



Healthwatch Lincolnshire

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PE21 8YB

Healthwatch Lincolnshire Patient Experiences for: May 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 May 2023 where 81 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:

- Pharmacy opening hours and difficulties in accessing medications
- Access to NHS Dentists is still a high concern for patients
- Non Emergency Transport - reliability concerns, cancelling at last moment, which then has an impact on hospital services
- Connect Health - cases 12476 & 12509 - Lack of Communication and treatment

Positive areas:-

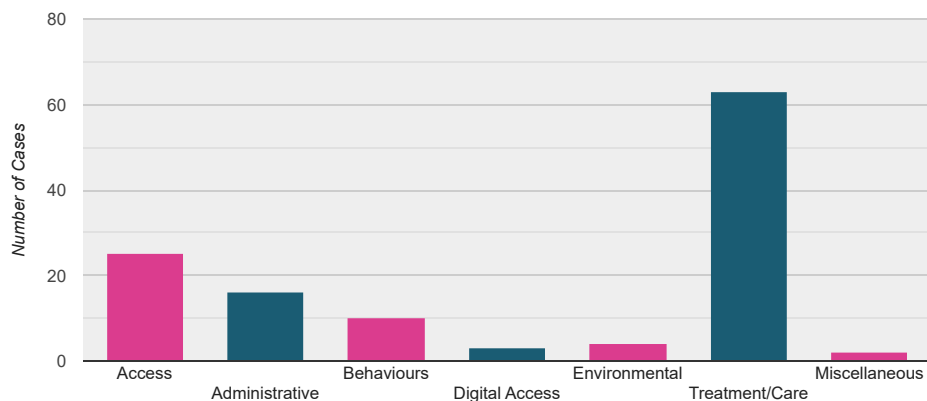
- East Midlands Ambulance Service (EMAS)
- Urgent Treatment Centres (UTC)

No response:-

Statistics

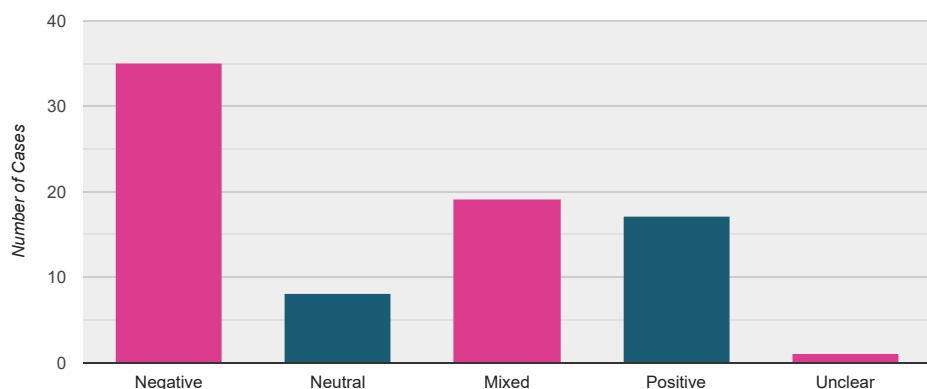
Total cases: 80

Theme Areas



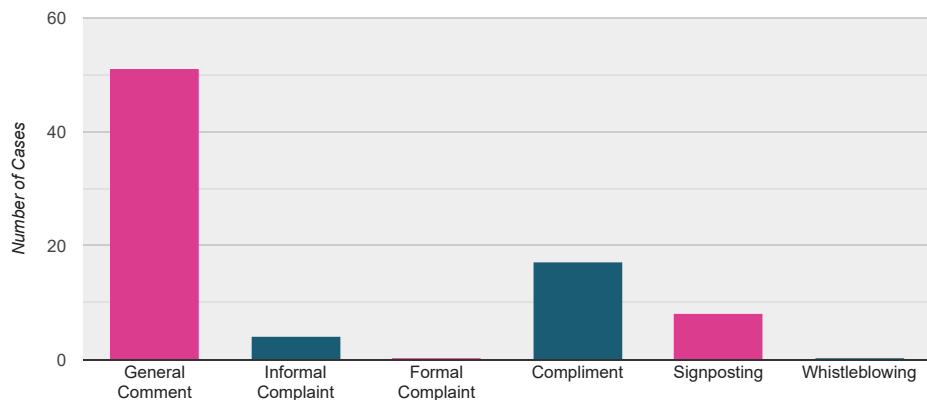
Theme Areas	Cases
Access	25
Administrative	16
Behaviours	10
Digital Access	3
Environmental	4
Treatment/Care	63
Miscellaneous	2

Sentiments



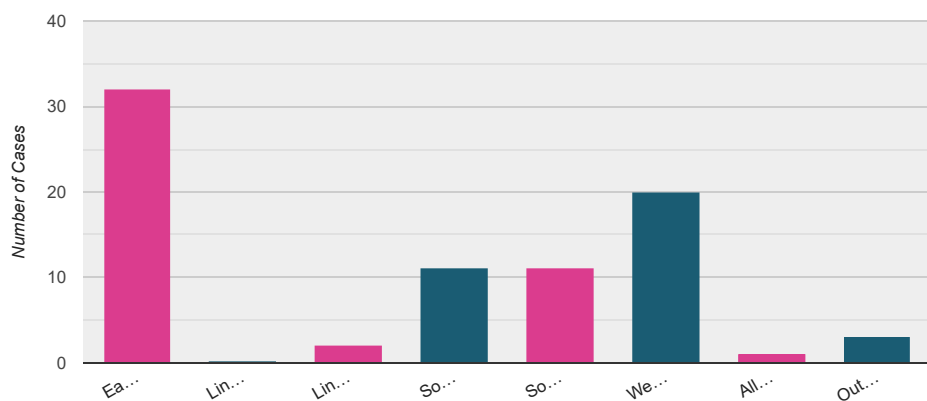
Sentiments	Cases
Negative	35
Neutral	8
Mixed	19
Positive	17
Unclear	1

Case Types



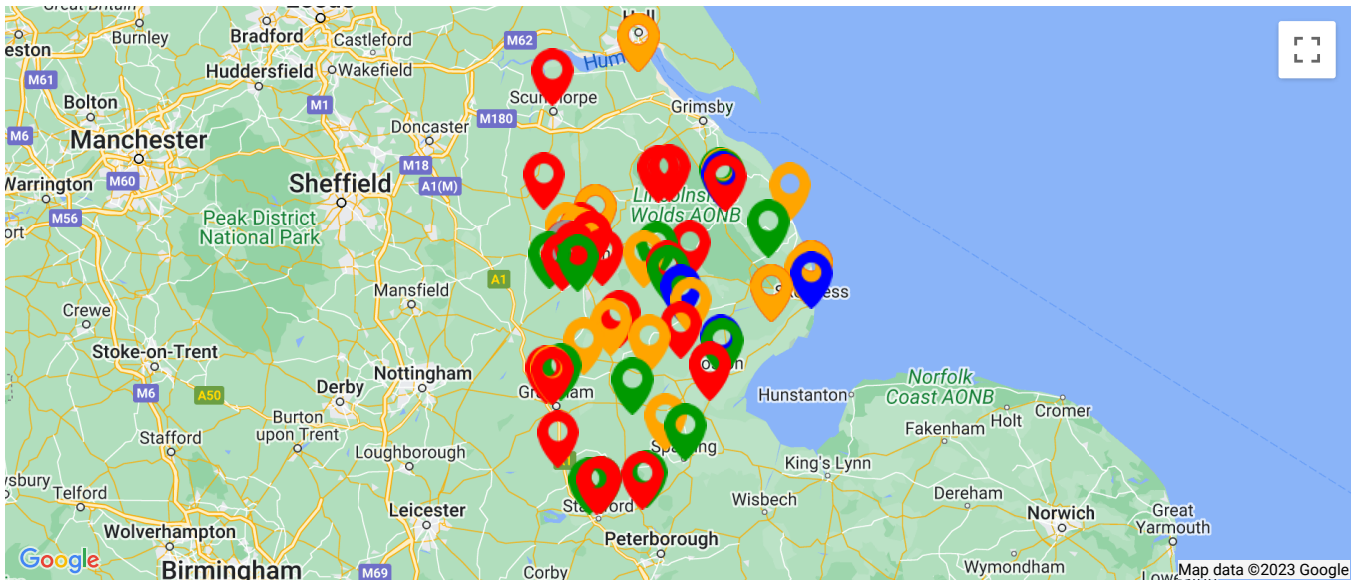
Case Types	Cases
General Comment	51
Informal Complaint	4
Formal Complaint	0
Compliment	17
Signposting	8
Whistleblowing	0

Areas



Areas	Cases
East Locality	32
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	2
South Locality	11
South West Locality	11
West Locality	20
All Areas	1
Out of Area	3

Map



Cases

Community Health Services

Area	Case Details
<p>East Locality x 6</p> <ul style="list-style-type: none"> • 2 x General Comment • 4 x Compliment 	<p>General Comment</p> <ol style="list-style-type: none"> <p>Case 12472 (05-05-2023)</p> <p>PCN: First Coastal</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Louth Hospital is very good, very caring people. Boston Pilgrim is OK but the staff are cold as they are at Skegness.</p> <p>I once drove to Skegness Hospital with several broken bones, from my shoulder to my foot. The forum was full. But I was dripping blood every where and I asked for and got pain killers and was taken straight in. The receptionist was not in an occupation they were fit for. Most unhelpful. I'll base the questionnaire on Skegness as that is my local</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information</p> <p>Case 12514 (22-05-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>I received excellent care at Skegness urgent treatment diagnosed with rotor cuff injury need physio but was told would take ages on NHS waiting list so paying for private as in so much pain now I need cortisone injection but again no joy on NHS so looking to pay again but in so much pain it will be worth it</p> <p>Notes / Questions</p> <p>From the facebook ad about Urgent Treatment Centres (UTCs)</p> <p>Compliment</p> <ol style="list-style-type: none"> <p>Case 12496 (18-05-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>LCHS Urgent Treatment Centre Pilgrim Hospital Boston</p> <p>Seen promptly staff explained everything were reassuring.</p> <p>Notes / Questions</p> <p>No patient information provided, information via survey</p>

