



Healthwatch Lincolnshire

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PE21 8YB

## Healthwatch Lincolnshire Patient Experiences for: June 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 30 June 2023 where 103 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:

- *Mental Health comment relating to Crisis Team communications to CMHT Case 12554*
- *GP - telephone appointments, not being seen face to face as in Case 12555*
- *Access to NHS Dentists is still a high concern for patients, plus the concerns around Dental practices going private only*
- *Cleveland Practice - communications and limited access to AskMyGP*

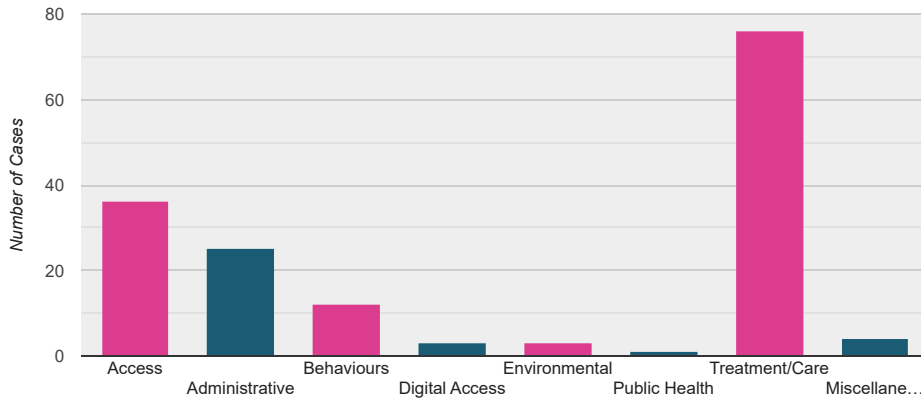
Positive areas:-

- Urgent Treatment Centres across the sites
- Boots Opticians
- Pilgrim Hospital, A&E; Fracture Clinic. Lincoln Hospital A&E; Foot Clinic

### Statistics

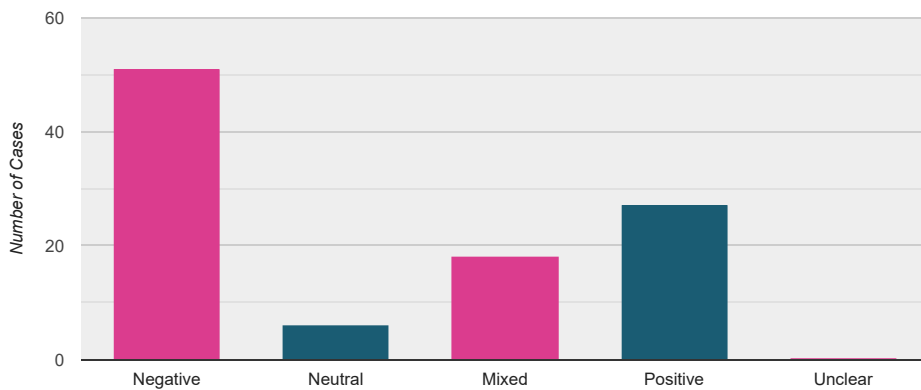
Total cases: 102

Theme Areas



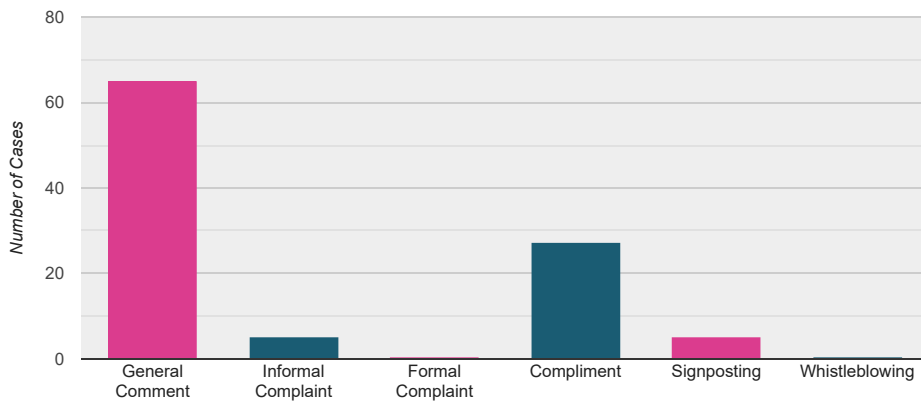
Theme Areas	Cases
Access	36
Administrative	25
Behaviours	12
Digital Access	3
Environmental	3
Public Health	1
Treatment/Care	76
Miscellaneous	4

Sentiments



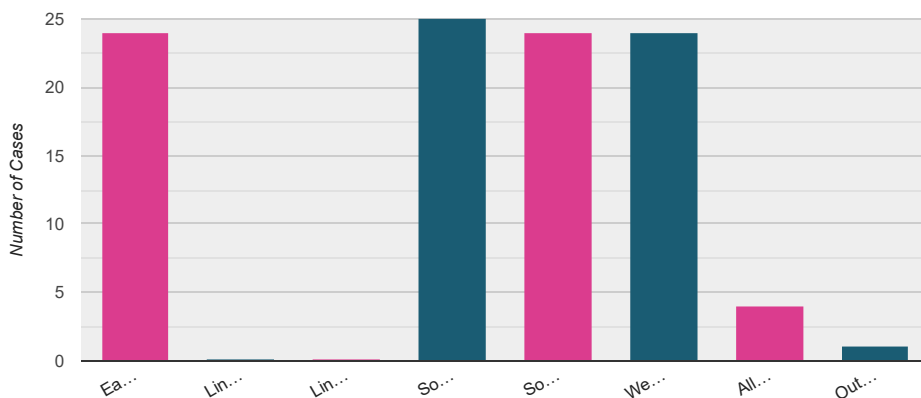
Sentiments	Cases
Negative	51
Neutral	6
Mixed	18
Positive	27
Unclear	0

Case Types



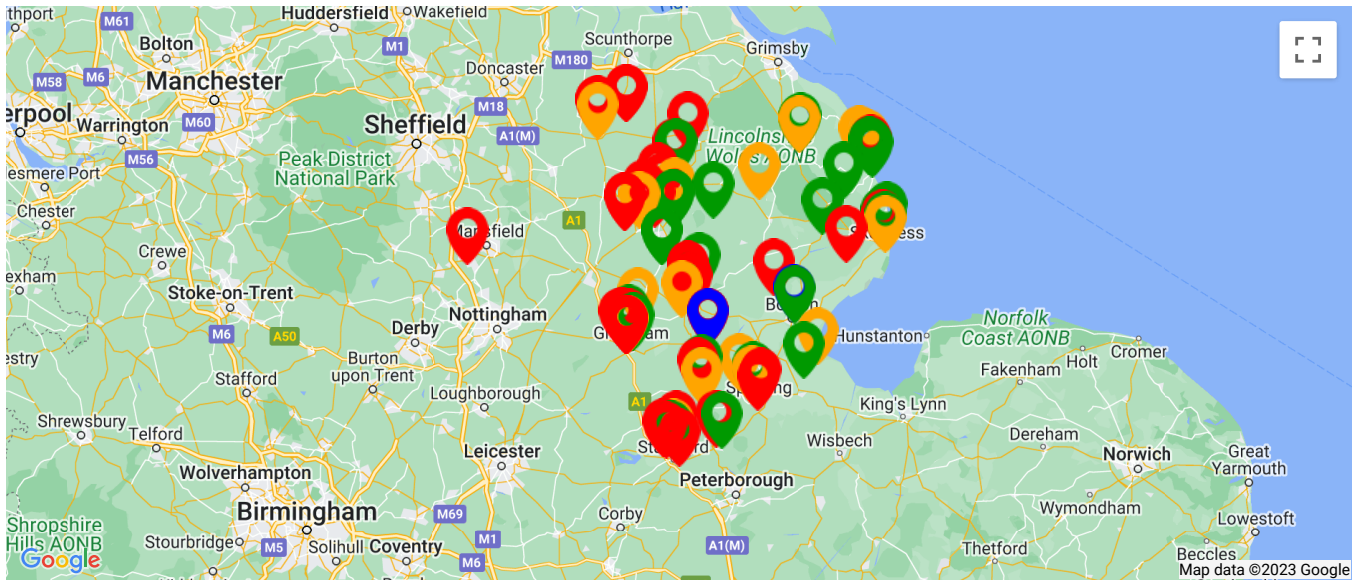
Case Types	Cases
General Comment	65
Informal Complaint	5
Formal Complaint	0
Compliment	27
Signposting	5
Whistleblowing	0

Areas



Areas	Cases
East Locality	24
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	0
South Locality	25
South West Locality	24
West Locality	24
All Areas	4
Out of Area	1

Map



Cases

Community Health Services

Area	Case Details
<p><b>East Locality x 9</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 7 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 12612 (27-06-2023)</p> <p><b>Providers:</b> Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS) A&amp;E Lincoln Hospital. Respiratory service Lincoln.</p> <p>I had already been seen at Louth Urgent Care and was told I needed to be seen in A&amp;E. I travelled to Lincoln where I was told I needed to be seen in Urgent Care first by the reception in A&amp;E. After waiting for nearly an hour in urgent care I was sent back to A&amp;E where although I was triaged and had blood taken, I had to wait to see the Dr for another four hours. I found the waiting room very traumatic. People in pain and struggling around me. My 80+ year old parent helped one patient to the toilet. The Dr was useless didn't really care and did not really examine me. I went to my GP the following day where I was correctly diagnosed and received the appropriate treatment.</p> <p>I am also waiting for an outpatient appointment with a consultant that I was referred to in 2019. I was referred on to a specialist unit at another hospital. Due to COVID my follow up was sporadic but having had comprehensive investigations recently the consultant has referred me back to the respiratory consultant at Lincoln as they think I have another problem. My functional class has deteriorated from 2-3 to 3-4 now with no definite reason why. The consultant referred me in May. I have had confirmation but still no sign of an appointment. The respiratory consultant has received regular letters from the consultant I was referred to yet I had to get a re-referral done.</p> <p><b>Provider Response</b></p> <p>I apologise for the misunderstanding from UTC and A&amp;E. Unfortunately UTC is run from our system partners and we are working together to provide the best pathway of care for our patients. When a patient initially attends ED they are assessed and are asked to be seen whether by Urgent care if the ailment can be dealt with. Sometimes if the patient is unwell during this time the team will ask for the A&amp;E team to see them. I apologise for the waiting area and the trauma this caused you. We are looking into better ways of managing this busy department and feedback is important to us. Regarding outpatient appointment it is suggested the author contacts Consultant secretary or PALS for investigation.</p>

## 2. Case 12618 (27-06-2023)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

LOUTH URGENT CARE

I have had both excellent and poor experiences at Urgent Care with my elderly parent. The poor experience was because of the Doctor on duty who at no time touched my 96 year old parent to examine them after a fall. They sent parent for an x-ray before they had even spoken to us and gave the results to no broken bones you can go. I asked about the large haematoma on their lower leg I had to remove dressing that I had put on the doctor just lent up the wall then said oh that will need x-raying so my parent had to go to x-ray again.

When results came back the Doctor returned with antibiotics and said all fine get parent to take these and walked away. I was shocked by the lack of interest and information about aftercare. A Nurse dressed it and told me to contact community nursing for after care. My parent was visited twice a week for many weeks after.

