

Healthwatch Lincolnshire Patient Experiences for: January 2023

We would like to remind stakeholders that our communications with you emanate from February 2013, when Sir Francis Keogh produced his review of the Mid Staffordshire Enquiry " to Robert Francis. Within this report Keogh cited a number of failings of the system and under the reforms, local Healthwatch is intended to be the local consumer voice with a key role in influencing local services. In both Winterbourne and Mid Staffs the patient voice and the voices of others within the system were not acted upon causing patient suffering and harm, as a local Healthwatch we must continue to raise and challenge the issues raised with us.

This report has been produced by Healthwatch Lincolnshire to highlight the health and care experiences shared with us for the period 1 to 31 January 2023 where 78 comments were raised.

We note that all of these issues are taken at face value and there is sometimes limited detail and context to the feedback, however where a patient or loved one has taken the time to share their views or experiences with us we feel it is important, and indeed we have a duty to share these in the best interest of the health and care system.

- The map points are coloured according to the sentiment
 - Positive - green
 - Negative - red
 - Mixed - orange
 - Neutral - blue
 - Unclear - grey

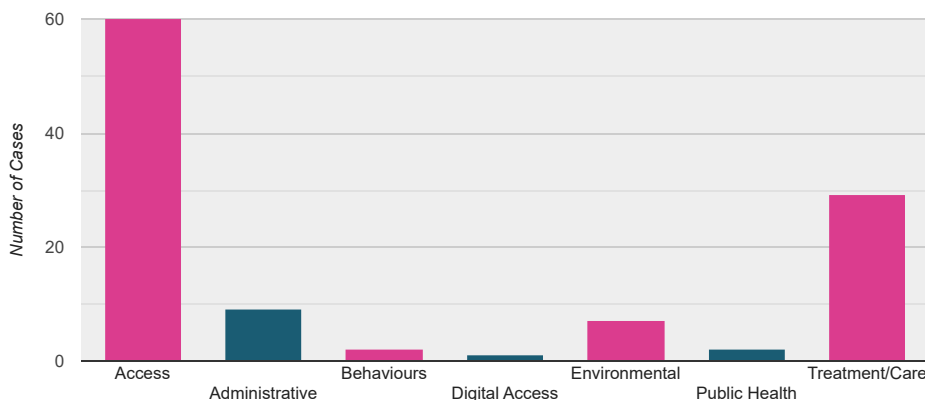
Prominent areas of interest came under the topics of:

- Access to NHS Dentists
- Access to District Nurse Service
 - Criteria for home visits (especially amongst the more vulnerable groups such as very elderly and disabled people). How is this communicated with patients and their carers?
- Referrals to Acute Settings (hospital consultations / treatment and procedures)
 - Communication and delays in waiting times for referrals to come through

Statistics

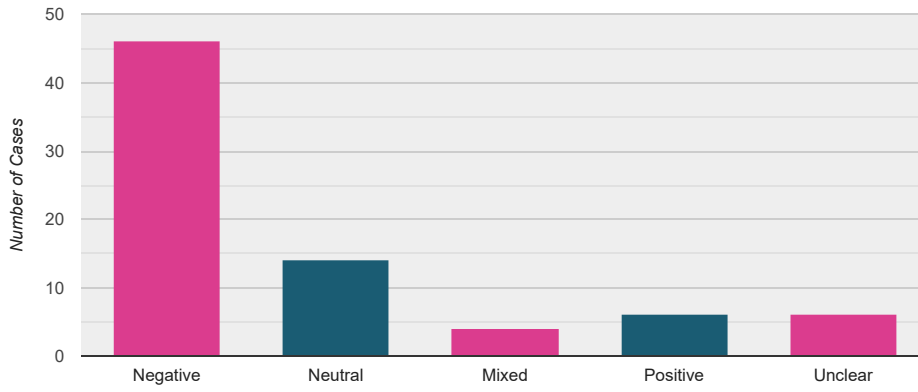
Total cases: 77

Theme Areas



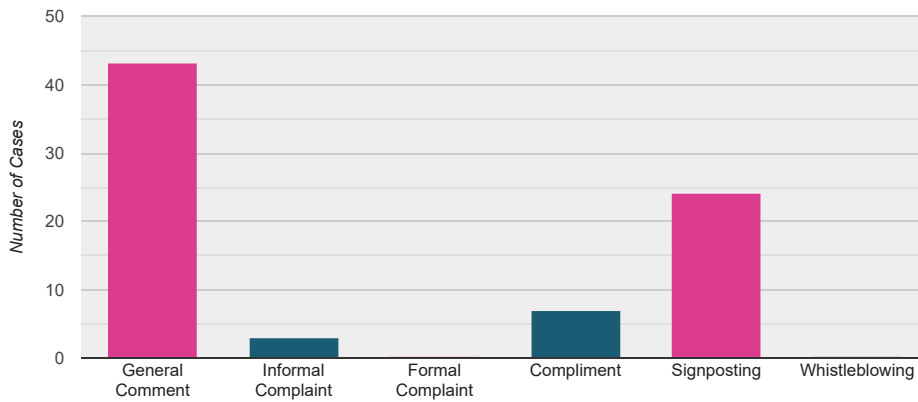
Theme Areas	Cases
Access	60
Administrative	9
Behaviours	2
Digital Access	1
Environmental	7
Public Health	2
Treatment/Care	29

Sentiments



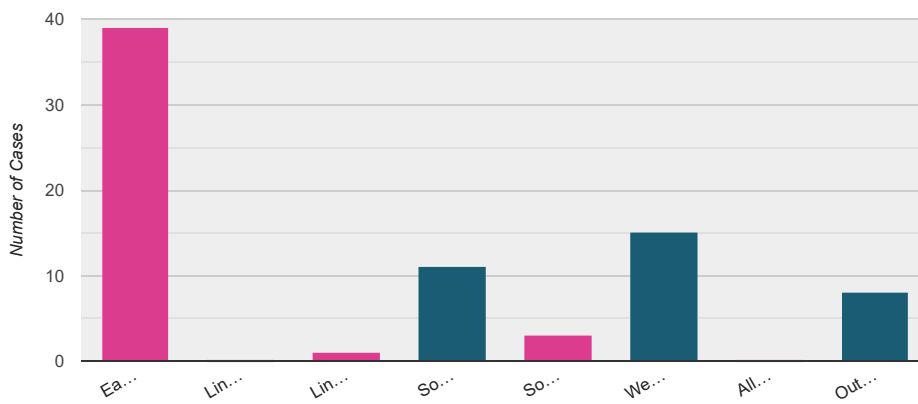
Sentiments	Cases
Negative	46
Neutral	14
Mixed	4
Positive	6
Unclear	6

Case Types



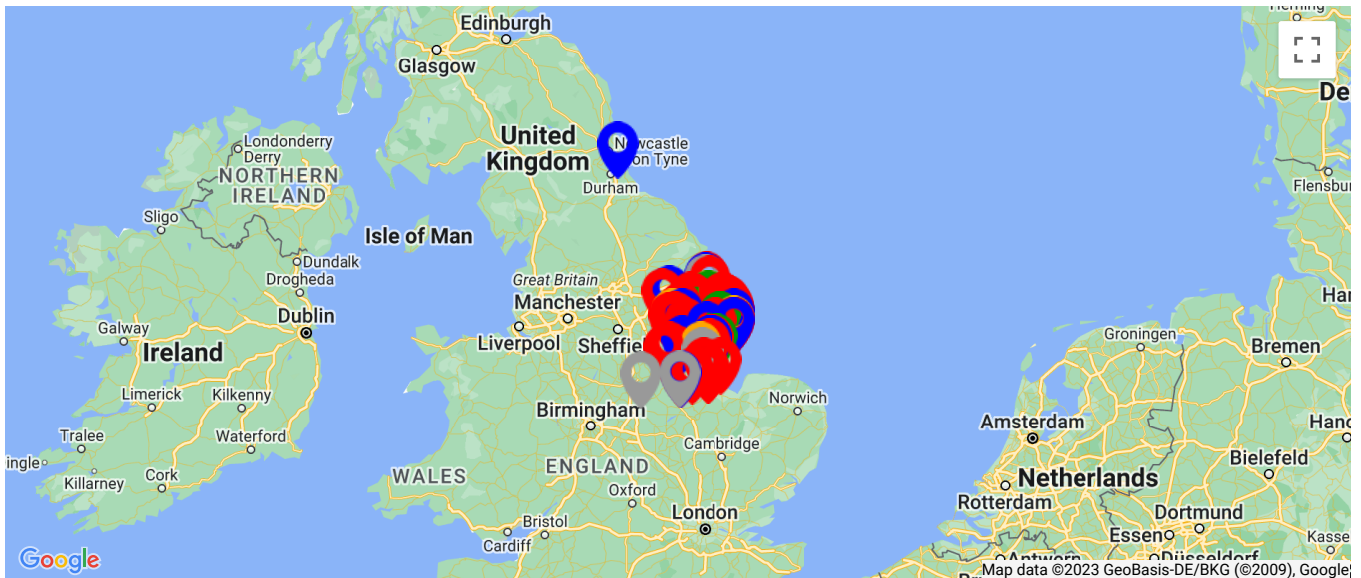
Case Types	Cases
General Comment	43
Informal Complaint	3
Formal Complaint	0
Compliment	7
Signposting	24
Whistleblowing	0

Areas



Areas	Cases
East Locality	39
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	1
South Locality	11
South West Locality	3
West Locality	15
All Areas	0
Out of Area	8

Map



Cases

Community Health Services

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <ol style="list-style-type: none"> Case 12183 (06-01-2023) Providers: Lincolnshire Community Health Services NHS Trust (LCHS) My elderly parent who receives a district nurse 3 times a week whilst at home (in another county), was staying with me over new year and I was told they would need to register as a temporary patient at my doctors and I would need to take them there. If I did not drive this would have been almost impossible. I needed to take them 3 times whilst they were visiting but whilst they visited my brother near Cambridge there was no problem getting a district nurse to attend at their home, just needed a call. Case 12250 (31-01-2023) PCN: Boston Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Group of people living with or caring for relatives with disabilities raised the following issue What is the criteria for home visits from District Nurses for the more vulnerable elderly patients and those with disabilities?