	<p>2. Case 12500 (18-05-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Urgent Treatment Centre, Louth</p> <p>Despite being a member of staff, I got treated with the upmost care & respect by all staff. In some cases people didn't realise it was me & could only apologise for keeping me waiting, I don't expect preferential treatment just because I'm staff.</p> <p>Notes / Questions</p> <p>No patient information provided, information via survey</p> <p>3. Case 12503 (18-05-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital UTC, A&E, DayCase ward, orthopaedic department, fracture clinic and the Royal Eye Department.</p> <p>From the moment I walked through the door of Urgent Treatment Centre in early April 2023 I have been treated with nothing but care, kindness and respect. I was admitted for surgical repair of my ankle. Through multiple follow ups with the fracture clinic I can't fault anything. Whenever I have had concerns about the plaster cast or level of pain they have done their very best to reassure and support me. In the meantime I have had to rearrange appointments with the eye department due to having been an inpatient. They were very helpful sending extra eye medication to the ward.</p> <p>Notes / Questions</p> <p>No patient information provided, information via survey</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>4. Case 12543 (31-05-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Louth hospital hub service</p> <p>Absolutely fabulous, convenient for people like myself who work. Doctors very attentive. Seen almost straight away. Fab</p> <p>Notes / Questions</p> <p>Information via survey</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 12515 (22-05-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>I'm afraid I don't even know what these centres do. UTC's (Urgent Treatment Centres) (Polish person)</p> <p>Notes / Questions</p> <p>From the facebook ad about Urgent Treatment Centres (UTCs)</p> <p>Healthwatch asks - what information is out there to provide information to such patients?</p> <p>Provider Response</p> <p><i>LCHS has previously paid for social media advertising in alternative languages (including polish) and we ran these adverts for a couple of months.</i></p> <p><i>On LCHS's website, we also have google translate available across all of our pages.</i></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 12498 (18-05-2023) Providers: Pilgrim Hospital For Information: Lincolnshire Community Health Services NHS Trust (LCHS) Urgent Treatment Centre / A&E Boston Pilgrim Hospital</p> <p>I was sent to Urgent Care by 111 as my own GP wouldn't give me an appointment..... while in Urgent Care I was treated well by professional staff. The procedure was quick and efficient but I needed to be referred to A&E. In A&E whole place was packed with people, the staff had to keep asking non patients to give up seats for patients. The Dr I saw was very nice and helpful, I needed to give bloods, the two staff members in that department didn't explain anything to me and were rude and unhelpful</p> <p>The X-ray staff member was extremely nice and the procedure went well. When I was in urgent care I was told I needed paracetamol as my temperature was 39, I kept asking as I was in pain but didn't get any until I was put on a drip 3hrs after being told I needed it!! All the staff were working under pressure some put on a brave face and were pleasant and helpful but I felt some especially the two who took my blood need to have a more amicable AND HELPFUL approach to patients. This was the first time I had been in Pilgrim Hospital will try and avoid another visit. GRANTHAM HOSPITAL IS FAR SUPERIOR</p> <p>Notes / Questions No patient information provided, information via survey</p>
<p>West Locality x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 12531 (26-05-2023) Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Lincoln Urgent Treatment Centre</p> <p>When you arrive I found it frustrating and embarrassing that I had to shout through a plastic screen about why I was there plus when sitting in the waiting room you can hear what's wrong with everyone else arriving as there is no privacy. Someone booked in after me and it was so personal eg male genitalia I really felt sorry for them having to try and explain to the nurse whilst there was a packed waiting room.</p> <p>Notes / Questions No personal Information provided. Via survey</p> <p>Compliment</p> <p>1. Case 12516 (22-05-2023) Providers: Scunthorpe Hospital</p> <p>My spouse received excellent care from Scunthorpe Hospital, twice. Can't fault them one bit. They were wonderful to spouse and me, as their partner</p> <p>Notes / Questions From the facebook ad about Urgent Treatment Centres (UTCs)</p>

Primary Care services

Area	Case Details
<p>East Locality x 10</p> <ul style="list-style-type: none"> • 7 x General Comment • 3 x Signposting 	<p>General Comment</p> <p>1. Case 12544 (31-05-2023) Providers: Boots Pharmacy (Woodhall Spa), Pharmacy Boots chemist Woodhall Spa</p> <p>Locum pharmacists are mostly employed, the branch manager has had so much time off because of illness. Sometimes the branch is closed because there is not a pharmacist. The drugs prescribed are not always available which means patients have to return sometimes more than once to get their drugs. I have led the PPG at Tasburgh for several years and the complaints are consistent. We have tried to be helpful but with a growing population the service is just not adequate. It is often not possible to buy basic items that such a shop should stock</p> <p>Notes / Questions Information via survey</p>

2. Case 12471 (05-05-2023)

PCN: First Coastal

Providers: Hawthorn Medical Practice

It is awful. Once you get in to see a Doctor there is not a problem. The problem is getting in to see one. Trying to get prescription is a nightmare. I held on for 5 hours once, just got to the front of the queue and was switched off. Its a 16 miles round trip to get a prescription. I was told I had to fill a form in which was in the entrance. I drive to Skegness fill the form in, drive home they eventually send the order to the local pharmacy. But they don't tell you when the item is at the chemist.

Notes / Questions

No patient information provided, information via survey

Healthwatch asks - is there a more convenient way for patients to access a prescription?

Provider Response

There has been a marked improvement in our telephone wait times and prescriptions can be requested in the following ways -

*Over the phone during prescription line opening times for repeats, or at any time for something acute
In person at the desk (Skegness and Burgh sites) either verbally, by completing a request form, or by dropping off a repeat request slip*

Dropping a repeat request slip at a local pharmacy (if they agree to bring it to us)

Electronically by using either Systmonline through our website, or via the NHS App.

We always ask patients to allow 72 hours before going to a pharmacy to collect their prescription because although we do know when the prescriptions are electronically signed and submitted to the spine, we have no control over the time the pharmacy might need to prepare medication for collection, or even whether they will have items in stock.

If we issue an acute item and a patient has consent to text on their record, we are able to advise that something has been issued, but again, we don't know when the pharmacy will have it ready for collection. Sadly we do not have the resources to telephone every patient for whom we have issued a prescription, to tell them it has left the building

3. Case 12524 (22-05-2023)

Providers: James Street Family Practice

Caught COVID, self-certified for a week and then needed a certificate for work. Phoned James Street Family Practice at 8am, in call waiting for 3/4hr to be told that GPs don't certify if got COVID and I needed 119, if no luck there to phone 111. Phoned 119, no option for isolation certificate. Looked at 111 online and it said 119 no longer supply isolation certificates. Phoned 111, spoke to call handler who said they do not supply certificates. Phoned surgery back, was in call waiting before call was answered and was told I needed 119, to try all the options. While going through all the options the GP surgery phoned me back, their mistake, things changed on the Friday before and they can issue a certificate, the GP would call me back. GP phoned at around 3pm. Process took from 8am to 3pm. Process took my phoning the surgery x 2, my phoning 111 once, 119 numerous times and the surgery phoning me x 2. What could have been better? GP surgery knowing information re: supplying GP certificates for work when the reason for absence is COVID! Not a good experience to have when feeling ill 7hrs to get a GP certificate for work because you're too ill to go to work!

Notes / Questions

No patient information provided, information via survey

4. Case 12528 (23-05-2023)

PCN: First Coastal

Providers: Marisco Medical Practice

It is impossible to get an appointment within a reasonable timespan. They tell you to ring at 8 am to get an urgent appointment, when you do so it takes anything up to 40 minutes to get through only to be told there are no appointments left for the day and you should have rung at 8 am!

Notes / Questions

No patient information provided, via survey

5. Case 12466 (02-05-2023)

PCN: Meridian

Providers: Newmarket Pharmacy

Newmarket Pharmacy Louth (Pharmacy Wise)

Unable to obtain famotidine. Asked me to call back in a few days. Pharmacy suggested I request GP to write a prescription for alternative medication. I said I'm allergic to certain medications. Pharmacy said they would try alternative suppliers, other alternative would be to ask my GP to write a prescription to take elsewhere myself (but I know there's a shortage/difficult to obtain anywhere) My relative lent me some to tide me over. Took 2wks to get famotidine, pharmacy phoned me to let me know when they'd managed to source.

Pharmacy was brilliant in finding alternative suppliers and informing me of when they had sourced famotidine

Notes / Questions

No patient information provided, information via survey.

Healthwatch - patients should not be sharing medications, how can this be prevented?

6. Case 12487 (12-05-2023)

Providers: NHS England Dental

Dental services in Boston Lincolnshire are non existent if you are not already registered with a dentist, I have had to pull out 5 of my teeth because I can't get a dentist.

Notes / Questions

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

7. Case 12538 (26-05-2023)

PCN: Meridian

Providers: Tasburgh Lodge

Surgery always empty yet reception staff so very unhelpful. Not willing to make appointments even when attend surgery asked to use AskMyGP which for my nearly 90 year old relative was not possible. The attitude is unhelpful and why do they continue to wear scrubs at reception?

