

Healthwatch Lincolnshire Patient Experiences for: August 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 August 2023 where 67 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:

- **Hospital administration** - difficulties in getting through to speak to anyone; regarding results and or appointments
- **NHS Dental** - especially in the east if the county patients struggling to get NHS provision
- **Getting through to GP Surgeries** - 8am scramble for patients, difficulties with online access.

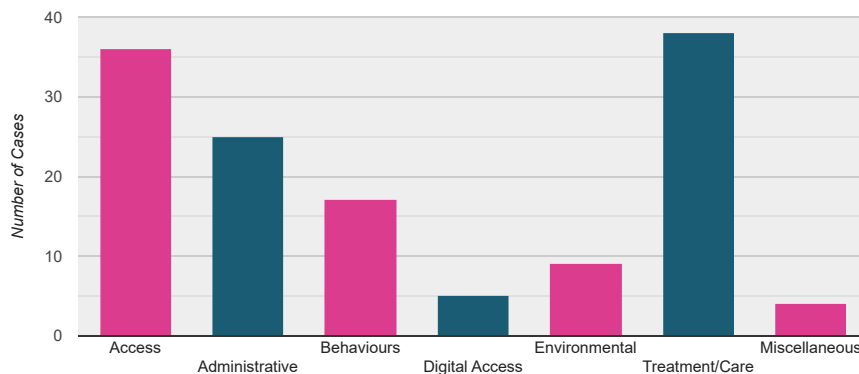
Positive areas:-

- *Stickney GP Surgery*
- *Munro Medical Practice*
- *ULHT*
- *Vine Street Surgery*

Statistics

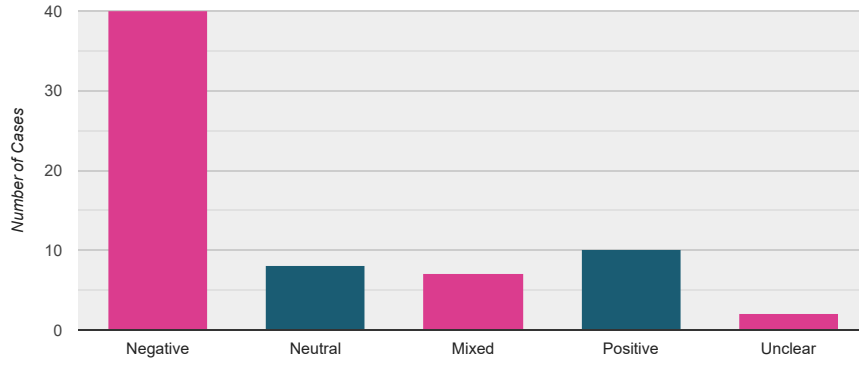
Total cases: 67

Theme Areas



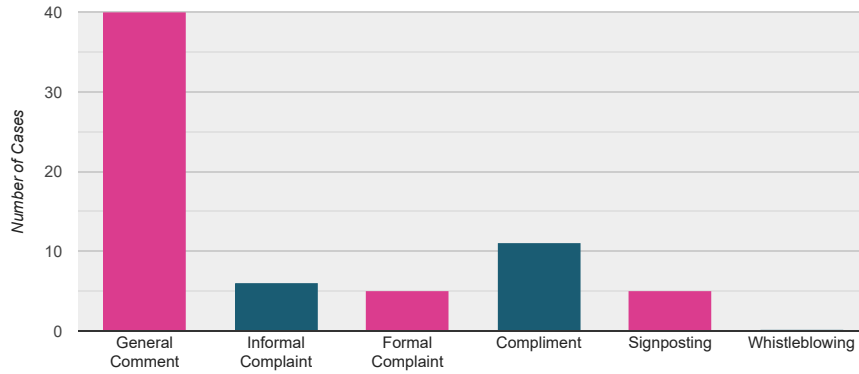
Theme Areas	Cases
Access	36
Administrative	25
Behaviours	17
Digital Access	5
Environmental	9
Treatment/Care	38
Miscellaneous	4

Sentiments



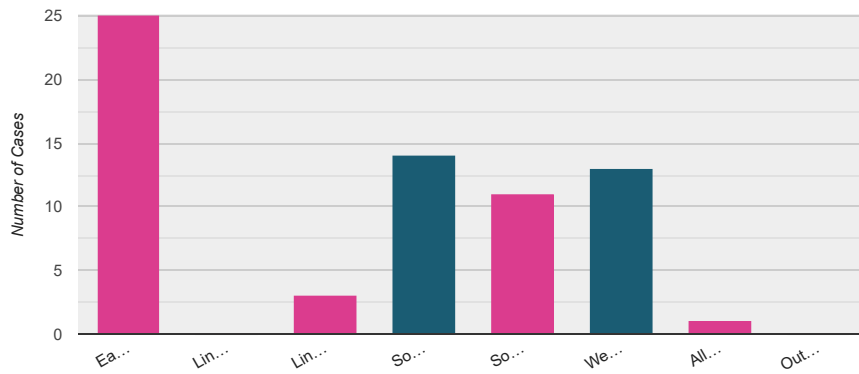
Sentiments	Cases
Negative	40
Neutral	8
Mixed	7
Positive	10
Unclear	2

Case Types



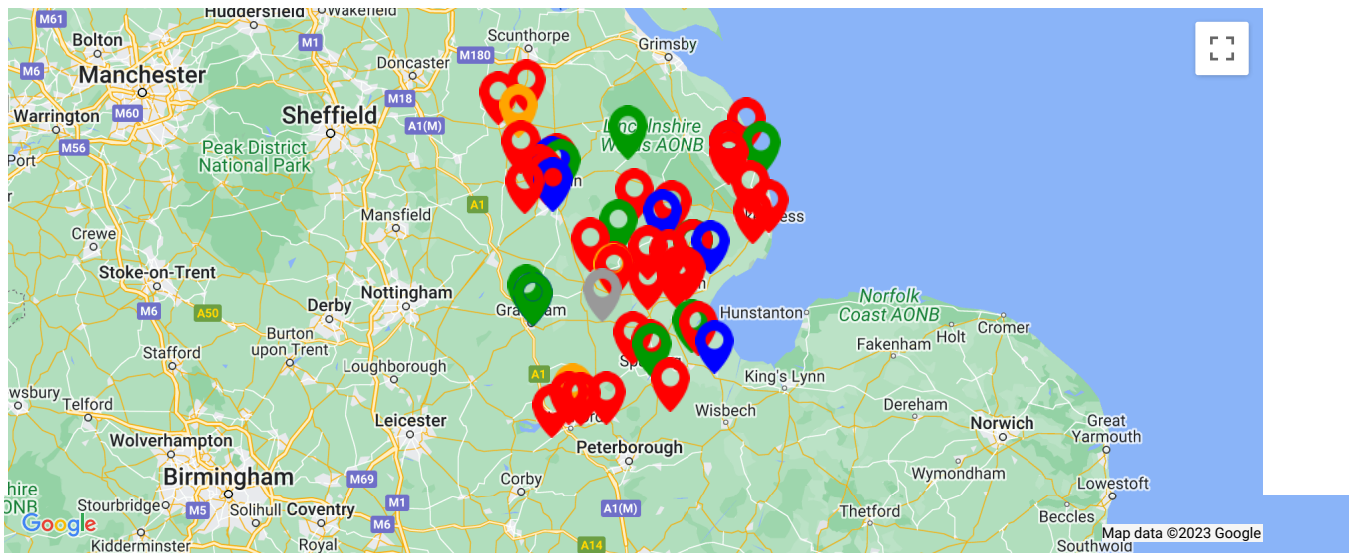
Case Types	Cases
General Comment	40
Informal Complaint	6
Formal Complaint	5
Compliment	11
Signposting	5
Whistleblowing	0

Areas



Areas	Cases
East Locality	25
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	3
South Locality	14
South West Locality	11
West Locality	13
All Areas	1
Out of Area	0

Map



Area	Case Details
<p>East Locality x 4</p> <ul style="list-style-type: none"> 4 x General Comment 	<p>General Comment</p> <p>1. Case 12788 (24-08-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS) For Information: Boston Health Clinic</p> <p>Patient contacted Healthwatch requesting information about NHS podiatry service. Had accessed this service 10 years ago.</p> <p>Notes / Questions</p> <p>Healthwatch made contact with Boston Health Clinic as patient does not have access to Internet, consent obtained to share personal details. Podiatry services will send self referral form by post to patient to return so that can access services.</p> <p>2. Case 12797 (30-08-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Carer for spouse who has been diagnosed with bladder cancer. Chemotherapy has burnt the bladder away, and spouse now has drains coming out of their kidneys, they have told spouse they can't have surgery due to their age and now has a catheter.</p> <p>Spouse had the drains placed in at Castlehill Hospital and these and the dressing were not checked or changed as no one would take responsibility. District Nurses originally came in, 1st nurse was lovely, 2nd nurse stated every 2 weeks would come in, 3rd nurse contacted to say running late, instead of dressing change the nurse placed a large plaster over the area then left. Plaster was aggravating the patient and pulling on the tube, carer didn't know what to do, so took spouse to the GP surgery where a dressing was put on. Received a call to say you took them to the GP, where carer stated they had to as couldn't wait for the next visit. No communication since and no nurse to change the dressings. Spouse ended up being admitted into hospital due to an infection. Has open wounds on their back and long drainage tubes that are the length of their leg which have several attachments they find uncomfortable. Carer had been informed by a nurse that they could change the catheters! Carer has ongoing health issues of their own.</p> <p>Carer is unsure what could be said and done to make things right but feels it plays a part in the situation they are now finding themselves in. Spouse is very poorly and the medical care they have received so far has been poor.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information so this could be looked into</p> <p>3. Case 12776 (16-08-2023)</p> <p>PCN: Solas</p> <p>Providers: NRS Healthcare, Pilgrim Hospital</p> <p>Following a number of operations my partner was given on 3 separate occasions crutches to use. On each occasion, the staff were informed that my partner already had a set of crutches but they insisted on providing another set. Made contact with NRS equipment and asked the process to return the 3 sets and was informed by them to take them to the main reception at my nearest Hospital, They would then be collected by NRS as part of their regular collection from the site.</p> <p>3 sets of crutches were taken into the Pilgrim Hospital main reception area having spent a long period of time trying to find a car parking space to no avail and had to park in the 20 minute drop off bay at front of hospital. Was greeted by the staff on Reception and was told in a very unfriendly manner that I could not leave the crutches there as it had nothing to do with them. It was suggested that I took them around to another department which the receptionist wasn't sure if that was the right place to take them. I did leave them at the reception and walk out of the hospital mainly because the staff member was unhelpful and quite dismissive.</p> <p>If NRS are informing people to drop off at the Main Reception area, then why are the staff at the hospital not informed that people may well do this? If this is not the right place, why are they not informing people of the correct place to drop off equipment? An example of poor communication between the 2 organisations.</p> <p>Provider Response</p> <p>Response from Trust Lead Physiotherapist - We are sorry for your poor experience in trying to return the crutches you were issued. Based on your feedback we are ensuring a process where main reception accept NRS equipment returns. We have also contacted NRS so that they inform that the Therapy reception should be the main area to return items, so hopefully your poor experience does not happen to others.</p>

