding. How hard is it to open a new surgery? We are all paying into the system but we can't get what we pay for. I'm not very happy about this. One very unhappy patient.

48. Case 3574 (21-11-2017)

Providers: NHS England

1A Dental Practice

Will we soon be having an NHS dentist in Spalding? I cannot drive and have various health problems, and my husband is in his 80's and he's disabled and so cannot drive far. I would appreciate any help and advice you can give me.

49. Case 3577 (21-11-2017)

Providers: NHS England

1A Dental Practice

We desperately need NHS dentists in Spalding. Please keep me informed of developments on this. Thank you.

50. Case 3578 (21-11-2017)

Providers: NHS England

1A Dental Practice:

NHS dentist in Spalding? I need a dentist soon but, low and behold, will have to pay for expensive private work. This will only cost more in the future as most cannot afford private dental care.

51. Case 3580 (21-11-2017)

Providers: NHS England

I currently live in Spalding, Pinchbeck, and I am 32 weeks pregnant. I have no dentist as nowhere is taking new patients. The only place I was offered was Boston and I don't drive. Last check I had done I was told I needed some work and it worries me my teeth will be worse. There are not enough NHS dentists in Spalding and anywhere for pregnant ladies to get their checks.

52. Case 3581 (21-11-2017)

Providers: NHS England

It is a disgrace that the NHS dental service at the Johnson Hospital in Spalding has not been replaced. My husband and I are now without a dentist which is a real worry. Patients have been left high and dry to find a dentist themselves. It is not acceptable patient care. Is there any way to find an NHS dentist? Is there a number to phone to go on a waitinglist?

53. Case 3583 (22-11-2017)

Providers: NHS England

1A Dental

Patient looking for NHS Dental cover as hasn't been able to locate one yet. Has tried all the local Dental practices but none are currently taking on NHS patients only Private and cannot afford this.

**HWL - provided the only one that could be found, Patient called back to say they had managed to get in and register at this practice.**

54. Case 3584 (22-11-2017)

Providers: NHS England

1A Dental - closure

I am writing to comment on the lack of NHS dental care in Spalding, Lincolnshire. I recently needed emergency dental care after an accident left me with a badly broken front tooth. This happened on a Sunday afternoon and I wasn't able to see anyone until Tuesday afternoon (and it still took almost 2 months to "temporarily fix"). I have a dentist in Boston as that's the only place that was taking on several years ago when I registered but I don't have my own transport so getting there is tricky. After this particular accident I phoned just about every dental practice in the area and not a single one was able to help me because they didn't have any NHS spaces available and I wasn't already registered with them. This is ridiculous and needs to change if they have appointments available they should be available to those who need it. Changes need to be made to the dental care in this area as people are suffering due to lack of services.

55. Case 3585 (22-11-2017)

Providers: NHS England

1A Dental - Closure

I am absolutely disgusted with the lack of NHS dentists in Spalding. I was with 1A which have now closed their doors and apparently my nearest dentist accepting NHS patients is in Leicester!!! That is a ridiculous distance to have check ups or dental work carried out. When i called 111 their advice was to keep using the emergency dental service available, which is ok in an emergency but after having work done, i now need more on going treatment and yet unable to have it due to lack of dentist! I can't afford the time nor the money to get to Leicester and believe there should be at least another NHS dentist available in Spalding for new patients.

56. Case 3586 (22-11-2017)

Providers: NHS England

1A Dental - Closure

I am very concerned and disappointed that a replacement dentist has not been found for the Johnson Hospital. Both my husband and I attended the dental practice at the Hospital and were very happy with the service. The practice was local and very convenient. Do you have any news when we might expect to have a new dentist appointed? I think it appalling that so many people are being left high and dry without a dentist. Where is the nearest practice if I or my husband were to need urgent treatment? I've looked on your web site and there doesn't appear to be one anywhere near to where we live in Gosberton. We pay for the National Health just as much as anyone else and feel very resentful that we cannot expect the same service and anyone else.

**Patient not happy with option of going to Boston for dental over, requested information on how to make a complaint - NHS England Complaints information given**

57. Case 3587 (22-11-2017)

Providers: NHS England

1A Dental - Closure

My wife and myself are left without a dentist after the closure of ours at Johnson Hospital, we are both pensioners and have looked after our teeth all our lives we feel very annoyed that we cannot find an NHS dentist now.

Surely you must do something to address this issue there must be a dentist somewhere to fill this void that's been created

58. Case 3588 (22-11-2017)

Providers: NHS England

1A Dental - Closure

I am a 69 year old who, for the first time in my life, has no dentist since the closure of A1 dental practice. This is a real worry for me and I feel let down by the NHS. If I should need an emergency appointment I would have no idea where to turn. I have been unsuccessful in my search for a new dentist in the Spalding area and my funds will not stretch to private care.

Please find the resources to open an NHS practice as soon as possible and guarantee that ex A1 patients will be given priority and accepted

59. Case 3589 (22-11-2017)

Providers: NHS England

1A Dental - Closure

further to the write up in the Spalding Guardian on 16/11/17 and the advice that Spalding patients left without an NHS dentist are asked to complain to Healthwatch, I should be obliged if you would bring my comments and formal complaint to the attention of the complaints team and in particular to Di Pegg at NHS England. We have always received first class service from A1 Dental Practice. Now, the dental section of Johnsons Hospital remains unused and reflects a total waste of taxpayers money as well as denying Spalding residents of their right to dental treatment. I have been unsuccessful in finding an alternative dental practice for my family. A letter dated 4/9/17 from NHS England stated that the A1 Dental Practice contract was due to end on 31/8/17 and that in August applications were invited to take over the running of the practice which were evaluated on 14/8/17. I would suggest that the period from 14/8/17 to 31/8/17 was totally impractical for any company to put arrangements in place and a letter dated

4/9/17 advising of the 1A closure on 31/8/17 shows complete confusion and a lack of control over the situation. A letter dated 13/10/17 from NHS England stated that urgent dental care would be provided from 14/10/17, as an interim measure, until the end of March 2018, but not for routine checks and minor dental work. I was led to believe that Rodericks would be opening a practice in Spalding with whom I had registered with. An email from Rodericks advised that they would now not be offering dental treatment. No communication has been received from NHS England since 13/10/17. I understand that it is the total (legal ?) responsibility of NHS England for commissioning NHS dental services---not just emergency treatment. NHS England state they are committed to ensuring patients have access to dental services in Spalding, as stated, I do not have access to dental services anywhere. I would also be obliged for advice and a firm commitment from NHS England as to what arrangements Di Pegg has now put in place for my family and I to have a dental check which is now due, as she has stated they are fully committed to ensuring patients have access to NHS services in Spalding.

Please pass on my contact details below to NHS England:

60. Case 3590 (22-11-2017)

Providers: NHS England

1A Dental - Closure

This surgery was showing on NHS Choices as taking NHS patients. Sadly not and, living in Gosberton, I am still without an NHS Dentist. I assume they have been mopping-up from the 1A closure in the Johnson and at Spalding.

61. Case 3591 (22-11-2017)

Providers: NHS England

1A Dental - Closure

I am looking for a dental practice near me as my previous practice has now closed to non-emergency patients. This will need to be for myself and my family members too.

62. Case 3628 (23-11-2017)

Providers: NHS England

1A Dental Closure

[Given details of nearest dentist Oakham / Kings Lynn](#)

63. Case 3629(23-11-2017)

Providers: NHS England

Hi, I was wondering if you could help me or give me some advice. I'm looking for a NHS Dentist in my area (Holbeach, Lincolnshire). I am 6 months pregnant and have been having problems (3 infections in the past 6 months) with a tooth that needs a root canal (as confirmed by a local hospital after x-ray). My current dentist will not help and I can't seem to find a Dentist who is taking on any new NHS patients, is this something you can help me with please?

[CDS number sent](#)

[Alternative options given](#)

64. Case 3638 (23-11-2017)

Providers: NHS England

Concerns raised around residents in care homes (especially those with dementia) and access to dental care. Carers have said that it is extremely difficult to get a dentist to visit the home (based in Bourne) and they are concerned for the general health of residents. Investment in oral hygiene, training and using small toothbrushes make a big difference to the resident. As a group they on a regular basis buy these toothbrushes and provide them to the home to be used. They are usually reimburse, but why do the carers have to do this in order to get basis treatment for their loved ones?

65. Case 3648 (24-11-2017)

Providers: NHS England

1A Dental - Closure

No NHS dentist in Spalding. Never thought it would come to this. 74 year old and spouse is 82, still paying tax and for the first time we are without a dentist. What are we meant to do? Trail all over the country, I know for certain I won't be able to drive to Peterborough on my own and leaving spouse on their own. Why on earth did we have a new hospital built? when i broke my wrist at 7.15pm one night, the A&E was shut. So i stayed in pain until 8am the following morning. Couldn't drive the 32 miles round trip to get to another hospital. Some would say, call an ambulance, but not me. Thought it would be needed for someone more needy. We have tried to look after our teeth. But alas, I now have one that niggles me now and then. I was told early this year that i still have a wisdom tooth in my gum under a tooth. So now getting very concerned as to the outcome. The letter we received is a laugh really. It states, urgent dental need, will be assessed by a dental nurse, urgent treatment offered an appointment within the urgent dental care sessions. This will not be a walk in service. But to call 111 or search on line for available service. Does 111 get you in to see the dental nurse? Or is this all double dutch. What a fiasco. What a mess this country is in.

66. Case 3650 (24-11-2017)

Providers: NHS England

1A Dental - Closure

As former patients of 1A Dental Services, at The Johnson Hospital, we now find ourselves without any form of NHS dentistry. Having lived all of our lives in Spalding and the local surrounding areas we find it very unacceptable. Why should we have to find a Dentist in another area when we have a perfectly good hospital with designated rooms all fully equipped and standing idle. As I suffer from Osteo Arthritis I am finding it increasingly difficult to drive great distances, which would mean my husband having to take time off work in order to take me to the dentist if we have to register with one outside of Spalding. Maybe it's time to get John Hayes on our side.

67. Case 3718 (30-11-2017)

Providers: NHS England

Patient commented that many patients are finding it very difficult to access NHS Dental cover in the South of the county. They went private in the end as they were unable to find NHS provision. Have to forfeit holidays to pay for this, but as both are elderly and only have the pension to draw on are finding it increasingly difficult to pay for. Patient wanted to know why NHS Dental is not means tested? as grand children cannot get access to NHS cover at the moment and many other children in the South of the county are unable to get dental care unless they go private. What about those parents that simply cannot afford to go private? as much as they would like to do this they simply cannot afford to pay out £50 set up fee and £30 per filling, this being the case many children in Lincolnshire do not have dental provision and parents are having to leave the child until they are in pain, only then will they get NHS care, via urgent care or hospital. Patient feels it is going back in time to the 20s / 30s where NHS cover was not given and people could not afford to pay. What is happening in Lincolnshire?