Notes / Questions

No personal information provided. Information via survey.

Healthwatch asks - For those patients that do not have access to online what are the options made available to those cohort of patients?

Signposting

1. Case 12486 (11-05-2023)

Providers: NHS England Dental

Patient contacted Healthwatch for assistance in locating an NHS dentist in the Boston area. Has found it difficult to register with a dental practice since recently moving into Lincolnshire.

Notes / Questions

Healthwatch gave information on NHS 111 service and provided the link to a search engine: NHS dental choices.

2. Case 12508 (19-05-2023)

Providers: NHS England Dental

Patient called for assistance in registering with an NHS Dental Practice as they have been unable to do so since recently moving into the area.

Notes / Questions

Healthwatch gave information on the NHS 111 Service and provided the link to a search engine: NHS dental choices.

In addition contact details of the NHS Complaints Team was provided.

3. Case 12527 (23-05-2023)

Providers: NHS England Dental

Mental Health Nurse looking for Dental provision for a veteran patient. The patient needs dentures and only have stumps for teeth, has not been registered with a dentist in years. Patient had mentioned to the nurse that it is affecting their Mental Health, is willing to drive.

Notes / Questions

Healthwatch provided NHS Dental 3 options out of county.

1

- 1 x Compliment

1. Case 12507 (19-05-2023)

PCN: Spalding

Providers: Fen house Dental Practice (Spalding)

I went in for a check-up today and all the staff were very friendly and kind. The dentist always explains everything and is happy to answer any questions/offer advice. Great service!

South Locality x 7

- 7 x General Comment

General Comment

1. Case 12532 (26-05-2023)

Providers: Boots Pharmacy (Long Sutton)

For Information: Pharmacy

Long Sutton Boots pharmacy – Only pharmacy locally. Often no pharmacist available so will close. No permanent pharmacist for 3 years. They will just put a note on the door to say you have to go to Wisbech

Notes / Questions

No personal information provided

Healthwatch asks - what about those patients who do not have transport?

2. Case 12488 (16-05-2023)

PCN: Meridian

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

So yesterday I went online to order some of my parents medication and yet again it is up for review this is the 3rd time since the start of this year and the last was April so only just sorted this out. So I rang Lakeside and having been waiting for over 30mins I got told that reception don't deal with prescription questions you have to contact the pharmacy so I said OK how do I do that you can email them I was told. Then I asked if I could ring them no it's email or come in and see them so I am going to do that later today. This is getting so crazy now I really don't know why we have a Drs because I don't know what they actually do any more. And for a lot of people who don't have a computer or can't do email for whatever reason this will mean every time there is a problem with there meds they will have to go to the Drs to sort it and most of those people will be elderly so that could be very difficult for them. And if this is now something that the reception are not dealing with they could have least let people know so they know what to do. Things keep changing at the Drs but people don't have a clue because they never tell people. And having to go to the pharmacy to deal with meds is just going to be another thing to deal with when they are already over run with things.

Notes / Questions

Healthwatch suggested contacting the Practice Manager

Healthwatch asks - in the relation to the changes, how are they communicated to patients, including those who do not have access to the internet?

3. Case 12536 (26-05-2023)

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

Lakeside Stamford dreadful service, never any appointments available, I ended up in hospital due to poor level of care. Had wound care from an HCA who was not knowledgeable enough to use the correct dressing, I was refused an appointment with a qualified nurse. The surgery can massively improve their communication skills, customer service and appointment availability. Nothing went well

Notes / Questions

Information received via survey

4. Case 12533 (26-05-2023)

Providers: Long Sutton Medical Centre

My parent needed their leg re-bandaging by the nurse, and was told they had to go to Spalding Hospital to get this done. There are no direct buses from Wisbech.

Notes / Questions

No patient information provided

5. Case 12525 (23-05-2023)

PCN: Spalding

Providers: Munro Medical Centre

Patient is the main carer for a neighbour in their 90's, provides assistance when needed to get dressed in the mornings, provides main meal on a daily basis and lunch, cared for stays with them for a few hours then goes home a few doors down. What support is there for me as a carer?

Also has diverticulitis and newly diagnosed diabetes, isn't sure which type, but is tablet controlled. Has problems with their feet which turns blue at times and causing pain, is due to be seen face to face tomorrow at their surgery, patient has mobility problems. Diet for diabetes, was just given leaflets to read and a sheet of foods which they should and shouldn't eat, only problem is with the foods they should eat, they are unable to due to diverticulitis. Patient commented they do not know what levels their sugar should be at, has been provided with a pin prick machine and has been shown how to use, but not informed what levels to look out for.

Notes / Questions

Healthwatch provided Carers First information and to speak with a clinician in relation to their diabetes to see if they can be referred to dietician and to see what number levels they need to be.

Provider Response

Patient update - has been seen face to face x-ray on foot requested. Is seeing Diabetes Nurse next week at the surgery. Has been in touch with Carers First and they are going to make contact with the patient to do an assessment.

6. Case 12475 (05-05-2023)

PCN: South Lincolnshire Rural

Providers: Sutton Bridge Medical Centre

Been waiting on the phone for 40 minutes to book an appointment at Sutton Bridge surgery, for them to finally get to me and hang up? Called back and now back to the start of waiting again, anyone else experience this?

Notes / Questions

No patient details provided. Information via social media

7. Case 12480 (10-05-2023)

Providers: The Deepings Practice

Patient going to raise a complaint with the surgery regarding the lack of service over the past number of years, impacting on their quality of life. Patient has cerebral palsy and limited movement on the right side of their body which the patient feels the GP and hospitals do not understand. Has immune deficiency which is not acknowledged and limited movement in hands and legs. There are many occasions when the patient feels they are not being taken seriously, as from time to time they function relatively well, but in the main can be debilitating and become an urgent need for clinical input by a GP not the hospital. Often unable to use digital forms when unable to function for such things as repeat prescriptions etc.

Would like to have a face to face meeting with the surgery so they have a better understanding of their needs and what reasonable adjustments for a disabled person is required. Does have an advocate in place.

Notes / Questions

Healthwatch suggested they speak with their Advocate to get a face to face meeting arranged with the practice so they can go through their concerns.

Provider Response

29/6/23 - Patient update - having a face to face meeting next week

South West Locality x 4

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

General Comment

1. Case 12519 (22-05-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB), Pharmacy

Lincolnshire pharmacies in Grantham there are no pharmacies after 4pm on a Sunday in Grantham so anyone with no car cannot get the meds they need ie antibiotics, this needs addressing

Notes / Questions

No patient information provided, information via survey

Healthwatch asks - are there any plans for this service

Informal Complaint

1. Case 12512 (22-05-2023)

PCN: K2 Healthcare Sleaford

Providers: Lincolnshire South West Area Locality, Ruskington Medical Practice

Patient looking to move GP practices, feels very let down with the current practice. Spouse had a problem with knee, referred for MRI and then physiotherapy, still in pain referred to Orthopaedics where the Consultant was appalled that the patient was not referred straight to them as the MRI clearly showed that the patient needed surgery and not physiotherapy where more damage could have occurred.

Child was referred to paediatrician over a year ago, parent understood that the services are stretched so did not chase, only on eventually chasing with the surgery did they find out that the referral had not been sent, so waited even longer than necessary. Patient themselves had a gynaecology procedure at Grantham and was bleeding after a day or so afterwards, contacted the surgery to ask to be seen by a clinician, was informed to go back to the consultant at the hospital. Patient contacted the Consultants secretary who stated the patient would need to be seen by their GP surgery who should be able to help. Patient was in the end seen by a GP but felt they had to battle to get seen.

Notes / Questions

Healthwatch provided information on catchment areas and suggested calling the practice they preferred. Also suggested raising a complaint with the current Practice

Compliment

1. Case 12505 (18-05-2023)

Providers: Swingbridge Surgery

I cannot fault our Drs Surgery at Swingbridge in Grantham always excellent with the care of my late spouse who had lung and brain cancer! GP surgery were excellent throughout

Notes / Questions

Information provided via survey

2. Case 12537 (26-05-2023)

PCN: K2 Healthcare Sleaford

Providers: The New Springwells Practice

Fabulous doctors and nurses. Helpful kind and respectful.

Notes / Questions

Information via survey

West Locality x 7

- 7 x General Comment

General Comment

1. Case 12483 (10-05-2023)

PCN: Lincoln Healthcare Partnerships

Providers: Brayford Medical Practice

Patient has for the past 3-4 months been having constant dizzy spells, collapsing and since January heavy vaginal bleeding and over the past 3 weeks been heavier and using 4 pads at a time. Has been prescribed medications to lessen the bleeding but not working. Has been in and out of A&E on a number of occasions but still no diagnosis.

Had a phone appointment yesterday where the patient was informed '**that it is all in their head!**' which upset the patient and when they came off the phone they had what they described as a seizure (spouse, stated that there was phlegm coming out of their mouth and that the patient was shaking), I asked if they have told anyone, and they responded 'no, I just talked to them and they came round after a short period of time'.

Patient has other medical conditions - polycystic ovary syndrome, underactive thyroid, and borderline personality disorder.

They say they have not been examined in anyway and no scan since Oct last year. A few years ago, the patient was seen in QMC relating to Ophthalmic problems, where they had a lumbar puncture, pressure in spine was 15 - 18 (couldn't remember) where it should have been 3-4. Fluids drained and the dizziness went away.

They have been informed unless they are trying for a baby then no referral to Gynaecology can be made - I'm not sure that this is correct as if someone is bleeding constantly since January ?? they are hoping to try for a baby if everything else is medically sorted.

The patient is unsure if a referral to Gynaecology has been made by the surgery at all?

