

Monthly Report

December 2023

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Location of comments:

Location data is mapped using postcodes of services. The map points are coloured according to the sentiment of the comment:

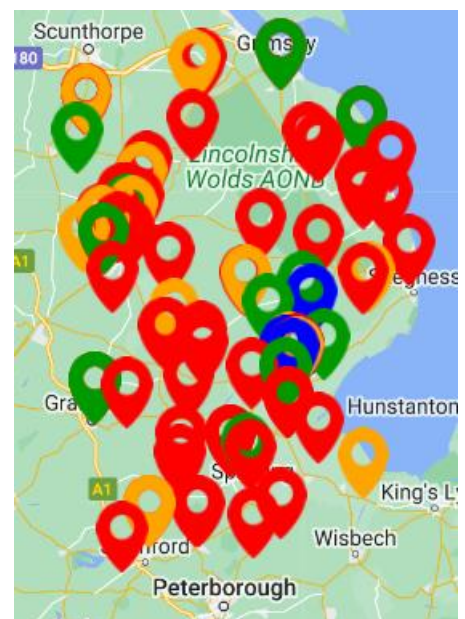
Positive - green

Negative - red

Mixed - orange

Neutral - blue

Unclear - grey



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Overview

Monthly Report

During November 2023 Healthwatch Lincolnshire received 116 patient experiences directly to our Information Signposting Team. This is a summary of the key themes raised by patients, carers and service users during November 2023 about services in Lincolnshire.

For more details you can call us on 01205 820892
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Overall Sentiment

15% of all comments were **positive**
64% of all comments were **negative**

4% of all comments were **neutral**
16% of all comments were **mixed**

November 2023 – Feedback Service Themes Sentiment



39%

Hospital Services
(All services)



33%

GP Services



5%

Community Health
Services



9%

Accident &
Emergency



0%

Patient Transport



9%

Dentistry



48%

Mental Health &
Learning
Disabilities



5%

Social Care

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

Mental Health

This month many of the experiences shared related to Mental Health. These experiences came in via our Community Mental Health Survey.



With the aim of gaining greater insight into peoples' experiences of community mental health services in Lincolnshire, Healthwatch Lincolnshire launched two surveys. One was for services users (both adults and children) which received **91** responses. **70** people shared their view on adult services and 19 on children's services. The second survey for professionals received **20** responses. **10** respondents disclosed they worked in mental health services and 10 worked in other sectors.

Key Findings

Key findings from the surveys are outlined in the main body of the report, offering a broad overview of the participants' experiences and concerns.

- **67% of respondents found it "difficult" to access adult services.**

Both service users, parents/carers, and professionals highlighted consistent concerns, with long waiting times being the most significant issue.

Over the past six months professionals working in mental health service had noticed an increase in more complex cases and a rise in the number of young people needing support for their mental health.

It is important to recognise that many had positive experience of services including, Steps2Change [now known as Lincolnshire Talking Therapies], Crisis, Community Mental Health Teams and the Eating Disorder Service.

You can read the full report and the response from LPFT Lincolnshire Partnership NHS Foundation Trust (LPFT) here. <https://www.healthwatchlincolnshire.co.uk/report/2023-12-15/community-mental-health-services-report-dec-2023>

NHS Dentistry

Access to NHS dental services continues to be a top concern for many patients. We continue to hear from patients who have been trying to access NHS dental services in the county for years. The only option available currently appears to be to pay for private treatment. However, many cannot afford this and this is likely to worsen existing health inequalities. We heard this month from a pensioner who would have to 12 months for NHS denture work but could have the same work done as a private patient within 24 hours.

“Recent dental treatment Broadway Dental Surgery as an NHS patient. Patient has an existing lower denture, needed to have three lower teeth removed and denture adjusted to take account of the change, i.e., have 3 teeth added to the denture.

The dentist informed the patient there is a 12-month wait for NHS denture work or they could have the adjustment made in 24-hours privately at a cost of £440, but no charge for the teeth removal work. The tooth removal and denture addition should be covered under band 2 at £70.70.

The patient paid the £440 because they couldn't go for a year without a denture. But patient currently raising a pension credit application as only on a pension of £803 per month, so to pay £440 is a bit much.”

“Patient looking for NHS dentist in Boston for 6 years in that time has not been to dentist.”

“The situation in Lincolnshire is so bad I have been trying to find an NHS dentist for 15 years my teeth are so bad it's affecting my general health, I have managed to find a dentist in South Yorkshire have my first appointment soon total cost of all the treatment will be just over 300 pounds , quotes I had in Lincolnshire ranged from 3000 Upto 5000 pounds at unaffordable private dentists, I just can't get my head around how people can afford that kind of money it's not fair the people in Lincolnshire have to pay rip off prices.”