	<p>4. Case 12792 (29-08-2023)</p> <p>PCN: Meridian</p> <p>Providers: Practice Plus Group MSK & Spinal Service, Lincolnshire</p> <p>I received a letter from MSK (Musculoskeletal services) regarding spinal scan, states minor lumbar degenerative changes, however the hospital scan stated significant Kyphoscoliosis, how can two scans be so different. Has made contact with the service to query, however they stated, it's all in the letter and left it at that. Has now been referred back to Connect Health, however carer does not have much confidence that this is the right route. Will make contact with their GP surgery to discuss.</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 12751 (09-08-2023)</p> <p>Providers: Lincoln County Hospital, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>My spouse has been on dialysis at Boston Clinic for six years. Sadly, has been ill due to a diabetic ulcer since 2020 which recurred in 2022 and they have been hospitalised for many weeks at different times from June 2022 till present day. Is currently in Lincoln County Hospital having had to have their right leg amputated. Is nearly ready for discharge following a infection post operatively and requiring Intravenous Antibiotics. Yesterday spouse was told that despite being nearly ready for discharge they cannot be discharged as their dialysis bed has been given to someone else and due to there being not enough community beds, has to go on a waiting list and they cannot say how long or short a time spouse will have to wait.</p> <p>This is distressing as they have been away from family for 9 weeks and having been ill for over 14 months and in excruciating pain, just wants to come home. Being in hospital is not good for their mental health and recovery. I contacted Kidney Care and apparently there is a national shortage of community dialysis beds and NHS England will not commission more.</p> <p>What can I do to get my spouse home?</p> <p>Notes / Questions</p> <p>Healthwatch provided ICB information</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> 1 x Informal Complaint 	<p>Informal Complaint</p> <p>1. Case 12789 (25-08-2023)</p> <p>PCN: APEX</p> <p>Providers: East Midlands Ambulance Service, GP Boultham Park, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Patient contacted Healthwatch Lincolnshire in a distressed state very angry and upset about Community Mental Health Service in Lincoln, Carholme Court, and GP at Boultham Park. Feels that these services do not listen and give any help or support. Has been in mental health crisis previously and has been in hospital after overdoses. Also feels that Hospital services, Ambulance service do not listen or respond appropriately when in mental health crisis. Long waiting time for ambulance following latest overdose and feels did not get help at hospital because they have mental health issues.</p> <p>Notes / Questions</p> <p>Signposted to Emergency Mental Health services and Safeguarding Contact information. Information given about mental health support in the Community and process of complaints and contacts given.</p> <p>Had 3 conversations with this individual. Difficult to understand as bad phone signal in these calls. Did not want to give information or for healthwatch to report negative experiences directly to provider as they had contacted managers in the past and it had made no difference.</p> <p>Provider Response</p> <p>It is hoped that if the author contacted the provided services, they received a satisfactory outcome.</p>

Primary Care services

Area	Case Details
<p>East Locality x 9</p> <ul style="list-style-type: none"> 5 x General Comment 1 x Informal Complaint 1 x Formal Complaint 1 x Compliment 1 x Signposting 	<p>General Comment</p> <p>1. Case 12778 (16-08-2023)</p> <p>Providers: Integrated Care Board Dental</p> <p>Patient having difficulty accessing NHS dentist. Pregnant partner has been deregistered.</p> <p>Notes / Questions</p> <p>NHS 111 and provided the link to a search engine: dental choices.</p>

2. Case 12777 (16-08-2023)

PCN: Boston

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient has been deregistered from Kirton Medical Practice in June 2023. Had been a patient of theirs for over 11 years and has been told that they are outside of their boundary and will have to go to another surgery. This has really upset them.

Patient is 80+ years old and most of what they do is in and around Kirton. Would prefer to stay at Kirton Medical Practice. Looking for some support in dealing with the ICB and complaints and overturning this decision as feels getting a bit overwhelmed at the moment. Has made contact with their local MP as well. Patient was asking the question is it to do with ageism and seen as potentially costing the NHS too much money now that they are older.

Has been allocated another Practice, but only discovered this when they needed a repeat prescription and following a recent consultation about a medical issue.

Notes / Questions

Healthwatch provided information on boundary areas, also provided advocacy.

Provider Response

Patient contacted Healthwatch back, requested information on Ombudsman as unable to get in contact. Has been in touch with ICB and local MP.

3. Case 12764 (15-08-2023)

PCN: Solas

Providers: Merton Lodge (Alford) GP

Patient commented they find it difficult accessing the GP surgery, has used phone to contact but takes at least an hour before they manage to get through. Has used online before but no-one got back to them at all via this route.

4. Case 12733 (01-08-2023)

PCN: Meridian

Providers: Tasburgh Lodge

Recently we have noticed the lack of GPs at the surgery, more often seen by a Nurse which is ok. If you submit an AskMyGP the Dr answers, which makes us believe the GPs are in Louth most of the time. There is a receptionists who is very rude and recently told an 87 year old patient that they couldn't make them an appointment when they turned up to the surgery, and had to use AskmyGP, just wasn't interested when told they didn't have any access to the mobile world! Woodhall has a high level of elderly people, how is this service offering patient centred care?

Notes / Questions

No personal information provided.

Healthwatch asks - are patients being informed they can only book appointments via AskMyGP? as many patients will not have this access.

Provider Response

Thank you for sharing your experience with Tasburgh Lodge, albeit it is disappointing to read. If I may I will address the points you raised in the order of presentation:

I am unsure where and when the author has noticed the lack of GPs because the reality is there are more doctors at Tasburgh Lodge then there have ever been, including additional GP registrars and at absolutely no point has any response to a query raised via AskMyGp come from Louth.

If I could be advised of the receptionist who was rude to the elderly lady I would be grateful. I have recently had two new receptionists who simply were unable to handle the extreme pressures of primary care and I do question if the incident mentioned was associated. In fact we always strive very hard to deliver the very best patient centred care and feel supported by the recent GP Patient Survey whereby 88% of patients found the GP receptionist helpful (ICS result: 84%; National result: 82%) and the overall level of percentage of patients who describe their overall experience of this GP practice as good delivered a result of 83% (ICS result: 71%; National result: 71%).

In response to the direct 'Healthwatch' question, we certainly do have a very small number of patients that are unable to book via AskMyGP and the resolution is to work with them to enable the required access or we enable a request for them and feedback the response from the clinician.

If the author would like to contact the Practice Manager we would welcome further explanation.

5. Case 12761 (14-08-2023)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Patient finds it difficult in making contact with the practice, has used AskMyGP but prefers to speak with people. Has recently been diagnosed with prostate cancer and had received a phone call from the Urologist asking them certain questions, patient wasn't too sure on dates or where the results would be, so made contact with the surgery to find this out for speed. Patient phoned the surgery where they were informed to get the consultant to write to the surgery for the information. Patient suggested they would come in, which they did. Patient asked to speak with the Practice Manager and whilst they were waiting in the waiting area heard some rude comments about them, (the patient themselves), which they found quite hurtful. Patient wants to have a positive relationship with the surgery and staff therein as it is very important to them to work together. Has had PSA monitored for a number of years and since COVID has found that the test for this is moving further and further away from when they are supposed to have this test done. Patient feels disappointed as they were only trying to get the information for the Consultant at the hospital as they are unsure if it has spread to the spine. On speaking with Practice Manager has now received the information, but felt it was very difficult to get to this point

Notes / Questions

Healthwatch suggested the patient put in writing their concerns to the Practice Manager and to include the ICB

Informal Complaint

1. Case 12737 (03-08-2023)

Providers: Boston Dental Centre , Integrated Care Board Dental

Patient had negative experience accessing dental care for all family members. Boston Dental Centre had discharged all family members had not been for 2 years. Staff rude on telephone.

Notes / Questions

Healthwatch gave information via email how to access dentistry in Lincolnshire and how to make a complaint.

Formal Complaint

1. Case 12759 (11-08-2023)

Providers: Beacon Medical Practice, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Patient contacted Healthwatch Lincolnshire having a negative experience with LPFT social worker and the care assessment completed. The patient has multiple physical, mental health, learning difficulties, and communication issues. Has had negative experience at GP surgery in relation to communication, extreme medical phobia, and time taken for appointments and did not feel listened to at the last appointment. Would like someone to go with them to any or all medical appointments.

Notes / Questions

Healthwatch contacted LPFT PALS and Beacon Medical Practice with patients consent to highlight issues raised to these providers of care. Framework worker and Advocate also contacted with patients consent.

Healthwatch Lincolnshire trying to source any further information about any organisations that could support patient at medical appointments.

Provider Response

15/08/23 Response from LPFT PALS- We are sorry to learn that the patient is unhappy that the care assessment does not meet their complex needs. We understand that a formal complaint will be sent when completed and we will log this using the NHS Complaints Process to investigate and respond.

We have forwarded your comments on to the patient's Social Work team to ensure they are aware of the concerns raised.

Compliment

1. Case 12762 (14-08-2023)

PCN: Solas

Providers: The Surgery Stickney

Made contact with Stickney Surgery last Thursday with a query about a repeat blood test and was offered an appointment with Nurse mid morning 2 days later. Waited no longer than 2 minutes for the appointment before being greeted by the nurse and blood test completed. Patient asked about their blood group and was informed that this was not done routinely anymore. The surgery did not have access to this information on the electronic records. Patient was advised that they would have to contact the hospital to find out if this was on their medical records and was likely if they had had a blood transfusion.

Patient was treated very well by the reception and nurse on this visit.

Notes / Questions

Patient did wonder after speaking to PALs at Pilgrim Hospital, why the surgery did not use the Care Portal themselves to check if this information was available to share with the patient.

Provider Response

Head of Primary Care Ops and Delivery, Lincolnshire ICB - blood groups are not routinely held in GP records. It indicates on the NHS website that if you've ever had an operation or had a baby, your blood type will be on your medical records. Donating blood is a good way to find out, as you'll be told yours when you're sent a donor card up to four weeks after you first donate. [How can I find out my blood type \(blood group\)? - NHS \(www.nhs.uk\)](https://www.nhs.uk/healthcareprofessionals/primarycare/primarycare-operations-delivery/primary-care-ops-delivery-2023-08-14)

The majority of practices have access to the care portal, having access doesn't indicate how well utilised it is. On the ICB website, the following is information on the portal [Care Portal - Frequently Asked Questions - Lincolnshire ICB](#). This does not indicate that blood group are part of the information available unless related to a previous procedure / operation.

The Care Portal provides a view of selected personal information about each patient or service user so that whenever you are being treated or cared for by the NHS or social care services the people looking after you will have the most up-to-date information. Examples of the information that could be included are:

- Address and telephone number – so we have one set of contact details for you.
- Diagnosis list – to make sure your health or social care professional has a complete record of your care.
- Allergies – to make sure you aren't prescribed or given any medicines you could have an adverse reaction to.
- < Test results – to speed up your treatment and care.
- Referrals, clinic letters and discharge information – to make sure the people caring for you have all the information they need about treatment you are having.