Notes / Questions

Patient requested Healthwatch make contact with Practice Manager on their behalf

Provider Response

Practice Manager going to make contact with the patient to discuss. Referrals have been put in for Gynaecology and Neurology.

Healthwatch contacted the surgery back to say that on further information from the hospital the Gynaecology appointment has already been processed internally and on the hospital system.

Surgery - Neurology appointment - expecting a letter from QMC unsure exactly what this will entail until it arrives.

2. Case 12517 (22-05-2023)

Providers: Lincoln County Hospital

For Information: Brayford Medical Practice

Long wait to get on ward, but watching what nurses and staff go through found it an eye opener. Emergency Dr brilliant, at Brayford Medical Centre. Heart Ward at hospital brilliant. Letter from appointments saying wait for 8 months to be seen then taken in as emergency not good. Especially as notes say I have had multiple heart problems and knew something was wrong. Dr at my surgery re-requested appointment but letter then said do not use Drs to queue jump. This made me feel terrible

Notes / Questions

No patient information provided

Provider Response

We are sorry this person was made to feel uncomfortable with an insinuation that they were queue jumping; if they get back in touch please could you ask them to email us who will try and look into this.

3. Case 12467 (02-05-2023)

Providers: Lincoln Co-op Chemists Ltd (Lincoln)

Co-op pharmacy Rookery Lane, Lincoln

I was collecting a prescription for my parent when I got it home I realised the tablets were not all in the bag but the pharmacy says they were, it's a controlled drug my parent had to go without over there mistake.

Notes / Questions

Healthwatch provided information on how to raise this concern with the Co-op

4. Case 12469 (02-05-2023)

Providers: West Lincolnshire Area Locality

For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

GP services, Mental health support

I have a genuine concern that antidepressants in particular to those with PTSD without being trauma informed and with no regard to the long term effect with those who have experienced severe childhood trauma. I have recently discovered that venlafaxine was in the process of being banned a few years ago and also it's not licensed for PTSD. A problem across the board

Notes / Questions

Healthwatch asks - Are you able to confirm this statement please.

Provider Response

According to the BNF, Venlafaxine is licensed for Major depression, Generalised anxiety disorder, Social anxiety disorder and Panic disorder. Venlafaxine is used for menopausal symptoms, but it is not licensed for this indication according to the BNF.

*According to CKS- **Management of adults and children with post-traumatic stress disorder**, it recommends clinicians consider treatment with an antidepressant such as venlafaxine or an SSRI for an adult PTSD. The CKS notes venlafaxine is not licensed for the treatment of post-traumatic stress disorder and use for this indication, therefore, constitutes an off-licence use.*

Unfortunately, we do not have any evidence of Venlafaxine in the process of being banned. This question can be directed to the Medicines & Healthcare products Regulatory Agency (MHRA), who is responsible for regulating medicines, medical devices and blood components for transfusion in the UK

5. Case 12506 (18-05-2023)

PCN: Imp

Providers: Lindum Medical Practice

I was asked to the practice under the pretence of an annual review, this review had nothing to do with my health or wellbeing it was just an attempt to remove prescribed drugs from my repeat prescription by an under qualified person. Where it was stated I should not be ordering more than two asthma inhalers in a year and that I shouldn't be suffering from xyz years after being left with permanent life limiting conditions after a minor cancer treatment. It was stage 4 terminal cancer, I wouldn't call that minor and permanent life limiting is kinda self explanatory, in my humble opinion. I have previously expressed to this surgery that they must not alter my prescriptions without direct consultation and agreement with me. I have spent the last year undergoing painful investigations and was about to have serious surgery which all together must of cost NHS many thousands of pounds just because this GP surgery save pennies by altering prescribed drugs! It's not acceptable behaviour. Saving pennies cause mischief more and more importantly caused unnecessary suffering! Oh and they don't care the apps don't work and someone needs to look into the multiple requests for help from suicidal patients that were ignored despite staff pleas and ended in people's deaths.

Notes / Questions

No patient information provided, information via survey

6. Case 12485 (11-05-2023)

PCN: Lincoln Healthcare Partnerships

Providers: Newark Road Surgery

Patient has tried to get through on the phones, multiple times throughout the week and at different times of the day as they understand there are some busier times than others, however unable to get through, got to being no 1 (on one occasion) where the line just went dead.

Has on one occasion been on hands free when driving into the surgery and put the phone down as they reached the reception desk, no-one was answering the phones.

The reason the patient is trying to make contact is:-

1. they have been supported by Wellbeing who had also tried to send an email and was informed the person they had contacted was no longer the practice manager there and to try someone else - however they were not provided with the other persons contact details..
2. patient had access to their medical records online, in February accidentally clicked on remove access (doing this on mobile phone, didn't show all elements) contacted the surgery online straight away, to say it was accidental and could this be reinstated, chased again in March where it was said they would be contacted - no contact to date
3. patient on shared care medications - after a 360 ADHD appointment, took some time before the medications were eventually prescribed and now only 1 of the prescribed medications on repeat and has been dispensed, the other one is a top up (which they have been informed to take at weekends to give themselves a break) which hasn't been dispensed nor on repeat.

The patient doesn't know what to do as has been trying all week to get these resolved.

Notes / Questions

Healthwatch was asked to contact Practice Manager

Provider Response

Patient update - I did receive a call from the practice on Friday and sent follow-up email. They are looking into access to my records and the medication and will catch up with me sometime this week. They also offered to talk to the pharmacist about organising my prescription to enable me to collect all my medication at one time again as I am currently picking up one item a week.

I will let you know if this is followed up this week. Thank you for all your help.

7. Case 12489 (16-05-2023)

Providers: NHS England Dental

Patient (lives in Lincoln) has an acquired brain injury as a result they can only work about one day a week and is in receipt of a HC2 certificate which enables them to all free NHS services. Has recently broke 2 of their front teeth which required repairing, clearly could not get into an NHS dentist as there wasn't any available so contacted NHS 111 who provided Treeline Dental information, where they had no choice but to go private as an emergency, costing £340. 5 weeks after the repair was done on the 2 teeth they snapped again so they had go back to have them done again, the dentist told the patient this would be done free of charge but when it came to it the patient was contacted 8 days later and was made to pay again this for part of it (another £86), money they just really didn't have and in fact had to use the weekly grocery shop money to pay for the teeth. Patient put in a formal complaint to the practice, they apologised for taking a long time to respond but basically told them nothing they can do and charges remain.

The dental practice was Treeline in Lincoln.

Notes / Questions

Healthwatch contacted NHS England. Also provided the patient with Private Dental Complaints and NHS Choices with an option of NHS out of area.

Out of Area x 3

- 1 x General Comment
- 1 x Informal Complaint
- 1 x Signposting

General Comment

1. Case 12479 (09-05-2023)

Providers: Out of area

Ancora medical practice

Nothing went well. 2023 United Kingdom , need to call an average of 60 times every time I want to contact the GP, and even after all those call I am still in a queue of 15+ people . 2 hrs on the phone just to get an appointment. Got the appointment accusing chest pain, went in doctor said I am fine but book me in for an ECG and blood test, more than 2 weeks later. A joke. Went for my ECG and done blood test the results were normal but as I still had chest pain the doctor said they would refer me to a chest pain department and wait for a letter appointment. Now three weeks after I get message from my GP asking if I still have chest pain, replied yes , they instructed me to book again in the gp for a blood test. Now it is almost two months and I have no clear information of what is going on.

Notes / Questions

Healthwatch Lincolnshire provided the patient with their local Healthwatch details.

Informal Complaint

1. Case 12477 (09-05-2023)

Providers: Out of area

Patient has concerns about his GP surgery and the way they have been treated, went to the surgery over 12 months ago with growth on their foot, GP tried to treat, now under dermatology - patient stated iron stone centre?) as Hospitals don't have dermatology anymore?

Dermatology stated should have been red flagged. No 2WW, lost faith in GP / Hospitals. Patient is very angry with Surgery and quite isolated. No Macmillan involved. Has just started to speak with local Vicar as it's effecting their mental health.

Would like to speak with someone in more depth about the way they have been treated and wants to know what other options there are.

Notes / Questions

Healthwatch Lincolnshire with patient consent passed their information onto Healthwatch North Lincolnshire

Signposting

1. Case 12491 (17-05-2023)

Providers: Out of area

Caller telephoned to lodge a complaint about their GP surgery which is Central Surgery Barton.

Notes / Questions

I provided the contact details for Healthwatch North Lincolnshire as this complaint covered a GP Surgery which was out of our area.

Hospital Services

Area	Case Details
East Locality x 10 <ul style="list-style-type: none">• 7 x General Comment• 3 x Compliment	General Comment <p>1. Case 12470 (02-05-2023)</p> <p>PCN: East Lindsey</p> <p>Providers: Diana, Princess of Wales Hospital (Grimsby)</p> <p>Elderly Parkinsons</p> <p>Consultant does not spend enough time with me, just gives me more drugs.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information</p>

2. Case 12493 (18-05-2023)

PCN: East Lindsey

Providers: Diana, Princess of Wales Hospital (Grimsby)

Patient informed 4 months ago that Consultant in Urology would give the patient a phone appointment patient waited and no call was made, another phone appointment was made for today at a certain time, mobile and house numbers provided. Time stipulated when the call would be made, no call had come through and patient sat waiting by the phone(s) for said call. Patient contacted the urology secretary to say no call had been made today after waiting over 30 minutes, as understands that things get pushed back sometimes. To be informed that the consultant had called and no reply, so again classed as DNA. Which the patient disputes this is the case yet again, when sat waiting for the call on both occasions.