Primary Care services

Area	Case Details
<p>East Locality x 25</p> <ul style="list-style-type: none"> 17 x General Comment 4 x Compliment 4 x Signposting 	<p>General Comment</p>

1. Case 12186 (09-01-2023)

PCN: East Lindsey

Providers: Beacon Medical Practice

Patient has pain in hands, feet, legs, head and everything hurts, unable to sit up - called the surgery a couple of weeks ago, as tablets they are on were making them physically sick, was informed that an appointment would be made, and someone would call them back - not heard anything. Has tried to call this morning at 8am, but unable to get through.

Also supposed to have physiotherapy but no-one has been to see them.

Notes / Questions

Patient requested Healthwatch make contact with Practice Manager

Provider Response

This patient spoke with a clinician last week and a referral has been done. I will arrange another call back for the patient tomorrow.

2. Case 12216 (18-01-2023)

PCN: Boston

Providers: Boston Smile Centre, NHS England Dental

Patient had new dentures in late 2020, top set fit fine, however the bottom set have always been a problem with no fitting correctly. Has over the past 18 months had numerous impressions taken and each time the dentist states they should be fine, shaving little bits off, which makes them worse and looser. More recently has not been able to have the bottom set in as it is very embarrassing as they do not fit correctly and unable to eat in public. Uses fixadent in the morning and after breakfast or ward Wheaktabix, the teeth are loose and chaffing the gums, so unable to have them in. Has a family wedding coming up and really would like them fixed for this. Has been back and forth which has a cost implication of paying for the appointments and travel costs, yet no further forward.

Notes / Questions

Healthwatch suggested speaking with the Dental Practitioner and if not resolved to speak with the Practice Manager

Provider Response

Patient was due to have an appointment on 23 January - apt cancelled now in February, however has an appointment to discuss the way forward with the Practice Manager and Dentist on Monday 30 January

3. Case 12188 (10-01-2023)

PCN: Boston

Providers: East Lincolnshire Area Locality, Lincolnshire Integrated Care Services (ICS/ICB)

Group of people living with or caring for relatives with disabilities raised the following issues:

- what disability awareness training is offered to employees working within organisations across health and care?
- what systems are in place with health care settings to identify vulnerable people to health and care staff? How consistent are these across all health and care systems and how are they monitored for effectiveness to improve the patient / carer experience?
- Blue Badge issues: when visiting a health and care setting, how is this information communicated to the person? How is it recorded and acted upon?
- Wheelchair users: if a person has a power chair and it has issues, whilst being repaired, how does the person get out and about? Is there access to one whilst their one is being repaired?
- How do people access interpretation services if they need it? Who's responsibility is it to book this for an appointment at a health and care appointment? How is this communicated with the patient and their carer?
- What processes are in place for people who need assistance to attend a medical appointment and need support either to get there or once at the location?
- Do GP Practices have access to hoists for those patients that might need them during an examination?
- NHS Dental Services in Lincolnshire - many people are struggling to get seen by an NHS Dentist which can impact quite significantly on a disabled person's wellbeing in general. What is being done to ensure that some vulnerable groups are seen as a priority?
- What is in place for people with a hearing or speech impairment when trying to access emergency medical assistance?
- Are disabled people being referred to social prescribers to support them in accessing befriending and socialising groups to improve their overall wellbeing? How is this being communicated to the individual?
- Advocacy and Support - many people experience short term support and have to reapply for each new thing that comes along. What is the criteria for access this service and how long can the individual get this support? How is this communicated to the individual? Why is a new case worker assigned each time?
- How are homeless people within the Boston area access basis primary health and care? What services are available and how are they accessed by those vulnerable people who need them?
- Disability exercise programmes what is available locally and how do people access these programmes and resources? What additional resources such as transport is in place?
- Who can qualify for home visits for medical checks up such as physical examinations (GPs, Nurses, physiotherapists, Opticians, Dental checkups, screening etc)?
- Wheelchair users who are not able to transfer from a wheelchair to a dentist's chair easily, are all dentists equipped / trained with equipment to assist these people so that they can access treatment?
- With centralisation of services, how is the Integrated Care Board ensuring that issues and extra support is being put into place to support these people who may have to travel further away from home and stay away longer to access treatment?
- What is being done to address the provision of both community and hospital physiotherapy?
- Does the Integrated Care Board have Disability Working Groups (such as Sensory Impairment, Wheelchair Users, Adults and Children with Learning Difficulties, Long Term Health Conditions to name but a few) working alongside them at all stages of the development of and redesigning of new services? If the answer is NO, then why not?

Notes / Questions

Group signposted to: Connect to Support; Citizens Advice; Boston Borough Council; Primary Care Network. Also provided contact details for Community and Voluntary Services.

Healthwatch have received responses where a separate report will be produced.

Provider Response

Group leader - Thank you I have left a message for the area officer to see what support they can offer.

4. Case 12226 (25-01-2023)

PCN: First Coastal

Providers: East Lincolnshire Area Locality, Hawthorn Medical Practice

Staff member had a meeting with County Care in Skegness. Where they raised concerns over the lack of and the quality of Annual Health Check if they are done in the 3 main practices in the Skegness and Mablethorpe area, including when the patient with Learning Disabilities is given "an appointment" for one, it is a usual 5 or 10 minute slot which is not adequate to do a annual health check in or it is done over the phone! Hawthorn claimed that they are not "paid" to do them any more so they are not a priority.

Notes / Questions

Healthwatch asks:- what time should be allocated to each individual for a Health Check? And how often are these done? Should these be completed face to face? Question raised at Primary Care meeting

Provider Response

ICB - First Coastal PCN will be delivering LD health checks for Hawthorn MP patients - this is scheduled for Feb/Mar. We'll pick up with Hawthorn to make sure their reception team can advise patients.

Hawthorn - With regards to Learning Disability Health checks, we have never done them ourselves due to a lack of resources so I'm not sure where the 5-10 minute appointment thing could ever have come from. They were done over the phone last year by a CCG (as it was then!) nurse but we didn't have any complaints about the service at the time that I can recall. Marisco are doing them for us this year and they are all 30 minute appointments. Our staff are aware because they sometimes have patients directed to them for them to make the appointments but if you are able to identify the patient we can investigate further.

5. Case 12177 (03-01-2023)

PCN: Boston

Providers: Greyfriars Surgery

Patient had spoken with a staff member and was ashamed that it got heated and the conversation broke down. Not quite sure when this was as quite difficult to get a clear response. Feels their complaint(s) has been ignored and no-one comes back to them when they say they will.

Patient mentioned they had not had any face-to-face appointments, all via phone, has a number of health conditions, but the one they are concerned with the most is their right arm/shoulder, bicep is 'bundled' has a burning sensation and tingling, muscle wasting away, extremely painful and no treatment or referral or seen face-to-face.

Also mentioned they have difficulties with lungs and mentioned they were worried they may have lung cancer, or a Pulmonary Embolism or some sort of damage. Has a family history of strokes, patient stated they are living in a daze, with no pain killers, diagnosis or referrals. Suffers with blurred vision, short-term memory problems.

Feels they are not getting a diagnosis and difficult as they work as a self-employed builder/contractor and unable to work sufficiently, so now on the breadline with little income. Has applied for Universal Credit but without a diagnosis they are asking questions. Patient stated they had been in and out of A&E a number of times over the past couple of years. They are stressed with the situation and feels it is seriously affecting their health.

Notes / Questions

At patient request Healthwatch made contact with the Practice Manager. Also provided Citizens Advice and Steps2Change information.

Provider Response

I am able to confirm that it is our belief that the needs of this patient have been responded to by Dr Doddrell and myself. If you require any further information please do not hesitate to contact me. Many thanks for all you do

6. Case 12219 (20-01-2023)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient had been informed a referral would be made early December 22. On patient checking with the surgery recently the referral still hadn't been sent for toxicology. Patient wanted to know how referrals are sent out of county or in county and how long this should take from the surgery to the referred to.

Notes / Questions

Healthwatch suggested speaking with the surgery and or the place the referral was going to

Provider Response

We do currently have approx a 4 week backlog for routine referrals, with 2ww and Urgent ones taking priority. If patients enquire they are informed re this and advised that if they have new or worsening symptoms they should discuss it with a GP. Patient had previously been referred to Toxicology but as they had previously been discharged by them the GPs said we had to wait until they had been seen by Respiratory so we could include any detail in that into a ref back to Toxicology.

So...it wasn't until 3rd Jan that the GP dictated the referral. I can't see that anything was done in December so it might be that things got mixed up in the communications. The referral was then sent on the 18th January but for some reason it looks like we re-sent on the 26th Jan. It might be that there was an issue with the referral process as the clinic appears to be in Birmingham but it does appear to have been sent and all being well they'll hear from them in due course.

7. Case 12203 (16-01-2023)

PCN: Solas

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Merton Lodge (Alford) GP

Patient is on anti-depressants and is concerned that they are only allocated 7 tablets at a time. I asked if they were under Mental Health Team and they stated they were under a psychiatrist so wasn't quite sure if this relates to the Practice or LPFT, although Holly Lodge had said to the patient to speak with their GP.