68. Case 3723 (30-11-2017)

Providers: NHS England

Dental - 1A Closure

Filling (came out) not in pain. Needs dentist cover on NHS to get sorted.

[Text info for Pump Square](#)

69. Case 3724 (30-11-2017)

Providers: NHS England

1A Dental Closure

I am emailing regarding the above closure. Both myself and my 5 year old son were patients and as we still have no idea when a new provision will be available we both may need to find a new NHS dentist. My son was due a check up in August and I am due now. I am not concerned re myself but I don't want my child to be without regular dental care. I have called a few with no luck of them taking on NHS patients. Even if I paid privately it was still a 6-8 weeks wait to register and get an appointment.

Please can you advise if a new dentist will soon be available to book appointments at Johnson, or arrange a new suitable dentist we can register with.

[Sent 2 options](#)

70. Case 3727 (30-11-2017)

Providers: NHS England

1A Dental Closure

Family have not been able to re-register with another dental practice since 1A closed as they have been unable to find one that is taking on NHS patients. Filling has now come out and needs attention as in pain. One family member suffers with Gingivitis and needs regular checkups to ensure oral hygiene is followed accordingly and isn't getting worse.

[HWL - gave CDS and urgent care contact details.](#)

71. Case 3696 (29-11-2017)

Providers: The Deepings Practice

Not easy to get an appointment but in an emergency ring before 8:00am and subject to a cancellation appointment is available.

South West x 6

- 5 x General Comment
- 1 x Signposting only

[General Comment](#)

1. Case 3668 (28-11-2017)

Providers: Church Walk Surgery

After developing a cold I developed a cough for 5 weeks - treated myself. Made appointment for nurse insisted I needed antibiotics. I know my body. She doesn't. Said I did not have an infection. Meanwhile I was given an inhaler to open airways - this did nothing. I had this plus ear ache, sore throat developed. On verge of going to A+E, when someone got and gave me some antibiotics from their Dr. I am writing to complain about this practice as I consider I suffered unnecessarily.

2. Case 3598 (22-11-2017)

Providers: Long Bennington Medical Centre

Used to be very good, but not now. Used to have own pharmacy which was good, but now patients are moving to other chemists like Lloyds. I have used telephone consultation appointment for minor things - found it helpful.

3. Case 3626 (23-11-2017)

Providers: NHS England

Sleaford dentist required

In receipt of benefits -

all members of the family are in different Dental Practices. Wife has a little pain, however called urgent care and they refused to see the patient

4. Case 3709 (29-11-2017)

Providers: Sleaford Medical Group

Get on fine usually. Busy so sometimes wait for about 30 minutes for appointment. To get Doctor appointment there is sometimes 3-4 weeks wait. Found out have diabetes - very good at explaining things. If want somewhere to go it is alright.

5. Case 3646 (23-11-2017)

Providers: St Peters Hill Surgery

Main problem is being able to get an appointment. 3-5 weeks to get an appointment with a Dr.

Wife - I haven't seen a Doctor for 2 1/2 years. Can see a nurse - very good - get good treatment.

Husband - They are struggling to recruit doctors. There is a notice in reception to make patients aware of this - that having recruitment problems. I think you would get an emergency appointment same day.

Wife - There is one Doctor I wouldn't go to. Husband says - once see Dr, get seen and treated or given pills. Wife says - I have no faith in the Doctors. I am happy with the nurse I go to see for regular appointments

Both - Receptionists are friendly, we know them and have a personal relationship which I think really helps.

Pilgrim Hospital - Out of all the hospitals I go too - they are good at Boston for chemo.

Grantham Hospital - Fine also use Haematology once very 12 weeks. Good at clinic for bone infusion and chemo.

Lincoln County Hospital - I didn't really like it there. Didn't like the staff. Just didn't feel comfortable being there.

### Signposting only

1. Case 3651 (24-11-2017)

Providers: NHS England

Dental

I have just moved into the area and my son is nonverbal autistic and was seeing a special needs dentist in Wiltshire due to his oral care and fear of dentist. how do I get this again for him I am willing to travel but his additional needs school not know of this and how to do this and the doctors advise that they don't have anything to do with this we are currently waiting for a referral to paediatricians so we can get all set up for here and information will be so helpful please

HWL - gave Community Dental Services information, also contacted NHS England if there was anything else available.

West x 28

- 20 x General Comment
- 1 x Informal Complaint
- 7 x Compliment

### General Comment

1. Case 3478 (08-11-2017)

Providers: Brant Road Surgery

Patient recently moved to the area. Has found it easy to register with GP surgery and also registered for an online account which they find very useful. Surgery looks modern and the patient had found the appointment system very easy to access, however waiting for an appointment and hoping it will be soon, unsure why patients can't make the appointments whilst you are there when the GP has asked for you to come back? Parking excellent, good staff.

2. Case 3670 (28-11-2017)

Providers: Caskgate Street Surgery

Please advise as to what is being done to resolve the poor service in Gainsborough?

The Caskgate Surgery is undermanned with too few doctors causing long waiting times to make an appointment and if one wishes to seek medical advice you wait for the nurse to telephone you back, explain to her what the problem is and then she will decide if you need to see the doctor or if you can see the nurse. I dread to think what the waiting period is if you wish to see the doctor for a routine appointment.



3. Case 3490 (09-11-2017)

Providers: City Medical Practice

I have always praised this medical centre and enjoyed as far as possible attending. Then things changed with newly arrived patients who in my opinion are unable to queue and jump in when people have been waiting. Some of the staff do not speak English which makes things difficult when trying to make an appointment.

4. Case 3486 (08-11-2017)

Providers: Cleveland Surgery

Takes 3 weeks to get an appointment with the Doctor. The drop in sessions open at 3pm, but when you get there it is full up. They turn a large number of people away. I have been turned away twice. No option on choice of GP we have to take what we have. Have closed one of the surgeries down. This one is running late when you get an appointment but the service is good when you can get in. At one time you could ring up and talk to the Practice Nurse which was good. Now they have started the drop in it is more difficult to see the Practice Nurse. There are not enough staff or big enough services for a drop in. We need more walk-in centres to take the pressure off GP surgeries. Need more of surgeries not closing down. It's all down to money.

no patient details

5. Case 3604 (22-11-2017)

Providers: Cleveland Surgery, West CCG

- Patients expressed having to wait at least 2-3 weeks to get an appointment at local GP practice.
- One person expressed the patronising attitude of one GP towards them when they asked about a course of treatment that the GP did not understand.
- Patient presented to a GP with new symptoms but dismissed and told without any further tests or eliminations being carried out that it was down to one of the many conditions that they already had. Left with no new information.
- Patients often feel that they are dismissed by the GP in local practice and have to choose which problem they will raise with the GP as they are told one appointment one condition.
- Medication reviews are not happening – many patients on same meds for a long, long time.
- When ordering repeat prescriptions, one patient reported that they were prompted that they needed a meds review and had to call the surgery. Asking the surgery for an appointment for this they would have to wait about 2 weeks and the receptionist allegedly overwrote the system and reordered her prescription, so they had some in the meantime.

6. Case 3482 (08-11-2017)

Providers: Hawthorn Surgery Scotter

Patient commented they had been waiting for 7 years for varicose vein surgery, not life threatening but feels they need it doing. Have seen a Consultant however it needed to go through prior approval and was rejected. Feel this was short sighted as now getting worse. All staff are nice.

no patient details

7. Case 3528 (15-11-2017)

Providers: Hawthorn Surgery Scotter

Everything is alright. Usually get appointments okay. Ring up early and get same day appointment. Usually just given tablets to take, don't discuss much about the treatment or decisions about care.

8. Case 3647 (23-11-2017)

Providers: Hawthorn Surgery Scotter

Love it. Live 12 miles away, but the only one that would take me in the district. Gainsborough surgeries and the one at Moulton were full. But it is well worth the drive. Pharmacy is 1st class. I order my repeats online and they are always ready on time when I come to collect them. I am concerned that the merger of Hawthorn and Kirton because of my experience before in Hucknall. Concerned for doctor / patient ratio - it went up considerably in Hucknall. Hope it won't be the same here and affect being able to get an appointment.

9. Case 3654 (27-11-2017)

Providers: Hawthorn Surgery Scotter

I have been alright and have got good treatment here. But it was not so good for my partner, they were sent home with antibiotics and steroids and was not referred for scans. They were subsequently diagnosed with cancer and had pneumonia. They went into hospital and then a hospice earlier this year. I feel I should have complained about the Gps, but I didn't. I wish I had out things to Dr, as it is still with me and I can't forget it. He had just been to GP and went home and was ill I called an ambulance which took him in to hospital with pneumonia. He should have been referred, it would have helped us to get help from cancer nurses. When he came here went out and sat in his car - felt ill and confused. The staff took his keys off him as they thought he was drunk. They said they had tried to call me, but I didn't receive a call. There is bowel cancer in my husband's family. So my child asked for a test. But they said no, fear will have to pay to get one. I don't come here very often - I try to sort myself out. The nurses are very good. The pharmacy are efficient. Last year they refused my child a flu jab - but they work in a care home, was told they should go to Boots but didn't have time. Felt they are a good bunch. Trying to give a fair view, but I am not sure why they didn't refer my partner they had large cancer mass, difficulty breathing etc. The hospice at Scunthorpe was wonderful - very good care. He couldn't come home because we have a coal fire which was smoky.

10. Case 3719 (30-11-2017)

Providers: Lindum Medical Practice

Just had a bad experience at Doctors. Didn't listen to me, so receptionist had to check things twice with the Doctor to get it right. Also happened with partner sent for x-ray for foot. But the Doctor put hip on details. Luckily they said they would take an x-ray of the foot. Takes 3 weeks to get an appointment, can't get in on the phone - problem got a lot worse. Online system hinders appointments - delayed care needed and problem got worse. Always feels grubby in the surgery. I think people may be booking appointments they don't need as easy to book online from home.

11. Case 3600 (22-11-2017)

Providers: NHS England

Genesis Dentists - Lincoln

Ok - no problems. Don't take very long with check up - not as long as used to. In and out within seconds. One of only a few to accept NHS. Not too much choice.