Notes / Questions

At patients request Healthwatch contacted PALs

Provider Response

PALs - I have logged the patients concerns and have asked division to contact them directly.

Patient update - they were told yet again that someone would call them and they have waited in, along with their daughter and no call has been made to the telephone numbers provided to the Hospital. Receptionist said that the call had been made but they have not received any. Mobile is with them at all times and they have not been out.

31/5/23 - Healthwatch, again contacted the PALs team

31/5/23 - patient has spoken with the team now.

3. Case 12473 (05-05-2023)

Providers: Pilgrim Hospital

Recently my spouse had occasion to visit a consultant in the rheumatology department at the Pilgrim Hospital in Boston. This is an appointment that they had waited a significant amount of time for in relation to some chronic pain issues they had been having. Upon arriving at the hospital and first going in to see the consultant, the first words out of their mouth after saying hello. Was to basically say to spouse to try and just ask the questions they asked and not branch off in any way. This had the effect of immediately putting my spouse on the defensive and they came away realising they wasn't able to communicate half of the issues that they had been experiencing. Whilst the consultant sent my spouse for a full set of X-rays, the report we have just received has basically come back saying that the issues are all mechanical and down to weight.

This would be understandable except for the fact that the issues have existed for longer than my spouse has had their recent weight issues and also doesn't explain some of the other related issues that they have. (Something that I feel the consultant might have known, if instead of trying to ensure my spouse gives as concise details as possible, they actually looked to take a proper history. I appreciate that the waiting lists are long right now, but after waiting for 18 months+ to see a consultant in the first place, maybe not having the patients feel like they are an inconvenience and in a rush to get them out or at least make an attempt to have the patient feel comfortable talking about their problems might be beneficial. Unfortunately, as much as I would prefer spouse to make an actual complaint, they do not feel that this situation warrants it. For myself, having read some reviews online with similar issues experienced by other people at the same department at the same hospital. My personal fear is that this is a pattern that has the potential to cause issues down the road. My question here really is having seen these details as outlined above.

Notes / Questions

Healthwatch provided PALs information.

Healthwatch asks - how are patients suppose to ask any burning questions on their condition if they have been informed not to? where do they get the answers they need?

Provider Response

It is hoped the author contacted PALs and received a satisfactory outcome. Contact made for a response, as yet none received.

4. Case 12499 (18-05-2023)

Providers: Pilgrim Hospital

For Information: Thames Ambulance Service (TASL)

Fracture clinic always helpful and cheerfully but patient transport are a nightmare and very unreliable

Provider Response

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

5. Case 12523 (22-05-2023)

Providers: Pilgrim Hospital

Hospital inpatient (day treatment or overnight) Pilgrim Hospital AMSS (Acute Medical Short Stay)

Been admitted 4 times, 2 weeks at a time in 8 months and recently was discharged while having seizures and still not very well and told 'we need the bed, we have people waiting to come up here' was told I had an appointment booked in another department and wasn't taken for it after asking multiple times about this, spouse was told on phone after I had a seizure that "they (I) was fine until we told them they had to go home" implying I was lying even after having multiple seizures while an inpatient. Lots of things went wrong. And send home still in the same situation I won't be attending this hospital in future I will go to Lincoln.

Notes / Questions

Information via survey. Healthwatch provided PALs information

Provider Response

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

6. Case 12529 (23-05-2023)

Providers: Pilgrim Hospital

Orthopaedic after care at Pilgrim Hospital Short stay ward

Post care following left total hip replacement. Past history of femoral bypass surgery. After care included elasticated stockings which are not recommended with my past history. 36 hrs post op started experiencing symptoms of neuropathy in left heel and great toe. Requested stockings removed. Not done so for a further 24hrs upon my Insistence. Also anti coagulation not recommenced for 36 hrs post op. Result being my femoral to femoral bypass graft became occluded. Hip surgery in itself was successful but I am left with limited blood supply to that leg. Note I am not diabetic and my femoral bypass history was due to trauma when in my teens. I feel after care for hip surgery did not take into account my fem bypass history if in fact ward staff knew.

Notes / Questions

Information via survey. Healthwatch provided Complaints and CQC information

Provider Response

Healthwatch asked the author if able to release details, as requested by ULHT. No further communication received from the patient.

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

7. Case 12474 (05-05-2023)

PCN: South Lincolnshire Rural

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Patient has many health conditions and was referred by their GP to have a spinal MRI. Patient is normally housebound and unable to walk unaided, has balance issues. First MRI appointment was for a Mobile Scanner where the patient was unable to get up the steps so it was cancelled. Second appointment patient was unable to access again with walking frame. Third appointment was made for Louth Hospital where the patient was more than happy. Unfortunately the day before the scan was to be completed the patient fell unwell with sickness and diarrhoea so made contact with the number provided and left a message on the answer phone on the Sunday prior to the Monday appointment. Patient also left another message on the morning of the scan appointment.

Has now been informed they will no longer be provided with another appointment due to 3 cancellations. Patient doesn't know what to do, has spoken with their GP this morning who were unable to help.

Notes / Questions

Healthwatch provided PALs information.

Provider Response

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

Compliment

1. Case 12541 (31-05-2023)

Providers: Lincoln County Hospital

Mastectomy for Ductal carcinoma in situ (DCIS) performed by a named Consultant. Couldn't ask for a nicer, more polite consultant, a true gent. Nurses are fantastic, so caring and friendly

Provider Response

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

2. Case 12503 (18-05-2023)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital UTC, A&E, DayCase ward, orthopaedic department, fracture clinic and the Royal Eye Department.

From the moment I walked through the door of Urgent Treatment Centre in early April 2023 I have been treated with nothing but care, kindness and respect. I was admitted for surgical repair of my ankle. Through multiple follow ups with the fracture clinic I can't fault anything. Whenever I have had concerns about the plaster cast or level of pain they have done their very best to reassure and support me. In the meantime I have had to rearrange appointments with the eye department due to having been an inpatient. They were very helpful sending extra eye medication to the ward.

Notes / Questions

No patient information provided, information via survey

Provider Response

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

3. Case 12501 (18-05-2023)

Providers: Pilgrim Hospital

Breast screening department

Excellent , timely service , friendly welcoming staff who put me at ease and made everything much more pleasant. Thank you

Notes / Questions

No patient information provided, information via survey

Provider Response

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

South Locality x 1

- 1 x Compliment

Compliment

1. Case 12530 (23-05-2023)

Providers: Pilgrim Hospital

All in general at Pilgrim Hospital

For various reasons I have been an inpatient over the years as has my family. Never have I had any complaints. Appointments were always to time within a few minutes. Treatment and staff was/were very good and follow ups good. I was always very happy with everything.

As an ex nurse, trained in the old Nightingale era, still think they are the best wards. Sat at the desk at the top of the ward let's you see every patient all the time

Notes / Questions

No personal information provided, via survey

Provider Response

We thank this patient for their feedback and are pleased their care over time has been good.

South West Locality x 5

- 3 x General Comment
- 1 x Informal Complaint
- 1 x Compliment

General Comment

1. Case 12520 (22-05-2023)

Providers: East Midlands Ambulance Service NHS Trust (EMAS)

For Information: Lincoln County Hospital

Ambulances and paramedics. Lincoln County Hospital 999

In early August 2019 at 2:30pm I had stroke symptoms whilst driving. My spouse called for an ambulance but by the time they got through, in the few minutes it took, the symptoms had gone so the emergency service would not send an ambulance out to me. Twenty minutes later the symptoms returned and I called a relative who lived nearby and they took me to A&E in Grantham. Whilst there, the staff called for an ambulance to take me to Lincoln Hospital and about an hour later after the 2nd bout of symptoms they stopped again. I still had no symptoms of a stroke when the ambulance crew arrived but they took me to Lincoln. On the way the symptoms returned quite dramatically so the crew radioed through to the stroke unit who were waiting for us on arrival. Thankfully, after receiving excellent treatment at Lincoln Hospital I made a full recovery within 3 days. I was very lucky as I arrived at the stroke unit just within the time scale for the treatment to work. I just hope that never happens to anyone else as they may not be as fortunate as I was

Notes / Questions

No patient information provided, information via survey

Provider Response

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

2. Case 12504 (18-05-2023)

Providers: Lincoln County Hospital

Cancer oncology - Waddington Ward Outpatients

I took my spouse to Lincoln Waddington outpatients ward to be checked with a chesty cough, they were put on a drip of antibiotics and bloods tested, observations done etc, released the same day with antibiotic tablets to take at home, spouse then got diarrhoea and struggled to stand properly, when I contacted Waddington Ward again they failed to call me back, I called another 2 times and I was told to take spouse to the GP! That night spouse got up to go to the toilet and collapsed, I got them up off the floor, they urinated I had to get the bathroom bin for them to urinate in! On my own, I got them onto the bed and phoned for an ambulance, at this stage they were struggling to breathe, I explained this to the ambulance operator, they said it was a 2 hour wait but to call back if they got worse! Spouse said they felt like they were having a heart attack so I called again! An ambulance was there in 49 mins but a single paramedic came and they had to call for backup to get my spouse downstairs as they needed a really high dose of oxygen! Backup came pretty quick and they took spouse to hospital!!

The staff at A&E were excellent but there was no beds on the ward so spouse had to stay in A&E all night, when they were taken into the ward, they became very confused and ripped their lines out & removed the mask and became threatening so they called me to see if I could help! I had never seen spouse like that before it was very much out of character! Doctors told me my spouse had pneumonia sepsis and if they didn't improve in the next 12 hours they wouldn't make it!! They didn't and I do wonder if the previous week if they had kept spouse in, on an antibiotic drip that they might just be alive now!