My other experience was 5 star with fabulous doctor who explained fully and gave advice.

### Compliment

## 1. Case 12587 (22-06-2023)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Louth Urgent Care

I got there at 6:30 pm and had been seen by a clinician and had an Xray by 7:30pm on a Friday evening.

**How would you describe your experience of care?** Good

## 2. Case 12591 (22-06-2023)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Skegness Urgent Treatment Centre

Can't praise them enough. Excellent care provided on my visits to the urgent care unit. My first experience was after a wound on my leg obtained while gardening. They dressed my wound and followed up every 3 days to change dressings until it was fully healed.

On another occasion they treated a water infections, taking a water sample and prescribing antibiotics. My last experience was after a very bad fall which I had injured my face badly, blood everywhere. They dealt with me quickly, cleaning me up and dealing with my cuts. They again saw me every 3 days until my wounds had healed. Could not have got any better treatment from all the nurses involved. So pleased we have such a service at Skegness Hospital otherwise it is a 25 mile to Pilgrim, Boston, or even further to Lincoln County.

## 3. Case 12611 (27-06-2023)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Accident and emergency/minor injury units - Pilgrim Hospital

My child (aged 17) was triaged in A&E and quickly referred to the Urgent Treatment Centre (UTC) where they were again seen very quickly. My child's fractured ankle was assessed, X-rayed, treated and discharged within 2 hours. The UTC staff were friendly, efficient and extremely helpful. This was very late at night when the whole department was extremely busy. Excellent service!

## 4. Case 12622 (27-06-2023)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Louth County Hospital - Urgent Treatment Centre

Lots of people in waiting room but seen very quickly and all usual tests carried out by a very competent and friendly nurse. Only minor complaint was the wait from seeing the nurse to then seeing the Dr who was very nice explaining everything and also gave my 82yr old spouse a thorough check over. Overall on a Sunday afternoon the treatment very good. I would also like to say that the staff at reception were very welcoming and friendly.

## 5. Case 12636 (30-06-2023)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

**For Information:** United Lincolnshire Hospitals NHS Trust (ULHT)

Louth UTC

I could not fault the staff. I needed to visit 3 times in 24 hrs and they were all extremely professional, welcoming, supportive, knowledgeable - even though ridiculously busy - need I say more! There needs to be more staff and services. X-ray needs to be available 24 hrs. I missed them by 15 mins and had to return.

	<p>6. Case 12640 (30-06-2023)  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)  Urgent treatment centre  It is very good, staff are kind. Like everywhere, could do with more doctors</p> <p>7. Case 12643 (30-06-2023)  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)  Skegness Urgent Treatment Centre  Parking was limited - I am disabled and had to bring someone with a leg injury. Receptionist was brilliant: helpful, patient, cheerful, reassuring. Everything was cramped- but that is because it is an old building, I do understand. Staff were lovely. Long wait.</p>
<p><b>South Locality x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. Case 12585 (22-06-2023)  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)  Urgent Treatment Centre,(UTC) Johnson Hospital  Very impressed with the UTC at Pinchbeck. Having had a bee sting on Saturday evening that I self treated, realised I needed antibiotics the following morning and called NHS 111 who suggested the UTC. I was not aware of this service but found an almost empty car park, and very welcoming receptionist. After waiting for 10 minutes was seen by a nurse practitioner who agreed that antibiotics were necessary, prescribed and forwarded to local pharmacy where I collected 10 minutes later.</p> <p>2. Case 12602 (23-06-2023)  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)  Johnson Hospital Urgent Treatment Centre  Went to minor injuries unit after a foot injury. It was x-rayed, cleaned up and bandaged promptly and I was referred to Pilgrim for follow up. Excellent service</p>
<p><b>South West Locality x 2</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 12605 (23-06-2023)  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)  Grantham Hospital Urgent Treatment Centre  Had to keep taking my parent to urgent care in November last year as they kept pulled their catheter out daily and the district nurses said they couldn't put it back in. Had to wait at least 5 hours before getting into a cubicle to get it sorted which was soul destroying. Had to keep repeating the reasons parent had it and why they pulled it out. One time I left parent in the cubicle to be sorted and came back to pick them up, only to find they had been wheeled into the waiting room on their own even though parent had dementia.</p> <p><b>Compliment</b></p> <p>1. Case 12603 (23-06-2023)  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)  Grantham Hospital Urgent Treatment Centre  I would like to say what an excellent service I had from Grantham. Shortly before I was due to go away for a month to Spain I developed what I suspected to be a UTI (Urinary Tract Infection) which I tried to self treat to no effect. On the Saturday the pain was bad so I went to the urgent care who got me an appointment with the out of hours GP service. I had my urine tested, confirmed I had an infection, and was prescribed some antibiotics (after skilfully being asked about allergies). I took the anti-biotics with me to Spain and they soon started to work and I was so very grateful for this urgent care response.</p>
<p><b>West Locality x 3</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p>

## 1. Case 12588 (22-06-2023)

**Providers:** Lincoln County Hospital

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

A&E

Good experience with NHS 111 in early June who referred onto Urgent Treatment Centre (UTC) appropriately. Excellent service by UTC Lincoln, seen roughly at appointment times, assessed thoroughly by doctor in duty and urgently referred onto A&E.

Quick response from A&E staff with IV antibiotics & pain relief. Had a wait for assessment from surgical team. After a long wait was discharged with oral antibiotics but continued to be unwell at home resulting in referral back to surgical team by GP & 3 weeks later CT scan showing small perforation in sigmoid colon. Feel the surgical assessment was a bit cursory and possibly the original infection could have been dealt with quicker if IV antibiotics had been continued at first consult. All staff in UTC and A&E excellent despite obvious current pressures.

#### Provider Response

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

## 2. Case 12620 (27-06-2023)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Lincolnshire Services

I went to the Urgent Treatment Centre (UTC) upon calling 111 for some advice. The 111 service were brilliant, friendly and helpful. I was told to attend the UTC in Lincoln within 4 hours. I subsequently spent 8 hours waiting, for what is ultimately a quick procedure however needed to be done.

The practitioners in there are completely overstretched, and being run ragged. The fact that there is one practitioner on after 11pm, and they were handed over 25+ patients is taking them mick out of them.

#### Compliment

## 1. Case 12595 (22-06-2023)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Urgent Care at Lincoln County Hospital is excellent, my spouse was treated there all day and they were brilliant. As an ex SRN I was very impressed. Never had a problem with County Hospital, treated well and on time, well done. Staff very professional

### Primary Care services

Area	Case Details
<p>East Locality x 5</p> <ul style="list-style-type: none"> <li>4 x General Comment</li> <li>1 x Compliment</li> </ul>	<p>General Comment</p>

**1. Case 12571 (19-06-2023)****PCN:** Meridian**Providers:** East Lindsey Medical Group

I am struggling to attain care/ medication from ELMG.

Unfortunately, I have been waiting a long time for an appointment at the Asthma clinic at Lincoln County. Previously at the another surgery the doctors specialised COPD clinic, I was diagnosed with COPD and asthma, but after several second opinions/ investigations at Lincoln County my diagnosis was mild asthma, I have stayed with them for their expertise. We moved to Tetford doctors

Before COVID I had been struggling in the hot weather, emergency care abroad/at home A&E/ hospital/ doctors several times, the seasonal changes and the rape all around us was a major problem especially during COVID, in the heat of 2020 our only solace was the beach and the east coast winds as I was struggling to breath.

An appointment arrived this year for February at Lincoln, where bloods also taken, then attended a Lung function appointment in May 2023 again at Lincoln.

My Consultant rang me with the results early June, I have chronic asthma, narrow tubes in my lungs and more and required a different inhaler urgently.

(Unfortunately since November 22 as below - both my spouse and I have been ill, heart problems- my colonoscopy has been on hold as my spouse had been diagnosed with possible pancreatitis, still awaits results following a procedure.

My colonoscopy procedure is now scheduled in mid June - and as instructed by the hospital I have stopped Clopidogrel as I have polyps, in itself a worry.

Since early June, Despite phone calls to attain an urgent appointment to discuss this and more with a doctor I have been refused an appointment and advised to ring at 8am each morning. The pre-assessment nurse advised me to request a task to be set up for my awaited letter ref the inhaler change, the reception refused this.

My email sent early June 2023, the 10th to a different mail box requesting an urgent appointment has not been acknowledged or actioned.

I rang ELMG again yesterday the consultant letter had been received but still await the inhaler, still no appointment, complained, a line manager was supposed to ring me still waiting.

I have now also received a pre-assessment appointment in July 23 for a replacement shoulder and I need to be fit enough for this also.

ELMG have my medical history, yet appear unwilling to assist me, this additional stress is proving really detrimental to my health.

**Notes / Questions**

Healthwatch suggested request to speak with the Practice Manager

**2. Case 12548 (01-06-2023)****PCN:** First Coastal**Providers:** Hawthorn Medical Practice, Hawthorn Pharmacy

Its near impossible to phone for a repeat prescription. One day I phoned at 12 noon, and slowly moved up the waiting list. I got so I was the next in line. That was after 6.30, and they shut the line down. There is a very real problem in getting passed the receptionist. Also a problem regarding prescription

**Notes / Questions**

Information via survey

**3. Case 12574 (20-06-2023)****Providers:** NHS England Dental

I am a person who lives in Skegness, all of our dentists have transferred to either private only or closing down meaning our closest dentist that are accepting NHS patients is in Nottingham.

So for those on low income like myself, without a car to travel with and 2 children it is now impossible to get treatment without having to spend hundreds on a private appointment. How are we supposed to assess the health of our teeth if we don't have any NHS dentists?!

**Notes / Questions**

Healthwatch provided:- NHS 111 and provided the link to a search engine: NHS dental choices, NHS England complaints and some options in and out of the county but further afield.



## 4. Case 12606 (27-06-2023)

**Providers:** The Surgery Stickney

I have been in this area for 12 months having moved here from another county. I am shocked by the healthcare here. I am waiting 12 months for an appointment with a specialist for something that could be of real value to my quality of life, pain levels and personal relationship. According to my research my GP surgery could just prescribe but has refused, why would they do that?

Not only that, but I am having to travel back to the previous county on a regular basis for pain treatment, as the treatment isn't available here - why not?

It's very difficult to see the GP, I waited 2 weeks just for a telephone conversation! I can't see the issue. It's a fully staffed rural practice, why no appointments? it's not COVID, no new influx of patients..

**Notes / Questions**

No patient information provided

**Compliment**

## 1. Case 12637 (30-06-2023)

**PCN:** Solas

**Providers:** The Spilsby Surgery

The staff and GPs are excellent. Always helpful, polite, and listen

**South Locality x 13**

- 10 x General Comment
- 3 x Compliment

**General Comment**

## 1. Case 12553 (05-06-2023)

**PCN:** Spalding

**Providers:** Beechfield Medical Centre

I rang up the surgery this morning trying to get an appointment. I work full-time and would only be able to attend an appointment after I finish work around 4:45pm. However, I was told no Doctors work at this time so I should go to the urgent treatment centre instead. This seems very wasteful and unnecessary as the issue does not really warrant going to the UTC.