Patient has been prescribed Lorazepam 1mg 1 x daily, where they try not to take unless feels it necessary, (should they be taking it even if they feel not necessary?), but on occasion feels 1 tablet not sufficient. Suffers greatly with anxiety and depression and adding to the anxiety is the fact that they are only allocated 7 tablets so they feel concerned they will run out before the next lot, as they are finding prescriptions not ready to be dispensed in a timely manner, ie can be 4-5 days in the main.

Notes / Questions

Patient request for Healthwatch to make contact with Practice Manager and LPFT PALs

Provider Response

GP surgery - Patient really needs to be reviewed by the psychiatrist who should ensure that they know what dose to take as per his instructions.

Healthwatch went back to GP surgery as patient only has 7 per month which does not calculate. Also went to PALs at LPFT re appointment. Surgery provided comprehensive list of dates patient had been dispensed items, which was every 2 weeks.

LPFT - The medical secretary has confirmed that the patient has an outpatient clinic appointment arranged with speciality Doctor, end of January at Holly Lodge, Skegness. This appointment has been agreed direct with the patient and their Community Psychiatric Nurse (CPN). CPN, contacted the patient following my email and the email from Healthwatch Lincolnshire. CPN has also spoken again to the patient today. The plan agreed is to offer them an outpatient clinic appointment as detailed above.

8. Case 12195 (16-01-2023)

PCN: First Coastal

Providers: NHS England Dental

NHS Dental

Everyone I called is now private and way beyond what I can afford on my pension.

What would you like to see improved? Better support for new dentists who I feel should be made to pay for their training in years of service to NHS who train them.

What works well? Not much at the moment when so many of us are unable to access help in maintaining a healthy mouth!

Notes / Questions

Information shared via NHS Dental 4 all campaign

Healthwatch provided:- NHS 111 and provided the link to a search engine: NHS dental choices, Emergency Dental.

Provider Response

Many thanks for getting back to me so promptly, I do understand this was never going to be easy but at least you have kindly pointed me in the right direction for help if things become worse

9. Case 12196 (16-01-2023)

PCN: First Coastal

Providers: NHS England Dental

My partner has a chipped wisdom tooth and has been in severe pain for the passed week. There is NO NHS dentist who are taking on patients in the Skegness area. Even the emergency dentists are not accepting any appointments and when I ring up all I get is we are fully booked with patients who are registered. They offer private dental care but who can afford those prices - £85 just to been seen and then you have to pay extra for any work that needs doing!

NHS111 can't do anything as they only give the numbers I have already rang up. Why pay national insurance when we can't even get NHS appointments!

What would you like to see improved? More NHS dentists in Skegness and more dental workers in the dentists they have here so at least we can get emergency appointments when needed.

What works well? Nothing positive.

Notes / Questions

Information shared via NHS Dental 4 all campaign. Unable to signpost as no details provided.

10. Case 12197 (16-01-2023)

PCN: First Coastal

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire - I live in Sutton on Sea, Mablethorpe. There are no dentists in Mablethorpe and have to travel to Skegness. I had to register as a private patient to be able to register with a dentist in Skegness. If you have to use the bus service that is at least an 1 and half hour round trip.

What would you like to see improved? - At least 2 dental practices in our area.

Notes / Questions

Information shared via NHS Dental 4 all campaign

Healthwatch provided NHS 111 and provided the link to a search engine: NHS dental choices

11. Case 12199 (16-01-2023)

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire

I was registered with an NHS dentist before the pandemic lockdowns and had an emergency appointment during lockdown to have a tooth taken out due to root canal problems. I tried to book in for a check up when the dentist fully reopened after lockdown to be told that my last check up had been two years ago and that the surgery had deregistered me. Little to say I have been utterly surprised as my last treatment had been only just over a year ago. They didn't class this as a check up as it was emergency treatment and insisted on the de-registration. It felt like they needed this as an excuse to bring their patient numbers to an acceptable level due to a lack of NHS dentist at the surgery as I was offered to be put on the waiting list for a private dentist during that same phone call! Appalling! I am not in a financial position to pay for private treatment as a teacher. Therefore I am currently not registered with an NHS dentist and very uncertain and anxious about the whole situation. I have always taken great care of my teeth.

What would you like to see improved? - Better NHS dentistry provision in Lincolnshire, more dentists, that's it.

What works well? - The emergency appointment during the pandemic was quick and easy to obtain but unfortunately have now been deregistered due to the reason mentioned above.

Notes / Questions

Information shared via [NHS Dental 4 all campaign](#)

Healthwatch provided NHS 111 and provided the link to a search engine: [NHS dental choices](#). To make a formal complaint to the Practice or NHS England.

12. Case 12201 (16-01-2023)

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire

I moved here in July 2021 from Wiltshire. I have been unable to find an NHS dentist and therefore haven't had a check up since I lived in Wiltshire.

What would you like to see improved? I would like to see a much clearer easier way to find an NHS dentist. I can't drive so have an added problem. I don't know what to do now? Do I have to private and if I do what is the best way to pay for treatments?

What works well? None.

Notes / Questions

Information shared via [NHS Dental 4 all campaign](#)

Healthwatch provided NHS 111 and provided the link to a search engine: [NHS dental choices](#). Options for Denplan

13. Case 12210 (17-01-2023)

Providers: NHS England Dental

I cannot find a dentist that is taking NHS patients. I was told recently by NHS England that there were no dentists in the whole of Lincolnshire that were taking on NHS patients. I need root canal treatment but I cannot have it because there is no dentist available. Interestingly they can all take private patients! I cannot afford to pay privately and I should not have to as I have worked all of my life and paid tax and NI.

I have used the 111 service in the past and managed to see an emergency dentist for pain, it was that dentist that told me that I would probably need to pay privately for root canal treatment because that was what I needed and they would not do it so this service is of little use. Also NHS 111 information is completely outdated as they told me that there was a BUPA dentist in Mablethorpe at my GP surgery that takes NHS patients but I understand that this dentist closed around 3 years ago.

This is a really serious situation, there will be an explosion of mouth cancers that are undetected as people cannot get checkups and so many people are just being left to suffer due to the lack of services and lack of care.

Notes / Questions

Healthwatch provided [NHS 111](#) and provided the link to a search engine: [NHS dental choices](#).

14. Case 12211 (17-01-2023)

PCN: First Coastal

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire

Please can you help I have been in Skegness for 5 years and can not find a NHS dentist no where can you tell me why not

What would you like to see improved? - An NHS dentist for the people who live in Skegness and for all parts of the Lincolnshire coastal villages so you do not have to travel miles to find one

What works well? - Nothing

Notes / Questions

Information shared via NHS Dental 4 all campaign

Healthwatch provided NHS 111 and provided the link to a search engine: NHS dental choices.

15. Case 12234 (26-01-2023)

PCN: First Coastal

Providers: NHS England Dental

Please tell us about you experience

Been trying to get an NHS dentist for over two years after working all my life paying into the system I've now got to go private and spend over two thousand pounds for treatment out of my own pocket that I can ill afford thank you.

Notes / Questions

Healthwatch provided: NHS 111 and provided the link to a search engine: NHS dental choices and NHS England Complaints.

16. Case 12238 (27-01-2023)

Providers: NHS England Dental

NHS Dentists - As a family, we cannot get to see an NHS dentist in Lincolnshire and have to travel 300miles every 6 months to see one.

Notes / Questions

Healthwatch unable to provide any information, no personal details provided

17. Case 12242 (30-01-2023)

PCN: First Coastal

Providers: NHS England Dental

I moved to near Mablethorpe over a year ago and have not been able to find an NHS dentist within a reasonable distance taking on new patients yet.

Notes / Questions

Healthwatch provided NHS 111 and provided the link to a search engine: NHS dental choices.

Compliment

1. Case 12245 (30-01-2023)

PCN: Meridian

Providers: James Street Family Practice

They are very good from reception to nursing and pharmacy. They call back when they say they will. Visiting the surgery is conveniently placed with good parking.

Only gripe I have is that we wait a long time to get through on the phone and we are continually asked to go on line - I don't want to!

Notes / Questions

Healthwatch asks - if patients feel they are unable to go online or prefer not to, what are the alternatives for making contact with the surgery?

Provider Response

Thank you for the feedback you have supplied and indeed the overall praise for James Street Family Practice.

It is fair to say that when we transitioned over from our own phone line provider to the cloud-based Avaya phones, initiated by NHS IT Digital, we did suffer some access issues. We hope this has now settled and the delay is nowhere near the blip we initially encountered. The encouragement to access online is purely to overcome the stress of waiting on the phone and offers extended options as well as the ability to access appointments, medical records, ordering of prescriptions, patient information leaflets for minor ailments as well as a multitude of other options at a time of convenience to yourself. In response to the question posed HealthWatch; other than telephone or online, the only other mode of access is to call in person.

2. Case 12246 (30-01-2023)

PCN: Meridian

Providers: Louth Dental Care (Ishak Practices Ltd), NHS England Dental

Louth Dental Care

This dental practice is brilliant. They provide access to a dentist 364 days a year!

3. Case 12200 (16-01-2023)

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire

I have a wonderful dentist, at Burton Dental Lodge, yes it is Private. Opened up about 8yrs ago, is always booked solid but has not long opened up an NHS surgery at Pump Square Boston that is also doing very well, their only complaint, is they cannot get the high standard dentists they now need to work there, it is open, up, running, but still they need more dentists...that's the problem, not enough highly trained dentists!!!!

What would you like to see improved? - More highly trained dentists.

What works well? - Going to Burton Lodge suits me fine, but just wish more dentists had the qualifications to do the job up to their standards

Notes / Questions

Information shared via NHS Dental 4 all campaign

4. Case 12236 (26-01-2023)

PCN: Solas

Providers: The Spilsby Surgery

GP at Spilsby was excellent. Spoke to a GP, the same day I called, I had an appointment when I was free. I was sent to Boston Hospital within a day, chest x-ray and CT scan. Boston Hospital was also excellent.