The staff in the actual Waddington Ward were amazing and I wouldn't want to get anyone I'm in trouble but it nags me if things might have been different if they had kept spouse in!!

Oncology took too long initially to get treatment, had to chase everything and fight for my spouse's treatment!! Once they got treatment was seen only via the Internet with only a couple of exceptions which was fine but not everyone is able to do that! The only failure was not keeping spouse in initially and giving them antibiotics by drip instead of sending them home.

Notes / Questions

Person wished not to be contacted

Provider Response

Whilst acknowledging that this person does not want to be contacted should they get back in touch with Hwatch please encourage them to please reconsider making contact. Bereavement is a really difficult time and sometimes having questions answered can really help.

We can only apologise for the difficulties they had contacting the oncology assessment unit unfortunately the line can become very busy. Our thoughts are with the family, during this difficult time.

3. Case 12498 (18-05-2023)

Providers: Pilgrim Hospital

For Information: Lincolnshire Community Health Services NHS Trust (LCHS)

Urgent Treatment Centre / A&E Boston Pilgrim Hospital

I was sent to Urgent Care by 111 as my own GP wouldn't give me an appointment..... while in Urgent Care I was treated well by professional staff. The procedure was quick and efficient but I needed to be referred to A&E. In A&E whole place was packed with people, the staff had to keep asking non patients to give up seats for patients. The Dr I saw was very nice and helpful, I needed to give bloods, the two staff members in that department didn't explain anything to me and were rude and unhelpful

The X-ray staff member was extremely nice and the procedure went well. When I was in urgent care I was told I needed paracetamol as my temperature was 39, I kept asking as I was in pain but didn't get any until I was put on a drip 3hrs after being told I needed it!! All the staff were working under pressure some put on a brave face and were pleasant and helpful but I felt some especially the two who took my blood need to have a more amicable AND HELPFUL approach to patients. This was the first time I had been in Pilgrim Hospital will try and avoid another visit. GRANTHAM HOSPITAL IS FAR SUPERIOR

Notes / Questions

No patient information provided, information via survey

Informal Complaint

1. Case 12449 (02-05-2023)

Providers: Hammersmith Hospital , Lincolnshire South West Area Locality, West Middlesex Hospital

The care spouse received at West Middlesex Hospital was unacceptable. They were moved from a clean ward to a single room because they had tested once positive for COVID. I was negative & their only visitor, so it had to come from staff. Spouse was told it was their fault others would not get visitors tomorrow nor were they allowed any. They NEVER locked the bed in place. They NEVER connected them up to a heart monitor. The Main light was left on so they could not sleep. Breakfast was sorted by the cleaner. The nurse was taking private phone calls when checking & adjusting heart monitors.

All this when a few hours early spouse was told they needed a heart valve replacement & a double heart bypass which they could not have as there was too much damage from their first heart attack. I telephoned the nurses station during the night & told them to sort it & I would be in first thing. This was raised with the senior nurse & cardiac doctor the following morning.

Spouse was then sent home rather than leave them in a box room for 13 days.

This is when spouse got lost in the system for months & it was only when I rung up to find out what was happening, they admitted they had lost them & could spouse go to London the next day for a scan. This we did but I am sure the delay cost spouse the chance to have the Valve replacement they so badly needed.

While waiting for Hammersmith to decide about the valve spouse had another Heart Attack & was in Peterborough Hospital for 4 weeks 2 of which spouse was waiting for a bed at Hammersmith Hospital.

Spouse arrived at Hammersmith Hospital on Saturday early October 2022.

A nurse was trying to give them another patients medication after we told them 3 times, that spouse was not on that tablet they were on Insulin. She came back & admitted she was looking at another patient notes.

On the Monday morning at doctor's rounds (11am) spouse was told they were having a pacemaker & come back as an outpatient for the Heart Valve

By 6pm the surgeon came to spouse's bedside & said you are not having the pacemaker you are having the heart valve done on Friday although we will talk about it in our meeting on Wednesday.

By 10pm spouse was told to get ready for an operation in the morning & nil by mouth at 12am. Spouse asked which operation & which doctor had this come from. THE NURSE SAID THEY DID NOT KNOW & WAS FAR TO BUSY TO FIND OUT

Well it's no wonder spouse refused to sign consent form until they knew what operation they were having.

Nil by mouth from midnight meant spouse got dehydrated & developed gout at 3am. When asking for painkiller the doctor on the ward asked them why they had let themselves get dehydrated. Spouse said the nurse had told them nil by mouth from 12pm doctor said they were old school & should have been 6am

Next day spouse was told they were not on the list for that day but would try & fit them in for the next list.

Spouse said they were a diabetic & was worried about their sugar levels. Spouse was promised it would be monitored closely. But at 6am in the morning spouse called me to say their sugar level was 2.7 & they now had to give them glucose.

After all this spouse felt so unsafe in hospital & asked to be moved to Glenfield Hospital in Leicester who they had been under for 6 years.

Spouse was told by doctors NO instead THEY were sending them home.

We were not allowed to go until the surgeon had seen spouse. Where they proceeded to tell spouse that they had thrown their toys out of their pram!.

Spouse objected to this & the surgeon did apologise. I also told the surgeon they had no one to blame but themselves due to the lack of communication.

He then told spouse if he were in their shoes he would be doing the same but, in their position, they felt spouse was wrong not to have the operation. Spouse again explained they were scared for what might happen to them if they stayed.

Once home we asked our doctors to contact Glenfield & get a quick referral. Our doctor then laughed at spouse because they were scared for their life. I asked the doctor if they knew what happened, they did not. They just called us irresponsible.

We paid privately for spouse to see the surgeon at Glenfield who promised to get them the operation before Christmas.

We never heard from the Glenfield Surgeon. I suspect after seeing the scan they knew it was too late for spouse & left us in peace to deal with what was coming.

Unfortunately with all the lack of communication & delays spouse passed away mid December 2022 from a cardiac arrest.

Notes / Questions

Healthwatch provided Advocacy information and complaints information

Provider Response

PHSO involved in Hammersmith complaint

Complaints now involved in West Middlesex Hospital

Compliment

1. Case 12521 (22-05-2023)

Providers: Grantham + District Hospital

Hospital outpatients' appointments Grantham Emerald suite

Was a brilliant service. No waiting, informed what was happening and asked if any issues.

Notes / Questions

No patient information provided, information via survey

Provider Response

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

West Locality x 9

- 6 x General Comment
- 1 x Informal Complaint
- 2 x Compliment

General Comment

1. Case 12517 (22-05-2023)

Providers: Lincoln County Hospital

For Information: Brayford Medical Practice

Long wait to get on ward, but watching what nurses and staff go through found it an eye opener. Emergency Dr brilliant, at Brayford Medical Centre. Heart Ward at hospital brilliant. Letter from appointments saying wait for 8 months to be seen then taken in as emergency not good. Especially as notes say I have had multiple heart problems and knew something was wrong. Dr at my surgery re-requested appointment but letter then said do not use Drs to queue jump. This made me feel terrible

Notes / Questions

No patient information provided

Provider Response

We are sorry this person was made to feel uncomfortable with an insinuation that they were queue jumping; if they get back in touch please could you ask them to email us who will try and look into this.

2. Case 12482 (10-05-2023)

PCN: Lincoln Healthcare Partnerships

Providers: Lincoln County Hospital

Patient has been in and out of A&E for the past few months with Dizziness and passing out. The patient has a number of conditions - polycystic ovaries; underactive thyroid; personality disorder and constant vaginal bleeding since January.

They have been in A&E on a few occasions where nothing really has been done, a couple of tests and then discharged. On one occasion the patient was admitted to Branston Ward at 11pm then discharged at 3am in the morning!

In early May they went to A&E and discharged at 11pm, spouse took patient outside to go home, where they collapsed and was taken back in, BP and examination then sent home again, nothing seems to change or be diagnosed.

The patient is still experiencing dizziness and collapsing, bleeding heavily wearing 4 pads and although the hospital prescribed medication to help, this has not made any difference. They understand that the hospital have made a referral to Gynaecology and Neurology but unsure if this has happened at all? No recent scans taken and is very anxious as just seems to be going round in circles and nothing done, or no answers provided as to why they are suffering like this.

Notes / Questions

Patient requested Healthwatch make contact with PALs on their behalf

Provider Response

PALs have contacted the patient and Gynaecology referral in the system, if patient doesn't hear anything to call PALs back in 2 months time.

3. Case 12490 (17-05-2023)

Providers: Lincoln County Hospital

Waiting times in A&E are ridiculous, a patient waited 36 hours before being seen. Once seen was treated excellent by staff, level of care received was excellent and was treated with dignity and respect, it was the waiting time to be seen in the first instance.

Provider Response

We agree that the delays are unacceptable and are extremely sorry. We appreciate the anxiety and frustration this brings to patients and families and our staff too as this is absolutely not the experience they wish for their patients. The waits are due to a combination of reasons, some within our gift to address but many are a wider issue across the health and care system. Please be assured that there are significant pieces of work happening to reduce the demand on our EDs and to increase the flow of patients through our hospitals so that those who need to be admitted have a bed to go to.

4. Case 12497 (18-05-2023)

Providers: Lincoln County Hospital

Lincoln County Hospital A&E poor experience.

What worked well The receptionist taking my details took one look at me and ran and got a wheelchair and arranged for me to be taken straight through for an ECG and bloods. I was presenting at 4.30am with severe chest pain, 3 weeks after having an MI caused by a Spontaneous Coronary Artery Dissection (SCAD).

