

May 2021 Patient Experience Summary

During May Healthwatch Lincolnshire received 88 patient experiences directly to our Information Signposting Officer. This is a summary of the key themes raised by patients, carers and service users during May 2021 about services in Lincolnshire.

For more details you can call 01205 820892
Email info@healthwatchlincolnshire.co.uk



Overall Sentiment

11% of all comments were **positive**

11% of all comments were **neutral**

63% of all comments were **negative**

15% of all comments were **mixed**

May 2021 - Feedback Service Themes



26%

Hospital Services
(All services)



45%

GP Services



1%

Community Health
Services



3%

COVID-19
Vaccinations/sites



8%

Outpatients



27%

Dentistry



10%

Mental Health &
Learning
Disabilities



9%

Social Care

%'s total greater than 100% as many comments we receive contain multiple service themes

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Patient Story

Both patients' stories below reflect concerns we are hearing from patients in relation to waiting times.

Case 9986 (28-05-2021)

Pilgrim Hospital

My complaint is twofold: Timescales & Level of care during telephone conversations.

Early March - Discovered blood in my stool sample (62 days for suspected cancer from this date would be to beginning of May 2021). A week later - Virtual apt to discuss endoscopy procedure

Week after this virtual appointment - Endoscopy revealed bowel cancer. CT scan done on same day to find out if it has spread. Nearly a month later - After much chasing, I was finally given a PET scan

A week later - PET scan revealed cancer had spread to stomach and liver. A few days later in April - Oncology appointment had been made for Mid May. No treatment has been organised although chemotherapy has been mentioned.

My complaint is the amount of time that it is taking and the 62 day pathway does not seem to be observed. The nurse, when questioned, said the 62 day pathway was nearly up by the time I had been referred to the oncologist. Am I therefore no longer a priority because I will take longer than 62 days? It sadly doesn't make me feel prioritised, and I feel the wait could compromise the success of my treatment when I finally receive it. By the time I see the Oncologist, it will be 11 days past the 62 day pathway target, which should be from when cancer is suspected to when treatment starts.

Also, when my spouse has phoned up to ask for more information, their first call to the cancer team was to a nurse, who mentioned words like palliative, advanced, and when spouse asked whether an operation would be considered later if I responded well to treatment, the nurse said looking at patient notes, never. There was no explanation of terminology, and it was very upsetting for my spouse, and for me as I was in earshot of the phone call. A second call by my spouse to another nurse was similarly bleak. Although they agreed that this sort of thing was traumatic, no information was offered unless it was to answer a specific question and there was no compassion. They could have been talking about a pair of shoes for sale, so business-like was their demeanour. The attitude was that the cancer had been growing for years already. I would be more patient if the cancer hadn't started to spread, but now I am concerned because it could still be spreading elsewhere faster than my care can start to stop it. The nurses in the Ecology Department were vastly different as they sounded sympathetic, caring and couldn't be more helpful.

Case 9985 (28-05-2021)

Lincolnshire South West Area Locality

Fantastic support, the GP can't do anything about massively delayed appointments though. Waiting for urgent appointments from neurology, orthopaedics and SALT. It's been 15 months since my dependant was seen. Mental Health the waiting lists are far too long 9 months wait for high priority!