Records will be viewable only if they are relevant and add value. Certain very sensitive data, such as sexual health records will not be viewable in the Care Portal. Other sensitive information can be 'sealed off' (for example, certain mental health data) and will only be viewable if a health or care professional provides a reason for needing to access it and this will be audited. The decisions about which information can be viewed are taken by the organisation that holds the information in each system that is linked up.

Information contained in paper files will not be viewable, nor will historic information that is not held electronically. Individual organisations have plans in place for moving to all records being electronic, but this is separate to the Care Portal programme.

Signposting

1. Case 12766 (15-08-2023)

PCN: Solas

Providers: Integrated Care Board Dental

Patient looking for information on NHS Dentist for their children, can drive if necessary but prefers not to go too far.

Notes / Questions

Healthwatch provided information on NHS Dentist for children and NHS 111 should they need.

Lincolnshire Integrated Care Services (ICS/ICB) x 1

- 1 x General Comment

General Comment

1. Case 12793 (29-08-2023)

Providers: South Lincolnshire Area Locality

GP Medical Services

Despite Lincolnshire Integrated health services promising a new GP service for the people affected by the closure of both Pennygate GP service and Johnson GP service on the West Side of Spalding and a grand opening of a new branch medical service in Pennygate, many months ago, No patient care is available on the West Side of Spalding

South Locality x 8

General Comment

- 4 x General Comment
- 1 x Informal Complaint
- 2 x Compliment
- 1 x Signposting

1. Case 12744 (08-08-2023)

PCN: Four Counties

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

Closure again temporarily of their Online service Doctrin. Trying to obtain health care advice over a health concern

Unable to get a same day appointment and Lakeside have now closed again temporarily their on line service and referred people to 111 who are over run or 999 if urgent

This is unsafe health care and means that I cannot get health care related to my personal health condition

2. Case 12747 (08-08-2023)

PCN: Four Counties

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

I have been waiting since late August 2022 for a 48 hour heart monitor as I've had extremely irregular heart beats. I eventually had the monitor fitted late June 2023 for 2 days and were told the results would take around 3/4 weeks and to phone the doctor for results.

I phoned after 4 weeks to be told they couldn't find them, I rang the next day to be told they had them they had come in and a doctor would be contacting me. I waited a week and went into the practise to be told the doctor was phoning the next day. I waited all day and they rang me at 6.15pm and it went to voicemail telling me to call and tell reception I was on the phone I rang straight back to be told by the receptionist they would pass the message on to the doctor that I had rang and they would ring me back. I waited, they never rang back that evening or the next day so I tried to ring the surgery again and stayed on hold for 45 minutes. No one answered. I rang again Monday early August in the morning to be told my doctor had been busy but I wasn't on the list for a ring back and the best they could offer was a phone appointment on the Thursday. I'm extremely stressed out by this situation and all I want is the results from the test and to finally get an answer to what is going on.

Notes / Questions

Healthwatch suggested to make contact with the Practice Manager

3. Case 12794 (30-08-2023)

PCN: Four Counties

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

Last week I had to go to the Surgery at least 4 times now. The reason being is I went to the surgery last Friday to try and get an appointment for my elderly parent who has been having worse tummy symptoms for the last few months, a lot of this is down to Parkinsons so sadly not to much they can do but I just wanted parent to see someone just to see if they can check them over and on the slight off chance that maybe there is something they can do.

I went in last Friday and was told no appointments today which I said that doesn't matter I just need my parent to see someone to get checked out. So then got told I could go online first things and get an appointment so i thought great will do that. But I needed to register my parent to do this and would need to set up an email address to do this. So I went round my parents to do this then had to go back down the Drs to give them the address and get a password and code to set them up which I got.

On the first try I managed to sort an appointment out so was impressed by that. Then I had to go back on the system online thing and it wouldn't let me log back in on parents name and password so now after 4 times trying and going back to the surgery to get pass codes I still cant get on to parents system online so will have to go back to the surgery to try and get someone to help me sort this. I am pretty ok at doing things online but for anyone who isn't or for anyone older who doesn't use a computer they would be able to register so therefore they wouldn't be able to book an appointment online. I am told this is to stop the Drs having over 60 odd people calling in a morning which will help but not for people who can't use the internet.

I wouldn't have known about this had I not gone in and tried to get an appointment for parent as that was when I first got told I could book an appointment online. I have now found it is actually quicker for me to go to the actual surgery to do things than wait on the phone to speak to someone. On one of my many visits to the surgery lately I witnessed a couple of things that should not have happened.

One poor patient was talking to the receptionist and I could hear what was being said. I could see this patient was clearly in pain and discomfort and all they were trying to do was drop off a urine sample. The patient had a kidney infection and had been told after they had been given antibiotics that if they weren't better, to drop off a urine sample to get it checked. which is what this patient was trying to do only to be told they were at capacity and couldn't take anymore samples and even when the patient told the receptionist that they had been told to do this, the receptionist accused the patient of lying and refused to take the sample in.

This poor patient was in tears and when they went outside I followed them to make sure they were ok because I could see how distressed they were and they were on their own. The patient told me all they wanted to do was drop of a sample but they wouldn't let them and accused them of lying. By this time their partner came up to us and neither of them knew what to do. So I said ring 111 to see if they can help in some way or very case go to Peterborough Hospital.

I went back in the surgery to queue up again another patient was having a problem this time they were an older patient. They had turned up for an appointment which someone had rung them about to tell them they had this appointment with this certain Dr because of a skin problem on their face. Only to be told there was no such appointment and they couldn't see anyone because they didn't have an appointment but after a long time and a lot of messing around they did get to see someone but it wasn't the Dr they were meant to see.

It's the management of the surgeries who need to spend time facing people with there problems and see how they do, as I think that would be a different story. I think Lakeside Stamford is hanging by a thread.

4. Case 12742 (08-08-2023)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

I am very unhappy with the service received this week.

I made an appointment for an MSK Physio through the reception desk last week for Monday afternoon (yesterday). This was cancelled.

I made a Dr's appointment for a call early August, this was also cancelled. I was added to the waiting list, with another appointment made for the mid August, this was also cancelled.

The reason given was the initial MSK appointment didn't exist and should not have been booked. This was booked by your staff.

Today's Dr appointment was cancelled due to unforeseen circumstances.

The Dr appointment for the mid August was cancelled, as I have a MSK call appointment for a few days earlier, for severe back pain. Which I was hospitalised for 6 days and discharged to my GP for follow up. This is why I needed a GP appointment and now I have to wait at least 2 weeks, as advised by the receptionist I spoke to.

As I stated to the receptionist, I have an ongoing urology issue and was requested by the Dr late May to book a follow up call.

I feel since my discharge from hospital, that my physical health is suffering, by delays and cancellations, which is now affecting my mental health too. I am anxious to find a solution to my pain management and long term health issues.

I do not book appointments I don't need and feel my health care is a low priority to the surgery.

It is difficult to obtain appointments at the best of times and do not appreciate these being cancelled without any consultation.

Please investigate these issues and I look forward to your response.

Notes / Questions

Healthwatch were copied into this comment, original to the Practice.

Informal Complaint

1. Case 12736 (03-08-2023)

PCN: Four Counties

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

Patient had negative experience at Lakeside Surgery Stamford. Attended face to face appointment with Nurse. Asked to leave surgery and make request for blood test forms and repeat prescription on surgery online platform Doctrin. Patient on returning home unable to access Doctrin as this had been suspended. Patient frustrated that does this mean that staff are unaware of the current situation with Doctrin? How am I able to leave the surgery with admin advice that is not possible for me to complete? does this mean that staff are unaware of the current situation with Doctrin? How am I able to leave the surgery with admin advice that is not possible for me to complete?

Notes / Questions

Patient signposted to Practice Manager.

Compliment

1. Case 12784 (23-08-2023)

PCN: Spalding

Providers: Munro Medical Centre

Compliment and positive experience with GP over the last 30 years and positive experience of mental health services

2. Case 12739 (04-08-2023)

PCN: Spalding

Providers: Pilgrim Hospital

Patient stating that experience positive and exceptional at Pilgrim Hospital on the ward, GP, Ambulance service ,A&E. Complimenting staff attitudes, treatment, following 10 day hospital stay at Pilgrim Hospital with sepsis and pneumonia.

Provider Response

Thank the responder for their feedback and if they would forward ward details we will pass the information onto the relevant teams.

Signposting

1. Case 12783 (23-08-2023)

Providers: Integrated Care Board Dental

Patient looking for an NHS Dentist in the Long Sutton, Spalding area, is willing to travel and on benefits. Looking for one that does implants rather than a bridge.

Notes / Questions

Healthwatch provided some options of NHS Dentists further afield

<p>South West Locality x 2</p> <ul style="list-style-type: none"> • 2 x Compliment 	<p>Compliment</p> <p>1. Case 12754 (10-08-2023) PCN: K2 Healthcare Sleaford Providers: Lincoln County Hospital</p> <p>Positive experience of GP, Hospital Outpatients, Radiology and Lincoln County Hospital. Radiography for prostate cancer. Nothing could have been done better. Personal real caring. Appointments always on time. Free parking. Just so pleased with everything. Thank you one thousand percent. Bless all of the staff and please start paying them for what they are worth.</p> <p>Provider Response Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p> <p>2. Case 12787 (23-08-2023) PCN: K2 Healthcare Grantham and Rural Providers: Vine Street Surgery</p> <p>When I recently went to visit my parent, as I do daily, I spotted a bruise of their elbow, it was a Sunday. I asked how they did it and said they had been unwell in the night at fell in the bathroom at 3am banging their arm on the radiator. But never phoned me!!!! They wouldn't let me take them to Grantham Hospital to be checked.</p> <p>So, Monday morning I rang their GP, got through at 09.30 explained what had happened and whether someone could come out and check them over, also explaining the next morning hospital transport were taking them to an appointment and would be back by lunchtime. Wasn't sure at this point if they would get out to see parent Monday or Tuesday, or at all.</p> <p>Within 3 hours I had parents GP on the phone. Explaining they were with parent, carried out a full medical health check up and made some recommendations to me, and apologised for taking 3 hours to get to them! I was fully reassured my parent was okay.</p> <p>Fantastic GP practice, who go the extra mile to help their patients in the best way possible.</p>
<p>West Locality x 7</p> <ul style="list-style-type: none"> • 5 x General Comment • 2 x Informal Complaint 	<p>General Comment</p> <p>1. Case 12790 (25-08-2023) PCN: Trent Providers: Cleveland Surgery</p> <p>Patient asking why a clinical pharmacist making clinical decisions. This is following accessing GP to discuss statin medication following Hospital stay with gall bladder problems. Electronic system at GP signposted to Practice Pharmacist who will get in touch with patient to discuss medication.</p> <p>Notes / Questions Information about Clinical Pharmacists who work in GP practice from NHS Choices sent to patient</p> <p>2. Case 12757 (11-08-2023) Providers: Integrated Care Board Dental</p> <p>Patient unable to access NHS dentist within 25 miles of Gainsborough. Using their private savings to see a private dentist. Commented that if people did not have additional resources what do they do.</p> <p>Notes / Questions Healthwatch provided information on NHS Choices website, NHS 111 and Dental options.</p> <p>3. Case 12760 (14-08-2023) Providers: Integrated Care Board Dental</p> <p>After being dropped out of no where by Newland Dental Practice as they were going completely private, I've been left with temporary fillings which have now all disintegrated. My autistic child, who has a severe speech and learning delay, gets very anxious around new people which is causing difficulties. I don't know what to do and would like to know if there is any where in Lincolnshire that can help?</p> <p>Notes / Questions Healthwatch provided NHS 111, NHS Choices website, a Dental Practice stating they were taking on NHS patients in their area and Community Dental Services if needed and how to get referred.</p> <p>4. Case 12740 (02-08-2023) Providers: West Lincolnshire Area Locality For Information: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Patient contacted Healthwatch as they are not registered with a GP practice and haven't been for over 10 years. Is now looking to register, is housebound and would like some information on the GPs in a GP Practice on what they specialise in and what their background is. Closest GP surgery is Birchwood and Healthwatch suggested they have a chat with the Practice Manager to put them at ease. Patient would like to know more about each GP and why is there a boundary set for practices. Feels they were discriminated against previously.</p> <p>Notes / Questions Healthwatch suggested making contact with the ICB</p>