12. Case 3608 (22-11-2017)

Providers: NHS England

Guildhall Dentist - Lincoln

My friend needed to go from Lincoln to Gainsborough to get an NHS dentist. I was lucky to get one before closed books. Aware of people not going because cannot travel. Go every 6 months for check up. 3 months wait for fillings. Why can't they do everything at the appointment you have.

13. Case 3684 (28-11-2017)

Providers: NHS England

I can't afford to use a Dentist. I am self-employed, so I can't get help with benefits. I'd rather work than sign on. Though because I'm self-employed I can't use NHS services. I do have 2 broken teeth I'd like to get sorted.

Would appreciate signposting and advice re getting dental treatment.

**Offered Lincoln options - Cannot afford NHS prices**

**However, informed patient to go to CAB for Benefits advice.**

14. Case 3611 (22-11-2017)

Providers: specsavers (gainsborough)

Specsavers Gainsborough

Okay but not enough room for waiting room bit like a factory line. Rubbing shoulders with everyone when doing initial tests. Not very private - machines too cramped. Not enough seats for people waiting. Never get same optician, but she was friendly.

15. Case 3616 (22-11-2017)

Providers: The Branston and Heighington Family Practice

You can usually get a same day appointment. Nice people. I have had to wait 8 weeks for a physio appointment - from referral to appointment. The physio comes to the surgery.

16. Case 3675 (28-11-2017)

Providers: The Branston and Heighington Family Practice

I am here today to see Dr? because the other doctor here at Branston has taken me of some of my medication. Now I feel pain all over my body. The other Dr says I have been on the meds for long enough. Have pain now and it has affected my walking since taken o' them.

17. Case 3610 (22-11-2017)

Providers: Trent Valley Surgery

They could be far more on the ball with a lot of things

18. Case 3613 (22-11-2017)

Providers: Welton Family Health Centre

Following a routine blood test it was suspected I had diabetes the Doctor said I needed another blood test to confirm the diagnosis. The length of time between my doctors appointment, further blood test appointment and the final appointment with a very helpful nurse was in my opinion totally unacceptable. The GP was disinterested in listening to how I felt, and the fact that I felt unwell needed more attention. I would hope never to have to use that GP again. The length of time waiting for a doctors appointment seems unacceptable. Cannot fault the nurse who eventually discussed the diagnosis but the length of time between appointments was ridiculous. Patient felt dismissed by doctor.

19. Case 3496 (09-11-2017)

Providers: West CCG

West CCG

Patient asks what is being done to resolve the poor service in Gainsborough. The Caskgate Surgery is just undermanned with too few doctors causing long waiting times to make an appointment and if one wishes to seek medical advice you wait for the nurse to phone you back, explain what the problem is and then the Nurse will decide if you need to see a GP or Nurse. I dread to think what the waiting time period is if you wish to see the doctor for a routine appointment.

20. Case 3516 (14-11-2017)

Providers: West CCG

Patient taken off GP register at Caskgate Surgery. Patient feels this is due to making a complaint. However a few days before had written to the surgery saying they would be happy to stay at the surgery under a different GP. Would like to register further afield however outside of the boundary so they were refused. Patient is in need of repeat medications and has run out, surgery did not make provision prior to de-registering the patient. Patient informed HWL that they had no fixed abode and was 'sofa surfing' due to having a miscarriage, they were no longer with their partner. Needs the medications.

HWL - made contact with West CCG, who made contact with the patient.

### Informal Complaint

1. Case 3517 (14-11-2017)

Providers: Cleveland Surgery, West CCG

Early November 17, patient attended the drop in session to see Practice Nurse as couldn't manage to get a GP appointment, had tried on several occasions. Patient was seen by a final year medical student after waiting for over an hour. Was a very pleasant lady. The practice nurse entered the room a little while later. The practice nurse immediately did their best to belittle the patient in front of the student, and refused to acknowledge that the patient could not take certain medications due to other medical problems. Informing the patient that they could only deal with one problem at a time. Patient has extensive orthopaedic problems which has not been looked into. Patient was hoping to request some tests be done to eliminate options, as in constant pain. Patient was sat in a position that they could see the Nurse in the mirror, where to the patient's horror saw the Practice Nurse pulling faces behind the patients back, unaware the patient could see this. Patient pulled on top clothing items quickly that it caused further pain, patient was so upset and feels they don't want to see that nurse again.

HWL - suggested speaking to the Practice Manager. Question - Is this an acceptable way to treat patients? lack of dignity?

### Compliment

1. Case 3511 (14-11-2017)

Providers: Hawthorn Surgery Scotter

Kirton Lindsey GP Surgery

ECG machine at Kirton Lindsey practice not working so patient was sent to Hawthorn practice. Find both practices efficient and friendly, with excellent treatment and care. Happy with the arrangement between the two practices merging. Had a medical concern this week, went in to the surgery, was seen straight away, and couldn't be better.

	<p>2. Case 3514 (14-11-2017)  Providers: Kirton Lindsey Medical Practice  Kirton Lindsey Medical Practice  Excellent service provided. All staff pleasant and professional. No problems at all.</p> <p>3. Case 3515 (14-11-2017)  Providers: Kirton Lindsey Medical Practice  Kirton Lindsey Medical Practice  More than satisfied with the service</p> <p>4. Case 3617 (22-11-2017)  Providers: Nettleham Medical Practice  Get on very well there. Practice has CQC outstanding. One of only sincerity. Good Doctors - know them - personal service which I find important.</p> <p>5. Case 3480 (08-11-2017)  Providers: The Branston and Heighington Family Practice  GP very supportive for my condition and care. Patient was at a previous surgery but found they didn't refer patient for tests when symptoms indicated tests should have been asked for now has a life limiting condition.</p> <p>no patient details to follow this up</p> <p>6. Case 3609 (22-11-2017)  Providers: University Health Centre (WL005), Walk-In Centre, West CCG  They are okay - they are excellent. Open when I need them. Good service - helpful.  Sometimes use the walk in centre - on a Sunday for example. They are very good. They need to be open - shouldn't close. Very useful service at walk in centre.</p> <p>7. Case 3619 (22-11-2017)  Providers: Welton Family Health Centre  Good service because can get same day appointments. It is a very busy practice, but do see people within the day lots of people go, so must be difficult.</p>
<p>All CCGs x 1  1 x General Comment</p>	<p><b>General Comment</b></p> <p>1. Case 3662 (27-11-2017)  Providers: NHS England</p> <p>Just been checking listed dentists. Can find no record of a Healthwatch check on the Dental Practice at 17, the Avenue Lincoln. Practice premises look to be deteriorating and only one dentist now working where there used to be 2 or 3 dentists, Reception / nurse cover also appear to be less. I am wanting to transfer elsewhere - but there is a shortage of dentists in Lincoln. Might be useful to ask what is going on??</p> <p>I have now managed to transfer to another practice – where I have been told that I need 5 or more fillings and possible removal of a root. In July while on holiday I got emergency treatment at Cambridge Access Centre – for a tooth that had to be extracted. I think this would have been avoidable if previous dentist had picked up the problem on one of my regular visits -- but he uses only a visual check !! The last filling he did fell out repeatedly -- this may be one of the 5 identified as needing attention / missing. The premises are getting shabby -- and staff seem to have been cut.</p> <p>Reminders no longer go out -- or maybe I have phoned in when I knew check was due. But I suspect that a replacement filling was regarded as a full check and a reset of the time clock -- with the probability that problems elsewhere in the mouth get over-looked.</p> <p>Lincolnshire has had a poor level of dental care and a shortage of dentists -- a wake-up call is needed in this case -- perhaps he is just coasting to retirement and extra time on the golf course!!</p>

Acute Services (ULHT)

CCG Area	Case Details
<p>East x 14  12 x General Comment  2 x Compliment</p>	<p><b>General Comment</b></p>

1. Case 3503 (09-11-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

Cancer patient requires a breast lumpectomy, has been informed the surgeon will fit a compression bra after the procedure is completed and this will cost the patient £20

**HWL - sent to query to LCH - are charges usual for cancer patients?**

2. Case 3491 (09-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient saw orthopaedic Consultant in Sept. Patient in constant pain and experiencing frequent falls. Consultant did not examine the area concerned. Suggestion was to wear a support and as they are not available on the NHS to go to the local Boots Pharmacy. Patient phoned the Doctors surgery 3 times over a period of time as Consultant stated they would be sending a letter to them with recommendations. GP surgery stated they had not received a letter to date. Patient frustrated as finding it increasingly difficult to walk unaided.

**HWL - made contact with the GP surgery who still had not received the letter, then contacted the secretary of the Consultant who stated it had been sent electronically but would out a paper copy in the post to the surgery.**

3. Case 3518 (15-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital - Ward 5a

Disabled Gent was admitted to A&E late July early August time this year. was sent to ward 5a. Seen by a Dr who refused to treat the patient and wanted to discharge him that night. Patient was admitted with severe stomach problems and in some considerable pain. Patient would not leave so was kept in overnight then discharged the following day.

Patient admitted he has alcohol problems, but had not had a drink for over a week. A couple of days later had 2 seizure episodes, where the last one was outside of Lincoln Hospital, patient was admitted for 6 days where he underwent tests and detox. Patient feels if he had been kept in and treated as Dr would not treat, should the patient have had detox he feels he would not have had the seizures which has impacted on his wellbeing. There was no explanation from the Doctor as to why he would not treat and cannot let it go.

**HWL - with patient consent made contact with PALS**

4. Case 3539 (16-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital Boston

I felt pushed out quickly to go home on 3rd day after hip replacement surgery and when I asked for a porter to take me to the front entrance in a wheel chair (could not carry my bag) was told no porters it was my problem.

I was sent home with a pair of new crutches after 3 weeks can manage with a walking stick - when I call and ask for them to be picked up was told no, they were mine to keep as it was / is not cost effective. I find this a disgraceful waste of resources and money the NHS doesn't have. I will ask at Pilgrim if they want them otherwise store them in my garage. I am most grateful to have had treatment and intend to make the most of it.

5. Case 3595 (22-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient had been referred to the diabetic team at Pilgrim from the care for the elderly team because of high sugar readings over a long period of time. All other conditions are stable and concerns over their diabetes not being controlled. Nurse / Doctor were very clear with patient and ensured that they were made aware of all decisions / choices / given full options. A change in how patient was going to be treated included: raising insulin to 84 units x2 per day, using a pen to stimulate their pancreas and being monitored by the specialist diabetic nurse at the hospital. Patient given an opportunity to have a demo of the new pen, side effects (if any explained) follow up monitored and what would be sent to her GP. Patient will also be referred to a dietician to support them with diet and this will be monitored by the nurse. Patient mentioned memory loss and they will follow the procedure of sending letters after appointments / phone calls etc. to support them, They also have both mine / sisters numbers as well.