What could have been better: I currently have an ongoing complaint in with ULHT about what happened next, namely nothing! I was left for 6 hrs with no further contact with anyone, apart from a repeat ECG at my request (ECGs are often normal for SCAD patients) and some blood pressure readings which showed my BP was very high (a possible sign of a repeat MI). The medical staff had received my blood results which showed I was not having another MI, I was suffering from angina, but no one thought it was relevant or important to pass this information on to me (despite me being 3 weeks post MI when I had needed admitting to CCU). So for 6 hours, I sat in the waiting room, experiencing frightening chest pain, using my GTN and fearing I was dying and no one cared. I am appalled by their lack of communication and compassion.

Notes / Questions

No patient information provided, information via survey

Provider Response

It is hoped the author has received a satisfactory outcome from their ongoing complaint.

5. Case 12502 (18-05-2023)

Providers: Lincoln County Hospital

For Information: Lincolnshire Community Health Services NHS Trust (LCHS)

A&E and discharged through Urgent Care

Nothing went well. My parent came in via ambulance after a fall at home. The department has no slings for them, gave parent no analgesia and missed a really bad fracture of their humerus.

Notes / Questions

No patient information provided, information via survey

Provider Response

We are very sorry for this experience. If this person gets in contact please advise them to contact PALs with further details so we can look into this further.

6. Case 12511 (22-05-2023)

Providers: Lincoln County Hospital
Clinic 5

My child's appointment was scheduled for 11.05am, and we were requested to arrive 10 minutes early to do weight and height measurements. Upon arrival it was clear the area was full of family's and patients waiting to be seen, all chairs were in use and most people were having to stand and wait. There was no communication about wait times or the reason for the clinic running so late. After 70 minutes of waiting without any information we left the clinic and advised the reception that we would need another appointment.

The lack of communication was frustrating, I had to take time off work and my child had to take time out of school to attend this appointment with a consultant. The appointment was with a specific named consultant, so I am unclear if the consultant was in attendance. How things such as staffing shortages could possibly result in extended wait times.

Equally the hospital have a duty to me as a customer to keep me informed of extended waiting times. The service provided was poor

Notes / Questions

Healthwatch provided PALs information.

Provider Response

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

Informal Complaint

1. Case 12539 (30-05-2023)

Providers: Lincoln County Hospital

Patient who is a veteran is waiting for investigations into a ruptured colon. Was referred to Lincoln County by the Hospital in Harrogate. Patient was made aware that the investigation is URGENT and they need this evidence for an upcoming court case. Patient is getting frustrated with being pushed from pillar to post. Their GP has tried to find out when the procedure will take place but is not getting any answers either from the hospital.

Notes / Questions

Healthwatch provided PALs information

Provider Response

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

Compliment

1. Case 12522 (22-05-2023)

Providers: Lincoln County Hospital

Accident and emergency/minor injury units Lincoln county hospital

Well organised, professional, friendly, reassuring staff, but very slow, shows you time from check in on a board which was at 2 hours 45 minutes and rising, but when we left it said hours but we were 6 and half. Change of shift slowed everything down as nothing went on for at least an hour.

Notes / Questions

No patient information provided, information via survey

Provider Response

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

2. Case 12545 (31-05-2023)

Providers: Lincoln County Hospital

Paediatrics A&E

My 6 year old child was rapidly seen and treated in the Paediatrics Emergency Department with Strep A back in January, the department was absolutely heaving with patients, the staff were tired and stressed but the care was second to none!

Notes / Questions

Information via survey

Provider Response

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

<p>East Locality x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 12495 (18-05-2023)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Mental health support - Boston Crisis Team</p> <p>I am the main carer and they refused point blank to come out to a severe bi-polar episode, told me to call the police.</p> <p>Notes / Questions</p> <p>No patient information provided, information via survey</p> <p>Healthwatch asks - why are patients being requested to make contact with the police when there is clearly a Mental Health issue that requires support?</p>
<p>West Locality x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 12468 (02-05-2023)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Louth Community Mental Health Team</p> <p>I was diagnosed autistic last year and I have suffered with depression and anxiety since I was 12. The consultant requested me to be referred for psychiatry. I was referred to the community mental health team. They assessed me and said I didn't fit their criteria. I have been offered social prescribing, which I don't believe will be helpful at all.</p> <p>The person who assessed me was dismissive of my issues, constantly saying "oh, well I do that too". They then went off sick so I didn't hear anything at all for months!</p> <p>It's all been a waste of time.</p> <p>Notes / Questions</p> <p>Healthwatch provided LPFT PALs information</p> <p>2. Case 12469 (02-05-2023)</p> <p>Providers: West Lincolnshire Area Locality</p> <p>For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>GP services, Mental health support</p> <p>I have a genuine concern that antidepressants in particular to those with PTSD without being trauma informed and with no regard to the long term effect with those who have experienced severe childhood trauma. I have recently discovered that venlafaxine was in the process of being banned a few years ago and also it's not licensed for PTSD. A problem across the board</p> <p>Notes / Questions</p> <p>Healthwatch asks - Are you able to confirm this statement please.</p> <p>Provider Response</p> <p><i>According to the BNF, Venlafaxine is licensed for Major depression, Generalised anxiety disorder, Social anxiety disorder and Panic disorder. Venlafaxine is used for menopausal symptoms, but it is not licensed for this indication according to the BNF.</i></p> <p><i>According to CKS- Management of adults and children with post-traumatic stress disorder, it recommends clinicians consider treatment with an antidepressant such as venlafaxine or an SSRI for an adult PTSD. The CKS notes venlafaxine is not licensed for the treatment of post-traumatic stress disorder and use for this indication, therefore, constitutes an off-licence use.</i></p> <p><i>Unfortunately, we do not have any evidence of Venlafaxine in the process of being banned. This question can be directed to the Medicines & Healthcare products Regulatory Agency (MHRA), who is responsible for regulating medicines, medical devices and blood components for transfusion in the UK</i></p>

Patient Transport

Area	Case Details
<p>East Locality x 4</p> <ul style="list-style-type: none"> • 2 x General Comment • 2 x Signposting 	<p>General Comment</p> <p>1. Case 12499 (18-05-2023)</p> <p>Providers: Pilgrim Hospital</p> <p>For Information: Thames Ambulance Service (TASL)</p> <p>Fracture clinic always helpful and cheerfully but patient transport are a nightmare and very unreliable</p> <p>Provider Response</p> <p>ULHT - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>

2. Case 12540 (30-05-2023)

PCN: First Coastal

Providers: Thames Ambulance Service (TASL)

Patient has had their partner's hospital transport cancelled for the second time by TASL - today it was cancelled on the morning of the appointment to the fracture clinic.

My spouse is bed-bound and classed as bariatric by TASL. Has always used a non bariatric ambulance with no issue but TASL decided spouse needed a bariatric ambulance. We have had 2 cancellations in a fortnight. We have been promised the next appointment will not be cancelled.

Notes / Questions

Patient given the TASL Complaints Number 0808 164 4996

Provider Response

I have contacted this patient this morning, explained the escalation process, and ensured that I will monitor the journey for the 20.06.23. I have apologised for the cancelled appointments and will be sure to monitor any future bookings going forward.

I have also requested our most senior Bariatric and Complex trained specialist carry out a home visit to assess the patient and their home in the event their needs have changed. This is a complicated case as the patient has complex bariatric requirements that currently necessitates a minimum of 4 trained staff in Bariatric Moving and Handling. They have received multiple risk assessments over the past 12 months (in person) with our teams, who have met them at home to make sure we are providing the correct staff and equipment in line with patient safety. However, they have been travelling with HTG in bariatric equipment for more than 24 months, in a combination of bariatric stretchers and wheelchairs and has not travelled with us using a standard crew or equipment. I will make sure they are communicated with effectively and gain the reassurance they need for the upcoming hospital appointment.

Signposting

1. Case 12478 (09-05-2023)

Providers: Pilgrim Hospital, Thames Ambulance Service (TASL)

Family member had been given Healthwatch Lincolnshire number by the fracture clinic appointments desk at Pilgrim Hospital to arrange transport for their relative who is in a care home and has an appointment coming up.

Notes / Questions

Healthwatch provided the family member with the correct details and informed PALs who would forward to the team the correct information.

Provider Response

It is hoped the author received a satisfactory outcome with their transport arrangements.

2. Case 12526 (23-05-2023)

Providers: Thames Ambulance Service (TASL)

Carer from Walnut Care requesting timeframe of when their client will be collected by Hospital Transport.

Notes / Questions

Healthwatch provided the contact information for non emergency hospital transport. Carer very grateful.

South Locality x 3

- 3 x Compliment

Compliment

1. Case 12518 (22-05-2023)

Providers: East Midlands Ambulance Service NHS Trust (EMAS)

East Midlands ambulance service - Excellent service, great paramedics, quick acting to save my partner's life

Notes / Questions

No patient information provided, information via survey

2. Case 12534 (26-05-2023)

Providers: East Midlands Ambulance Service NHS Trust (EMAS)

East Midlands Ambulance

Ambulance arrived for my Partner within 20 mins, excellent service, thorough, professional, friendly, couldn't fault them.