Signposting

1. Case 12178 (03-01-2023)

PCN: First Coastal

Providers: NHS England Dental

Patient seen by emergency dentist in Mablethorpe a couple of months ago with pain in front tooth which was sorted and a clean bill of health given, no gum disease and other teeth all ok. Away on holiday a couple of months later and a hole appeared near the back molar, now in pain and has swelling, unable to eat. Patient wonders why this would happen when they had a full check up only recently, is it anything to do with their other health conditions. Has made contact with NHS 111 for further emergency care or to register as NHS patient, however each number provided on contacting are unable to help.

Notes / Questions

Healthwatch provided NHS Choices information.

Patient has had a tooth removed and on anti-biotics

2. Case 12180 (04-01-2023)

PCN: East Lindsey

Providers: NHS England Dental

Patient looking for an NHS Dentist in the Market Rasen area, has lived there for 10 years and has been unable to find one during this time. Now has broken teeth, crown at the front broken off leaving peg only. Is disabled and on benefits. Has made contact with a number of Dental Practices but all say not taking on.

Notes / Questions

Healthwatch provided Emergency Dental information, also contact details for Dental Practices stating taking on new NHS patients, albeit further afield. NHS 111 also provided

3. Case 12181 (05-01-2023)

PCN: Boston

Providers: NHS England Dental

I moved to Lincolnshire from Cumbria in March 2021. And I'm yet to find a dentist that will take on NHS patients. I've not had a dentist appointment since September 2019. I'm worried about looking at joining private as its been so long since I saw a dentist, I'll not be able to afford the bill at the end of it. I've been googling and you came up as a point of contact I should get in touch with....

Any help or advice would be gratefully received.

Notes / Questions

Healthwatch provided current status on NHS Dental, NHS 111; NHS Choices; NHS England and emergency information if needed.

4. Case 12206 (16-01-2023)

PCN: First Coastal

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire - No NHS dental facilities in or around Mablethorpe have drive over two hours to Yorkshire.

What would you like to see improved? More NHS dentists and better pay and conditions to retain NHS staff

What works well? shouldn't have to travel for more than half hour.

Notes / Questions

Information shared via NHS Dental 4 all campaign

NHS 111 and provided the link to a search engine: NHS dental choices.

South Locality x 7

- 4 x General Comment
- 3 x Signposting

General Comment

1. Case 12192 (13-01-2023)

Providers: Lakeside Healthcare Stamford (St Mary's and Sheepmarket)

My annual medication review was due mid November last year. About two weeks after this date I rang the Surgery in the afternoon, as trying to get through in the mornings is impossible, in order to make an appointment for a review. I was told that my request would be forwarded to the 'Review Team' and that somebody would contact me. I had no contact with anyone and I saw that the review had been carried out. How can a doctor review a patient's medication without talking to the patient? I am now also experiencing difficulties in obtaining my steroid inhaler as Boots tell me it is now only available on intermittent order. Last year I went to Lakeside to try and get it changed to a more up-to-date inhaler as advised by Boots. One doctor 's response was "if it ain't broke don't fix it" and when I saw a nurse I was told that the surgery was still prescribing the said inhaler despite Boots saying even then it was difficult to obtain. Yesterday I had to go to the Surgery to ask in the Pharmacy for a temporary alternative. I wait to see if it will happen!

Notes / Questions

Healthwatch suggested contacting the Practice Manager

2. Case 12244 (30-01-2023)

PCN: Four Counties

Providers: Lakeside Healthcare Stamford (St Mary's and Sheepmarket)

I refrain from trying to contact this surgery because of the very long waits when one phones. They have done away with booked telephone appointments and so, everyone now has to ring in at 8am. In the unlikely chance that an appointment MIGHT be available, one then has to wait in all day not doing much in case one does not hear the phone. This is ridiculous for something which is not an emergency. Can you not influence them to re-instate the booked telephone appointments, please?

Notes / Questions

Healthwatch asks - if patients are all trying to contact at the same time, is there an option to pre-book an appointment?

Provider Response

We are currently reviewing our appointment system and discussing what changes can be made to improve access.

3. Case 12222 (23-01-2023)

PCN: Spalding

Providers: Munro Medical Centre

Patient commented they had Mental Health issues and physical issues, previously had their medications for their mental health and other medications for severe back pain of Opioids and they worked very well. Is now suffering with hip and knee pain and unable to get the pain medications, which worked previously as there is a new policy that states due to the mental health medications Opioids cannot not be given. Patient stated they didn't understand as had them before and not a problem. Due to the pain they are unable to have a 'normal' life and go out and about, do things that are good for their wellbeing etc.

Notes / Questions

Healthwatch suggested they speak with Practice Manager

4. Case 12218 (20-01-2023)

Providers: NHS England Dental

For Information: Stamford Dental Centre (Mr Saleem)

Cannot get a dental check up, NHS left my practice but never replaced with another one.

Private treatment is so expensive so I am avoiding.

Notes / Questions

Healthwatch provided NHS 111 and provided the link to a search engine: NHS dental choices.

	<p>Signposting</p> <p>1. Case 12190 (11-01-2023) Providers: NHS England Dental Patient contacted Healthwatch for advice on which NHS dentist is taking on closest to Bourne or how they join the waiting list. Notes / Questions Healthwatch provided the link for NHS dental choices, advice on NHS 111 Service and gave the contact details for NHS England Complaints Team.</p> <p>2. Case 12207 (16-01-2023) PCN: South Lincolnshire Rural Providers: NHS England Dental Share your experiences of NHS dental services in Lincolnshire - Since the pandemic start when our NHS dentist closed in Kings Lynn, myself, my spouse and my children and their families have been unable to find a new NHS dentist. All are full within 20 miles of us and we cannot get on waiting lists as they are full What would you like to see improved? More NHS dentist locally What works well? - I don't know if we had a dentist I may be more positive. I have a cracked tooth and need fillings as do my spouse and children Notes / Questions Information shared via NHS Dental 4 all campaign Healthwatch provided NHS 111 and provided the link to a search engine: NHS dental choices. NHS Complaints</p> <p>3. Case 12223 (23-01-2023) PCN: South Lincolnshire Rural Providers: NHS England Dental Caller contacted Healthwatch with help in finding an NHS dentist. New to the area caller and spouse would like to register with local dentist asap. Notes / Questions Healthwatch provided the link for NHS Dental Choices, gave information and advice on NHS111 service, included contact details for NHS England Complaints Team and advised the caller to contact them to raise awareness of the situation.</p>
<p>South West Locality x 2</p> <ul style="list-style-type: none"> • 2 x Signposting 	<p>Signposting</p> <p>1. Case 12217 (19-01-2023) Providers: NHS England Dental Patient looking for an NHS Dentist as in pain. Has recently moved to Sleaford area and has made contact with a practice in their area to request an emergency appointment and they were unable to help unless paid private (Treeline). Notes / Questions Healthwatch provided - NHS 111 and provided the link to a search engine: NHS dental choices. Emergency Dental options and Options further afield.</p> <p>2. Case 12247 (31-01-2023) PCN: K2 Healthcare Grantham and Rural Providers: NHS England Dental My elderly parent is concerned as they have been told today their dentist is not treating NHS patients anymore, and they need to buy a dental plan. I have checked the NHS website for other dentists in the area and can't find any taking on NHS patients, they suggest trying Healthwatch for more information. Not sure if you can advise please - my parent is 81 next month and on pension credit so is very concerned. Many thanks for any advice. Notes / Questions Healthwatch provided information on NHS 111 and provided the link to a search engine: NHS dental choices; NHS England Complaints Provider Response Thanks so much Julie- really appreciate your help!</p>
<p>West Locality x 10</p> <ul style="list-style-type: none"> • 5 x General Comment • 5 x Signposting 	<p>General Comment</p>

1. Case 12182 (05-01-2023)

PCN: Imp

Providers: Abbey Medical Practice

My GP advertises AskMyGP on its homepage. During COVID it was available all the time, then they reduced the hours. Over the last year whilst they were in a temporary location they made the service for "non-clinical queries only". I have had previous conversations with the practice manager about the way they manage this service and he doesn't seem to care. During COVID it was great, send pictures of the issue, a brief rundown, get the help you need at a convenient time without taking up the need for a face to face slots etc. When it went to non-clinical queries you cant even ask them to add a note to your file to update the GP on something that has happened since they last spoke to you including when the GP specifically tells you to "send a note online".

Now the practice has moved back to its usual premises the AskMyGP page has been updated and the message about non-clinical queries has been removed. I submitted a request today, they wrote back, closing my request stating that they only take non-clinical queries via the system. The webpage doesn't say this is the case, and it's infuriating that despite knowing you are seeking help they just close the request without providing any help. You have to phone up, you are rarely less than number 8 in the queue and the wait times are rarely less than 30minutes. If you don't call first thing in the morning you are told to call back another day.

My issue isn't terribly urgent, I've already put off seeking help for it because of the stress of trying to get an appointment. When I saw AskMyGP was not restricted I thought I would be able to get help in a way that makes it as easy as possible for both parties. Instead I have been on hold for 29 minutes to ask for an appointment, which they refused to give me stating I had to call in the morning. When I made it clear that I wasn't able to call at 8am she said she "was following NHS policy". I had to push the matter further and say that it wasn't acceptable to work in such a way and she eventually relented that there were slots in 3 weeks time. Its a phone call consultation with no time attached, but at least its on a day I'm not working.

I have a long term condition and I can't manage that in a convenient way either. If I want to review my medication and my progress I'm told to ring in the morning for a callback that day. I work full time, I have kids with school runs at the same time the practice opens. I want to be able to manage my condition in a way that's mutually convenient. I don't need the nail biting stress of trying to get an on the day appointment. I don't need to be sitting around waiting for a call that comes at any time of the day, without warning. A call that if you miss, they wipe you off the list. I shouldn't have to "argue" with the receptionist to get a slot in 3 weeks time like I had to do today.