6. Case 3625 (23-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

I am the daughter of an elderly patient who spent 41 days in Pilgrim Hospital. The treatment and care they received on wards 3 and then 4 weeks on 7a was excellent. At times my parent was very ill after chemotherapy and could not speak. All staff treat them with absolute dignity and respect and kept me informed about treatment at all times. From Professor R, doctors, nurses, carers and tea ladies were so kind.

7. Case 3631 (23-11-2017)

Providers: Pilgrim Hospital

Patient used to see a Doctor at Pilgrim Hospital, but he has left and no one has replaced him. He has a broken cap on his tooth.

**Given him the number for Peterborough and Boston Dental Care**

8. Case 3633 (23-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital - Orthopaedic Department

All the nurses were very good especially a nurse in the theatre she held my hand because I was nervous and my blood pressure was too high. I did appreciate this very much. The operation was for having a bunion off on my left foot and I came last week to have the bandage off and stitches out early November. I thought it looked good and lovely and flat and am now walking with a little limp but that will go in about 9 weeks. Very pleased with the treatment.

9. Case 3649 (24-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient had appendix out last year, 3 ambulances later after being discharged. Was in hospital that same night the 3rd ambulance took me straight in, I was taken to theatre, whilst going down appendix ruptured and had gangrene. Was very poorly but staff on ward and the doctors treated me very well.

10. Case 3663 (27-11-2017)

Providers: Pilgrim Hospital

I went for a fitting at the orthotics clinic. All was fine. It took a matter of seconds with instructions. Why couldn't they have just post posted them out to me to save me a trip, with written instructions. Whilst the hospital visit itself was less than 15 minutes including parking it took almost 2 hours to travel there and back. This would also save a clinician's time.

11. Case 3691 (29-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital - Cancer Unit

Patient was very happy with the treatment received at Pilgrim Hospital. Just an observation, waiting times could be up to one hour before being called into your appointment.

12. Case 3703 (29-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Broke hip last November 2016. Had an operation to fit 2 pins/rod. This came apart and damaged the ball joint. Operated on again in February 2017. This left one leg shorter than the other. Now have difficulty walking and have to use a walker.

The surgeon for the 2nd operation was very good.

### Compliment

1. Case 3492 (09-11-2017)

Providers: Pilgrim Hospital

Cancer Services - Pilgrim Hospital

Group members of the support group report on having a good service from the Breast Cancer Unit and the follow up services at the hospital

2. Case 3688 (28-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital - Gastroenterology

Very good consultant

## South x 3

- 1 x General Comment
- 2 x Informal Complaint

## General Comment

### 1. Case 3725 (30-11-2017)

Providers: Pilgrim Hospital  
Pilgrim Hospital

Some concerns have about the lack of Communication within certain areas of the Pilgrim Hospital. Elderly relative had a fall and was taken into Pilgrim. Family member packed their prescription forms, unopened bottle of eye drops and his nomad box. Made sure the paramedics knew what had been done. The casualty doctor phoned to tell family that relative was being kept in and being transferred to AMU. I mentioned the fact that relative was due a Prostag injection the next morning and that had included medication forms and eye drops in his case. When spouse and family member went in no one had checked what medication they needed. They denied all knowledge of the Prostag and had not given him the eye drops for his glaucoma. I was told that they would have to order the Prostag as it was not available in the hospital. I gave them the prescription sheets to add to his records. When phoned to find out how patient was and was told that they were being moved to 6B. When we went in they appeared much better, sitting in a chair and taking an interest. They were able to hold a conversation. I checked with the nursing staff and they had no record of a request for the Prostag. Patient had received no medication apart from the antibiotic drip and they hadn't even put the eye drops in. I checked that the prescription forms were on his record and gave them the bottle of eye drops which had included. I was reassured by the nurse that drops would be put in and that the Prostag would be ordered and given. The next day went into see patient, I was told he was nil by mouth as they could not swallow. There was still no Prostag but they had put the eye drops in, my parent died that night.

While I do not wish to infer that the lack of communication, in any way, contributed to my parent's death, I do wish to highlight that if you have a procedure in place all should be aware of it and adhere to it. If there is no such procedure in place for passing on patient details as they move around the hospital there should be.

On a more positive note I would like to thank the staff on 6B for their kindness to myself and my family. Those members of staff did take on board information which gave them about patients medication and acted on it. The information about my parent was handled with sensitivity.

HWL - Escalated a copy to ULHT- JN

## Informal Complaint

### 1. Case 3510 (13-11-2017)

Providers: Peterborough and Stamford Hospital  
Stamford Hospital.

Patient who is extremely upset with some elements within Stamford Hospital and as I understand it the patient has already spoken with PALS, yesterday and the answer they received, was 'I can't change what people do' which was an unsatisfactory response for the patient. This patient suffers with back problems - fused together a number of years ago which healed wrong, parts of the spine now has a metal rod?, contracted MRSA and damaged a lot of nerves and muscles (widespread), has fibromyalgia and is bed and house bound. Due to the nature of their medical needs, only goes to appointments which are absolutely necessary. Has to lie down in the car to get there and once there is unable to sit. Patient also suffers with seizures due to pain induced and stress induced situations. Used to go to Addenbrookes but with their complicated medical needs requested to go closer to home for Pain Management etc. The problem has arisen as an appointment was sent to the patient for the beginning of November – thinking it was for a Consultation with either a Consultant or a clinical Physiologist or a specialist Nurse. On arriving there it seems that it was a meeting with about 50 people there (many walked out), the patient was asked to take a seat but they couldn't sit. Patient was not informed it was a meeting and felt patronised. Has since had conversations that there will be another Education Session (Meeting) that will last for 2 hours and if they do not attend then they will be taken off the pathway and no treatment will be given. This patient feels they are being blackmailed and cannot physically go to an 'education session' for 2 hours. Many people were at the last one for things like headaches, this patient has complicated medical needs and is getting extremely anxious that as they cannot do this session they will not get treatment.

HWL - made contact with Stamford Hospital with patient consent, escalated to Formal Complaint with patient consent.

	<p>2. Case 3475 (07-11-2017)</p> <p>Providers: Peterborough City Hospital Peterborough Hospital A&amp;E</p> <p>Elderly parent sent into A&amp;E suffering chest and back pain. Was seen in about 3.5 hours after spouse asked for a nurse to see them. Eventually moved to a ward had tests and kept in overnight. Patient discharged in a lot of pain and no advice on how to manage it. Family felt parents care was not up to standards and the staff were dismissive and uncompassionate. Parent normally fit and active only goes to A&amp;E as a last resort, felt dismissed and not listened to. Parent needed help to go to the toilet, something their dignity wouldn't normally mean they would ask for help with. Spouse offered to take the patient, however understandably was informed this would not be possible as not a mixed area. They then waited an hour to get help, a nurse informed the patient to walk to the toilet themselves and they wet themselves. Patient was left to feel ashamed and dirty and loss of dignity. They simply asked for assistance and none was given.</p> <p><b>HWL - Family have raised this with PALS at the hospital and they have escalated to the Complaints department.</b></p>
<p>South West x 4</p> <p>4 x General Comment</p>	<p><b>General Comment</b></p> <p>1. Case 3597 (22-11-2017)</p> <p>Providers: Grantham + District Hospital Grantham Hospital - Heart/ Lung / Cancer</p> <p>Hospital is superb - use it a lot. Don't know what we'd do if it closed.</p> <p>A&amp;E Grantham - They have enough Dr's now, but it's not been opened after 6pm.</p> <p>There are lots of retirement homes in the area. Also lots of people who are new non-drivers. There is no bus service. Only have call connect - have to ring the day before. It's not as convenient as they make out. Have to pre-arrange and organise it, but may not fit in with your appointments getting there and back. Think health service is in general so stretched. Also know staff leaving because can't stand the waste. Admin is too top heavy. I have lived in France - you have a card with all health records on. It's also an ID card. Services can download your health info from it. You can go for MRI or screening in France and get the result there and then. Should use money from drug companies to help fund clinics. When we need to use food banks for people in this country, we need to reduce the % given to foreign aid. Look after our own first. We are falling behind and becoming like a 3rd world country here.</p> <p>2. Case 3692 (29-11-2017)</p> <p>Providers: Grantham + District Hospital Grantham + District Hospital - Rheumatology</p> <p>Sometimes, waiting times can be difficult, for example you can wait for up to an hour before being called in for your appointment. Patient felt having been on ward, the environment could have been cleaner. Patient felt the appearance of some nurses could be better. For example, uniforms looking grey, rather than white, shoes scruffy and hair untidy.</p> <p>3. Case 3693 (29-11-2017)</p> <p>Providers: Grantham + District Hospital Grantham + District Hospital - Heart</p> <p>Patient did not want to give personal details and is fed up with hospital sending texts. Understands reason but once is enough not every time they come to the clinic.</p> <p>4. Case 3729 (30-11-2017)</p> <p>Providers: Grantham + District Hospital</p> <p>Is Grantham Hospital PALS unit closed? is it manned? The Patient leaflet states the PALS Team in Grantham Hospital are located by Ward 6 on 01476 464861 is this still the case please?</p>
<p>West x 25</p> <p>23 x General Comment</p> <p>1 x Informal Complaint</p> <p>1 x Compliment</p>	<p><b>General Comment</b></p>



1. Case 3479 (08-11-2017)

Providers: Lincoln County Hospital  
Lincoln County Hospital - Digby Ward

Had a pointless operation in 2015 because I was misdiagnosed with appendicitis. Given medication that were unsuitable. GP surgery has since diagnosed correctly but only in 2017. In 2017 patient found that on the ward that they were in agony and would ring the buzzer but the nurses wouldn't come. Some of the nurse were lovely and caring. Found some of the doctors were rude and other nurses were not very caring. After having a disturbed night on one occasion a nice nurse was very kind and at handover in the morning spoke with the oncoming team and let the patient have a lie in. Found the toilets were unclean, after procedure they tried to take the hospital gown away but the patient wanted to keep it on as naked underneath and wanted to keep dignity.

No patient information

2. Case 3481 (08-11-2017)

Providers: Lincoln County Hospital

Over the last 2 years patient has had 2 types of cancer. With the first one patient felt they had a poor experience at Lincoln County Hospital, from admission to follow up care. Patient informed they had cancer by a clerical person on the ward. For the second cancer they were initially treated at Lincoln under maxilla facial but it didn't work very well, affecting eating, and speaking issues, there was limited options. So patient did some research and eventually was sent to another hospital out of area where the treatment was wonderful, patient had rehabilitation and rebuilt face.

no patient information given

3. Case 3483 (08-11-2017)

Providers: Lincoln County Hospital  
Maternity

I believe the main problem with the NHS is that there is money but no-one with a business mind to know how to spend it. There are huge problems with procurement and how the system is structured, the maternity services I have come into contacts with are excellent.