5. Case 12756 (10-08-2023)

PCN: Imp

Providers: The Willingham Surgery

In general always a great service. friendly and helpful. Personally I do not like the "AskMyGP" its to impersonal for me and I do not trust it at all, but the surgery push it to be used all the time. Even though if I am honest, not sure the staff like it either! I have however used it and overall satisfied with the outcomes eventually. But would not use it if really poorly or urgent. And for my relative its a definite no no!.

Informal Complaint

1. Case 12789 (25-08-2023)

PCN: APEX

Providers: East Midlands Ambulance Service, GP Boultham Park, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Hospitals NHS Trust (ULHT)

Patient contacted Healthwatch Lincolnshire in a distressed state very angry and upset about Community Mental Health Service in Lincoln, Carholme Court, and GP at Boultham Park. Feels that these services do not listen and give any help or support. Has been in mental health crisis previously and has been in hospital after overdoses. Also feels that Hospital services, Ambulance service do not listen or respond appropriately when in mental health crisis. Long waiting time for ambulance following latest overdose and feels did not get help at hospital because they have mental health issues.

Notes / Questions

Signposted to Emergency Mental Health services and Safeguarding Contact information. Information given about mental health support in the Community and process of complaints and contacts given.

Had 3 conversations with this individual. Difficult to understand as bad phone signal in these calls.

Did not want to give information or for healthwatch to report negative experiences directly to provider as they had contacted managers in the past and it had made no difference.

Provider Response

It is hoped that if the author contacted the provided services, they received a satisfactory outcome.

2. Case 12741 (07-08-2023)

Providers: Integrated Care Board Dental

Can you tell me if I can complain about our NHS Dentist striking us off their books I see that if you haven't been for 2 years they can, but my last appointment was cancelled in February 2022 and due to family problems we didn't sort but it's still less than 2 years. My spouse and child have been struck off as well there dentist retired (same practice)over COVID, I have phone a few times to book appointments for them and was told they would be in contact when a new dentist is appointed they never and have now said it too late.

Please note I have to do all appointments as my spouse had a stroke and will not talk to anyone

Notes / Questions

Healthwatch provided information on complaints, Practice Manager or ICB

Healthwatch hears this more and more, which is a concern as patients are experiencing difficulties in accessing NHS Dental across the county. What are the guidelines for this process, how are patients informed?

Hospital Services

Area	Case Details
<p>East Locality x 10</p> <ul style="list-style-type: none"> • 3 x General Comment • 1 x Informal Complaint • 2 x Formal Complaint • 3 x Compliment • 1 x Signposting 	<p>General Comment</p> <p>1. Case 12746 (08-08-2023)</p> <p>PCN: Boston</p> <p>Providers: Lincoln County Hospital, Pilgrim Hospital</p> <p>I have been advised to get in contact with yourselves after resent visits to 3 different hospitals and still having no answers to my treatment and basically being push from pillar to post with no one knowing what is going on. I'm in serve pain after breaking my eye socket and smashing my sinuses, please can someone help me as I am left in the dark and don't know what to do.</p> <p>The hospitals I've been back and forth to is: Spalding Johnsons Hospital, Boston Pilgrim Hospital, Lincoln county Hospital. And now I have a letter received saying that I'm being referred to QMC but prior to this I was told by Lincoln Hospital there is nothing they can do for me.</p> <p>Notes / Questions</p> <p>Patient requested Healthwatch to go to ULHT & QMC PALS, Healthwatch also suggested speaking with their GP surgery.</p> <p>Provider Response</p> <p>PALs at Pilgrim Hospital have repeatedly tried to make contact with the patient, Healthwatch also went back and provided PALS details again.</p>

2. Case 12753 (10-08-2023)

PCN: Boston

Providers: Lincoln County Hospital, Pilgrim Hospital

Negative experience in A&E Department at Pilgrim Hospital and Lincoln County Hospital.

Attended Pilgrim A&E Department because had severe headache, blurred vision, and very unsteady on feet. Rang 111 advised to attend Urgent Care Centre at Pilgrim Hospital. Went to Urgent Care Centre because of symptoms? a stroke had to go to A&E. Unsteady on feet and severe headache. Waiting room in A&E full to capacity difficult to find a seat. Waiting room was dirty no accessible or working toilet in waiting room. Floor was dirty and rubbish on floor. Drunk patients loud and noisy shouting. Had to sit next to another patient in wheelchair drunk and beaten up attended with police, constantly shouting and moving and passed urine all over the floor which was not cleaned up and the police left leaving them on their own so made me feel unsafe. Waited in these conditions before being transferred to Lincoln A&E for 12 hours in the waiting room. My relative stayed with me if they had not I would not have managed going to the toilet in the main department or getting a drink or food. I was told by staff in A&E that nobody could come with me in the ambulance to Lincoln. When we got to the ambulance staff said relative could come with me. They also told us Lincoln was full to capacity and about to close and we might have to wait in the ambulance and there was a very long wait in A&E.

A&E at Lincoln was full to capacity, noisy, dirty. I still had headache, unsteady on my feet and it was a good job that my relative was with me otherwise I would not have been able to get to the toilet, have a drink or anything to eat. We sat on hard plastic chairs as there was no other available for the next 17 hours. There were sick people with drips etc next to me in the waiting room and they were on their own other people waiting seemed to be treating it as a night out. There was a mix up with my MRI and I was called twice. I did not go home with any medication had to get this the next day from Pilgrim. This was a terrible experience and would make me think twice about getting help again.

Provider Response

Response from A&E Matron - Unfortunately, the situation within the hospital was such that there were more patients needing admission into hospital than the number of beds available. With an increased number of patients needing admission into hospital, there is extra strain on the ED because those patients who are waiting for beds remain in the ED. Space within the ED is finite and this means that we have to consider the needs of every patient and make difficult decisions about how the available resources are allocated.

Unfortunately, there were no beds or trolleys available and you needed to remain in the ED, where staff could observe you and ensure that you were safe. The area you were waiting within the ED is overseen by the medical and nursing staff. If the clinical priorities of patients had been less, then staff would have allocated you to a cubicle, where there was a trolley and you may have been more comfortable and able to rest. However, we hope you will understand that it was necessary to allocate the available cubicles to other patients, who at that time had clinical needs which were very urgent. The ED is also being extended and improved, which will increase the number of cubicles available. However, the facilities being improved will not happen immediately and we acknowledge that even when the ED environment is updated, if demand exceeds capacity, then this situation will continue.

3. Case 12731 (01-08-2023)

PCN: First Coastal

Providers: Pilgrim Hospital

Patient was discharged on 11 July, after fall and a broken vertebra. Was discharged from Ward 7 at Pilgrim and was informed to save them waiting they would send the discharge papers in the post. Nothing has arrived and the GP surgery have not received anything.

Patient concerned as was informed that some tests show cancer markers and doesn't know what's happening, nor does the surgery.

Patient was sent home with a back brace. Patient is very anxious that they need to know.

A friend went to the ward to ask as they were in the hospital anyway and a person on the ward said they didn't know as nothing showing on the patient records.

Notes / Questions

Healthwatch contacted PALs as per patient request

Provider Response

I shall escalate this with ward to see what is going on.

I shall contact the patient directly once I have more information.

It is hoped the author received a satisfactory outcome from PALS. Patient details given to Trust Wide Lead Nurse.

Informal Complaint

1. Case 12795 (30-08-2023)

PCN: Boston

Providers: Pilgrim Hospital

Inpatient on Ward 6B a couple of weeks ago with septicaemia. Negative experience in relation to discharge process. Delays with Discharge as Doctor unable to take blood and no other clinician available until the next day to do this. Discharge delayed for a day. Bedside aid ordered by the Ward arrived at house did not fit the bed and taken back, patient having to ring the Ward or Occupational Therapy Department to resolve this. On discharge given no paper or electronic discharge details, when went to the GP 2 weeks later only Accident and Emergency information no discharge summary from 6B had been inpatient for 7 days. Relative had to go to the ward a day later for medication prescribed on the ward for discharge. Negative experience on ward 6B in relation to safety, dignity, confidentiality and respect. Another patient wondering about trying to get out of the ward all the time, switching lights on in all ward areas at night time when patients asleep. This patient used a fire extinguisher to try and break the door down to get out. This patient was also wandering into peoples bed areas and watching procedures being done to them. Another patient was having dressings changed on their leg and was in distress and crying out with pain the other patient who was wondering about was not moved on and stood watching, curtains not drawn around so everybody in ward could see and hear what was going on. Seemed no supervision of the patient wondering about.

Notes / Questions

Given contact details ULHT PALS and contact number for Occupational therapy.

Provider Response

It is hoped that if the author contacted PALS and Occupational Health they received a satisfactory outcome.

Formal Complaint

1. Case 12735 (02-08-2023)

PCN: Solas

Providers: Pilgrim Hospital

Patient emailed Healthwatch Lincolnshire stating that struggling to find anyone in the NHS who knows the procedure to diagnose a child with learning disability. Even PALS doesn't know. Patient has had a negative experience with Community Paediatric Clinic at Pilgrim Hospital in relation to their relative. Patient told by Paediatric Doctor that could not diagnose a Learning Difficulty and needed to be referred to CAMHS. Patient contacted CAMHS no referral sent. Patient contacted Healthy Minds they said that they don't accept patients for the purpose of diagnosing learning disability. Patient advised to call child social services. Patient called child social services and they said they have no idea why CAMHS would refer me to them. They made me a phone appointment with ESCO and told me to contact my SEND caseworker. My relative turned 14 in April and I'm still no further along in trying to get them onto the learning disability register so they can have their annual health check.