I don't understand how my GP can get away with not using AskMyGP for the purpose it was intended? When you use the system it asks you who you want to deal with your query. You can choose a GP by name! I don't understand why my practice doesn't offer flexible, convenient appointments to manage health conditions? I don't understand why everything has to be dealt with via the stress of ringing first thing in the morning and joining a nail biting race for a slot. I dread to think how patients with much worse long term conditions than I have manage to stay safe with this ridiculous system. I imagine it goes some way to explaining why so many patients are turning up at A&E with conditions that have got out of hand.

Notes / Questions

Healthwatch suggested making contact with the Practice Manager to discuss

2. Case 12198 (16-01-2023)

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire - Very simple access to the NHS service.

What would you like to see improved? - Every registered dentist in the county should have to provide an NHS service as part of their licence to operate in the county.

What works well? - Nothing - once your dentist no longer provides NHS service your left in limbo.

Notes / Questions

Information shared via NHS Dental 4 all campaign

Healthwatch provided NHS 111 and provided the link to a search engine: NHS dental choices, emergency Dental options.

3. Case 12202 (16-01-2023)

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire - Unable to get NHS treatment. Had loose teeth due to gum disease so had to go private as could not even eat properly.

Now at a stage where others are loose and possibility of needing full dentures top and bottom of which I will have to pay for myself. Over 60years old and with the cost of living issues, this I find in a modern society, where everyone should be able to get NHS treatment utterly appalling.

What would you like to see improved? The whole NHS system looked at carefully and put right as its been in decline for a long while now

Notes / Questions

Information shared via [NHS Dental 4 all campaign](#)

Healthwatch provided:- NHS 111 and provided the link to a search engine: [NHS dental choices](#).

Option out of county

4. Case 12209 (17-01-2023)

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire - I am unable to register with a NHS dentist. My dentist closed during COVID and did not reopen

What would you like to see improved? Access to NHS dentists and emergency appointments

Notes / Questions

Information shared via [NHS Dental 4 all campaign](#)

Healthwatch provided NHS 111 and provided the link to a search engine: [NHS dental choices](#).

5. Case 12220 (20-01-2023)

PCN: APEX

Providers: Richmond Medical Centre

Patient has Osteoporosis. Before Christmas patient fell off a chair at home and then suffered with pain in their back, after a period of time afterwards. On contacting the surgery, a Locum GP contacted them back and asked if the patient wanted physiotherapy, patient declined as they didn't know what could have happened with the fall. Locum offered pain killers and would refer them to a colleague, which they did and would make a referral for a scan. Patient saw a lovely Senior Nurse face to face and was given certain tasks to do, mentioned at the time that they had a DEXA scan in February.

Patient still in excruciating pain, very down and worried as the pain has not eased and concerned they don't know what the problem is.

Made contact with the surgery a couple of days ago to ask about referral for scan/ MRI /CT /x-ray but was informed no referral made as DEXA scan already arranged (via endocrinologist) and no further action required. Was informed a GP would call back, no contact to date.

Patient is extremely worried getting down/worried/depressed with the pain and just really concerned no diagnosis.

Notes / Questions

Patient requested [Healthwatch contact Practice Manager](#)

Provider Response

20/1/23 - Had a look at the patients notes...the Physiotherapist and subsequently the receptionist referred to an already existing referral for a DEXA scan – I believe this is something that the patient routinely has due to other conditions.

I will book a face to face consultation for the patient on Monday so they can discuss their symptoms with a GP, and will give them a call now to update them with my plan and to make sure they are ok.

UPDATE - an x-ray referral has been sent after speaking with the GP

9/2/23 - Further update via patient - patient has had the x-ray same date as the DEXA - Healthwatch informed Surgery of this.

Signposting

1. Case 12179 (04-01-2023)

Providers: NHS England Dental

Patient has been trying and failing for a few years to get an NHS Dentist for themselves and their 4 year old child. Everywhere just says to go privately, but I am very low income and I just cant afford to do so. Patient is experiencing tooth pain now and doesn't know what to do or who to turn to. Also their 4 year old has never seen a dentist which is really concerning.

Notes / Questions

Patient provided with [NHS Choices](#) / [NHS England Complaints](#) / [NHS 111 Emergency and Urgent treatment numbers](#)

2. Case 12189 (11-01-2023)

PCN: South Lincoln Healthcare

Providers: NHS England Dental

Patient looking for an NHS Dentist in the Lincoln area.

Notes / Questions

Healthwatch provided - NHS 111, NHS England Complaints; NHS Choices and Emergency information

3. Case 12205 (16-01-2023)

Providers: NHS England Dental

Please tell us about you experience

It has been 3 years since my spouse left the military and has been left without dental care despite being protected by the military covenant for 6 years after leaving.

Notes / Questions

Information shared via NHS Dental 4 all campaign

Healthwatch provided NHS 111 and provided the link to a search engine: NHS dental choices.

4. Case 12213 (17-01-2023)

Providers: NHS England Dental

Patient and spouse returned from USA with the Military 3 years ago, has been trying to look for an NHS Dentist since their return. Has tried the local area and beyond but no-one taking on currently.

Notes / Questions

Healthwatch provided:- NHS 111 and provided the link to a search engine: NHS dental choices, and an option in Worksop who stated they were taking on new NHS patients.

Healthwatch asks NHS Dental Team - who is in control of the Dental Practice websites? as it seems practices state it is not down to them, yet information on NHS website - Ask practices to update their NHS profile. If any dentists on your list are no longer taking on new NHS patients, please politely ask them to update their NHS profile. Correct information from dentists will help give you and others a more useful and up-to-date list.

Provider Response

Thanks for your quick reply and the information. It's been really helpful, thank you.

Patient update - I tried some of the dental practices that were mentioned on the website link you gave me. For the few that answered, they said the information on the site was out of date and unsurprisingly, they weren't taking on any new adult NHS patients. Furthermore, they seemed to be generally struggling with waiting lists. One practice quoted nearly 9000 people on theirs! I did suggest, as the website mentioned, that it might be helpful to update the information. However, ALL of them I spoke to said they couldn't as they don't have any control over it, which seemed a little counter-intuitive to me.

5. Case 12227 (25-01-2023)

PCN: Trent

Providers: NHS England Dental

Caller contacted Healthwatch on the advice of their work colleagues. Caller had been living in the Channel Islands for a number of years and on returning to the UK has tried to register with an NHS dentist but all to no avail so has turned to Healthwatch for advice/information.

Notes / Questions

Healthwatch provided details for the NHS111 service, provided the NHS Dental Choices link and provided contact details for NHS England Complaints Team advising to notify them on the current situation in Lincolnshire.

Out of Area x 4

- 4 x Signposting

Signposting

1. Case 12208 (16-01-2023)

Providers: NHS England Dental

Share your experiences of NHS dental services in Lincolnshire- unable to find a NHS dentist at all in Humberston, Cleethorpes or Grimsby.

What would you like to see improved? - More access to NHS dentists, in the local area.

Notes / Questions

Information provided via NHS Dental 4 all

NHS 111 and provided the link to a search engine: NHS dental choices. And local Healthwatch

2. Case 12231 (25-01-2023)

Providers: NHS England Dental

Patient has lived in the same area all their life, now in their 40's trying to find an NHS Dentist in their area, unable to travel. Has hardly any teeth left and those that are left are bad and needs looking at. On benefits and unable to afford private treatment.

Notes / Questions

Healthwatch provided the patients local Healthwatch information. Grimsby.

3. Case 12228 (25-01-2023)

Providers: Out of area

I need a dentist ASAP. I'm on a one year waiting list. I've an abcess. NHS111 couldn't get me a second appointment to refill my route canal"

Notes / Questions

Information via NHS Dental 4 all Campaign

Healthwatch provided the patient with local Healthwatch, Grimsby

4. Case 12232 (25-01-2023)

Providers: Out of area

Patient trying to register their partner at their GP practice. Partner has only just come into the country a week ago. Finding it difficult to register as the practice state they require further documentation, to prove they live at that address. Partner does not yet have this to provide, has passport and other documentation but no bills as yet. Partner needs to get registered.

Notes / Questions

Healthwatch provided local Healthwatch information. Grimsby.

Hospital Services

Area	Case Details
<p>East Locality x 7</p> <ul style="list-style-type: none">• 4 x General Comment• 2 x Compliment• 1 x Signposting	<p>General Comment</p> <p>1. Case 12224 (24-01-2023)</p> <p>PCN: Meridian</p> <p>Providers: Lincoln County Hospital</p> <p>Patient has had a call this morning from Sheffield Cardiology and went through a number of elements where they are going to write to the Cardiologist at Lincoln and the Neurologist, whom they are under.</p> <p>Received a letter this afternoon from Neurologist regarding an MRI which has raised concerns for the patient and made them extremely anxious about the content - Lumbar puncture etc, why.</p> <p>Patient does not have an appointment until March with Neurologist and time is moving on with no further answers.</p> <p>Cardiologist at Lincoln prescribed medications which they haven't taken as yet - at GP surgery ready to collect, but concerned that they lower BP, which they already have problems with - should they take?</p> <p>Patient spoke with Cardiologist prior to Christmas as waiting for a holter monitor (which was requested by Sheffield Cardiology Team) who said they would be put on a quicker list for this, but still not heard anything.</p> <p>Notes / Questions</p> <p>Patient requested Healthwatch contact PALs on their behalf</p> <p>Provider Response</p> <p>The neurology team have called the patient this morning and have made them a sooner appointment to discuss their issues directly and patient was happy with that. Is on the waiting list for cardio tests but this list is extremely long and has only been graded as routine for these and was added in September so will be another few months yet. They may wish to call the team on 01205 445443 who can advise better of the time frames and add an alert if they are happy to accept short notice cancellations.</p> <p>The issues with medication they would need to discuss with their GP or call the consultants secretary 01522 597873.</p> <p>Cardiology patient still confused and has contacted the department. Appointment for April has been received, would like it sooner - Healthwatch made contact with PALs and Sec who can only fit in end of March.</p>

2. Case 12187 (09-01-2023)

PCN: East Lindsey

Providers: Pilgrim Hospital

I have been speaking with a very distressed patient, who mentioned they spoke with rheumatology department a couple of weeks ago and they said that someone would contact them back in half an hour - no contact has been made

Notes / Questions

Patient requested Healthwatch to make contact with PALS

Provider Response

PALs would make contact with the patient

3. Case 12241 (27-01-2023)

PCN: Boston

Providers: Pilgrim Hospital

Patient saw GP in early December who referred for ultra-sound, which took place in January, once results were in patient was referred for a two week wait appointment to gynaecology. Patient has irregular bleeding and severe pain for a number of months.