**Notes / Questions**

**Healthwatch asks** - on the website it does state Consultations until 18.00hrs, why would a patient be advised to go to the Urgent Treatment Centre

**Provider Response**

*We only advise accessing UTC if the patient feels their condition is urgent and we had no availability left for that day.*

*Without patient identifiable information we are unable to comment further on the exact situation.*

## 2. Case 12572 (20-06-2023)

**PCN:** Four Counties

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

St Marys

Neighbour 70+ was gardening and felt their eye pop, wasn't feeling too great but went on their mobility scooter into town, saw optician who stated was high blood pressure and needed to be seen by their GP, over that weekend felt poorly so contacted NHS 111 who sent the patient to Peterborough A&E as could be a stroke or heart attack. A&E took bloods where they looked at kidneys, liver, infections, anaemia and diabetes, all came back clear. Patient suffers with anxiety and the hospital stated they need to be seen by their GP to look at the medications for blood pressure, the eye and the patients anxiety as soon as possible.

Patient made contact with the surgery to inform them of what the clinicians in A&E and NHS 111 had said, where they received a call back from a Nurse who suggested that the patient have further blood tests, monitor their blood pressure (to purchase a monitor) take a sample of urine and a contact number for talking therapy was provided. Patient felt dismissed and not listened to, isn't sure what is happening with their eye. Unable to see a clinician face to face, informed need to follow the process then see if it is needed, which the patient feels their anxiety levels have been made worse.

## 3. Case 12578 (22-06-2023)

**PCN:** Four Counties

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

I spent an hour and ten minutes on hold only to be told there are no appointments available and I should keep looking online. I'd already looked online. I'm left without any medical treatment.

**Notes / Questions**

**Healthwatch provided CQC and Practice Manager information if the patient felt they needed to be seen due to medical needs.**



## 4. Case 12584 (22-06-2023)

PCN: Four Counties

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

Did a Doctrin online, got a text message to say Dr would ring in 2 weeks!

## 5. Case 12623 (28-06-2023)

PCN: Four Counties

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

I'd like to caveat this with the fact that each individual I spoke to was lovely & helpful, but they're constrained by a system that is failing the community. I called for an appointment for my 2 year old child, who had fainted. Their other parent has a heart condition with fainting, so child clearly needs to be looked at and tested. I was unable to get a same day appointment, which is fine, but here was no option to book a routine appointment. Instead, I called 111 who arranged to send an ambulance - that I said I didn't need. I called 111 again and explained that I just needed to speak to someone about getting a routine appointment at Lakeside. The nurse called them and thankfully managed to get me a phone consultation. This took 2.5 hours of being on the phone in total and wasted at least 4 health professionals' time. The problem here is Lakeside as an organisation. You shouldn't have to fight to get a 2 year old a routine appointment due to fainting. There must be so many people with serious health conditions that are missed by this GP, purely due to being unable to get an appointment.

## 6. Case 12625 (28-06-2023)

PCN: Four Counties

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

Difficulty either getting appointments not just for my spouse who is in acute heart failure but we have seen and heard other patients while they are struggling to be heard.

The dispensary always has a long queue and often they are waiting an hour and then having to return later for medication. Recent prescription for spouse, pharmacies didn't even have available, prescriptions taking longer to get.

## 7. Case 12564 (12-06-2023)

**Providers:** Lincolnshire Integrated Care Services (ICS/ICB)

So I've been living with chronic pain for about 12 years now I have something called Sjogrens syndrome and fibromyalgia and now arthritis.

When I first got diagnosed my Dr at the time tried lots of different medications to help me but sadly most of them, the side effects were worse than what I was living with and I couldn't tolerate a lot of them. Its really hard when you develop conditions that cause you to live with chronic pain because on the one hand you think okay a tablet will sort this out but when that doesn't help and you are left with very little to help you its difficult.

I was very lucky at this time as my Dr got me some counselling to help. Which did help as it gave me somewhere to talk about things without upsetting anyone close to me. At this point I was sent to see a pain specialist who was very nice but couldn't really offer me very much apart from what they call an infusion which was something I didn't want as just didn't fancy having something going into my body that could cause me more problems.

Then I was sent to a pain clinic which involved me going to Peterborough Old Hospital. I was there for 4 hours at each session we had a 10mins break and that was it. Because the sessions were so long I was not able to sit still, was pacing up and down and I just didn't know what to do with myself and because I was in so much pain I couldn't focus on what they were talking about..

All I really got from it was about pacing and the sessions were more for people with isolated pain than all over pain so not great. That was over 12 years ago now. And I know at one point the pain clinics were a lot better but since lockdown, I hear very little about them and what I do hear is not good as a lot of it is done online and that just doesn't work for a lot of people.

I actually can't remember the last time I actually spoke to a Doctor about my pain and living with it. Although I feel very lucky as I am under a consultant for my Sjogrens as that's an auto immune condition so they have to keep an eye on me. But because I have so much going on with my body its very rare we really get to talk about my pain and because I manage my pain pretty well its not always the main focus when I go to see the consultant. (who I have to say is very lovely and gets things checked out if they are not right.)

Because I run support groups for the condition fibromyalgia I know a lot of people who get to try a few medications then are pretty much left to it and have even just been told they have to live with it and that's it no follow up no referrals no scans or x-rays nothing. Its very rare I hear someone has been to see a pain specialist and now a lot of rheumatologist won't see people with fibromyalgia as they believe they can be treated by a Doctor which is true.

But very few people see their Doctor to help them manage their pain etc., more so since COVID so people are just left to cope on their own.

From a mental health side of living with chronic pain there is nothing apart from people might get antidepressants if they are lucky enough to get a Doctor who understands. I know the NHS is under a lot of pressure right now but because so many people live with chronic pain now there needs to be proper pain clinics where people can go when they need help and not just be a 6 week course and then that's it . One of the big problems now is that people ask me about their problems and most times I say you need to talk to your Doctor and that is followed by I would if I can do that because most people can't even get to speak to a Doctor

I think it is important that people with chronic pain and chronic health see the same person all the time to avoid having to go through their whole history every time and so the Doctor they see understands the whole picture of their health.

## 8. Case 12604 (23-06-2023)

**Providers:** NHS England Dental

NHS Dentists Lincolnshire

Did have a local dentist 20 miles away but went private I could not afford the subscription. Nearest dentist using NHS website was at nearly 50 miles away

**Notes / Questions**

Healthwatch provided NHS 111, NHS England, NHS Choices link and some options currently showing as taking on new patients.

## 9. Case 12562 (12-06-2023)

Providers: Pharmacy, Well Pharmacy - Stamford

Couldn't collect prescription they Well Pharmacy informed me was ready as no pharmacist

**Notes / Questions**

Enquirer did not want any contact from Healthwatch

**Provider Response**

Community Chief Officer - Unfortunately, the law states that even if a prescription has been prepared by a pharmacist and is ready for collection, it cannot be handed out unless there is a pharmacist on the premises. Funding for pharmacy is such that usually only one pharmacist can be allocated to each premises. This means that at some point during the working day the pharmacist will need to take a lunch break.

## 10. Case 12563 (12-06-2023)

Providers: Pharmacy, Well Pharmacy - Stamford

HRT out of stock for two months at all pharmacies. Monopost unavailable from usual pharmacy and had to shop around to ensure I did not run out. Well Pharmacy has no pharmacist!

**Provider Response**

Community Chief Officer - There is a worldwide shortage of HRT medications as has been documented in the national media. Contractors try multiple avenues to get supplies of medication but even then, sometimes it is not available, and the pharmacist may need to refer patients back to their GP for an alternative prescription.

There is a national shortage of pharmacists. A pharmacy is unable to legally open without a registered pharmacist on site. As noted above, funding for pharmacy is such that usually only one pharmacist can be allocated to each premises. This means that at some point during the working day the pharmacist will need to take a lunch break which may be why the patient believes there is no pharmacist at Well.

**Compliment**

## 1. Case 12577 (21-06-2023)

PCN: Spalding

Providers: Boots Opticians (Spalding)

I had an appointment for a regular eye test today and the service was fantastic. The staff were all very friendly and helpful. The optometrist took their time and explained everything in detail. I did not feel pressured to get all the add ons etc. 10/10 service. Relatives have been also and could not fault the service.

## 2. Case 12569 (15-06-2023)

PCN: Spalding

Providers: Munro Medical Centre

I recently had an appointment to check a mole on my arm as I was concerned it had changed colour. The practitioner I saw was lovely, very reassuring and informative. They listened to me, gave me time to discuss my concerns and ask questions. I really appreciated being able to ask my questions and get some very helpful information. Just an all round great experience and left me in such a good mood.

## 3. Case 12580 (22-06-2023)

Providers: NHS England Dental

I have a service which provides kind, sensitive and respectful care but have had to go private like many people for my dental service as 2006 contract out of date.

**South West Locality x 13**

- 11 x General Comment
- 1 x Compliment
- 1 x Signposting

**General Comment**

## 1. Case 12629 (29-06-2023)

Providers: Bupa Dental Care, NHS England Dental

Dental Hygiene

I was having a dental hygiene treatment in April 23, it was very painful. I asked them to stop several times, I was very distressed and in tears during the treatment. I need to see a dentist to see if I could be seen again, as I am in so much pain, where I was told to phone the next day but there was no guarantee I would be seen, as they would only see 4 people per day for an emergency basis, where the highest priority would be chosen by the dentist.

**Notes / Questions**

Healthwatch advised to speak with the Practice Manager

## 2. Case 12630 (29-06-2023)

**Providers:** Bupa Dental Care, NHS England Dental

Getting an appointment is very difficult, unless you are in agony, then you get told off for not coming in for 3 years (COVID)

**Notes / Questions**

No personal information provided

## 3. Case 12613 (27-06-2023)

**Providers:** Caythorpe and Ancaster Surgery

Caythorpe and Ancaster Surgery

The Reception staff, Nurses and Doctors provide a really good service. The only issue is the dispensary. It takes around 8 working days for my repeat prescription. When they owe me items for my HRT I have to chase them and they frequently don't have all the items on my spouse's prescription despite them being on the same medication for arthritis for 3years

## 4. Case 12616 (27-06-2023)

**Providers:** Caythorpe and Ancaster Surgery

Ancaster and Caythorpe GP

GP service is great but being able to get prescriptions is difficult for those of us who work. This could be easily remedied by providing electronic prescriptions. Makes me think that they want to force me to get meds from them and not get them from my choice of provider

## 5. Case 12550 (02-06-2023)

**Providers:** Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Failed by mental health teams, failed by housing, social care, GPs, dentists and mental health team corruption. And negligence for years and one particular incident. Mental health care in Lincolnshire is non existent

**Notes / Questions**

Healthwatch are unsure of the exact nature of the complaints, provided information on PALS, Customer Services, Practice Manager etc.

## 6. Case 12631 (29-06-2023)

**PCN:** K2 Healthcare Sleaford

**Providers:** Lincolnshire Integrated Care Services (ICS/ICB)

Sleaford during COVID and now has no vaccination centre. The elderly had to travel at least 18 miles to receive injections (vaccines) which is difficult and sometimes impossible. Surely one of the surgeries or chemists could provide this service locally.