4. Case 3484 (08-11-2017)

Providers: Lincoln County Hospital  
Lincoln County Hospital - Nuclear Medicine

Waiting for a referral to see consultant, have waited 8 weeks so far, GP estimated 2-8 weeks. Patient will make contact with the department soon. Blood levels to be done often, means taking time off work to get tests done because of the condition, hopefully when seen by the Consultant it will help

No patient information given

5. Case 3488 (08-11-2017)

Providers: Lincoln County Hospital  
Lincoln County Hospital - Orthopaedic

Patient fell whilst at home. GP referred to Lincoln County Hospital where they saw a Consultant, didn't ask the patient questions or give them chance to ask the Consultant question that they had, more interested in getting through the patient list. Patient felt they had to go elsewhere as didn't feel there was a proper examination. Went to see own physiotherapist who found shoulder dislocated still which the Consultant had not picked up on. Waiting for an MRI but as yet not heard anything. No care plan in place, finding it difficult to eat or write with that hand. GP sorted care plan and sent to Louth Hospital where the staff were outstanding and couldn't do enough.

6. Case 3508 (13-11-2017)

Providers: Lincoln County Hospital  
Lincoln County Hospital - Clinic 3

Outpatient first visit patient felt things were not explained fully on how to use equipment properly. Did not see Consultant saw a technician. However had a second appointment and was called in promptly to see Consultant where all was explained.

7. Case 3509 (13-11-2017)

Providers: Lincoln County Hospital, NHS 111 Service

Patient contacted 111 due to ankle pain. Was asked a series of questions and the patient was happy to answer. Informed they would get someone to call the patient back within 60 minutes. On returning the call to the patient they asked the same questions for a second time then informed the patient to go to A&E department. Patient felt time was wasted. On arrival at A&E patient thought that an appointment had been made via 111, this was not the case and had to wait about two hours before being seen. When examined by the Doctor the patient was asked to stand, patient stumbled due to the pain. Was sent for an x-ray, on reading the results an appointment was made to see a Consultant. Patient waited another two hours to be seen. Consultant looked at the x-ray then informed the patient that they only did shoulders and recommended they be seen by a foot specialist. Patient had to go to their own GP to make a referral. Patient felt very let down.

no patient details given

8. Case 3530 (15-11-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

I was treated for a NK T-cell hefel lymphoma 10 years ago. The diagnosis followed treatment in the ENT department - bilateral FESS and septology so it was diagnosed after my 6 week post-op check.

The treatment I had was 28 fractions of radiology followed by 4 CHOP chemotherapy sessions.

The follow up checks were excellent and I was admitted (very quickly) for about 9 months after the end of chemo as my face swelled up. I was treated in hospital for a week - it maybe was celluloses but I'm not sure and my hospital stay was excellent. Altogether a good experience all round.

9. Case 3602 (22-11-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital - Colorectal

I am waiting for an operation at Lincoln County. It has been cancelled twice - once at short notice and another time I was waiting, but I was not booked in. Reason given was - there were no intensive care beds. The surgeon cancelled my operation on the day and wrote to my GP to say they were not happy to do it. The surgeon didn't say anything to me I am annoyed by that. Now sent to Nottingham - getting better treatment at Queens Medical Centre - going through lots of tests now to see if they will operate.

10. Case 3612 (22-11-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

My wishes were not listened to and forced to go home with the possibility of having a miscarriage at home which I stated I would not be able to handle physically and emotionally. Staff stated it's against their legal rights to book me in when I stated I want it ended today not next week and was sent home to suffer.

11. Case 3620 (22-11-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital

Got to A+E at 4pm via ambulance. Onto ward at 11pm. Attended to in that time. Got on okay on ward - Staff were pleasant, got good care. I was happy with the treatment I received from paramedics when discharged. Had MRI whilst in hospital and then go back for 6 months check after medication was charged wasn't spotless - still blood on floor in A+E, but felt it was clean otherwise.

12. Case 3623 (22-11-2017)

Providers: Lincoln County Hospital

Maternity Services

Have 8 day old baby. The hospital let me out before the baby was 24 hours old which I was fine with. Helpful + friendly - gave me all the info I needed. Saw cleaners on site.

13. Case 3676 (28-11-2017)

Providers: Lincoln County Hospital

Maxio-facial very long wait - about 4 hours consultant apologised. Didn't diagnose problem, but GP did, department did lots of scans but didn't diagnose sight threatening problem. Dr here did though and was referred back. Don't like to criticise too much, know they are under pressure and medicine is not an exact science.

14. Case 3677 (28-11-2017)

Providers: Lincoln County Hospital

Key Worker - Cancer care I have upset her as I complained about her. She doesn't check things - assumed I was being supported by two others so she didn't. She was helpful getting some better equipment for me to use.

15. Case 3679 (28-11-2017)

Providers: Lincoln County Hospital

Rheumatology

It was not a good service until the last time I went which was in August 2017. They have a new Doctor and she seems more business-like and thorough and tells you everything. I received a letter - although I can't make out what it means. So I have brought in for GP to explain the jargon. No timescale so not satisfied for treatment.

16. Case 3680 (28-11-2017)

Providers: Lincoln County Hospital

Baby Unit

Not a good experience at the Baby Unit, Grandson had a heart problem but it was not picked up at the time. His Mum and Dad have made a complaint which is ongoing. He was rushed blue lighted to Glenfield Hospital if he hadn't been and stayed in Lincoln would not have been good.

17. Case 3681 (28-11-2017)

Providers: Lincoln County Hospital

Eye Department

I usually see a Doctor at the eye clinic. Had 2 cataracts done now. So Doctor has transferred me to Glaucoma clinic / Doctor. But I don't like them. The staff are not friendly and are abrupt.

18. Case 3683 (28-11-2017)

Providers: Lincoln County Hospital

Oncology

The main consultant doesn't have any gumption. I had a long wait for results after my C.T Scan - 8 weeks to see consultant. Then called me and said go next day. Doesn't help when get shook up about your condition.

19. Case 3690 (29-11-2017)

Providers: Lincoln County Hospital

Lincoln County Hospital - Fracture Clinic

Told me things I already knew. Broken bones in hand nothing they can do. But if this problem gets worse come back.

20. Case 3682 (28-11-2017)

Providers: NHS England

NHS

In general I feel NHS is great. I have used it so much, but not as good as it was. They have guidelines and everything. Common sense is not allowed or experience. Staff are not supported by management. Lots of experienced people are leaving. Being replaced by younger not experienced. Hygiene and infection control is not so good. I am concerned the hospital is in measures. The Board is still in a job - no empathy. Little people get dumped on.

21. Case 3524 (15-11-2017)

Providers: Scunthorpe Hospital

Scunthorpe Hospital

Disgusting really. No help yet. No answers. Timescales for scan results is 7 weeks which I think is unacceptable. My wife has some serious symptoms - 6 weeks wait for scan 26th March - fell ill and can't walk and still waiting for diagnosis.

Hawthorn GP's are superb and recommend them to anyone.

22. Case 3526 (15-11-2017)

Providers: Scunthorpe Hospital

Scunthorpe Hospital - Colonoscopy

Phoned me last Monday. I went in in the Wednesday. All in all a good experience / service.

23. Case 3529 (15-11-2017)

Providers: Scunthorpe Hospital  
Scunthorpe Hospital - Pain Clinic

Big problem at the moment. Told could have August 2017 appointment. I rang and they said there's a waiting list. Can't say how long - maybe a few months to appointment date, long waiting list. 1 1/2 years since got last injection - affecting walking. Rang again - said it would be 2018 when I get an appointment. Got a real problem - in special measures for 2nd time only get into admin.

Tried Lincoln County Hospital - still a problem.

Considered going private - nearest one I found was Milton Keynes. £1,000 but worth it for pain in. But too far. On strong painkillers, but not doing too much to help.

**Informal Complaint**

1. Case 3678 (28-11-2017)

Providers: Lincoln County Hospital  
Cancer care

Over the last 2 years have had 2 types of cancer. For 1st one, at LCH I had a poor experience from admission to follow up and on ward. I was told I had cancer by a clinical person on the ward. For 2nd cancer, again went initially to Lincoln County. Big issue when using Maxilla facial - didn't work well. Affected eating and had speaking issues. It was because of what they are capable of - have limited options. I did my own research and went to wonderful team at Queen Elizabeth Hospital in Birmingham. They rebuilt my face and mouth. The experience there was wonderful as was the follow up. Go to Birmingham for regular checkups but about to go to Peterborough as it's nearer.

**Compliment**

1. Case 3576 (21-11-2017)

Providers: Lincoln County Hospital  
Lincoln County Hospital - Stoke Unit

Fantastic service. Consultant listens to me and helps to promote my independence

All CCGs x 3

2 x General Comment

**General Comment**

1. Case 3635 (23-11-2017)

Providers: NHS England  
'No called ID issue'

Public are told not to accept a call if there is no caller ID. The NHS often uses no caller ID. How are we supposed to know if the NHS are calling? If they have no caller ID, why not text where possible instead of calling.

2. Case 3697 (29-11-2017)

Providers: NHS England  
NHS Lincolnshire

This patient has cataracts and has been told there is a compulsory 13 week wait even if a surgeon is available which she thinks is not good because she now has had falls and her sight is bad.