Patient was informed that they would be seen in a 2-week window and is very anxious and in a lot of pain, has young children and then they received a letter with an appointment in March which is obviously outside the 2-week window, they are finding it difficult to cope with the knowledge that they have to wait over 6 weeks and daily getting more and more anxious, which is understandable.

Patient is happy to travel, be put on a cancellation list, so they know what is going on as finding it very difficult on a day-to-day basis to cope with the knowledge that they may have cancer yet unable to see anyone for 6 weeks.

Notes / Questions

At patients request, Healthwatch made contact with PALS

Provider Response

I believe the Gynaecology support manager called the patient and brought it forward to the mid February, letter in the post

Healthwatch contacted the patient to reiterate the information.

4. Case 12251 (31-01-2023)

PCN: Boston

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Group of people living with or caring for relatives with disabilities raised the following issue

When attending any ULHT premises for an appointment is there help available such as a volunteer to give assistance? Do these need to be booked in advance?

Notes / Questions

Healthwatch asks - if so are all sites the same?

Provider Response

We have meet & greet volunteers at main entrances at all our sites and will soon be launching a new initiative called 'book a volunteer'. In the meantime if anyone needs assistance please do not hesitate to let the clinic or service know and they can arrange support.

Compliment

1. Case 12235 (26-01-2023)

PCN: Solas

Providers: Lincoln County Hospital

Lincoln Hospital Breast Clinic

Went to the breast clinic on a two week referral. Easy to get there and park as I have only recently moved to Lincolnshire from London. Easy to find the clinic. Great staff. I have got to return next week.

Provider Response

Please pass on our thanks and advise that we will ensure that this positive feedback will be shared with the relevant teams.

2. Case 12215 (18-01-2023)

PCN: Solas

Providers: Pilgrim Hospital

Patient was contacted via post for routine mammogram through United Lincolnshire Hospital Trust breast screening service early January 2023. Patient rang through to the central booking number, line was busy but invited to leave contact details and within 24 hours had a call back to book an appointment at Pilgrim Hospital Breast Unit at a convenient time within 7 days of the call.

On visiting the Unit, once checked in, waited approximately 5 minutes to be called through, examination completed and back in car within 30 minutes of arrival at hospital. Staff member was very friendly and professional and made the patient feel comfortable (under the circumstances). Very relaxed atmosphere. Patient informed once examination completed that the results would be sent out approximately in 2 to 3 weeks' time.

Provider Response

Please pass on our thanks and advise that we will ensure that this positive feedback will be shared with the relevant teams.

Signposting

1. Case 12212 (17-01-2023)

Providers: East Lincolnshire Area Locality

From Cost of Living Survey

Brief description of enquiry to help to do the endless reams of forms etc when I should be recovering from cancer. My partner is severely dyslexic yet I appear to be given the job of filling out, reading or emailing etc everything for them too. Nobody ever considers the fact that I might not feel well.

Notes / Questions

Via Cost of Living Survey. Healthwatch provided Citizens Advice, Carers First and MacMillan support information.

South West Locality x 1

- 1 x Informal Complaint

Informal Complaint

1. Case 12204 (16-01-2023)

PCN: K2 Healthcare Sleaford

Providers: Grantham + District Hospital

Patient tried to get an appointment with their surgery around 10 days ago but unable to get one, made contact with NHS 111 as foot swollen and unable to stand or have covers on foot, NHS 111 instructed to go to local A&E. Patient asked spouse to take them, which they did. Spouse is deaf and suffers with PTSD (Post-traumatic stress disorder). Patient at the A&E department was in a wheelchair as could not weight-bare. Patient suffers with borderline personality disorder plus other conditions.

Patient was in excruciating pain, crying, the person on reception, who was a person in a white uniform with red epaulettes pointed to the masks and stated they should put one on, patient asked why this was and the staff member stated it was the law, patient provided this information to spouse as they could only lip-read and patient put a mask on, spouse is exempt.

Staff member then asked the patient for their name, did not hear them the first or second time, so staff member started shouting at the patient for the information, name, date of birth and next of kin. Patient stated the name of next of kin - spouse who was with them, and the staff member shouted at spouse 'are you next of kin'? patient took mask down to say to spouse what had been said so they could lip-read. Patient was getting quite frustrated in the attitude of the staff member and heard them mutter, 'funny how they could hear me about the mask!' patient explained that it was they who had informed them as again spouse can only lip-read. Patient asked to make a complaint as felt this was discrimination against someone with a disability. Although it is a hidden disability, not everyone has a visual disability that people can see, and shouldn't have been spoken to in that way.

A Nurse in light blue came out to try and sort out, spouse was having an anxiety attack. Taken in another room and the patient explained that they felt spouse and they were spoken to in a derogatory manner and wanted to make a complaint, staff member was more interested in getting the patient booked in, spouse didn't know what was going on. Patient felt it was not taken seriously and left the building to go to another A&E where they were treated for cellulitis going up leg.

Patient made contact with PALs and felt the explanation was not satisfactory and that they had said it was the patients fault and they felt intimidated and felt threatened. All the patient wanted was an apology and for it to be recognised that not all people have a visual disability.

Notes / Questions

Healthwatch provided Complaints information, CQC; Advocacy Service; PHSO if needed, also provided TILS information for spouse if needed

Provider Response

It is hoped that the author contacted the relevant departments and received a satisfactory outcome.

West Locality x 4

- 2 x General Comment
- 2 x Informal Complaint

General Comment

1. Case 12233 (26-01-2023)

Providers: Lincoln County Hospital

A&E and General Medical Staff.

Please tell us about you experience

27 hours in a chairs in A&E. Given liquid morphine and admitted to surgical without record or drugs. 5 days waiting in the ward for a CT scan. Saw one doctor. Nurse told me to go home and would forward discharge papers. Never received these. Subsequently suffered mental health issues. Absolutely horrific experience.

Notes / Questions

Healthwatch provided PALs information

Provider Response

It is hoped that the author contacted PALS and received a satisfactory outcome.

2. Case 12253 (31-01-2023)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

91 year old referred by their GP to audiology department. Patient mentioned they were all lovely staff. Receptionist, who was most helpful, stated to the patient they would now be on their books for the next 3 years and that they would keep an eye on them. Patient extremely happy with this, receptionist went out the back then came back to the patient and apologised as they had got it wrong and the patient would need to be seen by Specsavers and not the audiology department. Patient not happy with this as will also need to pay for specsavers services when they have been referred by their GP to the hospital.

Notes / Questions

Healthwatch asks - what procedures are in place for such patients? on ULHT Website it states - We also fit hearing aids to adults and children and provide long term support and advice to hearing users.

ALSO ON WEBSITE - Audiologists take direct referrals from family doctors to assess patients who may need a hearing aid. If a need for a hearing aid is required they will fit this and provide any advice and maintenance of the hearing aid in the future. Once a patient has been fitted with a hearing aid they can refer themselves back to the audiology service as required.

Provider Response

Over the last 5 years there has been an AQP service for Hearing Aid provision for non complex hearing loss patients over the age of 50 initiated by the ICB phased in across all of ULHT AREA'S. This service is provided by a number of providers on behalf of the NHS and is free at the point of delivery, the same as the NHS hospital based services. The AQP providers use NHS contract hearing aids to the same standards as those supplied by hospital based providers. If a patient meets the criteria for the AQP service the patient will be transferred under the contract terms regardless of the route of the referral. Once that patient had been tested and diagnosed as a non complex case suitable for the AQP service the patient would have been issued the appropriate paperwork for the transfer to the provider of their choice, unfortunately once identified as suitable for the AQP pathways the Hospital services no longer become a choice. The receptionist would have confirmed with an Audiologist which pathway a patient was on and if appropriate then given the information for the new providers. The patient will not need to pay for the hearing aid at Specsavers (if that is their provider of choice) that is provided under the NHS contract. I acknowledge the website is currently not clear in respect as it doesn't identify both the complex and non-complex streams and work is ongoing for this to be updated.

Informal Complaint

1. Case 12194 (16-01-2023)

Providers: Lincoln County Hospital

Totally give up with poor care and communication Lincoln County Hospital and GP

I have a heart condition and had 3 admissions in November 22, but was never really sorted had very poor care 18 hour wait in A&E and potential discrimination and neglect etc etc told would be urgently assessed as outpatient. All appointments delayed now, consultant appointment cancelled, (they have left apparently, having just transferred me to them) and on waiting list discharge plan not followed, now I can't get anyone to answer phone who is giving me any sense. Told my consultant has left so will wait 3 months for the "urgent test" then at least 8 weeks for that to be interpreted and then take my place in the queue for an appointment with a consultant. This is not my fault that the consultant has left. Totally broken system and complaints and PALs don't care I am unwell nobody including my GP want to know.