Response from PALS was that reply from the Paediatric department explaining the only thing they can think of to advise is for you to contact the 'Bromhead Medical Charity' - they may be able to advise as to who to approach to obtain this diagnosis. Patients relative not eligible for this charity.

Patient wanting to make formal complaint about experience with Community Paediatric Clinic at Pilgrim Hospital.

Notes / Questions

Healthwatch Lincolnshire contacted patient given information about how to make formal complaint. Did not want any further information about local support for relative with Learning Disability..

Provider Response

It is hoped that if the author contacted Complaints, they received a satisfactory outcome.

2. Case 12780 (18-08-2023)

Providers: Pilgrim Hospital

Patient a carer had appointment for an x-ray at Pilgrim Hospital as reduced mobility. At the same time as the x-ray the relative they care for had a CT scan. They had rung the hospital the day before the appointment to find out what they needed to do to be able to get to X-RAY from the main reception. Told to attend appointment earlier and go to main reception where a porter would push a wheelchair for one of them as carer unable to push wheelchair and this would happen on the way back. When attended had a negative experience at Reception where the receptionist made a big display of phoning 'everywhere' finally a radiographer offered to come and get me, while relative who is cared for was taken down by a porter who said porters didn't start until 9. When we queried it, we were told we should bring a friend. Annoyed as had rang the day before and feel that reasonable adjustments were not made. Negative experience when contacted PALS told it was patients responsibility to get around the hospital.

Notes / Questions

Healthwatch provided complaints information, patient commented that will make a formal complaint and will use contact given to do this. Will also make contact with Scope.

Provider Response

It is hoped that if the author Complaints and Scope, they received a satisfactory outcome.

Compliment

1. Case 12752 (10-08-2023)

PCN: East Lindsey

Providers: Lincoln County Hospital

Positive experience of Lincoln County Hospital Outpatients Department when attending Dermatology Clinic. Referral times, communication re appointments and follow up communications following appointments were all exemplary. Could not have been more caring and accessible.

Provider Response

Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

2. Case 12755 (10-08-2023)

PCN: Solas

Providers: Pilgrim Hospital

Had treatment today in the endoscopy department and it was such a good experience. No waiting, everything explained well, dignity well cared for by use of clothing provided and the staff were absolutely wonderful, especially the nurse that looked after me when I first arrived, they had already phoned me the day before to do my pre op assessment.

Provider Response

Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

3. Case 12763 (14-08-2023)

PCN: Solas

Providers: Pilgrim Hospital

Patient wanted to find out their blood type before requesting a blood test through GP.

Patient followed up on advise given by Nurse at Stickney Practice and contacted the Hospital (out of area Kingston Hospital, Kingston upon Thames, Surrey) where they had a blood transfusion over 30 years ago. PALs department has sent them a form to complete to request this information. Email was sent immediately to the patient to follow up on the enquiry.

Patient also made contact with Pilgrim Hospital PALs Department. as they had had an operation there over 20 years ago. Patient made a verbal request and gave verbal consent to the person who was able to access through the Care Portal the information being requested and was able to confirm the blood type of the patient. This took all of less than 10 minutes. Patient was very grateful for such a prompt reply.

Notes / Questions

Patient was dealt with by PALs at Pilgrim - very efficient, professional and helpful. Within 10 minutes the patient had information that they required.

Provider Response

Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

Signposting

1. Case 12781 (21-08-2023)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Individual rang to ask if we had contact details (preferably and email) for Castle Ward at Lincoln Hospital. Their dependant is an inpatient on the ward and they needed to send some medical information over to the ward. Caller had been in contact with Healthwatch previously. Concerns around quality of care were briefly discussed this time also - patient had been moved to a ward in Durham a few weeks ago due to 'dispute' between patient and nurse. Patient is now back at Lincoln. Caller said if someone could get back to them via email with the contact details that would be appreciated.

Notes / Questions

21.08.2023 Patient given information to contact Medical Secretary assigned to the patient / PALs at Trust to make enquiries about a secure email address to send across information.

21.08.2023: Spoke with PALS at LPFT, no email address for the ward. Patient advised to either send in photocopies of the notes and address it to the Ward Manager, or send it across to the PALs email and they will forward to the Ward Manager.

South Locality x 6

- 5 x General Comment
- 1 x Compliment

General Comment

1. Case 12767 (15-08-2023)

PCN: South Lincolnshire Rural

Providers: Grantham + District Hospital, Lincoln County Hospital

Parent still waiting 2 months on for their test results. PALs looked into it still not heard back I chased them up they just said they had spoken to someone and they said they had sorted it but I said well they haven't?

Still not heard from an epilepsy nurse. Had another neurologist phone but he had no idea why he had been asked to call us and didn't even know he had had an EEG and didn't have access to results but said their medication should have been increased ages ago said they'd send a letter out 2 weeks ago but didn't

Child had seizure last Tuesday ambulance came BP was stuck too high and heart rate, was tachycardiac and stopped breathing for few seconds they sorted it but said report it to their specialist I have been trying to since last weeks and haven't managed to speak to a single person yet! All I know is another Consultant has taken over but can't see them until end of September!

Notes / Questions

At parents request Healthwatch contacted PALs.

Provider Response

PALs going to make contact with the parent

It is hoped the parents received a satisfactory outcome from PALs.

2. Case 12782 (21-08-2023)

Providers: One Health Sheffield

For Information: Lincolnshire Integrated Care Services (ICS/ICB)

Patient is being referred for a spinal operation via their GP Surgery. They have been informed that there are no spinal specialists in Lincolnshire and that they would be referred to the most suitable Trust to have this operation / procedure. Patient discussed this with their GP and their choice would be to go across to Queen's Medical, Nottingham where there are 9 surgical teams.

They have confirmed with their GP that the referral has gone through and they are waiting for an appointment to be sent out. They had a consultation at One Health, North Hykeham, Lincoln. They were not aware that the surgery would take place there. The appointment has come through for late October 2023 and is at One Health, North Hykeham. They are confused as to why they are being sent back to Lincoln.

Notes / Questions

Patient advised to make contact with One Health, North Hykeham, Lincoln to enquire who they will be seen by and where the operation / procedure will take place.

3. Case 12750 (09-08-2023)

PCN: South Lincolnshire Rural

Providers: Peterborough and Stamford Hospital

Waiting for ENT,

Just been put on the ENT list for MRI as I might have a benign cyst pressing on my nerve in my head near my ear or something wrong with my arteries – waiting list 9 – 12 months!

Notes / Questions

Healthwatch provided PALs information

4. Case 12779 (17-08-2023)

Providers: Peterborough and Stamford Hospital

Patient has had difficulty accessing ENT Outpatients appointment at Peterborough Hospital. On waiting list has been told likely to be a few months before seen.

5. Case 12785 (23-08-2023)

PCN: Spalding

Providers: Pilgrim Hospital

Patient has had previous chest x-ray, CT scan and informed scar tissue on lungs, requested a copy of report and all was ok on the report. Has had numerous blood tests and a further CT on right kidney mid July 23. Has recently changed GP Surgery in Spalding. New GP surgery have chased, as has the patient, for the results and to date nothing has been provided. Has eventually spoken with someone at the hospital who stated it had now been typed up and a copy would be sent to the GP and the patient themselves, still nothing and it has been over 5 weeks.

Notes / Questions

Healthwatch provided PALs information

Provider Response

It is hoped that if the author contacted PALs, they received a satisfactory outcome.

Compliment

	<p>1. Case 12739 (04-08-2023) PCN: Spalding Providers: Pilgrim Hospital</p> <p>Patient stating that experience positive and exceptional at Pilgrim Hospital on the ward, GP, Ambulance service ,A&E. Complimenting staff attitudes, treatment, following 10 day hospital stay at Pilgrim Hospital with sepsis and pneumonia.</p> <p>Provider Response Thank the responder for their feedback and if they would forward ward details we will pass the information onto the relevant teams.</p>
<p>South West Locality x 8</p> <ul style="list-style-type: none"> • 4 x General Comment • 1 x Informal Complaint • 3 x Compliment 	<p>General Comment</p> <p>1. Case 12771 (16-08-2023) Providers: Grantham + District Hospital</p> <p>Outpatients</p> <p>When I go to my appointment I need a wheelchair. The people in the yellow jackets are very helpful and give me a ride to the clinic. Sometimes when I have finished at the clinic a porter or other staff help me to the entrance in a wheelchair. But they will not take me to the taxi as they are not allowed to take the wheelchair past the front door. How can I get to the taxi if the taxi driver is unable to help. The clinic, all staff are wonderful</p> <p>Notes / Questions No patient details provided or which clinic</p> <p>Provider Response Provider Response Thank you for this feedback; our wheelchairs are not designed for outdoor use but can be used to the kerb at drop off and pick up points; we will feed this back to our volunteers.</p> <p>2. Case 12734 (02-08-2023) Providers: Lincoln County Hospital</p> <p>Cardiology</p> <p>Fell in the street late December 2022. Did not trip, just sudden weakness and breathlessness and went straight down. 18 hours in A&E Boston Pilgrim. Various tests for suspected TIA. January 2023: consultation with Stroke Clinic, Lincoln. Tests clear. Referred for echocardiogram. Result mid March 2023: left ventricle dilated; systolic function impaired; mitral and tricuspid regurgitation; aortic root dilated. This report was sent with a referral from Stroke to Cardiology in March.</p> <p>Since then I have heard nothing, despite repeated attempts to contact Cardiology. No one answers the phone and on the one occasion that I was able to leave a message on an answer ring service - with all my details - no one returned the call. It is now August - almost 8 months since my symptoms became serious and 5 months since the referral was sent from Stoke to Cardiology. Despite pressures on the NHS, there is no reason that the patient should be left completely in the dark regarding their condition - particularly when the issue is a heart condition. I am becoming more and more distressed and angry and need to speak to a Cardiologist! Not a GP or a Nurse Practitioner, wonderful though they are. A Cardiologist, please!</p> <p>Notes / Questions Healthwatch provided PALS information</p> <p>Provider Response It is hoped that if the author contacted PALS, they received a satisfactory outcome.</p>

3. Case 12751 (09-08-2023)

Providers: Lincoln County Hospital, Lincolnshire Integrated Care Services (ICS/ICB)

My spouse has been on dialysis at Boston Clinic for six years. Sadly, has been ill due to a diabetic ulcer since 2020 which recurred in 2022 and they have been hospitalised for many weeks at different times from June 2022 till present day. Is currently in Lincoln County Hospital having had to have their right leg amputated. Is nearly ready for discharge following a infection post operatively and requiring Intravenous Antibiotics. Yesterday spouse was told that despite being nearly ready for discharge they cannot be discharged as their dialysis bed has been given to someone else and due to there being not enough community beds, has to go on a waiting list and they cannot say how long or short a time spouse will have to wait.