Out of Area x 6

6 x General Comment

**General Comment**

1. Case 3605 (22-11-2017)  
Providers: Peterborough City Hospital  
Peterborough Hospital - Outpatients + Urology  
Urology - Get on fair - frustrating on last visit. Had to do lots of things for myself - getting things from store room as nurses are so busy. Very short staffed so signposted me to equipment in store room.  
Outpatients - Not good - asked to go for blood test at hospital rather than Dr's which is nearer. 40 miles round trip - makes two trips. Then to hospital agreed in the end to do at Dr's when questioned and asked.  
Parking - is hard. We go in car to city centre and use bus pass to travel to hospital. Staff are overworked, noticeable when there as a patient.
2. Case 3695 (29-11-2017)  
Providers: Peterborough City Hospital  
Peterborough City Hospital - Urology + Endoscopy  
On appointment for endoscopy the patient was kept waiting for more than 2 hours. There was no communication from staff as to why they were kept waiting. They had forgotten the patient.
3. Case 3700 (29-11-2017)  
Providers: Peterborough City Hospital  
Peterborough City Hospital  
Parking can be difficult and stressful - suggest park and ride would be useful.  
The wait between signing consent and having surgery was 6 months. This person feels that people should take more responsibility for their own health - education is really important with children.
4. Case 3701 (29-11-2017)  
Providers: Peterborough City Hospital  
My daughter is 15 months old - she has been vomiting since she was months old - she is losing weight - losing interest in food - looking and feeling drained. I feel the Doctors aren't taking what we are saying seriously. I feel very upset by this.
5. Case 3702 (29-11-2017)  
Providers: Peterborough City Hospital  
Peterborough City Hospital - Oncology  
Generally a good hospital - polite, friendly, professional care.  
Waiting can be frustrating, but it is easy to see how busy departments can be.  
What is stressful is car parking and the entrance and exit to the hospital. Only one main road in and out.
6. Case 3722 (30-11-2017)  
Providers: Peterborough City Hospital  
Peterborough City Hospital - Fracture + Orthopaedic Clinic  
Went to Pilgrim Hospital for right hand carpal tunnel investigation. Also went to Peterborough City Hospital for my left hand. The difference between the two hospitals was unbelievable. The person at Boston hardly spoke to me, wouldn't tell me if I had carpal tunnel and told me to book an appointment in 3 weeks' time to see my Doctor. The lady I saw at Peterborough asked me questions which I answered, she was calm and approachable, I asked a few questions, she answered them. I told her that my experience of Boston wasn't very good. It was a lovely, relaxed and informed appointment at Peterborough.

#### Mental health & Learning Disabilities (LPFT)

CCG Area	Case Details
East x 1 1 x General Comment	<b>General Comment</b>

	<p>1. Case 3606 (22-11-2017)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>LPFT</p> <p>Previously had a budget in place for 30 hours per week with Community Care Agency, however last Dec they could not support for a week over Christmas and the patient became extremely anxious and cannot access the community without support. It was reinstated after a week, but since March of this year, the patient has not had any support at all and during this period the patient was referred into MH Team 3 times. Has missed some appointments and being able to access the community, is not capable of cooking, financial areas (and has now got into some debt because no-one is helping), lives on their own and needs assistance in the home and out of the home.</p> <p>Has had an assessment in Oct with MH Team where it was deemed the patient is high risk. Had a RAS assessment in Feb 17 where needs were identified but nothing is forthcoming. The patient feels they haven't been kept informed as to why the support stopped. Psychologist stated needed Care Programme Approach and this hasn't happened. Patient not making a complaint would just like some assistance. This patient cannot access anything in the community or medical appointments without a carer and would like some support please.</p> <p><b>HWL - sent comment to LPFT - response received and relayed to the patient.</b></p>
<p>South West x 1</p> <p>1 x General Comment</p>	<p><b>General Comment</b></p> <p>1. Case 3669 (28-11-2017)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>I just would like to say how I think that having a qualified mental health worker within each primary and secondary school (open door policy for staff too) would be extremely beneficial and something that would hopefully help youngsters to access help and support at an early stage as well as help the staff, we all know teaching can be stressful. Just a thought I've had for a while, it's the most obvious place to slot mental health in.</p>
<p>West x 3</p> <p>3 x General Comment</p>	<p><b>General Comment</b></p> <p>1. Case 3640 (23-11-2017)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>I suffer both from physical and mental health issues. I find that mental health still has very long waiting lists and the treatment offered don't reflect on your condition until further appointments are made.</p> <p>2. Case 3641 (23-11-2017)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>I am a worker for P3 Housing Charity. I have one client who needs mental health support and I am struggling to get it. The client has agoraphobia and will not leave the house to attend a GP appointment. So we cannot get a referral into the Mental Health Services. I cannot refer because I am not medical.</p> <p><b>How would this person refer a client?</b></p> <p>3. Case 3653 (27-11-2017)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Spouse has mental health problems and I was coping until yesterday (xx/10/17). Spouse is verbally abusive which I cope with, but yesterday they knocked me over and I was very upset. I tried to contact our nurse by phone but they were not available. I left a message for them to call back today. I needed to talk to someone, so called my family who live away. They called the main mental health team yesterday. They told them that as my spouse had not been seen since July 2016 they needed to re-register. They did have an appointment in January 2017 - I have a copy of the letter. So I have come to the GPs now to re-register. But the GP doesn't know about my spouse. The staff at the mental health service were polite. But the fact I am having to re-register is making it very difficult. I feel I need some help. Spouse doesn't know I am at the Drs to ref them. I have some blood results to get. I won't leave any contact details because my spouse might answer the phone. I do have power of attorney but I have been into my GP appointment and feel more reassured now since seeing the GP. She has all the records and other staff can see them also if needed and understand what's happening. Have been able to re-register for mental health service. Also advised to bring my spouse in as his action may be down to a chest infection.</p> <p><b>no patient details</b></p>

## Patient Transport

CCG Area	Case Details
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- 5 x General Comment

## General Comment

### 1. Case 3666 (27-11-2017)

Providers: East Midlands Ambulance Service NHS Trust (EMAS)

East Midland Ambulance Service

In September I had a fall outside my home, it was about midnight, my spouse was unable to get me up, I am a larger person. The ambulance service was called at around midnight and despite several calls and my body temperature dropping it was 2 hours before an ambulance could get to me. The ambulance crew were outstanding but had to stay with me for over 2 hours until my body temperature approached normal, this cannot be a good use of their time. If the response was quicker this would not have been necessary. The controller repeatedly told my spouse that it was an extremely busy time, this was obviously rehearsed as he used exactly the same words in the same format each time, but the ambulance crew told us that prior to arrival they had been sitting around for 20 minutes before being dispatched to us. The crew were unhappy and so was I

### 2. Case 3649 (24-11-2017)

Providers: Pilgrim Hospital

Pilgrim Hospital

Patient had appendix out last year, 3 ambulances later after being discharged. Was in hospital that same night the 3rd ambulance took me straight in, i was taken to theatre, whilst going down appendix ruptured and had gangrene. Was very poorly but staff on ward and the doctors treated me very well.

### 3. Case 3538 (16-11-2017)

Providers: Thames Ambulance Service (TASL) , West CCG

Elderly parent had an appointment at Pilgrim hospital for a scan. Appointment was early afternoon with the expectation of a half hour appointment. Parent had an escort from the Care Home and was informed the patient would be back around 3.30pm. Unfortunately they did not return to the care home until 9pm as they had been left to wait for transport. Elderly patient with no food and the escort should have been at work so left the care home undermanned. Which has an impact on other service users.

### 4. Case 3642 (23-11-2017)

Providers: Thames Ambulance Service (TASL)

Patient experienced problems with TASL previously and requested they be sorted before spouse needs their appointment in Sheffield and self the following day. Neither patients can travel by ambulance due to discomfort that it leads to after travelling in an ambulance, leaves them with further health problems. Can only travel in a car. Also requested that the appointments arranged be confirmed. Transport had been booked for appointments and confirmed ref numbers given. However on the day of the appointment to Sheffield .transport did not turn up..... On speaking with TASL, it transpires that the driver that had been allocated the job was not in work. No arrangements could be made therefore the patient missed an extremely important medical appointment. Having impact on the hospital appointments and the patient's welfare.

HWL - made contact with TASL - who confirmed a Car would be noted for all travel arrangements. Confirmation that the appointments had been arranged and booking references given for these journeys.

First appointment for spouse - patient made contact with TASL 3 days before to ensure transport booked and it was confirmed. On the day the patient contacted TASL as transport had not arrived, TASL confirmed that it was on the way to the patient. An hour before the appointment time (in Sheffield) patient contacted HWL as no one had turned up. HWL contacted TASL who then found out that the driver that had been allocated the journey would not be in and had informed TASL previously. Patient would not be going to their much needed appointment, has an impact on the hospital appointments and patients wellbeing.

Second appointment - seems that a Car had been arranged for the outgoing journey, however an ambulance arrived to take the patient home,

All has been reported to TASL/West CCG

	<p>5. Case 3721 (30-11-2017)</p> <p>Providers: Thames Ambulance Service (TASL)</p> <p>TASL</p> <p>Patient has severe asthma, fibromyalgia, arthritis and chronic back problems and uses walking aids. The patient had TASL transport in Oct to hospital and now it seems that she is not eligible to have this for her next appointment.</p> <p>Patient has an appointment in Dec to go to Boston West Hospital. They are due to see the Pain Management consultant who has instructed the patient not to drive as he may do an injection. If the patient is not eligible what has changed in the 4 weeks? With fibromyalgia it is extremely debilitating.</p> <p><b>HWL - made contact with TASL - patient made contact to say they had now received transport and TASL did not understand why it was refused the first time the patient had called.</b></p>
<p>South West x 1</p> <p>1 x General Comment</p>	<p><b>General Comment</b></p> <p>1. Case 3694 (29-11-2017)</p> <p>Providers: Thames Ambulance Service (TASL)</p> <p>Grantham + District Hospital - Outpatients</p> <p>The TASL transport was 1 1/2 hours late which meant you missed your slot for operation had to wait all day. Not the drivers fault.</p>
<p>West x 8</p> <p>6 x General Comment</p> <p>1 x Informal Complaint</p> <p>1 x Formal Complaint</p>	<p><b>General Comment</b></p> <p>1. Case 3507 (13-11-2017)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS), NHS 111 Service</p> <p>Lincoln County Hospital A&amp;E / EMAS / 111 Service</p> <p>Patient called 999 after an accidental dose of Insulin, (a dose which could have killed the patient). Was informed by the 999 operator that it wasn't an emergency and hung up on the patient. Patient then called 111 service to explain and was advised to sleep it off. The patient felt this was unacceptable as they could have been in a coma within a couple of hours. Patient convinced 111 to send a paramedic who were lovely and very kind. Taken to A&amp;E, after a shift change and against advice from the diabetes team, patient was discharged and sent to monitor themselves and call the diabetes team for advice to avoid emergency.</p> <p><b>HWL - advised the patient to contact PALS</b></p>



2. Case 3474 (07-11-2017)

Providers: Thames Ambulance Service (TASL)

Patient has previously had TASL transport and this morning has been informed they no longer fit in the criteria. Patient has COPD, poly arthritic conditions, extensive mobility problems. Is not in receipt of any benefits. The patient needs to attend an appointment at Lincoln County Hospital for a rheumatology appointment at the hospital which is necessary to help with the multiple conditions this patient has. Needs assistance to get in the car – can only sit in the front seat, uses walking aids to get around.