Notes / Questions

Healthwatch offered to go to PALs on their behalf, or for them to go back to PALs - no further communication was received from the patient

Provider Response

It is hoped that the author contacted PALS and received a satisfactory outcome.

2. Case 12221 (23-01-2023)

PCN: APEX

Providers: Lincoln County Hospital

I gave birth at the end of December after nearly a 3 day labour due to induction process. During the labour I needed my waters breaking. The Doctor that was involved did not explain processes or confirm consent. Was very rough and as a result I now feel trauma from the experience, the process failed as they were unable to break waters.

A different more senior doctor came in and was shocked by blood-loss as a result of their colleagues attempt and midwife backed me raising complaint, providing their name. How would I raise this with the hospital please.

Prior to this my birth was a pleasant experience with only TENS machine as pain relief. I ended up in emergency section with extended stay due to infection

Notes / Questions

Healthwatch provided:- Complaints information; Advocacy and Better Births information

Provider Response

It is hoped that the author contacted the relevant departments and received a satisfactory outcome.

Mental Health and Learning Disabilities

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none">• 2 x General Comment	<p>General Comment</p> <p>1. Case 12203 (16-01-2023)</p> <p>PCN: Solas</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Merton Lodge (Alford) GP</p> <p>Patient is on anti-depressants and is concerned that they are only allocated 7 tablets at a time. I asked if they were under Mental Health Team and they stated they were under a psychiatrist so wasn't quite sure if this relates to the Practice or LPFT, although Holly Lodge had said to the patient to speak with their GP.</p> <p>Patient has been prescribed Lorazepam 1mg 1 x daily, where they try not to take unless feels it necessary, (should they be taking it even if they feel not necessary?), but on occasion feels 1 tablet not sufficient. Suffers greatly with anxiety and depression and adding to the anxiety is the fact that they are only allocated 7 tablets so they feel concerned they will run out before the next lot, as they are finding prescriptions not ready to be dispensed in a timely manner, ie can be 4-5 days in the main.</p> <p>Notes / Questions</p> <p>Patient request for Healthwatch to make contact with Practice Manager and LPFT PALS</p> <p>Provider Response</p> <p>GP surgery - Patient really needs to be reviewed by the psychiatrist who should ensure that they know what dose to take as per his instructions.</p> <p>Healthwatch went back to GP surgery as patient only has 7 per month which does not calculate. Also went to PALS at LPFT re appointment. Surgery provided comprehensive list of dates patient had been dispensed items, which was every 2 weeks.</p> <p>LPFT - The medical secretary has confirmed that the patient has an outpatient clinic appointment arranged with speciality Doctor, end of January at Holly Lodge, Skegness. This appointment has been agreed direct with the patient and their Community Psychiatric Nurse (CPN). CPN, contacted the patient following my email and the email from Healthwatch Lincolnshire. CPN has also spoken again to the patient today. The plan agreed is to offer them an outpatient clinic appointment as detailed above.</p>

	<p>2. Case 12225 (24-01-2023)</p> <p>PCN: Meridian</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient upset and doesn't know what to do or who to speak with.</p> <p>Has a number of health issues and is for their mental health they are under psychiatrist at Windsor House. Where they have been diagnosed with PTSD, prescribed medication, and the patient asked specifically if this would lower BP - where the Dr stated it wouldn't, has been experiencing differently and received a letter saying it would affect BP.</p> <p>Patient wants to know if they should still be taking it or is there some other medications they can/should take?</p> <p>Also, after the patient had been speaking with the Cardiology department at Sheffield today, (who they are under, along with Neurology in Lincoln) why no counselling/therapy offered for PTSD (functional Overlay) only medications? The team in Sheffield was quite shocked that this patient was not receiving this, should this be an option? how does a patient get referred for counselling/therapy? could this be done via psychiatrist/psychologist.</p> <p>Notes / Questions</p> <p>Patient requested Healthwatch contact PALs on their behalf</p> <p>Provider Response</p> <p>The psychiatrist could refer on for psychology within the community mental health team if they felt it necessary, but we would need to know more about the patient to check what considerations have been made.</p> <p>Information shared with PALs</p>
<p>South Locality x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 12193 (16-01-2023)</p> <p>Providers: Child and Adolescent Mental Health (CAMHS) LPFT</p> <p>Patient was singing the praises of Lincolnshire Children's and Adolescent Mental Health Services services and a pamphlet they have produced to support parents and carers of Children and Young People with mental health issues.</p> <p>https://www.lpft.nhs.uk/application/files/2416/7291/5008/CYP_Services_ParentCarer_Support_Guide-FINAL.pdf</p> <p>Lincolnshire CAMHS website looks really good – very user friendly with lots of helpful information.</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 12243 (30-01-2023)</p> <p>PCN: Lincoln Healthcare Partnerships</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), West Lincolnshire Area Locality</p> <p>Patient with a number of health and mental health conditions stated they had always found it difficult to see the right professional. Has been referred to steps2change on a number of occasions, over a period of time and gone through the programmes each time. Was referred to a psychiatrist but on receiving a phone call from someone, they suggested (last Oct) that a holistic approach would be more beneficial, which the patient agreed, the clinician on the phone stated they would discuss it in their meeting and contact them back. To date no one has been in touch.</p> <p>Patient has Fibromyalgia, ADHD, Ehlers Danlos Syndrome (EDS); migraines; anxiety and depression. Patient would like a holistic approach but feels they need to be seen by someone. Is in the process of sorting out PIP, but currently is working, although finding it increasingly difficult. Has paid for a 360 ADHD diagnosis as no service available in Lincolnshire at the time and have asked their GP practice if they support shared care. Feels they have to fight for everything.</p> <p>Notes / Questions</p> <p>Healthwatch provided:- Connect to support; Fibromyalgia Facebook support; ADHD support; Citizens Advice; Blue Badge information; LPFT PALs</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x Signposting 	<p>Signposting</p>

1. Case 12214 (18-01-2023)

Providers: Out of area

I received a call from the parent of an adult 58 yr old, the caller was very anxious, distressed and needing advice. The 58 year old is long term clinically depressed, has been diagnosed with diabetes but is not managing it very well due to the long term condition. 18 months ago was also diagnosed with prostate cancer but is receiving no support or help for the 2 more recent diagnosis. The 58 year old was admitted to Harrison House which is a Mental Health service in Grimsby but absconded last night. The parent is a trained psychiatric nurse but has now retired and feels that the 58 yr old should be in hospital as they have no idea how advanced the cancer is or what treatment is available.

Once I determined that this case was out of our area/remit the caller got more anxious and distressed, crying and annoyed that they had been given our number which was obviously wrong and now, although I provided the correct number of 01472 361459 for Healthwatch North East Lincolnshire, appeared angry that I was saying that we could not advise. I asked who had provided them with the incorrect details but they couldn't remember and got increasingly more anxious and upset saying that the 58 yr old had attacked them previously and just didn't know what to do or where to turn, so I persuaded the caller to stay on the line and explained but advised them to contact the correct Healthwatch who I felt sure would be able to offer them advice and support. The caller pleaded with me to get my colleague to return their call, once the meeting was over, as they have no faith in the Grimsby area of Lincolnshire at all. I promised that I would but added that it would have to be Healthwatch North East who would deal with their concerns as we will not have the correct information/contacts to take the problems further and so for this reason do not cross over the border.

The caller is armed with the correct contact details but is awaiting a call from my Signposting Officer at Healthwatch Lincolnshire just to put their mind at rest. The caller was in no way abusive to me but just very distressed and didn't seem able to think straight.

Notes / Questions

Local Healthwatch information provided, after second call - Healthwatch Lincolnshire forwarded on concern to local Healthwatch with patient consent with a request for them to make contact with the patient. Grimsby

Provider Response

Confirmation on 26/1/23 that person had been contacted and provided with signposting from local Healthwatch

Patient Transport

Area	Case Details
East Locality x 2 <ul style="list-style-type: none"> • 1 x General Comment • 1 x Signposting 	<p>General Comment</p> <p>1. Case 12252 (31-01-2023)</p> <p>PCN: Boston</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Group of people living with or caring for relatives with disabilities raised the following issue</p> <p>Ambulance Transport (emergency) can a patient's wheelchair be carried in the vehicle?</p> <p>Signposting</p> <p>1. Case 12240 (27-01-2023)</p> <p>Providers: Thames Ambulance Service (TASL)</p> <p>Skegness Hospital Leg Ulcer department requesting hospital transport for a patient to go home. Found Healthwatch details on the Internet for transport.</p> <p>Notes / Questions</p> <p>Healthwatch provided the correct information for Non-emergency transport. Nurse very grateful and appreciated the information and would highlight it to other staff members keeping a record of the transport details.</p>
Lincolnshire Integrated Care Services (ICS/ICB) x 1 <ul style="list-style-type: none"> • 1 x Signposting 	<p>Signposting</p>