This is distressing as they have been away from family for 9 weeks and having been ill for over 14 months and in excruciating pain, just wants to come home. Being in hospital is not good for their mental health and recovery. I contacted Kidney Care and apparently there is a national shortage of community dialysis beds and NHS England will not commission more.

What can I do to get my spouse home?

Notes / Questions

Healthwatch provided ICB information

4. Case 12773 (16-08-2023)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Admin within ULHT

While I have found all treatment that I have received at Lincolnshire Hospitals to be excellent, the appointment departments and general administration has been severely lacking. Two different appointments 10 minutes apart for the same treatments, Changing the hospital, from Boston to Lincoln or Grantham. No response at all when trying to telephone a department to enquire about a result of tests or an appointment. I was told in May 23 that all staff would be on holiday from Lincoln Hospital until July. Just getting an answer from a telephone call to Lincoln would be a novelty. Several people I have spoken with have had similar experiences.

Notes / Questions

No patient details provided

Provider Response

Response from Interim Clinical Services Manager, Outpatients. In response to the authors comments could I please firstly apologise for such a poor experience in the appointment booking process and when trying to telephone the Trust. Unfortunately I am unable to provide a more personalised response without further details of the patient, appointment and specialty-however if the author would be willing to share this information with me (either directly to my email or via our PALS team) I will be happy to investigate further and provide a more comprehensive response.

Informal Complaint

1. Case 12745 (08-08-2023)

Providers: Lincoln County Hospital, Lincolnshire County Council - Adult Social Care
Lincoln County A&E

My parent was transferred from Pilgrim Hospital as their veins had burst again and they needed banding. As it was a weekend this procedure was being carried out at Lincoln Hospital. I waited a few hours before heading to the hospital to see them and make sure everything was ok. When I arrived, parent was on a bed in the corridor of A&E. When I asked what was happening, I was told by the person in charge 'THEY don't always need it doing'. Basically because parent had liver failure, they had been judged as being an alcoholic which they were not. I tried to point out that waiting was not a good idea because parent would not stop bleeding - how do I know this, because it has happened before - anti-sickness if given and the blood just pooled in their stomach, meaning it eventually comes out elsewhere. I was told the Dr had decided to wait, and that they were very busy.

My parent was distressed, the toxins had built up and were affecting their mental capacity. Several hours later parent was moved into a room and all hell broke loose as they realised parent was still bleeding. Was moved into another area where they then received one on one care.

Eventually was moved to a ward and given the procedure in the middle of the night. Had this been done sooner, parent would not have gone through such distress and also would have saved money because they would not have needed the extra drugs and care.

Parent was admitted and the care from the nursing staff was good. However we saw different doctors all the time and nobody seemed to know what to do. They kept giving blood transfusions and then taking a blood sample for testing, to which the hospital in Peterborough responded with 'is not sick enough for a transplant!' My parent was acting oddly and we kept being told that it was not a result of toxin build up. I disagree.

As a family we were given no support upon their discharge when it was evident something was still wrong with their mental capacity. My parent was saying all sorts of strange things, refused medication, food and drink.

Carers were put in place, some of which were good, others didn't have a clue to the point that when I told them parent was too weak to get out of bed, they still tried to get them up - parent passed away the following day. When they passed and the lovely nurses came to see to parent, they found sores which the carers had not reported despite me asking.

I am a reasonable person, and I understand people are working hard and the system is broken, but does that really mean that compassion has to disappear too? I am not medically trained, but families know the person being treated and in my view, they should be listened to as well.

Notes / Questions

Healthwatch provided information on ULHT Complaints, Adult Social Care, Advocacy and CQC. No information on which Carer Service

Provider Response

It is hoped that if the author contacted the relevant departments, they received a satisfactory outcome.

Compliment

1. Case 12772 (16-08-2023)

Providers: Grantham + District Hospital
Cardiology

I visited cardiology technology department in July 23. They were all so excellent, I will vote them 110% as I was so impressed. But it is so sad to hear that they will be moving to Lincoln Hospital soon. Our hospital in Grantham is gradually deteriorating, no matter what we as the community request. Grantham Hospital is such a wonderful hospital and a very competent one too. So please do not make it deteriorate and make our communities needs go unheard.

Provider Response

Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

2. Case 12749 (09-08-2023)

Providers: Lincoln County Hospital
Facial surgery - Lincoln Hospital

It was excellent, I was given an out of hours phone number too. Felt safe. Surgery and hospital. Both first class

Provider Response

Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

	<p>3. Case 12754 (10-08-2023)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincoln County Hospital</p> <p>Positive experience of GP, Hospital Outpatients, Radiology and Lincoln County Hospital. Radiography for prostate cancer. Nothing could have been done better. Personal real caring. Appointments always on time. Free parking. Just so pleased with everything. Thank you one thousand percent. Bless all of the staff and please start paying them for what they are worth.</p> <p>Provider Response</p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>West Locality x 5</p> <ul style="list-style-type: none"> • 3 x General Comment • 1 x Informal Complaint • 1 x Formal Complaint 	<p>General Comment</p> <p>1. Case 12758 (11-08-2023)</p> <p>Providers: Lincoln County Hospital</p> <p>Carer sharing negative experience of elderly relative who had a fall at home in January. Elderly relative cut their head badly on a stone step. Relative who was injured rang carer first even though they were 40 miles away. Relative did this because thought this was quicker than ringing an ambulance. Carer feels that ambulance wait times not acceptable.</p> <p>Following ringing 999 Falls team assessed relative at home and suggested that they were taken to hospital by carers car as this was quicker than waiting for ambulance,</p> <p>Waiting times an issue in Lincoln County Hospital Accident and Emergency to be triaged then to receive treatment. While waiting relative pain in head and back got worse.</p> <p>Negative experience of Doctor who treated head wound. Described Doctor who cleaned head wound as rough causing relative to cry out in pain. Local anaesthetic not effective as it was very painful having the cut stapled and hair was not moved out of the way so it was trapped under the staples.</p> <p>Cleanliness of patient toilet used at the hospital an issue. Suffered Norovirus within 24 hour of visit carer and relative convinced from germs that picked up on this visit.</p> <p>Relative has taken a long time to recover from the trauma brought on by hospital visit.</p> <p>Provider Response</p> <p>Please advise the author of the following responses and if they wish to have this investigated further to contact PALS. From Operational Service Manager, regarding Doctor - Thank you for your comments. I can only apologise for your experience within the department. Unfortunately some medical procedures are uncomfortable and maybe painful. We will feed back to the team to ensure that they are aware that they are ensuring patients are able to tolerate these procedures as best as possible and to minimise the impact these interventions may cause.</p> <p>From Sister A& E - Thank you for your comments. I apologise for your experience within the department, in particular the long wait times. Unfortunately due to ongoing operational pressures, acuity and influx we often see our wait times increase during exceptionally busy times. Patients are triaged on clinical needs basis and not in time order, meaning if there are an abundance of emergencies then people with less emergent problems wait long in order to ensure departmental safety. I apologise that this wasn't communicated effectively and is something I will feedback to the team. In reference to the cleanliness of the department, I will discuss this with facilities and ask them to look into this as we expect our department to be clean and tidy at all times, having relevant resources in place to ensure this is upheld.</p> <p>2. Case 12774 (16-08-2023)</p> <p>Providers: Lincoln County Hospital</p> <p>Eye Clinic 8</p> <p>One hour travelling to get to the hospital, approximately one hour waiting and treatment, then one hour journey home. No tea or coffee facilities in the area since before COVID, unless you are able to walk to the main entrance about a quarter of a mile.</p> <p>Provider Response</p> <p>Thank you for this feedback; New vending machines are being deployed around our hospitals and we will check to see if one is planned for clinic 8 area.</p>

3. Case 12769 (15-08-2023)

PCN: South Lincoln Healthcare

Providers: West Lincolnshire Area Locality

Patient has diagnosis of Gastroparesis we will be going through a number of options regarding their diagnosis, but if all the options fail to help, they will start looking at other options, one of the options is putting a electrical thing in their tummy and one on the outside and it makes the tummy muscles work, if we get to this point we believe it's not available on the NHS, would they have to pay, which obviously is out the question.

It's called gastric electrical stimulation. There is a chance they could become malnourished and would have feeding tube if this continues with the sickness all of this is causing one very scared patient. If nothing else works, they said they would prefer to have the electrical implant which makes the muscle work but worried if they don't do it on NHS, I have had a look but can't find anything.

Notes / Questions

Healthwatch explained the Prior Approval process if the Consultant felt it was necessary

Informal Complaint

1. Case 12789 (25-08-2023)

PCN: APEX

Providers: East Midlands Ambulance Service, GP Boultham Park, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Hospitals NHS Trust (ULHT)

Patient contacted Healthwatch Lincolnshire in a distressed state very angry and upset about Community Mental Health Service in Lincoln, Carholme Court, and GP at Boultham Park. Feels that these services do not listen and give any help or support. Has been in mental health crisis previously and has been in hospital after overdoses. Also feels that Hospital services, Ambulance service do not listen or respond appropriately when in mental health crisis. Long waiting time for ambulance following latest overdose and feels did not get help at hospital because they have mental health issues.

Notes / Questions

Signposted to Emergency Mental Health services and Safeguarding Contact information. Information given about mental health support in the Community and process of complaints and contacts given.

Had 3 conversations with this individual. Difficult to understand as bad phone signal in these calls.

Did not want to give information or for healthwatch to report negative experiences directly to provider as they had contacted managers in the past and it had made no difference.

Provider Response

It is hoped that if the author contacted the provided services, they received a satisfactory outcome.

Formal Complaint

1. Case 12791 (29-08-2023)

Providers: Lincoln County Hospital

My parent died at Queen's Medical Centre, Nottingham, in May 2021. This is as a result of the 'treatment' or lack thereof, they received at Lincoln County Hospital.

Was misdiagnosed with an exceedingly rare condition known as 'Crowned Dens Syndrome'. In reality, they had a staphylococcus infection of the bone in the bone at the top of their spine/neck.

Had been admitted into Lincoln County Hospital on two occasions. The first was in was on March 2021 where they were treated for infection, provided some antibiotics, etc., and sent home with pain relief (having been misdiagnosed) - discharged in April. Was in agony at home for several weeks until they went into hospital again in May 2021.

At the first admission blood culture tests were grown that showed the staphylococcus infection. It is stated at least TWICE in their Medical Records that the Blood Cultures should be *redone* 48 - 72 hours after finished the course of oral antibiotics was sent home with - this was *never* done.

On the second admission screening swabs were taken, and these grew staphylococcus. Had various markers of infection but they were all ignored. Had severe neck pain and at some point started to display Lhermitte's Sign.

Was left in the care of a Medical Core Trainee. Also had visits from a physiotherapist and other consultants, was encouraged to move about and move their neck and head despite the electric shock symptoms. Should have had the neck stabilised with a neck brace, but instead was told to move about and was *not* immobilised. The result was cord compression and paralysis.

The Medical Core Trainee did *not* immediately escalate this to any senior person, despite the paralysis. Family member has been through the complaints system and also requested FOI. Did not find complaints response satisfactory.