Strangely some local villages had provided the injections eg in Great Hale, Ruskington but this was not available to those in Sleaford. Why would that be

## 7. Case 12610 (27-06-2023)

**Providers:** NHS England Dental

Dentists in Grantham

My dentist has gone private and there are no NHS spaces available in Grantham. This means I now have to pay for private treatment which is very expensive.

## 8. Case 12590 (22-06-2023)

Providers: Ruskington Medical Practice

GP and Care Services

GP services when somebody goes into a care home needs vast improvements, especially the respect form, it seems a GP can change the respect form however many times they like without the approval from a relative.

#### Notes / Questions

Healthwatch asks - with such cases are relatives included and how is this achieved?

#### Provider Response

*Thank you for your feedback, the clinical care co-ordinator attends our two care homes on a weekly basis, with a GP attending also.*

*The ReSPECT form enables the team to document the patients wishes - if they have capacity, and often in discussion with the family where appropriate.*

*At times, particularly if end of life - the decision is made in the best interest of the patient.*

*I am sorry if the relative felt this was not the process they wanted, and I am more than happy to meet with them to discuss their concerns.*

## 9. Case 12635 (29-06-2023)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

I tried to phone for an appointment, after 10 minutes I gave up and went to the surgery as I was in so much pain. After insisting, I managed to get an appointment. It turned out to be a paramedic not a Doctor. They sorted me out but had to go to a Doctor to get my treatment verified, which was another wait

## 10. Case 12621 (27-06-2023)

Providers: St Johns Medical Centre

Impossible to see doctors. Best I got was a telephone appointment, could not understand a word partly my hearing, sent a text but because unknown number missed second call as was expecting surgery number that was a month ago heard nothing since.

#### Notes / Questions

Healthwatch suggested making contact with the practice

## 11. Case 12614 (27-06-2023)

Providers: St Peters Hill Surgery

Very good listen when was I was explaining what was wrong. The only thing is getting in touch and the long waiting time to speak to someone.

### Compliment

## 1. Case 12633 (29-06-2023)

PCN: K2 Healthcare Sleaford

Providers: Lincolnshire Integrated Care Services (ICS/ICB), Sleaford Medical Group

So far I have received excellent care and consideration from all persons working in the health care positions, and find the help provided is very dedicated by the staff who could also be helped by having more nursing staff. For new staff to learn by working in the hospitals and less time in university.

### Signposting

## 1. Case 12560 (09-06-2023)

Providers: NHS England Dental

Been trying to find a dentist for years and none are taking on new patients. I was on a waiting list for a year and a half but now they've gone private. I can't afford to pay privately.

#### Notes / Questions

Healthwatch provided information on NHS 111, NHS Choices (& link) also some options out of county.

### West Locality x 9

- 7 x General Comment
- 2 x Compliment

### General Comment

## 1. Case 12555 (05-06-2023)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Patient on AskMyGP today, requested a face-to-face appointment. Has bulging discs, sciatica and more recently had a change in anti-depression medications, where they have now (since being on these) have put on 3 stone in weight, in only 2-3 months, is constantly hungry and has had no follow up since being on this anti-depressant, the previous one they were on was working fine but was informed to stop taking, no weaning off just stopped, where they came to crisis point.

Patient is the main carer for their parent and is unable to provide the caring role. due to the pain, they are in. Today the GP contacted them back via AskMyGP, rather than a face-to-face appointment and has again upped the pain medication (previously upped - 30mg) now to 40mg and physiotherapy to be referred to.

They find it difficult in sleeping; walking straight; struggles getting in and out of a chair and even going to the toilet (due to getting up and down)

They feel it could be managed better and has said 'they can't go on like this'

Patient desperately seeking support and do not know where to go.

#### Notes / Questions

Healthwatch contacted the Practice Manager as requested by the patient

#### Provider Response

I have passed the details on to the GP who dealt with the pt this morning to re-visit.

Healthwatch asked for an update as patient not heard anything.

7/6/23 Response - Thanks for following this up. I have spoken with the GP who dealt with the pt. Please would you go back to the patient with the following:-

A face to face was not needed on this occasion as the pt had had an MRI scan.

We are already escalating their pain relief.

The patient has not had physio and the pain clinic will not accept a referral unless they have.

Dr said that they have accepted a physio referral from them which will be urgent and the patient accepted this.

Having looked at their record again, I can see that the secretaries sent off the physio referral yesterday. I can see that Dr has marked this as urgent and highlighted within the referral that the pt is a carer.

I feel that the GP has done everything they can at the moment. We must now wait for the physio referral. In the meantime, we do have a musculoskeletal practitioner who attends the surgery. If the patient would like an appointment with them whilst we are waiting for the referral appointment, please ask them to contact reception to book an appointment. This may start with a telephone call as they triage all of their patients before offering a face to face.

#### Information shared with the patient.

## 2. Case 12552 (05-06-2023)

PCN: Trent

Providers: Cleveland Surgery

I am having a great deal of difficulty marrying up the information that I am seeing on my home screen regarding the issuance of prescriptions Etc. and what I am being told when I either go into the Surgery in person (because it is proving to be virtually impossible to speak to anyone who has the authority to either look at the information held and reassure me that all is well or someone who is qualified to answer even the most basic of queries) or have held on the telephone line for approximately 2 hours at a time. This has resulted in a contraindication of a change in my prescribed medications resulting in my having to spend a whole week in an acute bed at Lincoln Hospital with severe Kidney Failure. Is there anything I can do to ensure that the (non) service I feel I am receiving from Cleveland Surgery be improved by my having a better way to access the accurate information I require. I seem to be spending days trying to resolve queries regarding others (not only myself) within my family who are experiencing the almost the exact same difficulties.

#### Notes / Questions

Healthwatch provided Practice Manager complaints and generic email address for this to be looked into

## 3. Case 12561 (09-06-2023)

PCN: Trent

Providers: Cleveland Surgery

I received a message from Cleveland today telling me to up my medication after I handed in a table of blood pressure measurements, that I have been taking for a few weeks. I did reply.

I am particularly concerned about this as you wanted to increase the some of the medication to 100mg before I was re-started on the other medication. If the other medication has had no effect why am I still taking it as well as upping the increased one.

I am now taking: 4 different types of medication. Rather than just upping and upping my doses I would much rather have a consultant led clinical review of my condition before my kidneys give out altogether under the onslaught of ever increasing and a variety of drugs.

My history should also be taken into account and it should be taken note of the fact that my BP has been in the region of 140+ since I was in my 30s and was also around 140+ when I was discharged from hospital after my heart attack.

I am also not happy with increasing my medication as the result of receiving a nameless, faceless message and would like to know which "doctor" has recommended this course of action without seeing me as a person, as opposed to data in a file?.

**Notes / Questions**

Healthwatch suggested speaking with the Practice Manager

## 4. Case 12594 (22-06-2023)

PCN: Trent

Providers: Cleveland Surgery

Cleveland Surgery Gainsborough

Staff are externally rude, manager won't talk to anybody who's got a complaint, doctors and nurses don't read notes on the patients records, AskMyGP is only open a small amount of time and not always looked at by somebody with a medical qualification and all information is not read, they soon close down the request which means you can not make comment so then have to ring up and get the rude staff who don't listen.

**Notes / Questions**

No personal information provided

## 5. Case 12641 (30-06-2023)

Providers: Cleveland Surgery

Cleveland surgery

I can never get to see my Doctor. It's always a telephone call. I would like to sit down and discuss stuff with them. But never get offered anything but a telephone call. And these are often a month in advance



## 6. Case 12648 (30-06-2023)

PCN: Trent

Providers: Cleveland Surgery

Today I have mentioned my swollen feet and ankles to the surgery, for over a year but always fallen foul of their "can only speak about one thing" policy. I did however manage to someone in April though nothing was done beyond being asked to record my blood pressure. I recently brought the matter to their attention again and have been offered a telephone appointment early July.

I made another entry on AskMyGP this morning at around 6:30am because things are taking a turn for the worse, in so much as in addition to the swelling, I now get frequent cramps in both calves and thighs, I am losing sensation in my feet where my right foot is worse, suffers from pins and needles and gives me continuous pain, which gets worse when standing. I also have a permanent ache behind my right knee. So far, I have heard nothing from the surgery.

I put a message on the system at 6am a few days later as by 4pm I had heard nothing I rang and said things were worse. I was told they had the message and were deciding whether to get in touch with me "today" or later. I got a phone call a little later to say I would need a face to face. I also got a message on AskMyGP from the surgery saying they couldn't help me for several working days and if it got worse to call 111

I then got a message to say I had an appointment booked for the following week. I was screaming in agony and could only walk a few steps before the pain was too much so I called 111.

After listening to my issues they said I should go to John Coupland first thing in the morning as it was too late to get in today.

I went first thing and told them that I had been seen in April but that nothing had been done. They were not impressed and told me that the swelling had got to the point where it was constricting my nerves and standing/walking pushed them over the edge. When I went to John Coupland, I needed a wheelchair !!!!

They gave me three tablets to last until today. Earlier I put a message on AskMyGP. Considering I already have an appointment for next week and was desperate to bring it forward, I feel their reply was an uncaring response.

**Notes / Questions**

Healthwatch suggested speaking with the Practice Manager

## 7. Case 12567 (14-06-2023)

Providers: NHS England Dental

I'd like to raise my concerns, it's not currently possible for an adult to register at any NHS dentist in or near Lincoln.

I've used the website provided here: <https://www.nhs.uk/service-search/find-a-dentist>, and while it does show one option, it turns out not to be correct. I contacted them and they informed me of a 2 year waiting list for over 18s.

**Notes / Questions**

Confirmation email sent to the patient with details of complaints to NHS England Dental

**Compliment**

## 1. Case 12646 (30-06-2023)

PCN: South Lincolnshire Rural

Providers: Navenby Cliff Villages Surgery

After admittance to hospital, once discharged the GPs that I use have been good with any worries I've had

## 2. Case 12596 (22-06-2023)

Providers: The Surgery Washingborough

GP services, now with Washingborough Practice which is excellent. Was previously with another Lincoln based GP Practice which is a disgrace.

**All Areas x 3**

- 2 x General Comment
- 1 x Signposting

**General Comment**

## 1. Case 12549 (02-06-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Things have changed but the patients don't know about it. Surgeries should make the patients more aware of new ways of doing things

**Notes / Questions**

No patient details or which surgery or area provided.

## 2. Case 12551 (05-06-2023)

**Providers:**

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

I have had reoccurring bouts of cellulitis which appears on my hands and left arm. Only it's very painful I've been prescribed antibiotics which get rid of the problem. But after two weeks it reoccurs I would like to see a skin specialist please can you help

**Notes / Questions**

Healthwatch suggested to speak with their GP or Practice Manager and asked which Practice it related to. No response to date

**Signposting**

## 1. Case 12576 (20-06-2023)

**Providers:** Lincolnshire County Council - Adult Social Care, NHS England Dental

My disabled spouse, requires a respite care home for three weeks August-September 2023. Having experienced an horrendous experience recently in a local home, I would be extremely grateful if you could recommend a good home, one where I wouldn't be worrying about them whilst I am away. They also requires a dental home visit as they have toothache and I would appreciate it if you also have recommendations in this regard.

**Notes / Questions**

Healthwatch provided link to Care Choices and how to filter to find respite, to look for CQC ratings, also information on Community Dental Services for home visits and how to get referred.