Transport should have been arranged, TASL tried to make contact with the patient, however it transpires that the patient tried to go via bus, as someone had informed them that there was a bus that would take him straight to the hospital (since found out this is not the case) – struggled the 150 yards to the bus stop. When he got there he was gasping for breath and a passer-by called an ambulance, a first response driver turned up and once they got his breathing under control took them home and suggested that not try again. On patients return (and once they had got breath back and the first responder had left) they noticed there was a message on the answer machine. Tried to call the number back but all he got was music. Patient called the hospital to let them know they would not be able to attend – they are going to resend in another appointment.

I have suggested once the patient has received the appointment to let me know and I will pass this information on. I hope this patient can be given the provision they need to get to the next appointment. Next appointment has been made, transport has been booked via HWL. Will make contact with the patient after the date to see if all went to plan.

**HWL - tried to make contact with TASL via email - no answer to correspondence was given by TASL. HWL tried to call PALS for this service - no answer, also tried to call the patient transport line - no answer. As it was quite urgent, HWL made contact with West CCG and Arden Gems for this to be looked into. Unfortunately they could not get anywhere either. On HWL calling the patient after the appointment date for a follow up, did the patient inform us that they had tried to get to the appointment via a bus route however due to the nature of their medical condition a passer-by called an ambulance. Patient did not get to their appointment (which was necessary for their illness) and it is being re-booked by the hospital. As soon as it is re-booked for the patient to contact HWL. HWL – patient made contact with new appointment date and passed information onto TASL – patient now has transport booked for the new date.**

3. Case 3520 (15-11-2017)

Providers: Thames Ambulance Service (TASL)

The transition to Thames transport was handled badly. Lincolnshire has special problems because of the travel distances involved, no one took account of this. Lincolnshire is a very big county - distances and times involved are great.

4. Case 3521 (15-11-2017)

Providers: Thames Ambulance Service (TASL)

I have just been sent to Skegness Hospital to collect a patient following an appointment at one of the clinics. This patient has not been collected on time and has not arrived at the clinic yet. A taxi from Grimsby to collect the patient from home was late. The taxi is at far more expense than a volunteer driver. I have passed my comments to the Director. I am beyond exasperated with the decisions made about transport.

5. Case 3603 (22-11-2017)

Providers: Thames Ambulance Service (TASL)

- Patient has to attend the hospital 3 x per week for dialysis. Since the TASL has taken over the patient has been let down most weeks with regard to getting them to the hospital. Last week on one occasion, their transport had been cancelled, on another they cancelled the return transport and on the third visit the patient had to wait more than 5 hours after treatment to be picked up. The crew had been dispatched from Nottingham to pick up from Lincoln to return home at Gainsborough.
- Another Patient who in receipt of PIP was told that they were not entitled to hospital transport – unsure if they have a transport element to their PIP.

6. Case 3621 (22-11-2017)

Providers: Thames Ambulance Service (TASL)

Patient who previously had problems with transport (item 3474) needed to book again to go to Lincoln Hospital for fracture clinic and tests. On trying to arrange this the patient was asked numerous questions and unable to book. Patient has complex medical needs and feels exasperated with it all.

**HWL - made contact with TASL -who are going to contact the patient and get transport sorted. HWL asks - for those patients that have used transport before, and very recent, therefore medical conditions not changed. Is there a flag up system? to say this patient is eligible to save the call handler time and the patient anxiety.**

**Informal Complaint**

1. Case 3527 (15-11-2017)

Providers: Thames Ambulance Service (TASL) , West CCG

Partner goes with patient who is in a residential care home as an escort, to help out, is elderly themselves but does this to help. Transport was arranged for the resident and partner went with them to Pilgrim Hospital. Appointment was early afternoon, collected and delivered to the hospital in plenty of time. However on collection transport was not forthcoming. Elderly patient had to have a fasting blood test so had not eaten for some time. Did not get transport back to the home, the hospital had to arrange a taxi and they did not get home until 9pm that evening. Has tried to make contact with TASL to make a complaint, however no-one picks up the phone. Has tried 4 times at different times of the day and no response.

**HWL - gave both TASL & West CCG PALS information**

**Formal Complaint**

1. Case 3665 (27-11-2017)

Providers: Thames Ambulance Service (TASL)

Can you please tell me why it takes on average 20 minutes to get through on the phone when you want to either talk to them or when booking transport. I was recently in hospital at Derby Royal Hospital, I was to come home Thursday and at 9:30 all was well so the staff nurse rang she was on the phone for 20 minutes and then she gave up, she asked me to try, again it was 20 minutes when my battery went flat so the staff nurse tried again, after 30 minutes she got an answer and transport was ordered. This was at 12 noon, I got home at 10:30pm that night. Not very good.

I had a follow up appointment at Derby Hospital to have my stitches taken out and a plaster put on, this was at 2pm in October, the journey last week took 3 hours so I asked if they could let the driver know so they left enough time to get there, I rang Thames that morning to check that all was ok, they told me all was ok. Mid-morning I rang again. This time they told me that they had 2 drivers ring in sick and unfortunately one of them was my driver, so I rang Derby Hospital and explained they said not a problem as long as I got there before 3:30. So I rang Thames again and told them what the hospital had said, the girl on the phone told me they could only send an Ambulance but could not tell me what time it would come. I asked if the ambulance would be staying with me to bring me back she said no it could only do one was and there was no one to bring me home.

So I rang the hospital again and we changed the appointment till the next day at the same time. So once again I rang Thames, (remember it takes on average 20 minutes plus to get through). They booked my transport and told me there would be no problems, 1 1/2 hours later Thames rang me to tell me they could not do the journey. As you can imagine by now I was not impressed. I have to have someone with me if I travel anywhere, so I had to drag my mum with me and we had to go on the train and have taxis to and from the station. My mum is 84 years old and at present fighting bowel cancer, she was very poorly coming home because of the chugging of the train.

I had to go to Boston Hospital on Wednesday for a CT scan, my appointment was in the morning, I rang Thames first thing (very early) to be told that I had definitely been allocated as there were 2 other people in the car.

The car arrived telling me that he was sorry but all 3 of us would not get to our appointments on time. I got to my appointment late but they took me straight in at I went to the hospital transport office to tell them I was ready. Later on I went back to ask them if I would be going home only to be told there was nothing from 12:30 up till 1:30, they eventually came and took me home.

I am at present in a lot of pain and the hassle and sheer heartbreak that I have had to put up with is not acceptable. I had major surgery, people who go to the hospital do not go there for fun.

I would like this to be an official complaint.

Out of Area x 1

- 1 x General Comment

**General Comment**

1. Case 3698 (29-11-2017)

Providers: Thames Ambulance Service (TASL)

Peterborough City Hospital - Orthopaedics

Had a fall on hip that had been replaced 12 years previously and damaged it. Hospital have been monitoring it for several months and at present the person is in no pain. Hopefully on next visit will be discharged. Dissatisfied with the transport - the distance to the clinic from the main Hospital entrance - Peterborough taxi arranged by the hospital. Driver today have no help to get out of the car or get a wheelchair. There was no one around to help. Patient would like to draw attention to the transport service.

Social Care Services

CCG Area	Case Details
<p>East x 3</p> <p>2 x General Comment 1 x Signposting only</p>	<p><b>General Comment</b></p> <p>1. Case 3671 (28-11-2017) Providers: Frampton House Residential Care Home, Lincolnshire County Council - Adult Social Care I wouldn't leave any relatives in place. Very poor care.</p> <p>2. Case 3476 (07-11-2017) Providers: Lincolnshire County Council - Adult Social Care Carer raised concerns as spouse currently in respite. Feels that as the carer is registered blind they will be unable to look after spouse if they were to come home, even with home care in place, as during the night spouse felt they would be unable to assist when needed. Carer also struggles with their own mental health and is very concerned that it would be unmanageable. Feels the social worker has not explained things and there is a lack of communication. Carer has also looked at some care homes closer to home and would prefer spouse to be in one of them.</p> <p><b>HWL - made contact with Adult social care team. However on speaking with the Carer the following day, social worker was with them and carer seemed happier that things were looking up and getting resolved. HWL spoke with the social worker who confirmed that spouse would be a long term stay and not on respite.</b></p> <p><b>Signposting only</b></p> <p>1. Case 3495 (09-11-2017) Providers: East CCG Spouse finding it difficult to cope with disabled partner, never asked for help but is feeling the strain and would like some assistance.</p> <p><b>HWL - with consent, made contact with Carers First who would make contact with the spouse. HWL - gave support groups in the local area</b></p>
<p>South x 1</p> <p>1 x General Comment</p>	<p><b>General Comment</b></p> <p>1. Case 3601 (22-11-2017) Providers: Lincolnshire County Council, Lincolnshire County Council - Children Services, South CCG Patient had to travel to Peterborough for anti-natal care, aqua-natal finished in Spalding during pregnancy, breast feeding groups had to go to Long Sutton. Child is now just over 2 years old and has not had a health check - is this correct?</p> <p><b>Parent asks - I just want to question why Spalding has / had no provisions for pregnancy (other than a midwife) and young childrens health</b></p>
<p>South West x 2</p> <p>2 x General Comment</p>	<p><b>General Comment</b></p> <p>1. Case 3645 (23-11-2017) Providers: Avery Lodge Spouse came into Avery Lodge in March as I had an accident and had no other option but for them to go into care. At first they were admitted into Tanglewood in Coningsby earlier this year but we weren't happy with the care. Luckily Avery Lodge had a vacancy in March. Amazing place. I can't praise them enough, home from home as far as I am concerned. Staff are amazing. All homes should be like Avery Lodge.</p> <p>2. Case 3615 (22-11-2017) Providers: Belvoir Home Care Home Home delivery medicine I want please provide</p>

<p>West x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 3661 (27-11-2017)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>72 year old man has broken wrist and needs help at home - lives alone. Lives in Lincoln but currently in Chapel St. Leonards.</p> <p>suggested to the patient they contact Customer Services Centre - number given</p>
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## Other Services