Notes / Questions

Healthwatch provided Parliamentary and Health Service Ombudsman information and CQC.

Provider Response

It is hoped that if the author contacted the relevant departments, they received a satisfactory outcome.

<p>East Locality x 2</p> <ul style="list-style-type: none"> • 1 x Formal Complaint • 1 x Signposting 	<p>Formal Complaint</p> <p>1. Case 12759 (11-08-2023)</p> <p>Providers: Beacon Medical Practice, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient contacted Healthwatch Lincolnshire having a negative experience with LPFT social worker and the care assessment completed. The patient has multiple physical, mental health, learning difficulties, and communication issues. Has had negative experience at GP surgery in relation to communication, extreme medical phobia, and time taken for appointments and did not feel listened to at the last appointment. Would like someone to go with them to any or all medical appointments.</p> <p>Notes / Questions</p> <p>Healthwatch contacted LPFT PALS and Beacon Medical Practice with patients consent to highlight issues raised to these providers of care. Framework worker and Advocate also contacted with patients consent.</p> <p>Healthwatch Lincolnshire trying to source any further information about any organisations that could support patient at medical appointments.</p> <p>Provider Response</p> <p>15/08/23 Response from LPFT PALS- We are sorry to learn that the patient is unhappy that the care assessment does not meet their complex needs. We understand that a formal complaint will be sent when completed and we will log this using the NHS Complaints Process to investigate and respond.</p> <p>We have forwarded your comments on to the patient's Social Work team to ensure they are aware of the concerns raised.</p> <p>Signposting</p> <p>1. Case 12781 (21-08-2023)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Individual rang to ask if we had contact details (preferably and email) for Castle Ward at Lincoln Hospital. Their dependant is an inpatient on the ward and they needed to send some medical information over to the ward. Caller had been in contact with Healthwatch previously. Concerns around quality of care were briefly discussed this time also - patient had been moved to a ward in Durham a few weeks ago due to 'dispute' between patient and nurse. Patient is now back at Lincoln. Caller said if someone could get back to them via email with the contact details that would be appreciated.</p> <p>Notes / Questions</p> <p>21.08.2023 Patient given information to contact Medical Secretary assigned to the patient / PALS at Trust to make enquiries about a secure email address to send across information.</p> <p>21.08.2023: Spoke with PALS at LPFT, no email address for the ward. Patient advised to either send in photocopies of the notes and address it to the Ward Manager, or send it across to the PALS email and they will forward to the Ward Manager.</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> • 1 x Informal Complaint 	<p>Informal Complaint</p> <p>1. Case 12789 (25-08-2023)</p> <p>PCN: APEX</p> <p>Providers: East Midlands Ambulance Service, GP Boultham Park, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Patient contacted Healthwatch Lincolnshire in a distressed state very angry and upset about Community Mental Health Service in Lincoln, Carholme Court, and GP at Boultham Park. Feels that these services do not listen and give any help or support. Has been in mental health crisis previously and has been in hospital after overdoses. Also feels that Hospital services, Ambulance service do not listen or respond appropriately when in mental health crisis. Long waiting time for ambulance following latest overdose and feels did not get help at hospital because they have mental health issues.</p> <p>Notes / Questions</p> <p>Signposted to Emergency Mental Health services and Safeguarding Contact information. Information given about mental health support in the Community and process of complaints and contacts given.</p> <p>Had 3 conversations with this individual. Difficult to understand as bad phone signal in these calls. Did not want to give information or for healthwatch to report negative experiences directly to provider as they had contacted managers in the past and it had made no difference.</p> <p>Provider Response</p> <p>It is hoped that if the author contacted the provided services, they received a satisfactory outcome.</p>

Patient Transport

Area	Case Details
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<p>South Locality x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 12739 (04-08-2023) PCN: Spalding Providers: Pilgrim Hospital</p> <p>Patient stating that experience positive and exceptional at Pilgrim Hospital on the ward, GP, Ambulance service ,A&E. Complimenting staff attitudes, treatment, following 10 day hospital stay at Pilgrim Hospital with sepsis and pneumonia.</p> <p>Provider Response</p> <p>Thank the responder for their feedback and if they would forward ward details we will pass the information onto the relevant teams.</p>
<p>West Locality x 3</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Informal Complaint • 1 x Signposting 	<p>General Comment</p> <p>1. Case 12758 (11-08-2023) Providers: Lincoln County Hospital</p> <p>Carer sharing negative experience of elderly relative who had a fall at home in January. Elderly relative cut their head badly on a stone step. Relative who was injured rang carer first even though they were 40 miles away. Relative did this because thought this was quicker than ringing an ambulance. Carer feels that ambulance wait times not acceptable.</p> <p>Following ringing 999 Falls team assessed relative at home and suggested that they were taken to hospital by carers car as this was quicker than waiting for ambulance,</p> <p>Waiting times an issue in Lincoln County Hospital Accident and Emergency to be triaged then to receive treatment. While waiting relative pain in head and back got worse.</p> <p>Negative experience of Doctor who treated head wound. Described Doctor who cleaned head wound as rough causing relative to cry out in pain. Local anaesthetic not effective as it was very painful having the cut stapled and hair was not moved out of the way so it was trapped under the staples.</p> <p>Cleanliness of patient toilet used at the hospital an issue. Suffered Norovirus within 24 hour of visit carer and relative convinced from germs that picked up on this visit.</p> <p>Relative has taken a long time to recover from the trauma brought on by hospital visit.</p> <p>Provider Response</p> <p>Please advise the author of the following responses and if they wish to have this investigated further to contact PALS. From Operational Service Manager, regarding Doctor - Thank you for your comments. I can only apologise for your experience within the department. Unfortunately some medical procedures are uncomfortable and maybe painful. We will feed back to the team to ensure that they are aware that they are ensuring patients are able to tolerate these procedures as best as possible and to minimise the impact these interventions may cause.</p> <p>From Sister A& E - Thank you for your comments. I apologise for your experience within the department, in particular the long wait times. Unfortunately due to ongoing operational pressures, acuity and influx we often see our wait times increase during exceptionally busy times. Patients are triaged on clinical needs basis and not in time order, meaning if there are an abundance of emergencies then people with less emergent problems wait long in order to ensure departmental safety. I apologise that this wasn't communicated effectively and is something I will feedback to the team. In reference to the cleanliness of the department, I will discuss this with facilities and ask them to look into this as we expect our department to be clean and tidy at all times, having relevant resources in place to ensure this is upheld.</p> <p>Informal Complaint</p> <p>1. Case 12789 (25-08-2023) PCN: APEX Providers: East Midlands Ambulance Service, GP Boultham Park, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Patient contacted Healthwatch Lincolnshire in a distressed state very angry and upset about Community Mental Health Service in Lincoln, Carholme Court, and GP at Boultham Park. Feels that these services do not listen and give any help or support. Has been in mental health crisis previously and has been in hospital after overdoses. Also feels that Hospital services, Ambulance service do not listen or respond appropriately when in mental health crisis. Long waiting time for ambulance following latest overdose and feels did not get help at hospital because they have mental health issues.</p> <p>Notes / Questions</p> <p>Signposted to Emergency Mental Health services and Safeguarding Contact information. Information given about mental health support in the Community and process of complaints and contacts given.</p> <p>Had 3 conversations with this individual. Difficult to understand as bad phone signal in these calls. Did not want to give information or for healthwatch to report negative experiences directly to provider as they had contacted managers in the past and it had made no difference.</p> <p>Provider Response</p> <p>It is hoped that if the author contacted the provided services, they received a satisfactory outcome.</p> <p>Signposting</p>

1. Case 12748 (08-08-2023)

Providers: West Lincolnshire Area Locality

Family member looking for a Private Ambulance hire to transport housebound parent for respite whilst house is having some work done on it, needs to have stretcher. Has been unable to locate anything in Lincolnshire and has been provided with Healthwatch details

Notes / Questions

Healthwatch provided 3 x Nottinghamshire based Private Ambulance contact details

Provider Response

Family member called back the following day to say they had spoken with the providers Healthwatch offered and have booked the service for one in Newark (Nottinghamshire) thank you for your help and I can now get on with sorting things out for parent.

Social Care Services

Area	Case Details
<p>South West Locality x 2</p> <ul style="list-style-type: none">• 1 x General Comment• 1 x Informal Complaint	<p>General Comment</p> <p>1. Case 12796 (30-08-2023)</p> <p>Providers: Continuing HealthCare, Lincolnshire Integrated Care Services (ICS/ICB) For Information: Lincolnshire County Council - Adult Social Care</p> <p>Parent of adult dependant is the main carer. Dependant has life long brain damage from birth and subsequently needs a large package of care in place. Is funded by CHC (continuing Healthcare) and has requested further support due to parent/carers own medical needs. Currently has support for 9.30am - 5pm Monday - Friday plus some extra flexible hours. Has tried respite externally, however dependant always ends up in hospital during this respite stay. Dependant lives at home, does not sleep, needs support to eat, toilet and all aspects of personal care. Has no weekend cover, would like further night cover and parent struggling. Extra care has been refused and parent is appealing. Last review of assessment completed in June 23. Spouse previously had a stroke, currently struggling with memory issues and waiting for diagnosis of early onset dementia. Parent not clear where the barriers are for the extra care so desperately needed.</p> <p>Notes / Questions</p> <p>Healthwatch provided information on: Advocacy; ICB Complaints; Parliamentary & Health Ombudsman and LPFT Memory Clinics</p> <p>Informal Complaint</p>

1. Case 12745 (08-08-2023)

Providers: Lincoln County Hospital, Lincolnshire County Council - Adult Social Care
Lincoln County A&E

My parent was transferred from Pilgrim Hospital as their veins had burst again and they needed banding. As it was a weekend this procedure was being carried out at Lincoln Hospital. I waited a few hours before heading to the hospital to see them and make sure everything was ok. When I arrived, parent was on a bed in the corridor of A&E. When I asked what was happening, I was told by the person in charge 'THEY don't always need it doing'. Basically because parent had liver failure, they had been judged as being an alcoholic which they were not. I tried to point out that waiting was not a good idea because parent would not stop bleeding - how do I know this, because it has happened before - anti-sickness if given and the blood just pooled in their stomach, meaning it eventually comes out elsewhere. I was told the Dr had decided to wait, and that they were very busy.

My parent was distressed, the toxins had built up and were affecting their mental capacity. Several hours later parent was moved into a room and all hell broke loose as they realised parent was still bleeding. Was moved into another area where they then received one on one care.

Eventually was moved to a ward and given the procedure in the middle of the night. Had this been done sooner, parent would not have gone through such distress and also would have saved money because they would not have needed the extra drugs and care.

Parent was admitted and the care from the nursing staff was good. However we saw different doctors all the time and nobody seemed to know what to do. They kept giving blood transfusions and then taking a blood sample for testing, to which the hospital in Peterborough responded with 'is not sick enough for a transplant!' My parent was acting oddly and we kept being told that it was not a result of toxin build up. I disagree.