**Provider Response**

Patient update - Thank you, we have visited a home, which is lovely and respite has been arranged.

**Hospital Services**

Area	Case Details
<p><b>East Locality x 9</b></p> <ul style="list-style-type: none"> <li>• 5 x General Comment</li> <li>• 4 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 12583 (22-06-2023)</p> <p><b>Providers:</b> Pilgrim Hospital <b>For Information:</b> East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Pilgrim Hospital Boston</p> <p>I rang 111 and they sent an ambulance straight away. They did checks on me but advised me that they would be a lot happier if they took me in. The two paramedics were so nice. When we got to Boston the queue was out the door with people standing up, but I was taken to a cubicle and had some tests etc. but in the end in the evening I had to discharge myself because the last bus back to Skegness was just after 6.30pm but I had no choice I had left my little dog behind and I wouldn't have been able to get home.</p> <p><b>Provider Response</b></p> <p>Please advise the author to contact PALs to allow for further investigation.</p> <p>2. Case 12617 (27-06-2023)</p> <p><b>Providers:</b> Lincoln County Hospital <b>For Information:</b> East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Accident and emergency/minor injury units. Lincoln County Hospital</p> <p>Having a broken collar bone and receiving excellent from L.I.V.E.S. &amp; EMAS this all came to an end when I entered A&amp;E. The waiting area and time were ridiculous with such a crowded place that in negotiating the room another wheelchair collided with mine causing excruciating pain. I went into A&amp;E at 2 pm and was discharged at 1 am with an x-ray and a sling fitted. Unfortunately, they did not have the right sling for my injury and apologised for that. It had been deemed necessary for me to be given Morphine &amp; Fentanyl at the time of the injury to minimise my pain while travelling to the hospital, but although still in the same level of pain, I was discharged with advice to purchase Paracetamol at the supermarket on the way home. A very painful 20-mile journey by car.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided PALs information</p> <p><b>Provider Response</b></p> <p>It is hoped the author contacted PALs and received a satisfactory outcome.</p>

## 3. Case 12586 (22-06-2023)

PCN: East Lindsey

Providers: Lincoln County Hospital

Lincoln County. Multiple Sclerosis Nurse

Absolutely no contact and does not respond to emails or call backs

#### Notes / Questions

Healthwatch Lincolnshire provided PALs information

#### Provider Response

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

## 4. Case 12593 (22-06-2023)

Providers: Lincoln County Hospital

Lincoln Hospital Haematology

Follow up appointments have to be chased (2 months late).

#### Notes / Questions

Healthwatch provided PALs information

#### Provider Response

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

## 5. Case 12612 (27-06-2023)

Providers: Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)

A&E Lincoln Hospital. Respiratory service Lincoln.

I had already been seen at Louth Urgent Care and was told I needed to be seen in A&E. I travelled to Lincoln where I was told I needed to be seen in Urgent Care first by the reception in A&E. After waiting for nearly an hour in urgent care I was sent back to A&E where although I was triaged and had blood taken, I had to wait to see the Dr for another four hours. I found the waiting room very traumatic. People in pain and struggling around me. My 80+ year old parent helped one patient to the toilet. The Dr was useless didn't really care and did not really examine me. I went to my GP the following day where I was correctly diagnosed and received the appropriate treatment.

I am also waiting for an outpatient appointment with a consultant that I was referred to in 2019. I was referred on to a specialist unit at another hospital. Due to COVID my follow up was sporadic but having had comprehensive investigations recently the consultant has referred me back to the respiratory consultant at Lincoln as they think I have another problem. My functional class has deteriorated from 2-3 to 3-4 now with no definite reason why. The consultant referred me in May. I have had confirmation but still no sign of an appointment. The respiratory consultant has received regular letters from the consultant I was referred to yet I had to get a re-referral done.

#### Provider Response

I apologise for the misunderstanding from UTC and A&E. Unfortunately UTC is run from our system partners and we are working together to provide the best pathway of care for our patients. When a patient initially attends ED they are assessed and are asked to be seen whether by Urgent care if the ailment can be dealt with. Sometimes if the patient is unwell during this time the team will ask for the A&E team to see them. I apologise for the waiting area and the trauma this caused you. We are looking into better ways of managing this busy department and feedback is important to us. Regarding outpatient appointment it is suggested the author contacts Consultant secretary or PALS for investigation.

### Compliment

## 1. Case 12636 (30-06-2023)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: United Lincolnshire Hospitals NHS Trust (ULHT)

Louth UTC

I could not fault the staff. I needed to visit 3 times in 24 hrs and they were all extremely professional, welcoming, supportive, knowledgeable - even though ridiculously busy - need I say more! There needs to be more staff and services. X-ray needs to be available 24 hrs. I missed them by 15 mins and had to return.

## 2. Case 12579 (22-06-2023)

Providers: Pilgrim Hospital

Boston Pilgrim fracture clinic. Very helpful staff

#### Provider Response

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

## 3. Case 12581 (22-06-2023)

Providers: Pilgrim Hospital

Ambulance man, paramedic, knew what was happening after getting some information from me. I was taken to Pilgrim pretty quickly and they must have radioed ahead to expect me and we went straight in where I was seen and worked on. The Short Stay Ward to do with breathing problems took me in and sorted me out eventually. Ended up being in nearly a fortnight in the short stay ward, but they sorted me out well.

**Provider Response**

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

## 4. Case 12639 (30-06-2023)

Providers: Pilgrim Hospital

A&E

I was admitted to A&E with a high temperature while undergoing chemo I was isolated treated very well & was home in 3 hrs

**Provider Response**

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

**South Locality x 6**

- 4 x General Comment
- 1 x Informal Complaint
- 1 x Complaint

**General Comment**

## 1. Case 12568 (14-06-2023)

Providers: Addenbrookes Hospital (Cambs)

I've had bad experiences at Peterborough and Addenbrooke's Hospital where I am now I'm under a team where they don't communicate with me.

They're not helping me and not doing anything at all about nutrition, dieticians or about surgery.

They can't do reasonable adjustments to get the right time for a scan. Got treated awful by the hospital many times at scan and other points autism discrimination. A lot of the time people don't listen to your needs. They make your mental health and physical health worse. It's very very poor - .no communication by letters or phone.

When you ring up for support nothing. The team secretaries don't get back to you. No support with your diagnosis at all or your condition. Can't prescribe me anything because I don't have a GP and they can easily prescribe nutritious things. There's a pharmacy there basically feel so scared of going now that I don't go and they do nothing to help me.

Anyway continually complain to PALS since August 2022. They've come up with no answers at all for any of my complaints. After nearly a year offered me a meeting but not about that about my current care.

PALS could not say anything about my complaint they've done absolutely nothing and no investigation or speaking to people involved whatsoever. Just ignore you most of the time. Just write the same email with no outcome at all affecting my mental health and my physical health. Getting nowhere also manager doesn't call you back.

**Notes / Questions**

Concern sent across from Healthwatch Peterborough and Cambs. Patient gave them permission to make contact with us. Patient has already been in touch with PALS (does not state which one Addenbrooke's or Peterborough Hospital).

Healthwatch Lincolnshire provided GP options in their area and suggested to contact to register with a GP Practice.

## 2. Case 12558 (08-06-2023)

Providers: Peterborough and Stamford Hospital

Ward A4 - Surgical

Patient had been in Peterborough Hospital in March 23 for a hernia operation, care was excellent, however the discharge and follow up care has not been so good. Patient was discharged on a Sunday no care plan in place, no-one spoke with spouse on what was happening, what next etc, who is the main carer as patient is disabled. Spouse has own health issues and was informed that care plan would be in place at discharge, has had to manage on their own. Felt that communications from the hospital were poor. A follow up appointment was arranged but has now been cancelled. Spouse has tried to make contact with the Consultants secretary and left messages as there are a number of questions they need answering around wound care etc, but no response.

**Notes / Questions**

Healthwatch provided PALS information

## 3. Case 12582 (22-06-2023)

Providers: Pilgrim Hospital

Pilgrim Hospital

I initially had sepsis six times in three months. The first four times I attended A&E at Pilgrim where I was tested for about seven hours each time. The fifth and sixth times I was an inpatient on the Bostonian Ward. I was diagnosed with Hodgson's Lymphoma. I found the Bostonian Ward friendly and helpful but woefully understaffed. This was in April 2022. If I wanted help overnight I often waited for long periods before anyone came. Even when my air mattress deflated I had to make do for hours without replacement. My chemotherapy started whilst an inpatient and lasted six months. I had hospital transport which was on time for taking me, but often had to wait two hours or more after chemotherapy before a could get home.

**Provider Response**

Response from Bostonian Ward Manager - Thank you for your comments. I am really pleased that you found the staff on the Bostonian friendly and helpful. As with most areas, staffing is often a challenge, however I would like to assure you that we are working hard to overcome these challenges and I am very pleased to say that we currently do not have any outstanding vacancies. I am so sorry that you had issues with your bed - since your stay we have put in place a new system where we can request our porters to fetch mattresses out of hours promptly. We do also have a new contract with transport services, however, unfortunately this is still dependent on the number of people who need the service at any one time. Once again thank you for your comments, we are always reflecting on our service and looking at ways to improve.

## 4. Case 12638 (30-06-2023)

Providers: Pilgrim Hospital

A&amp;E

Despite being diagnosed with suspected sepsis had to wait 4 hours for ambulance then a further 4 to 5 hours to be seen by a doctor. then 36 hours to finally get into a ward.

**Provider Response**

Response from Matron. The delays to be seen in ED departments are being looked into but we see patients in order of how unwell they are. I apologise for the wait in ED and the wait for the ward. We are undertaking work to look into patient discharges from ward areas to free up space for patients who need to come in.

**Informal Complaint**

## 1. Case 12627 (29-06-2023)

Providers: ACES Eyecare - Wisbech, Lincolnshire Integrated Care Services (ICS/ICB)

Patient had cataract surgery in August 2022. No face to face follow up was done, only via phone call and questions that the patient raised about their eye sight were not answered. In May 2023 it was noticed that the incorrect lens had been put in and another lens was required to make their sight better.

After a phone call from the head person it was mentioned that a summary of this would be sent to the patient, nothing has been received, numerous emails to the Company have been sent, no responses and the patient has had to have 3 sets of new glasses due to the error.

The staff on site have been wonderful and very helpful and the medical teams have been doing their best. The patient just wants answers and possibly refunding for all the extra trips made (in total so far 480 miles) and extra pairs of glasses that they hadn't expected to purchase.

**Notes / Questions**

Healthwatch suggested to make contact with the service or ICB feedback complaints who commission the services.

**Compliment**

## 1. Case 12599 (22-06-2023)

Providers: Pilgrim Hospital

Pilgrims Hospital

Initial experience of Ambulance pickup questions and transport to Hospital. After lengthy wait in A&E admitted to ward and was well looked after for 9 days. Although I was a medical patient I was placed on a surgical ward

**Provider Response**

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

South West Locality x 5

- 4 x General Comment

**General Comment**

- 1 x Compliment

## 1. Case 12565 (12-06-2023)

**Providers:** Connect Health Services - Pain Management , Lincolnshire Integrated Care Services (ICS/ICB)

I would like to see a pain management consultant. However, since Connect Health have taken over in the county the service has gone downhill. There is no joined up service and they discharge you back to your GP without your knowledge.

