

# Overview

## May 2023 Monthly Report

During May 2023 Healthwatch Lincolnshire received **80** patient experiences directly to our Information Signposting Officer. This is a summary of the key themes raised by patients, carers and service users during May 2023 about services in Lincolnshire.



For more details you can call us on 01205 820892

Email: [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

## Overall Sentiment

**21%** of all comments were **positive**

**10%** of all comments were **neutral**

**44%** of all comments were **negative**

**24%** of all comments were **mixed**

## May 2023 – Feedback Service Themes Sentiment



40%

Hospital Services  
(All services)



28%

GP Services



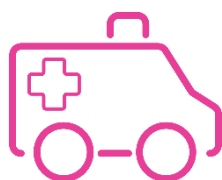
10%

Community Health  
Services



11%

Accident & Emergency



13%

Patient Transport



8%

Dentistry



5%

Mental Health &  
Learning Disabilities



4%

Social Care

%s total greater than 100% as many comments we receive relate to multiple services

## What are Lincolnshire people telling us?

### Urgent & Emergency Care – UTCs & Patient Transport

As a result of a deep dive look at Urgent & Emergency Care (including UTCs and Patient transport) at the Lincolnshire System Quality Group meeting Healthwatch focused social engagement to gather people's experiences of these services.

The Full report can be read here:

<https://www.healthwatchlincolnshire.co.uk/report/2023-07-18/your-experiences-urgent-emergency-care-utcs-patient-transport>

Overall many of the comments received were positive there was praise for: Organised, professional, friendly and reassuring staff, and being seen quickly.

The majority of the negative comments related to Lincoln County Hospital. These comments raised concerns over:

- Waiting times (one patient waited >36 hours to be seen)
- A 'traumatic' waiting room – crowded, people in pain
- Lack of empathy
- Lack of equipment (e.g., slings and drip stands)

"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."

"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."

In relation to Emergency transport comments raised concerns around ambulance waiting times (>1 hour) for symptoms of a stroke and for those who had falls.

### Patient Experiences – GP Services

The main themes of the comments continue to be access mainly via the phone and isolated cases of poor-quality care and dissatisfaction. During this time period the most frequently commented on practices were:

#### Hawthorn Medical Practice – 4 comments

- Appears to be a problem getting through on the phone – long waits (over 5 hours) and being '48<sup>th</sup>' in the queue.

- *"It is awful. Once you get in to see a Doctor there is not a problem. The problem is getting in to see one. Trying to get prescription is a nightmare. I held on for 5 hours once, just got to the front of the queue and was switched off."*
- *"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."*

### **Lakeside Healthcare Stamford – 8 comments**

Concerns were raised over:

- Long waits to access the practice via the phone
- Lack of available appointments – both when you ring up or use Doctrin
- Communication
- *"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."*
- *"Lakeside Stamford dreadful service, never any appointments available, I ended up in hospital due to poor level of care. Had wound care from an HCA who was not knowledgeable enough to use the correct dressing, I was refused an appointment with a qualified nurse. The surgery can massively improve their communication skills, customer service and appointment availability. Nothing went well"*

### **Cleveland Surgery – 5 comments**

- Access – again long waits to get through to the surgery via the phone and askmyGP appears to only be open for short periods of time
- Types of appointments offered
  - *"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."*
- Communication between professionals and patients about medication changes and prescriptions

### **NHS Dentistry**

April 2023 Healthwatch Lincolnshire were asked to present evidence as part of the Health and Social Care Select Committee inquiry of NHS Dentistry. The report has now been published and highlighting the need for Fundamental reform of NHS dentistry to end a 'crisis of access', Healthwatch Lincolnshire welcomes the findings and recommendations of the Health and Social Care Committee. (Read the full report [here](#)).

Healthwatch Lincolnshire Steering Group's concerns remain: how long will any reforms of the service take and what happens in the meantime to the hundreds of people each week who are struggling to access emergency treatment, let alone routine NHS dental care.

### **Accessible Information Standard (AIS)**

By law, under the Accessible Information Standard (AIS) 2016, all publicly funded health and social care providers must ensure people are given information about their health and care in the format they can understand, such as large print, Braille, digital text files, and audio files, to mention a few. There's a growing body of evidence nationally suggesting that this is not happening. We have heard comments from Lincolnshire people that they are struggling to receive information and access service in way that is required, we would welcome an update on how the system is performing and how it's going to make sure they are adhering to the Accessible Information Standard.

## **Updates**

### **YourVoice@Healthwatch**

**Monday 7 August 2023 at The Storehouse, North Parade, Skegness PE25 1BY 1 pm to 4 pm**

Healthwatch Lincolnshire is pleased to announce we are working in partnership with the Adult Social Care Team, Lincolnshire County Council and our next **YourVoice@healthwatch** is to be held on **Monday 7 August 2023** as a face-to-face Event, with all encouraged to attend.

Our invited Speaker is Glen Garrod, Executive Director of Adult Care and Community Wellbeing, Lincolnshire County Council.

The FREE event will provide members of the public with a chance to see and hear first-hand from an expert Panel and meet other people interested in finding out about **"What is Social Care?"** with lots of opportunities to Signposting and Advice about social care.

A Market Place will also take place, with a number of stands from different organisations who will be on hand to give an insightful chat on their resources and services.

There will be opportunities to network and meet key service providers in addition to hearing the latest information from the Panel of Experts.

Sign Up here:

<https://www.healthwatchlincolnshire.co.uk/yourvoicehealthwatch-what-social-care>

### Enter and View Activity

After completing our mystery shopper activity in the A+E Departments at Lincoln County, Pilgrim, and Grantham Hospitals the report is available [here](#).

Oonagh has also supported LPFT with visits into mental health inpatient wards and is working with a Learning Disabilities Care Home to visit and focus in on the resident's involvement with meals and what they eat.

We will also be making visits across Lincolnshire Urgent and Minor Injury units. We are also busy working with Lincolnshire County Council to plan our care home enter and view activity.

### Annual Report 2022 -23

You can read our latest annual report here:

<https://www.healthwatchlincolnshire.co.uk/report/2023-06-29/annual-report-20222023-together-were-making-health-and-social-care-better>

### Highlights from our year

**3,689** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**3627** people came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

We have seen **36,846** page views on our website and have reached an incredible **371,989** people through Facebook.

We're lucky to have **36** outstanding volunteers, who gave up **1657** hours to make care better for our community.