Notes / Questions

Information provided via survey

	<p>3. Case 12535 (26-05-2023)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS) East Midlands Ambulance Service, Excellent service from ambulance service, staff were kind, caring and reassuring.</p> <p>Notes / Questions Information received via survey</p>
<p>South West Locality x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 12494 (18-05-2023)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS) Ambulances and paramedics</p> <p>My baby's temperature wouldn't go down and was in drawing when breathing. 111 called an ambulance but we were then told even though this was top priority, the ambulance would take over 2 hours. In the end my spouse had to drive the 90 minutes home from work to take child to A&E</p> <p>Notes / Questions No patient information provided, information via survey</p> <p>2. Case 12520 (22-05-2023)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS) For Information: Lincoln County Hospital Ambulances and paramedics. Lincoln County Hospital 999</p> <p>In early August 2019 at 2:30pm I had stroke symptoms whilst driving. My spouse called for an ambulance but by the time they got through, in the few minutes it took, the symptoms had gone so the emergency service would not send an ambulance out to me. Twenty minutes later the symptoms returned and I called a relative who lived nearby and they took me to A&E in Grantham. Whilst there, the staff called for an ambulance to take me to Lincoln Hospital and about an hour later after the 2nd bout of symptoms they stopped again. I still had no symptoms of a stroke when the ambulance crew arrived but they took me to Lincoln. On the way the symptoms returned quite dramatically so the crew radioed through to the stroke unit who were waiting for us on arrival. Thankfully, after receiving excellent treatment at Lincoln Hospital I made a full recovery within 3 days. I was very lucky as I arrived at the stroke unit just within the time scale for the treatment to work. I just hope that never happens to anyone else as they may not be as fortunate as I was</p> <p>Notes / Questions No patient information provided, information via survey</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>All Areas x 1</p> <ul style="list-style-type: none"> • 1 x Signposting 	<p>Signposting</p> <p>1. Case 12481 (10-05-2023)</p> <p>Providers: Thames Ambulance Service (TASL) Staff member from Nottingham Hospital outpatients, called to book transport for an elderly patient to go back to their home in Lincolnshire.</p> <p>Notes / Questions Healthwatch provided non emergency hospital transport information and if they could put the details up on the board for future staff members</p>

Social Care Services

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

	<p>1. Case 12510 (22-05-2023)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Concerns expresses about spouse in long term care, has dementia but as they have their own teeth, rather than dentures, is not receiving any dental care. NHS Dentists won't go into the care home and a private dentist has refused as well. This could be a growing problem as more peoples will have their own teeth in older age. Person who raised this concern suggests that all care homes should have a care co-ordinator to organise support services, like physiotherapy, eye care etc. They feel that the care home always takes the easiest option, eg. feeding complan rather than soft diet, wheelchair, rather than encouraging walking, rather than what's best for the person.</p> <p>Notes / Questions</p> <p>No personal information provided. Via survey</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 12546 (31-05-2023)</p> <p>Providers: Woodview Care Home</p> <p>For Information: Lincolnshire County Council - Adult Social Care</p> <p>Woodview Nursing Home</p> <p>I visit my parent every other day and have done for the past 2 years. The staff make this nursing home and are wonderful. I can see they do their best but there are not enough of them. It is difficult for 2 carers to look after 13 people and many, like my parent, are unable to do anything for themselves. The nurse who is on duty has so many tasks and never enough time which makes it difficult for relatives to ask about their loved one. More staff are required to give the necessary care</p> <p>Notes / Questions</p> <p>Information via Survey</p>

Other

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Signposting 	<p>General Comment</p> <p>1. Case 12513 (22-05-2023)</p> <p>Providers: East Lincolnshire Area Locality, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>If I ring 111 get directed 23 miles away to Louth, Boston is just 13 miles away. This was linked to previous CCG boundaries, as now 1 ICB will this stop?</p> <p>Notes / Questions</p> <p>From the facebook ad and survey form</p> <p>Provider Response</p> <p>As far as services are concerned, the old CCG boundaries within the county should not have affected which Urgent Treatment Centre (UTC) a patient was directed to.</p> <p>The Directory of Services uses algorithms, which match the healthcare needs of the patient to the services at the nearest facilities.</p> <p>A patient can also choose to attend another facility (e.g. UTC) if it is more convenient for them.</p> <p>Signposting</p> <p>1. Case 12484 (11-05-2023)</p> <p>Providers: East Lincolnshire Area Locality</p> <p>Recently moved to the area and requested to join an event, which actually took place in March. Informed them this event had been and gone, however provided them with the Community Centre details so they are able to see what other events might be of interest to them.</p> <p>Notes / Questions</p> <p>Healthwatch provided details for the local Community Centre so they could look to join in events coming up</p> <p>Provider Response</p> <p>Patient grateful for the information.</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p>

1. Case 12476 (09-05-2023)

PCN: K2 Healthcare Grantham and Rural

Providers: Connect Health Services - Pain Management

Connect Health Lincolnshire

I used to see a pain management consultant at the treatment centre in Nottingham. This was a fantastic consultant led service. This was until the Lincolnshire CCG (Clinical Commissioning Group) decided that Lincolnshire pain patients were no longer allowed to go out of county. They set up connect health and all Lincolnshire patients were transferred.

The service at connect health is absolutely dire. I have been referred to them twice now by the GP. On the first occasion, I did a six week course (talk about tell someone living with pain how to suck eggs), they then organised a conversation with a psychologist. They listened to me and then proceeded to discharge me back to the GP without telling me. I was offered no pain relief or practical help. On the second occasion, after a recap from the previous situation they told me to ring back in three months to ask for another appointment. Surely it's their job to organise this.

As a result I am left to deal with it all myself, which is an absolute disgrace in this day and age.

I want to go back to my consultant at the treatment centre Nottingham. The GP says it's not possible.

If I could afford to go private I would but money doesn't grow on trees.

Notes / Questions

Healthwatch provided Complaints information.

West Locality x 1

- 1 x General Comment

General Comment

1. Case 12509 (22-05-2023)

PCN: APEX

Providers: Connect Health Services - Pain Management

Complaint about short notice of cancellations , lack of continuity of care , and offering alternative venues which are difficult to get to and not possible time-wise if one is in full-time employment .

My spouse has asked me to raise a complaint on their behalf as they are at work .

Background info

Spouse was diagnosed with back problems and was in severe pain in 2020 , just at the start of the COVID 19 lockdown so unfortunately was not able to have face-to-face assessments or treatment other than strong painkillers . After several months they were able to attend hospital for a scan which showed damage to the base of their spine . Since then has been in constant pain, which can become severe, and this is affecting their quality of life / ability to function both at work and at home .

Spouse has returned to the GP surgery in Lincoln on several occasions, and in early July 2022 they saw a Dr and asked to be reassessed . After more scans, GP appointments, and referral to the musculoskeletal clinic spouse was told their condition is inoperable and that their last option was pain management, so a referral was made to Connect Health at the end of October/ beginning of November 2022.

The previous complaint referred to there being no staff on duty and no advance notice of cancellation which left us waiting outside the Lincoln Connect Health Centre, Newark Rd, Lincoln where my spouse had been referred for an initial assessment for back pain treatment booked for 8am on at the beginning of December 2022 .

Since then spouse has had an excellent and thorough assessment carried out by a named person at Connect Health, on Weds early March 2023 after which the named person sent a report to our GP surgery requesting ' *further investigations to rule out cervical spine pathology or an underlying Neurological condition .* ' This has been actioned by a range of blood tests undertaken at the surgery, an appointment with the GP next week , and a referral to neurology at Lincoln County hospital (date to be confirmed).

Current complaint

Spouse was due to have a phone meeting with the named person in late March 2023 - this was cancelled the day before as the named person was ill. Spouse was offered an appointment in Skegness* (over 50 miles away!) so they asked to have the rearranged appointment in Lincoln .

Spouse had to chase the replacement appointment promised by contacting yourselves, and this was then booked as a face-to-face appointment with the same named person at the above centre for weds late May 2023 This morning (a couple of days before) spouse received a phone call to say this has been cancelled and was offered an appointment in Louth ! .

These cancellations have a wider effect than expected as my spouse works as part of a team so the rotas had been changed to cover their work until they return from the appointments on both March and May dates. So today's phone call will inconvenience work colleagues as well as disappointing my spouse who is hopeful that the named person will be able to help them.

* As Connect Health's HQ is based at Newcastle-upon-Tyne, please note that Lincolnshire has very poor public transport, so these sites are difficult to get to for non-drivers, and that for people working full-time most employers would not grant the 4-6 hours required to journey to other locations for treatment .

Could you confirm when the named person will next be able to see spouse in Lincoln and try to ensure it is not cancelled as spouse will need to arrange cover at work .

Notes / Questions

Patient copied Healthwatch into the Complaint to Connect Health.

Provider Response

Patient update - patient had been contacted but not to a satisfactory level. After 3 cancellations, 1 with no notice, 2 with very short notice which has an impact on patient who is in constant pain, with no treatment. Eventually they offered a provisional face-to-face appointment for 5th July but could not confirm this whilst travelling, (in passenger seat) also said they did not want to book time out again and have colleagues inconvenienced if the appointment were to be cancelled again . Connect Health were their last hope, which just isn't providing the service so needed. Perhaps the contract with Connect Health needs reviewing if others are experiencing similar issues.

5/6/23 Response from Connect Health to the patient - Further to your email dated 19th May 2023, I have been informed by the Clinical Lead for the Lincolnshire Community Pain Service that they have spoken to the patient and and your further concerns have been discussed over the phone and a resolution has been reached. Please contact the complaints team if you are unhappy with the outcome of this phone call. Please do not hesitate to get back in touch with us if would like a written response or you have any further comments or concerns.

6/6/23 Patient response to Connect Health - After being in constant pain and waiting over seven months since referral for treatment with Connect Health , my spouse has no confidence in the service so has gone back to the GP surgery last week for alternative help with back pain, which is now in

progress. We would like to thank *named person* for their thorough initial assessment and their request to the GP for further tests, as the blood tests have identified some serious health issues which my spouse and is now being treated for. We will be contacting the ICB and CQC about the poor service from Connect Heath .