I don't want it investigated, I just want a consultant appointment.

Whatever happened to choose and book?

## 2. Case 12628 (29-06-2023)

**PCN:** K2 Healthcare Sleaford

**Providers:** Grantham + District Hospital

Grantham Emergency Department

My condition has always been treated in a particular way, and they sent me to A&E where I was in the department for 23 hours. The staff I saw initially didn't appear to know what they were doing.

**Provider Response**

Response from Matron. Apologies you feel like this and it would be good to understand why you thought this. We work hard to educate and train our staff.

## 3. Case 12634 (29-06-2023)

**Providers:** Lincoln County Hospital

My spouse died in January, I had a phone call the end of May 23 asking to speak with them, I asked who was enquiring, told it was the Heart Team from Lincoln County Hospital. They said they would take them off the system, very upsetting.

**Notes / Questions**

No personal information provided.

**Healthwatch asks** - What processes are in place so this doesn't happen to families as it causes distress.

**Provider Response**

We are deeply sorry for any upset caused by the Heart Team contacting you. If you can let us have any further information or patient details then we will be able to look into this to try and avoid it happening in the future.

## 4. Case 12573 (20-06-2023)

**Providers:** Pilgrim Hospital

Patient had an x-ray recently on both hips, referred by their GP surgery. The x-ray showed an old surgical clip near the spine. Patient wasn't sure where this would have come from and recently had had an MRI, but is waiting for the results and wonders if it would show on this too.

Has spoken with PALs, who asked the radiologist to look at it and was informed that the clip may have emigrated from an old procedure the patient had had some years ago. Wasn't sure what to do now and who to speak to as wants to know, if the clip will carry on moving or what to do. Patient very grateful of PALs and the radiologist.

**Notes / Questions**

Healthwatch suggested to speak with GP surgery

**Provider Response**

**Patient update** - surgery have just made contact to say that they are referring them to the Surgical Department at the hospital.

It is hoped the author receives a satisfactory outcome.

**Compliment**

## 1. Case 12592 (22-06-2023)

**Providers:** Grantham + District Hospital

Emergency Assessment Unit (EAU) Grantham Hospital

I have been an inpatient in Grantham 6 times over the last year the care was excellent the staff couldn't do enough for you.

**Provider Response**

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

**West Locality x 7**

- 4 x General Comment
- 3 x Compliment

**General Comment**



## 1. Case 12588 (22-06-2023)

Providers: Lincoln County Hospital

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

A&E

Good experience with NHS 111 in early June who referred onto Urgent Treatment Centre (UTC) appropriately. Excellent service by UTC Lincoln, seen roughly at appointment times, assessed thoroughly by doctor in duty and urgently referred onto A&E.

Quick response from A&E staff with IV antibiotics & pain relief. Had a wait for assessment from surgical team. After a long wait was discharged with oral antibiotics but continued to be unwell at home resulting in referral back to surgical team by GP & 3 weeks later CT scan showing small perforation in sigmoid colon. Feel the surgical assessment was a bit cursory and possibly the original infection could have been dealt with quicker if IV antibiotics had been continued at first consult. All staff in UTC and A&E excellent despite obvious current pressures.

**Provider Response**

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

## 2. Case 12598 (22-06-2023)

Providers: Lincoln County Hospital

Lincoln County A&E is also a disgrace, waiting over 11 hours to be seen and then told to register again at the desk because they messed up. People won't go there because of the poor treatment. I'd rather drive elsewhere than go into hell. I've also been waiting for an outpatient appointment since last August so it's almost a year. Would you accept that? I doubt it.

**Notes / Questions**

Unfortunately no personal details were provided

**Provider Response**

I apologise you feel this way and feel the care is poor. It would be good to understand some more information regarding this so we can work to solve some of the issues you raise. The waiting times at the moment are long and we're working hard to reduce these in many ways. Regarding outpatient appointment it is suggested the author contacts Consultant secretary or PALS for investigation.

## 3. Case 12601 (23-06-2023)

Providers: Lincoln County Hospital

A&E at Lincoln County Hospital

The whole experience was a nightmare. A dog would be treated better by a vet. There was a total lack of empathy, caring, and courtesy. The staff were rude and unhelpful. Ultimately there was misdiagnosis and incompetence. The whole place is like one of the circles of hell

**Notes / Questions**

Healthwatch provided PALS information

**Provider Response**

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

## 4. Case 12626 (28-06-2023)

Providers: Lincoln County Hospital

In late 2018, because my adult child with severe learning difficulties and complex needs did not have a DNR in place, an attempt was made to resuscitate them, resulting in three broken ribs, the attempt failed. This happened on Navenby Ward at the Lincoln County Hospital

My spouse died in the Lincoln County Hospital in March 2023, did not have a DNR in place and there was no attempt to resuscitate them. What should happen if there is no DNR in place, the sister on Navenby Ward told me they had to carry out CPR because there was no DNR in place and I wouldn't be able to intervene.

**Notes / Questions**

Healthwatch provided PALS information so they could get some answers

**Provider Response**

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

**Compliment**



## 1. Case 12615 (27-06-2023)

**Providers:** Lincoln County Hospital

Clinic 1 The Foot Clinic at Lincoln County Hospital

The best, most caring and dedicated team of professionals. It is a multidisciplinary team made up of diabetic and vascular consultant, a very experienced podiatrists, a nurse and a Health Care Assistant. My spouse has foot ulcers and has already had a partial amputation of the other foot. They have been a diabetic for forty five years and their arteries are completely blocked. Also has other comorbidities. This team do their absolute best for them, take their time to listen and explain everything happening in understandable format. Spouse is under palliative care but they do everything possible to communicate with the GP and other services. It truly feels that they absolutely do care and want what is best for them. They are always warm and welcoming, good-humoured and could not be improved upon at all.

**Provider Response**

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

## 2. Case 12642 (30-06-2023)

**PCN:** Imp

**Providers:** Lincoln County Hospital

A&E

Although very busy, they had time for me and were very kind and helpful.

**Provider Response**

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

## 3. Case 12645 (30-06-2023)

**Providers:** Lincoln County Hospital

Lincoln County Hospital

A couple of years I fell an as a result I fractured my hip. The ambulance crew were amazing talked me through what they were doing an in the ambulance they kept chatting.

The A&E staff were good looking after me until a bed was found. The staff on the ward were good even though they were also dealing with the COVID crisis

Since being discharged the after care has been really good with the follow up appointments and check ups

**Provider Response**

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

**Out of Area x 1**

- 1 x Informal Complaint

**Informal Complaint**

## 1. Case 12570 (16-06-2023)

Providers: Pilgrim Hospital

Documents and a letter received from a family member who has not received a response from ULHT Bereavement Complaints department relevant to the death of a relative. They believe that ULHT allowed false information to be provided by another family member upon the death, thereby falsifying death records and causing distress to next of kin.

**Notes / Questions**

Healthwatch provided PALS information

Healthwatch raised questions to ULHT

**Provider Response**

- **What processes are in place when someone passes away to ensure next of kin are contacted ?**

When a person dies in hospital, the next of kin are asked to contact the Bereavement Services Department on the next working day. The Bereavement Administrator will verify that the person making the contact is the person named as the Next-of-kin in the patients records. It should be noted that the definition of a 'next-of-kin' is the person who the patient has nominated as the person who is to be contacted or to deal with their affairs. This may be a relative or friend of the deceased. Where a person dies in hospital and there is no one present, the Bereavement Team will check the patients records and make contact with the last named next-of-kin

- **What checks are in place to ensure the correct persons are informed?**

As stated above, the Bereavement team will ask that the person contacting them to verify who they are and their relationship to the deceased and check this against the named next-of-kin in the patients record

- **How long should it take for a complaint response to be provided for relatives?**

We aim to respond to all complaints within 50 working days, PALS queries should be resolved within five working days.

Information sent to the person.

## Mental Health and Learning Disabilities

Area	Case Details
South Locality x 1 <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<b>General Comment</b> 1. Case 12547 (01-06-2023) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Dear LPFT The last few years have seen an increase in strange occurrences on hospital wards. The ones I mean are where nurses seem to of suffered, some sort of trauma themselves, whilst trying to look after their patients and their managers or manageresses. The next thing you know is they are in courts for strange crimes on some of their patients. The other day I bought a newspaper and read someone's distressing journaling, leading up to these strange occurrences (crimes). The subject is safeguards and it's obviously a shame that it came to what it did in their cases. Thanks for giving me the opportunity to air my concerns and feelings on this matter. <b>Notes / Questions</b> Healthwatch provided LPFT PALS information
South West Locality x 1 <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<b>General Comment</b> 1. Case 12550 (02-06-2023) Providers: Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Failed by mental health teams, failed by housing, social care, GPs, dentists and mental health team corruption. And negligence for years and one particular incident. Mental health care in Lincolnshire is non existent <b>Notes / Questions</b> Healthwatch are unsure of the exact nature of the complaints, provided information on PALS, Customer Services, Practice Manager etc.
West Locality x 2 <ul style="list-style-type: none"> <li>• 2 x Informal Complaint</li> </ul>	<b>Informal Complaint</b>

## 1. Case 12554 (05-06-2023)

PCN: Imp

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

I have complex PTSD and had an episode on Saturday where it spiralled so made contact with the crisis team.

I really spiralled and rang the Crisis Team. I was beside myself; it was about 5am, I hadn't slept, and I couldn't control my emotions. I'd literally sobbed from the depth of my soul for hours and hours and was terrified I was going to spiral into Crisis. I spoke to someone (can't remember their name) but was very dismissive, the biggest thing was that (yet again) some others who were in the office, were chatting and laughing so loudly in the background I couldn't hear myself speak. I requested that they asked them to stop. Put me on hold, but I was so distressed, as it was on hold for a while, I just put the phone down. I know they tried to call me back but by that point, I had given up and didn't want to talk to them. What was the point???? I've had to literally support myself here on my own.

Point being, if that had happened to anyone else, they may well not be here now! It was shocking and it's not the first time this has happened to me! The Crisis Team would not know if I were dead or alive, and still don't.

This triggered so many emotions of my PTSD of not being heard, abandonment to the point I am still quite emotional. No welfare check was done - what are the trigger points for doing a welfare check? The patient has a history in their notes that states they have previously tried to hang themselves.

**Notes / Questions**

At patient request Healthwatch made contact with PALS

Healthwatch asks - what is the process when a patient contacts the Crisis team?

**Provider Response**

Patient update - had spoken with CMHT who stated that no-one had informed them that the patient had called.

## 2. Case 12557 (05-06-2023)

PCN: Lincoln Healthcare Partnerships

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

I wish to raise a formal complaint into being put on a section 2 in May 2020. I appreciate that this is 3 years ago but I am only just starting to process the trauma from those events and now I feel it is the time for my voice to be heard.

I would like to request that I have all my notes from that time and would be grateful if you could let me know how I can access this information.

Reported to LPFT in detail, where I feel I was manipulated and at this point seeking legal advise on how to proceed because this has had a life changing effect on me.

**Notes / Questions**

Healthwatch suggested to wait for the response and chase up the Subject Access request periodically. Also provided Ombudsman information should it be needed.

