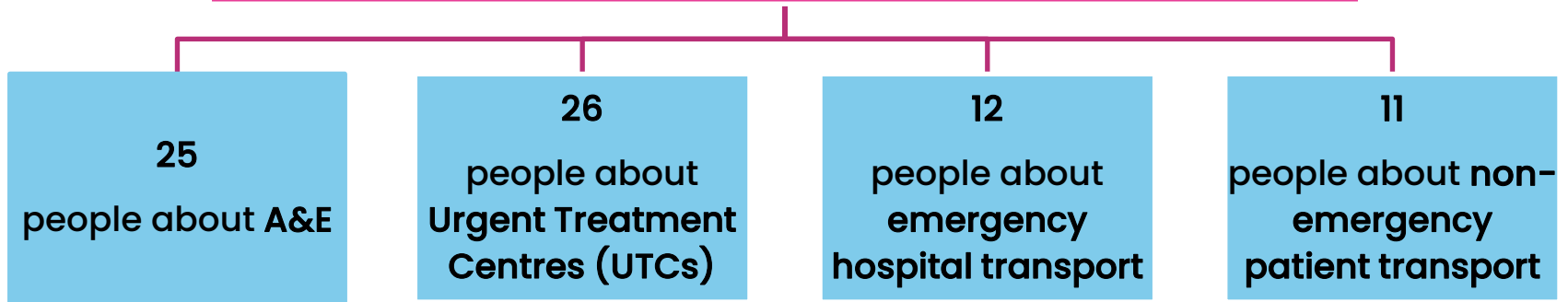




A&E, Urgent Treatment Centres (UTCs) and Patient Transport

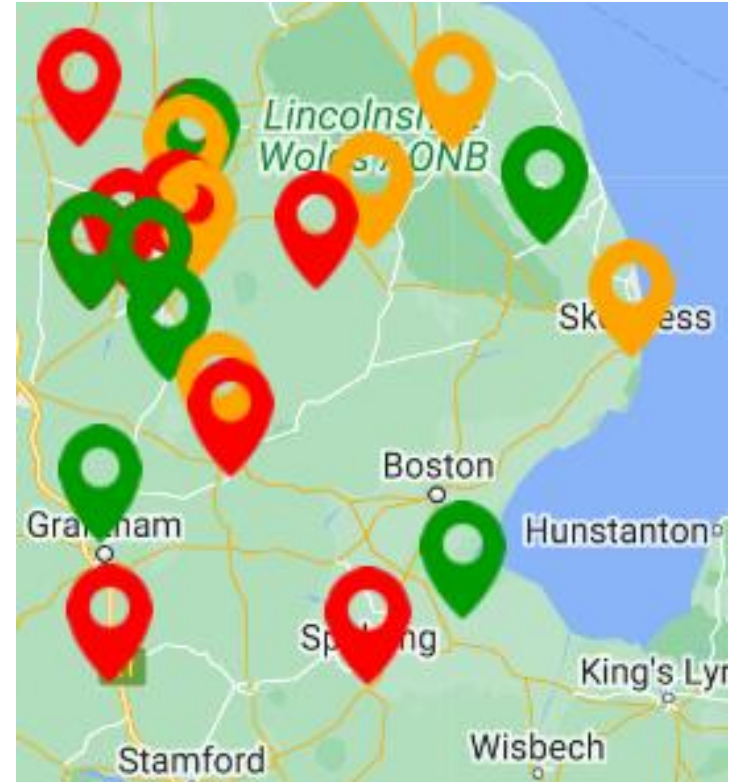
*What have we been hearing?
April – July 2023*

**Between April – beginning of July
2023 we have heard from:**



A&E

- We received 25 comments about A&E departments over the past 3 months
- The map points are coloured according to the sentiment of the comment:
 - Positive - green (8/25)
 - Negative - red (11/25)
 - Mixed - orange (6/25)



A&E

- The comments we received were very mixed for the various A&E departments throughout the county
- There was **praise** for:
 - Organised, professional, friendly and reassuring staff
 - Being seen quickly

“Although very busy, they had time for me and were very kind and helpful.” – Lincoln County