As a family we were given no support upon their discharge when it was evident something was still wrong with their mental capacity. My parent was saying all sorts of strange things, refused medication, food and drink.

Carers were put in place, some of which were good, others didn't have a clue to the point that when I told them parent was too weak to get out of bed, they still tried to get them up - parent passed away the following day. When they passed and the lovely nurses came to see to parent, they found sores which the carers had not reported despite me asking.

I am a reasonable person, and I understand people are working hard and the system is broken, but does that really mean that compassion has to disappear too? I am not medically trained, but families know the person being treated and in my view, they should be listened to as well.

Notes / Questions

Healthwatch provided information on ULHT Complaints, Adult Social Care, Advocacy and CQC. No information on which Carer Service

Provider Response

It is hoped that if the author contacted the relevant departments, they received a satisfactory outcome.

Other

Area	Case Details
<p>East Locality x 3</p> <ul style="list-style-type: none">3 x General Comment	<p>General Comment</p> <p>1. Case 12765 (15-08-2023)</p> <p>PCN: Solas</p> <p>Providers: East Lincolnshire Area Locality</p> <p>Elderly couple received a call from PPI Claim, informing them that they would be able to get further monies back. This was a scam, Has informed HMRC as they sent a cheque to the PPI claims people and now the couple are looking for ways to get monies returned to them.</p> <p>Notes / Questions</p> <p>Healthwatch provided Citizens Advice information</p>

	<p>2. Case 12776 (16-08-2023)</p> <p>PCN: Solas</p> <p>Providers: NRS Healthcare, Pilgrim Hospital</p> <p>Following a number of operations my partner was given on 3 separate occasions crutches to use. On each occasion, the staff were informed that my partner already had a set of crutches but they insisted on providing another set. Made contact with NRS equipment and asked the process to return the 3 sets and was informed by them to take them to the main reception at my nearest Hospital, They would then be collected by NRS as part of their regular collection from the site.</p> <p>3 sets of crutches were taken into the Pilgrim Hospital main reception area having spent a long period of time trying to find a car parking space to no avail and had to park in the 20 minute drop off bay at front of hospital. Was greeted by the staff on Reception and was told in a very unfriendly manner that I could not leave the crutches there as it had nothing to do with them. It was suggested that I took them around to another department which the receptionist wasn't sure if that was the right place to take them. I did leave them at the reception and walk out of the hospital mainly because the staff member was unhelpful and quite dismissive.</p> <p>If NRS are informing people to drop off at the Main Reception area, then why are the staff at the hospital not informed that people may well do this? If this is not the right place, why are they not informing people of the correct place to drop off equipment? An example of poor communication between the 2 organisations.</p> <p>Provider Response</p> <p>Response from Trust Lead Physiotherapist - We are sorry for your poor experience in trying to return the crutches you were issued. Based on your feedback we are ensuring a process where main reception accept NRS equipment returns. We have also contacted NRS so that they inform that the Therapy reception should be the main area to return items, so hopefully your poor experience does not happen to others.</p> <p>3. Case 12792 (29-08-2023)</p> <p>PCN: Meridian</p> <p>Providers: Practice Plus Group MSK & Spinal Service, Lincolnshire</p> <p>I received a letter from MSK (Musculoskeletal services) regarding spinal scan, states minor lumbar degenerative changes, however the hospital scan stated significant Kyphoscoliosis, how can two scans be so different. Has made contact with the service to query, however they stated, it's all in the letter and left it at that. Has now been referred back to Connect Health, however carer does not have much confidence that this is the right route. Will make contact with their GP surgery to discuss.</p>
<p>Lincolnshire Integrated Care Services (ICS/ICB) x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 12732 (01-08-2023)</p> <p>Providers: Lincolnshire County Council</p> <p>For Information: Lincolnshire County Council - Adult Social Care</p> <p>Feedback from a care provider at the Linca Conference. They said that the one area that generates the most complaints is Serco, who manage the financial assessments. People have great difficulty speaking to anyone asking, finding out any information.</p>
<p>South Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 12786 (23-08-2023)</p> <p>Providers: South Lincolnshire Area Locality</p> <p>Patient homeless individual sleeping rough with their dog. Has been in area for 16 days has probation and police involved, mental health team involved where lived previously. No registered GP or homeless services involved or local mental health team. Has relative in Lincolnshire that post goes to.</p> <p>Notes / Questions</p> <p>Healthwatch with patient consent completed Framework referral and provided local GP information to get registered with</p> <p>Provider Response</p> <p>Framework going to make contact with the patient.</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> 1 x Signposting 	<p>Signposting</p> <p>1. Case 12743 (08-08-2023)</p> <p>Providers: Lincolnshire South West Area Locality</p> <p>Healthwatch attended a group and one of the participants requested a couple of pieces of info.</p> <p>Contact details of Healthwatch Stratford upon Avon</p> <p>Mindfulness or Meditation Groups in the Billingborough area.</p> <p>Notes / Questions</p> <p>Information was provided to the participant as requested.</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p>

1. Case 12775 (16-08-2023)

Providers: Nottinghamshire Community Health Services

Healthcare at HMP Lincoln

They have always treated me fairly and always ask if I am ok most days. At medication time they have been polite and spoken to me with respect. The staff at healthcare have always been a help to me. I have known many of them for a number of years now.

Not Specified

Area	Case Details
<p data-bbox="188 456 352 486">East Locality x 1</p> <ul data-bbox="199 501 416 524" style="list-style-type: none">• 1 x General Comment	<p data-bbox="485 456 676 486">General Comment</p> <p data-bbox="496 501 732 524">1. Case 12798 (31-08-2023)</p> <p data-bbox="517 535 1027 560">Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p data-bbox="517 568 1401 620">In the past week I have had to visit both Lincoln and Louth Hospitals a couple of times. I would like to make the following positive and negative observations.</p> <p data-bbox="517 629 914 654">Throughout, all of the staff were very helpful.</p> <p data-bbox="517 665 1394 772">Patient has <i>Rheumatoid arthritis</i>. In Lincoln Outpatients there are a number of doors that are so stiff that a weak patient is unable to open them. Further the lock on the Disabled Toilets in Clinic 4 is too stiff and of a design not suitable for disabled toilets. Is there is a "standard" that these doors should meet? Can Housekeeping or Estates or who is responsible inspect and fix accordingly.</p> <p data-bbox="517 784 1401 891">The new procedure for Blood Tests works very well. I spoke with the staff and they were very positive about how it is working. None of the Clinical Staff from nurses to consultants seemed to be aware of the Trust's new procedures for X-rays and for Blood Tests. Patient was given misinformation on a number of occasions.</p> <p data-bbox="517 902 1390 981">Registering a new car for a Blue Badge was very easy at the Outpatients Reception. My only concern is that when busy it does take the receptionist away from their primary task for a few minutes and queues can form quickly.</p> <p data-bbox="517 992 1401 1155">At Louth the X-ray department is very efficient. Patient impressed that they have the longest opening hours in the Trust. 7 days a week and 9 am to 7.30 pm with 2 hours closed at lunch time. A major observation is that the outside door to X-ray is locked at 4.30 each day. Any patient after that time must use the A&E Entrance. This the other side of the hospital and a huge hike up and down hill for anyone let alone someone with walking difficulties or in a wheelchair. Surely there is something that can be done to alleviate this situation?</p> <p data-bbox="517 1167 1361 1218">I hope that all of these observations will help to improve the Patients Experience throughout the Trust.</p> <p data-bbox="517 1229 683 1254">Notes / Questions</p> <p data-bbox="517 1263 1198 1288">Information shared with Patient Experience Manager and Patient Panel, ULHT</p> <p data-bbox="517 1299 691 1323">Provider Response</p> <p data-bbox="517 1332 1401 1608">Lead Nurse for Estates and Facilities investigating lock query. Request sent from radiography to Estates "The offending notice to be altered reflecting current arrangements of GP access of 9-12 and 14.00 - 19.30 every day other than Bank Holidays and notice about attending via A/E to be removed completely. Open access for GPs is til 7.30pm, this is when the outside door to X Ray is locked by the duty radiographer and porters lock entrance 27 main doors at the same time or always by 9.30pm. UTC patients use the inside link corridor to reach X ray. The inside X ray door is locked by 4.30-5pm when reception staff leave and the radiographer then is a lone worker. There are clear notices on the entrance door to advise patients to ring the doorbell, take a seat in the corridor and await the radiographer. We are grateful for this feedback about blood tests as this has been discussed at our patient panel meetings and we are keen to gather information on how the new system is working.</p>
<p data-bbox="188 1648 440 1715">Lincolnshire Integrated Care Services (ICS/ICB) x 1</p> <ul data-bbox="199 1731 416 1753" style="list-style-type: none">• 1 x General Comment	<p data-bbox="485 1648 676 1677">General Comment</p>

1. Case 12799 (31-08-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Questions raised by Veteran Community:

What does it mean by a "Veteran Friendly Practice"? the Veteran Friendly GP Practice Accreditation 2019 programme is run by the Royal College of General Practitioners and NHS England to recognise and support practices in delivering the best possible care and treatment for practices who have served in the armed forces. This is a voluntary programme currently. How many practices in Lincolnshire have signed up to this and do they have a named clinical lead at each one?

If a veteran makes themselves known to a Practice, apart from a FLAG being put next to their name, what is actually done with this information?

Provider Response

Head of Primary Care Ops and Delivery, Lincolnshire ICB - there is currently 37 practices (46%) in Lincolnshire that have been accredited. In addition to the programme supporting veteran and their families to receive healthcare fairly there is additional benefits to both veterans and the practice. The following is from this webpage [Veterans' healthcare toolkit: Veteran friendly GP practice accreditation \(rcgp.org.uk\)](#)

How your accreditation helps veterans

There are many benefits to becoming veteran friendly accredited, which is why 99% of accredited practices recommend the programme.

As well as being supported to provide the best care to your veteran patients, you will be able to capture better epidemiological data to improve future health provision.

By becoming an accredited practice, you will also ensure that the NHS is better able to meet the health commitments of the [Armed Forces Covenant](#). This states that the Armed Forces community, including veterans, should face no disadvantage in accessing health services and should receive priority care for military attributable conditions, subject to clinical need.

Moreover, the accreditation provides a fantastic opportunity to improve rapport with veteran patients by making them feel more involved and connected. Following accreditation, practices reported an increased number of veterans registering at their practice and witnessed more veterans seeking help and engaging with GPs. Improved coding of veterans has also been cited as a benefit by accredited practices.

In addition, accredited practices have reported a boost in pride in being able to more effectively support veteran patients. If you would like to be able to identify, understand, support and refer your veteran patients more effectively, we recommend you sign up to the programme today.

Discover more about the impact of the veteran friendly accreditation programme in the evaluation, [authored by University of Chester](#).

All Areas x 1

- 1 x Formal Complaint

Formal Complaint

1. Case 12738 (03-08-2023)

PCN: Boston

Providers:

Patient contacted Healthwatch wanting to make a formal complaint against GP and Pharmacist. No details of these services provided.