## Patient Transport

Area	Case Details
<p>East Locality x 4</p> <ul style="list-style-type: none"> <li>4 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 12583 (22-06-2023)</p> <p>Providers: Pilgrim Hospital For Information: East Midlands Ambulance Service NHS Trust (EMAS) Pilgrim Hospital Boston</p> <p>I rang 111 and they sent an ambulance straight away. They did checks on me but advised me that they would be a lot happier if they took me in. The two paramedics were so nice. When we got to Boston the queue was out the door with people standing up, but I was taken to a cubicle and had some tests etc. but in the end in the evening I had to discharge myself because the last bus back to Skegness was just after 6.30pm but I had no choice I had left my little dog behind and I wouldn't have been able to get home.</p> <p><b>Provider Response</b></p> <p>Please advise the author to contact PALS to allow for further investigation.</p>

## 2. Case 12617 (27-06-2023)

**Providers:** Lincoln County Hospital

**For Information:** East Midlands Ambulance Service NHS Trust (EMAS)

Accident and emergency/minor injury units. Lincoln County Hospital

Having a broken collar bone and receiving excellent from L.I.V.E.S. & EMAS this all came to an end when I entered A&E. The waiting area and time were ridiculous with such a crowded place that in negotiating the room another wheelchair collided with mine causing excruciating pain. I went into A&E at 2 pm and was discharged at 1 am with an x-ray and a sling fitted. Unfortunately, they did not have the right sling for my injury and apologised for that. It had been deemed necessary for me to be given Morphine & Fentanyl at the time of the injury to minimise my pain while travelling to the hospital, but although still in the same level of pain, I was discharged with advice to purchase Paracetamol at the supermarket on the way home. A very painful 20-mile journey by car.

#### Notes / Questions

Healthwatch provided PALs information

#### Provider Response

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

## 3. Case 12647 (30-06-2023)

**PCN:** First Coastal

**Providers:** Lincolnshire County Council - Transport

**For Information:** Lincolnshire County Council - Adult Social Care

Our neighbour was taken by ambulance to Grimsby Hospital in early February after we rang 999 due to them collapsing in severe pain in their back and chest. They were then transferred to Hull Infirmary to await a bed at Pinderfields Hospital, Wakefield. Where they then spent over 3 months in Pinderfields being discharged mid May after a visit the previous day to their bungalow by an occupational therapist..

Wellbeing were contracted about a blue badge mid June. We rang again a few days later to confirm that someone would do a home visit within 7 days and we had to repeat the request all over again to a different person.

Late June we had a telephone call asking the same questions again and confirming that someone would come out within 7 days. Rang them again a few days later regarding a date but still waiting for a response.

They have a blood clot on their spine and a blood clot on lung. Has been prescribed large amounts of drugs to stabilise their condition.

Has further complications with one of their eyes which was diagnosed by the Eye Specialist at Louth Hospital and has been put on a 2 week waiting list.

Walks with difficulty using 2 sticks. Pinderfields have provided 2 special chairs, one for use at the sink and one for the sink in their en-suite. They are unable to stand for very long so they have also provided with a walking frame and a tea trolley to place meals on.

The GP surgery rang them for a blood test which was carried out towards the end of June. Because our neighbour was unable to get an appointment to see a GP, we arranged an out of hours appointment for them at Ingoldmells on the Sunday. They saw a Dr who arranged for a blood test and chest X ray also issued a "puffer". They claimed that the blood test arranged by the surgery was not the correct one for their condition. The blood test is to be carried out on Thursday of this week. We are still awaiting confirmation of a date of the X-ray at Louth which has been requested to be carried out within 10days.

Our neighbour is a widow, 80+years old, lives on their own with no family in the area

#### Notes / Questions

Patient request to chase blue badge with the Wellbeing service

#### Provider Response

3/7/23 Wellbeing - I can see the case is still waiting to be assigned to GSO – I will pass your email to the senior and chase up the allocation for GSO support

3/7/23 - Carer - Many thanks. They have just rung and someone is coming out today for a 4 pm Appointment. Well done and thanks very much for your efforts.

6/7/23 - Carer - Neighbour has been allocated a blue badge and it is on it's way to them. Has also had GP Surgery ring them and offer an appointment, saw a GP and they arranged for them to have scans done. Overall , a fantastic result. Well done !

	<p>4. Case 12566 (14-06-2023)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Patient made contact as has been informed that their spouse is not meet the TASL criteria for non emergency hospital transport. TASL gave them Healthwatch contact number.</p> <p><b>Notes / Questions</b></p> <p>14.06.2023: Message left on patient's phone to make contact with us as no reply when contacted</p> <p><b>TASL Question:</b> Why did TASL not give the person the contact numbers for the Local Authority Lincolnshire Transport Line 0345 466 4474 open Mon to Sat? or alternative options such as Voluntary Care Schemes that might be available?</p>
<p><b>South Locality x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. Case 12589 (22-06-2023)</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>East Midlands Ambulance Service</p> <p>Excellent call handlers, had to ring twice as patient deteriorated, and fabulous crew. Couldn't fault anything</p>
<p><b>South West Locality x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 12608 (27-06-2023)</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>EMAS</p> <p>Last November I had to call an ambulance several times for my parent. The first time they had had a fall behind their bedroom door and we couldn't get to them. I phoned 999 for fire and rescue, hoping they would take the door off. They are based just 5 minutes down the road. I was told I had to call an ambulance and they would call the fire brigade if needed. I phoned for an ambulance but had to wait 3 hours for it to arrive. During that time I tried to remove the door myself but failed. When the ambulance arrived they had to call the fire brigade who arrived 5 minutes later and took the door off. They found my parent naked and cold. This could have been sorted in 5 minutes if the fire brigade came when I originally called.</p> <p>In December an ambulance took my parent to a care home. When the nurse saw parent they called for an ambulance using 999. Ten hours later my parent died. An ambulance never arrived.</p> <p><b>Notes / Questions</b></p> <p>No personal information provided</p>
<p><b>West Locality x 4</b></p> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> <li>• 1 x Signposting</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 12597 (22-06-2023)</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Ambulance service 999</p> <p>Absolutely diabolical. After a fall and a fractured back I was told that I would have to wait 6 hours in a running shower. I was asked to sign an iPad by a paramedic when they eventually turned up who told me I had signed to say I didn't want treatment! And that A&amp;E was bursting and they couldn't go as their shift was ending.</p> <p>Also very recently I called 999 for a severe stroke for someone and was coldly told an ambulance would be 40 mins. When I questioned the adverts saying they needed immediate hospital treatment I was told 'er yes but we don't have anything and don't bother calling for an update because we can't help you'. Can you imagine what that felt like thinking the cavalry was going to come riding over the hill in my hour of desperate need and there was no one. Well no one that cared anyway. Two patient transport arrived and shoved the person in a chair plus they misdiagnosed them, claiming they had taken pills not prescribed for them, when they had a massive brain haemorrhage and died 23 hours later.</p> <p>They deserved a million percent better than what they got. I've lost every shred of respect for the ambulance service. What's the point in ever calling because when you call 999 twice in 50 years you get cold and disgusting treatment.</p> <p><b>Notes / Questions</b></p> <p>This is a very difficult one to read. Unfortunately no personal details were provided</p> <p>2. Case 12644 (30-06-2023)</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Ambulances and paramedics</p> <p>I fell out of bed at 4.30am trapped between the bed and the wall units. I am 70 years old and spouse is 74 and ambulances services at 5am they asked what weight I am I said 20 stone then the attitude seen to change all of a sudden I would have to wait 6 hours.</p>

	<p>3. Case 12607 (27-06-2023)</p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>You have recently changed the non emergency ambulance service from TASL.</p> <p>I am a dialysis patient 3 times a week. After my sessions it is not unusual for me to be waiting 80 minutes for transport whilst others have their transport waiting. This happens with such regularity it's hard not to feel discriminated against. In fact I firmly believe that I am being discriminated against. I am a firm believer in equality for all regardless age gender race. Going forward with EMAS will this organisation be properly scrutinised.</p> <p>I ask because often I have to fight the feelings of not wanting to go into dialysis I have come so close to stopping by treatment because of unfair treatment. Most days I'm one of the first out, I sit there watching others finish their treatment and get off.</p> <p>Friday last week in June this year I finished 16.40pm at 17.10pm a driver offered to take me with another patient who lives 2 minutes away (Google maps) this happens 9 times out of 10, only this time a ambulance driver decided to take me.</p> <p>The driver assigned for me turned up at 17.50. I constantly fight the feelings of discrimination and give serious consideration to stopping my dialysis because of TASL/htg because me my spouse don't drive. I rely on this service and their treatment of me.</p> <p>My request going forward is please someone scrutinise them properly</p> <p><b>Notes / Questions</b></p> <p><a href="#">Healthwatch provided ICB feedback centre information</a></p> <p><b>Signposting</b></p> <p>1. Case 12559 (08-06-2023)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Staff member from Adult Social Care contacted Healthwatch to book transport for a patient.</p> <p><b>Notes / Questions</b></p> <p><a href="#">Healthwatch provided Non Emergency Hospital transport contact details.</a></p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> <li>• 1 x Signposting</li> </ul>	<p><b>Signposting</b></p> <p>1. Case 12575 (20-06-2023)</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>I work with a community therapy team. I have a list of community car services dated 2019. Are you able to point me in the direction of a more up to date list if one exists please?</p> <p><b>Notes / Questions</b></p> <p><a href="#">Healthwatch provided an upto date voluntary car scheme list</a></p>