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

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. – Grantham

A&E

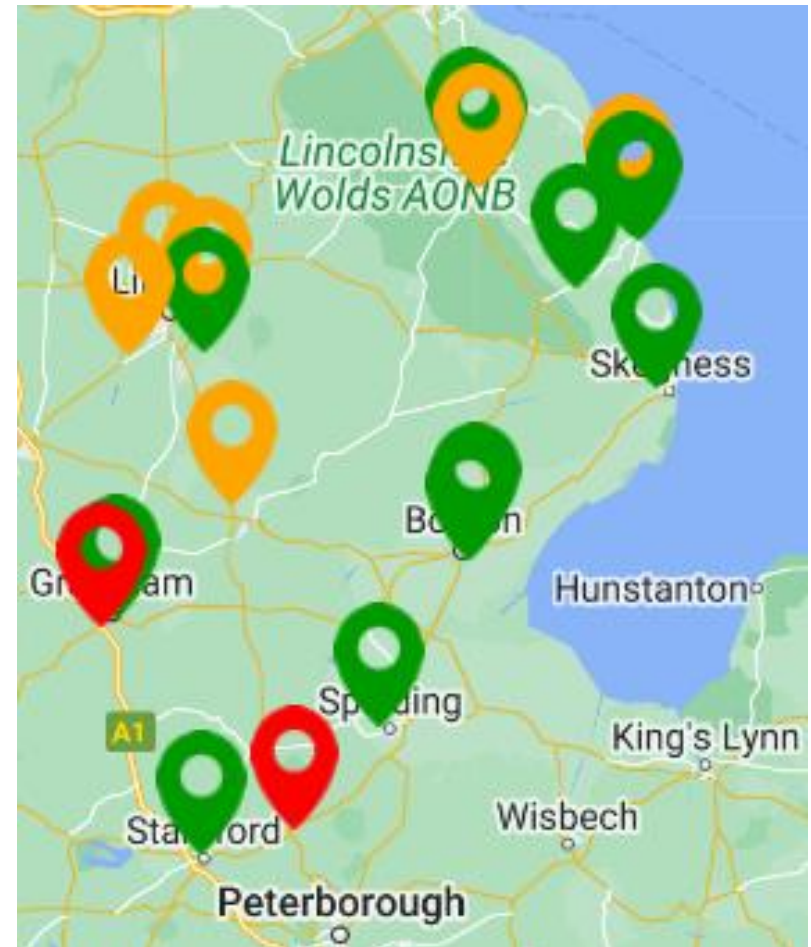
- The majority of the negative and neutral comments (12/17) related to **Lincoln County**
- These comments raised concerns over:
 - Waiting times (one patient waited >36 hours to be seen)
 - A 'traumatic' waiting room – crowded, people in pain
 - Lack of empathy
 - Lack of equipment (e.g., slings and 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.”

Urgent Treatment Centres (UTCs)

- We received 26 comments about UTCs over the past 3 months
- The map points are coloured according to the sentiment of the comment:
 - Positive - green
 - Negative - red
 - Mixed - orange
- The neutral and negative comments mainly related to patients who had to wait for hours to be seen in A&E after being sent from the UTC



UTCs

- The majority (17/26) of comments praised UTCs throughout the county. There was praise for:

The convenience of
UTCs

The excellent care
provided

Friendly,
knowledgeable, caring
and helpful clinicians

Welcoming reception
staff

Being seen quickly

Communication with
patients about
treatments

UTCs

“From the moment I walked through the door of Urgent Treatment Centre in early April 2023 I have been treated with nothing but care, kindness and respect.” – Pilgrim UTC

“Absolutely fabulous, convenient for people like myself who work. Doctors very attentive. Seen almost straight away. Fab.” – Louth UTC

“Can’t praise them enough. Excellent care provided on my visits to the urgent care unit. 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.” – Skegness UTC

Emergency Transport

- We received 12 comments about EMAS over the past 3 months
- 5 of these comments raised concerns around ambulance waiting times (>1 hour) for symptoms of a stroke and for those who had falls
- However, the majority of comments praised EMAS for their:

Professionalism

Friendliness

Kindness

Reassurance

- And for being an “excellent service”



Emergency Transport

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

“Excellent service from ambulance service, staff were kind, caring and reassuring.”

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

“Excellent call handlers, had to ring twice as patient deteriorated, and fabulous crew. Couldn't fault anything.”

Non-Emergency Transport

- We received 11 comments about TASL over the past 3 months
- A recurring concern was around its unreliability:
 - Transport being cancelled at the last-minute meaning patients were unable to attend appointments
- Clarity on the eligibility criteria was also sought
- Several asked Healthwatch to book the transport for patients



Non-Emergency Transport

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

We have had 2 cancellations in a fortnight. We have been promised the next appointment will not be cancelled.”

“Quite distressed patient who has been turned down for transport for an emergency appointment at Hinchingsbrooke. Patient has multiple, medical conditions, progressive terminal illness [...]. I believe this patient should meet the criteria, has been able to have non-emergency transport previously, however during COVID all appointments have been via phone.”



Thanks for listening

Email: info@healthwatchlincolnshire.co.uk