	<p>1. Case 12191 (11-01-2023)</p> <p>Providers: For Information: Thames Ambulance Service (TASL)</p> <p>Caller telephoned to book some patient transport for a hospital appointment.</p> <p>Notes / Questions</p> <p>Caller was provided with TASL telephone number for booking transport and with the general enquiries number should they ever need it.</p> <p>Caller was happy with the information provided.</p>
<p>South Locality x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 12176 (03-01-2023)</p> <p>Providers: Thames Ambulance Service (TASL)</p> <p>Transport was booked the day before and on the day no driver was assigned so spent the day waiting in Skegness Hospital to go home, what a waste of everyone's time. Staff had stripped bed and packed my stuff. By 5pm with no driver assigned I was not prepared to spend another day bed blocking so paid £90 for a taxi to take me home. Very traumatic. You really need to look at your processes and be penalised for not providing a home from hospital service. Hospital to home ambulance service. What a joke of a service. TASL service which was booked and did not deliver</p> <p>Notes / Questions</p> <p>Healthwatch provided PET (Patient Experience Team) information</p> <p>2. Case 12249 (31-01-2023)</p> <p>Providers: Thames Ambulance Service (TASL)</p> <p>This is the 2nd time I have complained. Had no response. Was left all day and not collected. No update. Transport was booked from the hospital to home had to get a taxi which I paid for.</p> <p>Notes / Questions</p> <p>Healthwatch provided Non-emergency hospital transport Patient Experience Team information</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x Signposting 	<p>Signposting</p> <p>1. Case 12229 (25-01-2023)</p> <p>Providers: Thames Ambulance Service (TASL)</p> <p>Receptionist called from an out of area GP Surgery informing that a patient was currently with them and was awaiting transport to return them to Pilgrim Hospital in Boston. They were aware that it was TASL that they needed to call but had dialled several numbers and the phone was just ringing out constantly, so made contact with Healthwatch.</p> <p>Notes / Questions</p> <p>Healthwatch provided 2 contact numbers for TASL both of which the caller did not previously have.</p>

Social Care Services

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p>

	<p>1. Case 12237 (26-01-2023)</p> <p>PCN: Solas</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Care at Home Walnut Care</p> <p>Please tell us about you experience - I worked there for 3 Shifts. Training was okay but a bad place to work and felt sorry for the service users. Calls under an hour is terrible for everyone concerned. This was late last year.</p> <p>Does your feedback apply to a specific service? - I also looked at care home and have started in one. Again most seems to be poor . Sadly lacking in basic facilities and lack of staff. Only one care home I been to which is being newly built has fantastic facilities for both staff and service users. Unfortunately they aren't taking people with dementia. My dad has dementia and is in an excellent care home in the South East. I wouldn't put him in a care home here in the ones that I have seen.</p> <p>I moved to Lincolnshire and looked for employment in same industry and came across Walnut Care. After I have got the job my neighbour told me it was a terrible company. My shadow shifts were morning calls. The emphasis was to get everything done as quickly as possible and move on to the next one as you had around 12 calls to complete. It also had a fair amount of travelling to get to calls. Minimum call time we did that day was 15 minutes lunch and call where we had to prepare a meal deal with some washing washing up hot drink and medication and do your notes in that time.</p> <p>Next two shifts were evening ones. It was pretty much the same thing you could only prepare a sandwich in the time that you had them or a very quick ready meal.</p> <p>I quickly found this wasn't for me, what with the information with medication in that shorter time as well as write care plan notes etc and we had a lot of pet care too.</p> <p>I have now started in a care home where other employees have worked for Walnut Care and some employers have relatives that either have been with Walnut Care or who are still with Walnut Care and have said the same thing how terrible the services is.</p> <p>Notes / Questions</p> <p>Healthwatch provided Adult Social Care Team and CQC information</p> <p>2. Case 12184 (06-01-2023)</p> <p>Providers: Lincolnshire County Council - Children Services</p> <p>My 10 year old has been given weekly respite since July but I've yet to use any of it as the process of getting it set up is so complicated. Has other children with needs.</p> <p>Had an assessment, which was lengthy, in turn deemed to be allocated 4 hours per week, chose Penderels Trust to oversee, finds the whole process overwhelming and complicated. Has a social worker (new one recently), needs to write a job description and get references, for Penderels, has someone interested but so many forms to complete. Who should this be doing this?</p> <p>Penderels have sent a number of PDFs for them to read, which they haven't had time to do as yet. Still no carer in place as very complicated. Still has nothing in place but is going to get on top of what is needed by Penderels and is going to forward all the PDFs today at some point.</p> <p>Commented its really hard for people who are already overwhelmed, needs more thought to make it easier for people to navigate.</p> <p>Notes / Questions</p> <p>LPCF, Connect to Support; Local Offer and SEND information</p> <p>Provider Response</p> <p>Patient update 23/1/23 - Have managed to sort things out and a Personal Assistant starts today.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 12185 (06-01-2023)</p> <p>Providers: Lincolnshire County Council - Adult Social Care, Out of area</p> <p>Looking for social care in Wragby area. I am 87 years old and am looking for social care nearer my family. I live in the Durham area but am struggling with every day life and am registered disabled. Finding it hard to get information of anything in the area.</p> <p>Notes / Questions</p> <p>Unable to provide any information as no contact details provided.</p>

Other

Area	Case Details
<p>East Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p>

1. Case 12188 (10-01-2023)

PCN: Boston

Providers: East Lincolnshire Area Locality, Lincolnshire Integrated Care Services (ICS/ICB)

Group of people living with or caring for relatives with disabilities raised the following issues:

- what disability awareness training is offered to employees working within organisations across health and care?
- what systems are in place with health care settings to identify vulnerable people to health and care staff? How consistent are these across all health and care systems and how are they monitored for effectiveness to improve the patient / carer experience?
- Blue Badge issues: when visiting a health and care setting, how is this information communicated to the person? How is it recorded and acted upon?
- Wheelchair users: if a person has a power chair and it has issues, whilst being repaired, how does the person get out and about? Is there access to one whilst their one is being repaired?
- How do people access interpretation services if they need it? Who's responsibility is it to book this for an appointment at a health and care appointment? How is this communicated with the patient and their carer?
- What processes are in place for people who need assistance to attend a medical appointment and need support either to get there or once at the location?
- Do GP Practices have access to hoists for those patients that might need them during an examination?
- NHS Dental Services in Lincolnshire - many people are struggling to get seen by an NHS Dentist which can impact quite significantly on a disabled person's wellbeing in general. What is being done to ensure that some vulnerable groups are seen as a priority?
- What is in place for people with a hearing or speech impairment when trying to access emergency medical assistance?
- Are disabled people being referred to social prescribers to support them in accessing befriending and socialising groups to improve their overall wellbeing? How is this being communicated to the individual?
- Advocacy and Support - many people experience short term support and have to reapply for each new thing that comes along. What is the criteria for access this service and how long can the individual get this support? How is this communicated to the individual? Why is a new case worker assigned each time?
- How are homeless people within the Boston area access basis primary health and care? What services are available and how are they accessed by those vulnerable people who need them?
- Disability exercise programmes what is available locally and how do people access these programmes and resources? What additional resources such as transport is in place?
- Who can qualify for home visits for medical checks up such as physical examinations (GPs, Nurses, physiotherapists, Opticians, Dental checkups, screening etc)?
- Wheelchair users who are not able to transfer from a wheelchair to a dentist's chair easily, are all dentists equipped / trained with equipment to assist these people so that they can access treatment?
- With centralisation of services, how is the Integrated Care Board ensuring that issues and extra support is being put into place to support these people who may have to travel further away from home and stay away longer to access treatment?
- What is being done to address the provision of both community and hospital physiotherapy?
- Does the Integrated Care Board have Disability Working Groups (such as Sensory Impairment, Wheelchair Users, Adults and Children with Learning Difficulties, Long Term Health Conditions to name but a few) working alongside them at all stages of the development of and redesigning of new services? If the answer is NO, then why not?

Notes / Questions

Group signposted to: Connect to Support; Citizens Advice; Boston Borough Council; Primary Care Network. Also provided contact details for Community and Voluntary Services.

Healthwatch have received responses where a separate report will be produced.

Provider Response

Group leader - Thank you I have left a message for the area officer to see what support they can offer.

<p>South Locality x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 12248 (31-01-2023)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Connect Health Services - Pain Management Lincolnshire Pain Management (Connect Health)</p> <p>Two meetings with Connect Health 'clinician' at my GP surgery to collect medical history. For some reason GP surgery would not supply my records to them. Two further phone calls with 'clinician' where I agreed they would refer me to a psychologist. Looking on my medical records, it seems my treatment is complete. I was sent a questionnaire to fill in online but it was impossible to complete all sections and return it to Connect Health. I have had no treatment. I phoned Connect Health to ensure that they had informed my GP that I was waiting for a psychologist appointment I don't think they had a clue what I was talking about. I have heard nothing more. If the NHS needs to save money, it needs to stop outsourcing to private companies who don't seem to have a clue what is going on. Clinician' from Connect Health was very pleasant but did not have my lengthy medical records. GP could have been more helpful.</p> <p>Notes / Questions</p> <p>Healthwatch suggested making contact with Connect Health to ensure the referral had been made, or Healthwatch would do this if consent was provided.</p> <p>Provider Response</p> <p>Patient update - I will not take this further as my previous discussions/arguments with Lincs (CCG as was) were frustrating and time consuming with no satisfactory outcome. I've lost the will to argue/waste time any more. Trying to get any relevant or advantageous outcomes when you live near the Cambs/Lincs border is just impossible. I had a questionnaire to complete from Connect Health about how I felt now my treatment had ended. I wasn't aware it had ended. As far as I knew it hadn't even started. Having now been to 4 different "Pain Management" Clinics (stopping twice at Stamford for an operation and then emergency surgery), only being given breathing and pelvic floor exercises, I have no intention of attending any more sessions or even complaining about my treatment. What a waste of time and money for the NHS and the patient.</p> <p>I have found out that if you are disabled and have long term health conditions you are left to fend for yourself as your case is deemed to be too complicated for any satisfactory treatment or 'outcome'. That is, unless you have the funds to pay privately which I have had to do in the past. I'm no longer in a position to do so. I will continue to see my Rheumatologist as regularly as I need to - in Cambridgeshire.</p>
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Not Specified

Area	Case Details
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x Signposting 	<p>Signposting</p> <p>1. Case 12239 (27-01-2023)</p> <p>Providers: Out of area</p> <p>Person completed the Cost-of-Living survey and requested signposting information.</p> <p>Notes / Questions</p> <p>Healthwatch Lincolnshire provided local Healthwatch information. Nottinghamshire</p>