## Social Care Services

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

	<p>1. Case 12647 (30-06-2023)</p> <p>PCN: First Coastal</p> <p>Providers: Lincolnshire County Council - Transport</p> <p>For Information: Lincolnshire County Council - Adult Social Care</p> <p>Our neighbour was taken by ambulance to Grimsby Hospital in early February after we rang 999 due to them collapsing in severe pain in their back and chest. They were then transferred to Hull Infirmary to await a bed at Pinderfields Hospital, Wakefield. Where they then spent over 3 months in Pinderfields being discharged mid May after a visit the previous day to their bungalow by an occupational therapist..</p> <p>Wellbeing were contracted about a blue badge mid June. We rang again a few dyas later to confirm that someone would do a home visit within 7 days and we had to repeat the request all over again to a different person.</p> <p>Late June we had a telephone call asking the same questions again and confirming that someone would come out within 7 days. Rang them again a few days later regarding a date but still waiting for a response.</p> <p>They have a blood clot on their spine and a blood clot on lung. Has been prescribed large amounts of drugs to stabilise their condition.</p> <p>Has further complications with one of their eyes which was diagnosed by the Eye Specialist at Louth Hospital and has been put on a 2 week waiting list.</p> <p>Walks with difficulty using 2 sticks. Pinderfields have provided 2 special chairs, one for use at the sink and one for the sink in their en-suite. They are unable to stand for very long so they have also provided with a walking frame and a tea trolley to place meals on.</p> <p>The GP surgery rang them for a blood test which was carried out towards the end of June. Because our neighbour was unable to get an appointment to see a GP, we arranged an out of hours appointment for them at Ingoldmells on the Sunday. They saw a Dr who arranged for a blood test and chest X ray also issued a "puffer". They claimed that the blood test arranged by the surgery was not the correct one for their condition. The blood test is to be carried out on Thursday of this week. We are still awaiting confirmation of a date of the X-ray at Louth which has been requested to be carried out within 10days.</p> <p>Our neighbour is a widow, 80+years old, lives on their own with no family in the area</p> <p><b>Notes / Questions</b></p> <p>Patient request to chase blue badge with the Wellbeing service</p> <p><b>Provider Response</b></p> <p>3/7/23 Wellbeing - I can see the case is still waiting to be assigned to GSO – I will pass your email to the senior and chase up the allocation for GSO support</p> <p>3/7/23 - Carer - Many thanks. They have just rung and someone is coming out today for a 4 pm Appointment. Well done and thanks very much for your efforts.</p> <p>6/7/23 - Carer - Neighbour has been allocated a blue badge and it is on it's way to them. Has also had GP Surgery ring them and offer an appointment, saw a GP and they arranged for them to have scans done. Overall , a fantastic result. Well done !</p>
<p>South Locality x 1</p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 12619 (27-06-2023)</p> <p>Providers: LIBERTAS, Lincolnshire County Council - Adult Social Care</p> <p>Libertas home care</p> <p>No continuity of care. Often don't turn up. Never read the care plan. Never carry out relevant tasks. Always in a rush and can't stay for the amount of time we pay for.</p> <p><b>Notes / Questions</b></p> <p>No information provided other than area</p>
<p>South West Locality x 3</p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Informal Complaint</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 12609 (27-06-2023)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Nursing homes in Grantham and surrounding area</p> <p>When my parent was in Grantham Hospital, I and social services tried to find them a nursing home as they were no longer well enough to stay at home. All of the nursing homes in Grantham, Newark, Sleaford and Stamford turned them down. They said parent was too complex for them to deal with - they had vascular dementia and a catheter. It took a month to find one in Bourne. During that time parent blocked a bed in Grantham Hospital.</p> <p><b>Notes / Questions</b></p> <p>No personal information provided</p>



	<p>2. Case 12550 (02-06-2023)</p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Failed by mental health teams, failed by housing, social care, GPs, dentists and mental health team corruption. And negligence for years and one particular incident. Mental health care in Lincolnshire is non-existent</p> <p><b>Notes / Questions</b></p> <p>Healthwatch are unsure of the exact nature of the complaints, provided information on PALs, Customer Services, Practice Manager etc.</p> <p><b>Informal Complaint</b></p> <p>1. Case 12542 (01-06-2023)</p> <p><b>Providers:</b> Bloomsbury Home Care, Lincolnshire County Council - Adult Social Care</p> <p>Service user raised concerns about the care and changes to their home visits. Service user has Autism and change is difficult for them which has an impact on other aspects of their wellbeing.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch asked for some further information also provided the service user with CQC information and Advocacy, no response to date</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> <li>• 1 x Signposting</li> </ul>	<p><b>Signposting</b></p> <p>1. Case 12576 (20-06-2023)</p> <p><b>Providers:</b> Lincolnshire County Council - Adult Social Care, NHS England Dental</p> <p>My disabled spouse, requires a respite care home for three weeks August-September 2023. Having experienced an horrendous experience recently in a local home, I would be extremely grateful if you could recommend a good home, one where I wouldn't be worrying about them whilst I am away. They also require a dental home visit as they have toothache and I would appreciate it if you also have recommendations in this regard.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided link to Care Choices and how to filter to find respite, to look for CQC ratings, also information on Community Dental Services for home visits and how to get referred.</p> <p><b>Provider Response</b></p> <p>Patient update - Thank you, we have visited a home, which is lovely and respite has been arranged.</p>

## Other

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Signposting</li> </ul>	<p><b>General Comment</b></p>

## 1. Case 12647 (30-06-2023)

PCN: First Coastal

Providers: Lincolnshire County Council - Transport

For Information: Lincolnshire County Council - Adult Social Care

Our neighbour was taken by ambulance to Grimsby Hospital in early February after we rang 999 due to them collapsing in severe pain in their back and chest. They were then transferred to Hull Infirmary to await a bed at Pinderfields Hospital, Wakefield. Where they then spent over 3 months in Pinderfields being discharged mid May after a visit the previous day to their bungalow by an occupational therapist..

Wellbeing were contracted about a blue badge mid June. We rang again a few days later to confirm that someone would do a home visit within 7 days and we had to repeat the request all over again to a different person.

Late June we had a telephone call asking the same questions again and confirming that someone would come out within 7 days. Rang them again a few days later regarding a date but still waiting for a response.

They have a blood clot on their spine and a blood clot on lung. Has been prescribed large amounts of drugs to stabilise their condition.

Has further complications with one of their eyes which was diagnosed by the Eye Specialist at Louth Hospital and has been put on a 2 week waiting list.

Walks with difficulty using 2 sticks. Pinderfields have provided 2 special chairs, one for use at the sink and one for the sink in their en-suite. They are unable to stand for very long so they have also provided with a walking frame and a tea trolley to place meals on.

The GP surgery rang them for a blood test which was carried out towards the end of June. Because our neighbour was unable to get an appointment to see a GP, we arranged an out of hours appointment for them at Ingoldmells on the Sunday. They saw a Dr who arranged for a blood test and chest X ray also issued a "puffer". They claimed that the blood test arranged by the surgery was not the correct one for their condition. The blood test is to be carried out on Thursday of this week. We are still awaiting confirmation of a date of the X-ray at Louth which has been requested to be carried out within 10days.

Our neighbour is a widow, 80+years old, lives on their own with no family in the area

#### Notes / Questions

Patient request to chase blue badge with the Wellbeing service

#### Provider Response

3/7/23 Wellbeing - I can see the case is still waiting to be assigned to GSO – I will pass your email to the senior and chase up the allocation for GSO support

3/7/23 - Carer - Many thanks. They have just rung and someone is coming out today for a 4 pm Appointment. Well done and thanks very much for your efforts.

6/7/23 - Carer - Neighbour has been allocated a blue badge and it is on it's way to them. Has also had GP Surgery ring them and offer an appointment, saw a GP and they arranged for them to have scans done. Overall , a fantastic result. Well done !

#### Signposting

## 1. Case 12600 (23-06-2023)

Providers: East Lincolnshire Area Locality

Patient is deaf, just moved to the area and requested information on Internet training / introduction for seniors, Help getting broadband at home, Phone data. Also has some mobility issues is 80+, and struggles to go anywhere as doesn't have a wheelchair.

#### Notes / Questions

Healthwatch provided information on:- AGE UK; Local Library; AbilityNet's; who to access wheelchair; local support groups including sensory impairment providers.

#### South Locality x 2

- 2 x General Comment

#### General Comment

## 1. Case 12624 (28-06-2023)

**Providers:** AJM Healthcare

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

After being told we would have to travel to Lincoln for an assessment . Reason given was because they have lots of equipment we can see and try. On arrival we were assessed in a small room just shown one wheel chair that we couldn't try as it was for a patient. We do feel the chair will be the right one but it's the fact we were told that it was because of being able to see and try that was disappointing being forced to spend 3 hours travelling Giving the cost to the patient rather than AJM. The chair we have been assessed for seems ok but the choices and the fact that they have the equipment we can try was not offered to us.

**Notes / Questions**

**Healthwatch asks - we have previously been informed that the reason patients need to go to the centre is due to having all the equipment on site, this doesn't seem to be the case for this patient, why would this be?**

## 2. Case 12564 (12-06-2023)

**Providers:** Lincolnshire Integrated Care Services (ICS/ICB)

So I've been living with chronic pain for about 12 years now I have something called Sjogrens syndrome and fibromyalgia and now arthritis.

When I first got diagnosed my Dr at the time tried lots of different medications to help me but sadly most of them, the side effects were worse than what I was living with and I couldn't tolerate a lot of them. Its really hard when you develop conditions that cause you to live with chronic pain because on the one hand you think okay a tablet will sort this out but when that doesn't help and you are left with very little to help you its difficult.

I was very lucky at this time as my Dr got me some counselling to help. Which did help as it gave me somewhere to talk about things without upsetting anyone close to me. At this point I was sent to see a pain specialist who was very nice but couldn't really offer me very much apart from what they call an infusion which was something I didn't want as just didn't fancy having something going into my body that could cause me more problems.

Then I was sent to a pain clinic which involved me going to Peterborough Old Hospital. I was there for 4 hours at each session we had a 10mins break and that was it. Because the sessions were so long I was not able to sit still, was pacing up and down and I just didn't know what to do with myself and because I was in so much pain I couldn't focus on what they were talking about..

All I really got from it was about pacing and the sessions were more for people with isolated pain than all over pain so not great. That was over 12 years ago now. And I know at one point the pain clinics were a lot better but since lockdown, I hear very little about them and what I do hear is not good as a lot of it is done online and that just doesn't work for a lot of people.

I actually can't remember the last time I actually spoke to a Doctor about my pain and living with it. Although I feel very lucky as I am under a consultant for my Sjogrens as that's an auto immune condition so they have to keep an eye on me. But because I have so much going on with my body its very rare we really get to talk about my pain and because I manage my pain pretty well its not always the main focus when I go to see the consultant. (who I have to say is very lovely and gets things checked out if they are not right.)

Because I run support groups for the condition fibromyalgia I know a lot of people who get to try a few medications then are pretty much left to it and have even just been told they have to live with it and that's it no follow up no referrals no scans or x-rays nothing. Its very rare I hear someone has been to see a pain specialist and now a lot of rheumatologist won't see people with fibromyalgia as they believe they can be treated by a Doctor which is true.

But very few people see their Doctor to help them manage their pain etc., more so since COVID so people are just left to cope on their own.

From a mental health side of living with chronic pain there is nothing apart from people might get antidepressants if they are lucky enough to get a Doctor who understands. I know the NHS is under a lot of pressure right now but because so many people live with chronic pain now there needs to be proper pain clinics where people can go when they need help and not just be a 6 week course and then that's it . One of the big problems now is that people ask me about their problems and most times I say you need to talk to your Doctor and that is followed by I would if I can do that because most people can't even get to speak to a Doctor

I think it is important that people with chronic pain and chronic health see the same person all the time to avoid having to go through their whole history every time and so the Doctor they see understands the whole picture of their health.

South West Locality x 3

- 3 x General Comment

**General Comment**

## 1. Case 12565 (12-06-2023)

**Providers:** Connect Health Services - Pain Management , Lincolnshire Integrated Care Services (ICS/ICB)

I would like to see a pain management consultant. However, since Connect Health have taken over in the county the service has gone downhill. There is no joined up service and they discharge you back to your GP without your knowledge.

I don't want it investigated, I just want a consultant appointment.

Whatever happened to choose and book?

## 2. Case 12550 (02-06-2023)

**Providers:** Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Failed by mental health teams, failed by housing, social care, GPs, dentists and mental health team corruption. And negligence for years and one particular incident. Mental health care in Lincolnshire is non-existent

**Notes / Questions**

Healthwatch are unsure of the exact nature of the complaints, provided information on PALs, Customer Services, Practice Manager etc.

## 3. Case 12632 (29-06-2023)

**PCN:** K2 Healthcare Sleaford

**Providers:** Lincolnshire Integrated Care Services (ICS/ICB)

Patient feels that Medical alert systems should be provided free to all persons over 75 who live on their own