CCG Area	Case Details
<p>East x 4</p> <p>4 x Compliment</p>	<p><b>Compliment</b></p> <p>1. Case 3531 (15-11-2017)</p> <p>Providers: Boston West Hospital</p> <p>The consultant always has time for you, makes you feel that you are the only one that he is looking after. All staff are very well informed and look after you. Go every 6 months for my check up and very happy with the service. Better than going to the hospital, easier to get to. Clinic is very busy but everyone looks after you whilst you are there.</p> <p>2. Case 3532 (15-11-2017)</p> <p>Providers: Boston West Hospital</p> <p>Clinic</p> <p>Happy with my treatment at Boston West Clinic - convenient for me to go to. Nurse is helpful most of the time - sometimes seems to be very busy and the appointment can feel a bit rushed. Generally well looked after by the staff.</p> <p>Sometimes the info is different to what GP has told me.</p> <p>3. Case 3657 (27-11-2017)</p> <p>Providers: Boston West</p> <p>Hospital</p> <p>I was extremely satisfied with my treatment at the Boston West Clinic. I also attend the Royal eye department on a regular 6 monthly basis as I have glaucoma. Everyone there from consultant, who is very friendly which is so relaxing and one feels that one is the only person they see, whereas it is a known fact that all staff are always rushed off their feet.</p> <p>4. Case 3622 (22-11-2017)</p> <p>Providers: Newmedica Community Ophthalmology Services - Grimsby</p> <p>Cataracts</p> <p>Live in Horncastle. Went to newly opened clinic in Grimsby, it was an agency that did it on behalf of the NHS. Both the nurses and doctors were from Cheltenham. They were down for a few days at the clinic. Very good - brilliant. Satisfied. Talked to me for about 15 minutes -discussion about what they were doing. Very clean - Only open for a few weeks.</p>
<p>South x 4</p> <p>1 x General Comment</p> <p>2 x Informal Complaint</p> <p>1 x Signposting only</p>	<p><b>General Comment</b></p> <p>1. Case 3637 (23-11-2017)</p> <p>Providers: Lincolnshire County Council</p> <p>When households receive their Council Tax Bill there is a sum of money per household for social care. What is this money being used for? There are no visual improvements in social care in the County so what are they doing with this money? How much is being collected? How can residents find out this information? What is the process for this to be followed up?</p> <p><b>Informal Complaint</b></p>

1. Case 3510 (13-11-2017)

Providers: Peterborough and Stamford Hospital

Stamford Hospital.

Patient who is extremely upset with some elements within Stamford Hospital and as I understand it the patient has already spoken with PALS, yesterday and the answer they received, was 'I can't change what people do' which was an unsatisfactory response for the patient. This patient suffers with back problems - fused together a number of years ago which healed wrong, parts of the spine now has a metal rod? contracted MRSA and damaged a lot of nerves and muscles (widespread), has fibromyalgia and is bed and house bound. Due to the nature of their medical needs, only goes to appointments which are absolutely necessary. Has to lie down in the car to get there and once there is unable to sit. Patient also suffers with seizures due to pain induced and stress induced situations. Used to go to Addenbrookes but with their complicated medical needs requested to go closer to home for Pain Management etc. The problem has arisen as an appointment was sent to the patient for the beginning of November – thinking it was for a Consultation with either a Consultant or a clinical Physiologist or a specialist Nurse. On arriving there it seems that it was a meeting with about 50 people there (many walked out), the patient was asked to take a seat but they couldn't sit. Patient was not informed it was a meeting and felt patronised. Has since had conversations that there will be another Education Session (Meeting) that will last for 2 hours and if they do not attend then they will be taken off the pathway and no treatment will be given. This patient feels they are being blackmailed and cannot physically go to an 'education session' for 2 hours. Many people were at the last one for things like headaches, this patient has complicated medical needs and is getting extremely anxious that as they cannot do this session they will not get treatment.

HWL - made contact with Stamford Hospital with patient consent, escalated to Formal Complaint with patient consent.

2. Case 3475 (07-11-2017)

Providers: Peterborough City Hospital

Peterborough Hospital A&E

Elderly parent sent into A&E suffering chest and back pain. Was seen in about 3.5 hours after spouse asked for a nurse to see them. Eventually moved to a ward had tests and kept in overnight. Patient discharged in a lot of pain and no advice on how to manage it. Family felt parents care was not up to standards and the staff were dismissive and uncompassionate. Parent normally fit and active only goes to A&E as a last resort, felt dismissed and not listened to. Parent needed help to go to the toilet, something their dignity wouldn't normally mean they would ask for help with. Spouse offered to take the patient, however understandably was informed this would not be possible as not a mixed area. They then waited an hour to get help, a nurse informed the patient to walk to the toilet themselves and they wet themselves. Patient was left to feel ashamed and dirty and loss of dignity. They simply asked for assistance and none was given.

HWL - Family have raised this with PALS at the hospital and they have escalated to the Complaints department.

Signposting only

1. Case 3499 (09-11-2017)

Providers: South CCG

Patient looking for private ear syringing services. GP has offered to refer the patient on NHS however, the waiting list at Johnson Hospital is far too long and they would like it done sooner.

Options given to the patient

West x 7

6 x General Comment  
1 x Compliment

General Comment

1. Case 3728 (30-11-2017)

Providers: Advance Housing & Support LTD

Housing

Parent of a 30+ relative, suffers with schizophrenia and has been under the Mental Health team previously. Relative lives in the Boston area in sheltered housing and wants to move to Newark doesn't know how to go about it. Parent had been in touch with P3 who couldn't help as family member wanted to move out of county.

2. Case 3507 (13-11-2017)

Providers: East Midlands Ambulance Service NHS Trust (EMAS), NHS 111 Service  
Lincoln County Hospital A&E / EMAS / 111 Service

Patient called 999 after an accidental dose of Insulin, (a dose which could have killed the patient). Was informed by the 999 operator that it wasn't an emergency and hung up on the patient. Patient then called 111 service to explain and was advised to sleep it off. The patient felt this was unacceptable as they could have been in a coma within a couple of hours. Patient convinced 111 to send a paramedic who were lovely and very kind. Taken to A&E, after a shift change and against advice from the diabetes team, patient was discharged and sent to monitor themselves and call the diabetes team for advice to avoid emergency.

**HWL - advised the patient to contact PALS**

3. Case 3509 (13-11-2017)

Providers: Lincoln County Hospital, NHS 111 Service

Patient contacted 111 due to ankle pain. Was asked a series of questions and the patient was happy to answer. Informed they would get someone to call the patient back within 60 minutes. On returning the call to the patient they asked the same questions for a second time then informed the patient to go to A&E department. Patient felt time was wasted. On arrival at A&E patient thought that an appointment had been made via 111, this was not the case and had to wait about two hours before being seen. When examined by the Doctor the patient was asked to stand, patient stumbled due to the pain. Was sent for an x-ray, on reading the results an appointment was made to see a Consultant. Patient waited another two hours to be seen. Consultant looked at the x-ray then informed the patient that they only did shoulders and recommended they be seen by a foot specialist. Patient had to go to their own GP to make a referral. Patient felt very let down.

**no patient details given**

4. Case 3661 (27-11-2017)

Providers: Lincolnshire County Council - Adult Social Care

72 year old man has broken wrist and needs help at home - lives alone. Lives in Lincoln but currently in Chapel St. Leonards.

**suggested to the patient they contact Customer Services Centre - number given**

5. Case 3485 (08-11-2017)

Providers: West CCG

West CCG

Gainsborough getting bigger, needs hospital services including other public services. GP services has improved. Had delay in diagnosis which resulted in delay in treatment because of limited understanding of results. Eventually needed surgery after 6 month delay.

6. Case 3487 (08-11-2017)

Providers: West CCG

NHS

Concerns that the Government running the NHS down on purpose to force people to go privately. Service generally - with number of staff who are stressed, need to get back to basics and priorities.

**Compliment**

1. Case 3575 (21-11-2017)

Providers: Diana, Princess of Wales Hospital (Grimsby)

Grimsby Orthodontic Department

Patient commented they had a fantastic consultant at the hospital. Patient knows what works for them and found that at local hospital it was; this is what we are going to do. Patient asked to be transferred to Grimsby, lives alone and likes to have their independence. The appliances being provided by Lincoln County didn't work for me.

All CCGs x 2

2 x General Comment

**General Comment**

1. Case 3630 (23-11-2017)

Providers: NHS 111 Service

NHS 111 Service

Contacted 111 late morning, regarding continuing severe pain in lower back. Asked series of questions asked if could go to out of hours. Dr said yes given a 3 o'clock appointment in Grantham same day. Seen promptly at out of hours Grantham. Given prescription for pain killers. Cannot fault system from beginning to end.

2. Case 3726 (30-11-2017)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Renal - Chest Necrolos

Renal left a year of vomiting everyday whilst on PD treatment. Went from 11 stone 2. No tests carried out to find the reason. Have 2 brain aneurysms being stunted from one hospital to another She eld , QMC, Lincoln. Have not seen a consultant for 2 years not being monitored correctly. Have COPD will not give me a spirometry due to aneurysms. Will not give contrast scan due to Kidney transplant. Just constantly changing meds that are not doing anything for me. Spinal problems this is not my third hospital to sort pain management. Not seen anyone for 2 years. Meds do not work it has taken me a year to get this appointment at Pilgrim. Avoid Doctors as do not listen.

Out of Area x 4

3 x General Comment

1 x Compliment

General Comment

1. Case 3512 (14-11-2017)

Providers: Scunthorpe Hospital

Physiotherapy department

Patient found the services ok, received exercises and follow up care.

2. Case 3513 (14-11-2017)

Providers: Scunthorpe Hospital

Cardiology

Patient requires a stent fitted. Was informed the machine was broken so patient went private which had to be paid for, due to the waiting times. Patient elderly and felt giving a bit back to the system by going privately.

3. Case 3689 (28-11-2017)

Providers: Woodthorpe Hospital Nottingham

Knee Replacement

Went to this hospital for a knee replacement. They didn't follow procedure, putting stockings on etc. After operation, I told them my leg didn't feel right. They said it was due to the epidural after severe drip. The surgeon that did the op was called, he said he had severed a nerve and didn't say sorry all the way through it. I got a blood cbt, while still in hospital telling them I didn't feel well. I was still sent home. Few days later we had to call the medical team and turned out I had an embolism. One on each lung and was transferred to coronary care. I was treated well in Coronary care for over a week. but was given someone else's eye drops and couldn't see for four days. I am still not well. My leg is painful all the time and still having treatment. Doctors have said nothing can be done for me. The Doctor is being sued at the moment but I have been left with a severe disability and lost job through it. Been having treatment at Pilgrim Hospital for the last two years since moving here, the treatment is fair.

no patient details to follow up

Compliment

1. Case 3720 (30-11-2017)

Providers: Diana, Princess of Wales Hospital (Grimsby)

Grimsby Hospital - Colonoscopy

About 3 months ago - went for a check up. Got on very well no complaints. No trouble waiting when go there or for getting an appointment. All very nice. Told me about things - I didn't need to ask any questions.