GP Services

This month the feedback we received about GP services related mainly to access and accuracy and medical records. Neither of these issues appeared to be related to a specific GP Practice.

Concerns relating to access included:

- Getting through to a practice over the phone and subsequent waiting times to speak to a receptionist
- Access options – some of those who shared their experiences felt pressured into having to use online access option such as askmyGP which either due to personal preference or accessibility reasons did not feel appropriate



“Patient has been informed that the Surgery have changed the way they do their appointment systems, now in the main can only use AskMyGP, received a text message a few weeks ago about this, however, spouse did not and both registered with their individual contact details, so wonders how many other patients have not received this information. Also with AIS what about those patients who do not have access to any form of internet or mobile phones, how are they being informed of the changes. Understands that patients can still call and the reception staff will input into AskMyGP and that it will be open from 8am Monday - Friday, however a patient noticed that on trying to go on AskMyGP this morning, that it was closed at 9am. Understands the difficulties faced on a daily basis but concerned how this will effect those who need access and will have to try everyday to get through.”

“I have to wait on the telephone to get an appointment. Once I get through , or when I have to call later appointments full. No problems once I get appointment. Telephone system does not work well. Experience rated good except for phone system.”

“Would like to see my GP face to face not over the phone. Also the system to get an appointment where you have to get on the phone before 8 am to get an appointment. But then you find you are 33 in the queue. If you go round to the surgery you get told you have to book by phone.”

“How do people get an appointment at this surgery? It is impossible to get through on the telephone. If you ring through, the phone will just keep ringing and the calls are not being picked up. If you go in, you are not made to feel unwelcome and told to book online or ring through. This week the online service was available for 6 minutes only on Monday morning and then only 44 minutes on Tuesday morning.”

Also this month concerning GP services, we heard from three individuals who had concerns about the accuracy of their medical records.

“Patient needed a copy of their medical notes to apply for a blue badge and bus pass, on receiving a copy of their notes, they found a number of errors within the medical notes, some information is missing on their medical history and other areas have incorrect information on as 'common law partnership' where spouse had passed away a couple of years ago, so was quite distressing.”

“Patient was looking through their NHS App and noticed that there was an DNR highlighted in purple on their records, unable to find out who placed it on there. Has spoken with the surgery who did not know and can't take it off. Patient contacted NHS England who also stated they could not take it off as they have no access to the system, but to make contact with all their consultants to see if one of them placed it on their NHS app records. Patient commented the surgery are very good and have looked after both spouse and patient very well, just would like to know how to get this off their records as very concerned.”

“Patient had a previous diagnosis of Paranoid Schizophrenia dating back from 2015, patient did not have an assessment for this and feels this has been medical negligence. Moved to Scotland where they were seen by a psychiatrist where they had an assessment in August 2021, the Consultant provided a letter stating the patient did not have this condition. Now finding it difficult for any GP surgery to remove the diagnosis from their records, even though the letter has been provided. Has been informed that Scotland is outside the UK! and so this letter does not stand. Wants to get a job and carry on with their career they were doing prior to the diagnosis in 2015.”

We also heard from one caregiver struggling to access post bereavement support for a young child.

“P Patient reports that spouse died last October. Contacted GP about 5 months ago to get counselling for young children under 10 years. GP offered medication for patient but could not give medication to the children. GP gave patient telephone number that they got from the internet . Tried this not working. Found someone to talk to, they said no counselling available in Lincolnshire for children under 10 years old. Found someone in Bourne, too far away. Winstons Wish sent some pamphlets, that's all. Still looking for someone local. Describes experience as poor.”

Positive Stories

Here are some of the positive experiences shared with us this month.

“Patient reports positive experience with Urgent Treatment Centre at Pilgrim Hospital. They had hurt their foot and was treated very quickly.”

“My spouse and I attended. They were seen, assessed, saw doctor who prescribed antibiotics which I collected from pharmacy in just over an hour.
Please tell us about your experience (e.g. what went well?) - Everything
How easy was it to access the help and support you needed? - Very easy
How would you describe your experience of care? - Good

“Had to take my elderly parent who is hard of hearing, diabetic and suffering from repeated UTIs (Urinary Tract Infections) to the UTC yesterday. Waiting times low, staff very happy and treatment explained by a very nice Dr in a way parent could understand. Had several tests and these results were explained very timely. From triage to seeing a Dr was 15 minutes, fabulous. On being informed that parent was diabetic, tea and biscuits were given a few times to ensure parent was hydrated etc and family member also offered tea. Parent was given a private room so they could get some peace and quiet.

Ultrasound department staff so friendly and chatty to put parent at ease. Can't praise them highly enough. Parent hates having to go to hospital and this experience has made it easier should the need arise in the future. Parent will require a referral to Urology, which their GP surgery will need to do.”

“Once a year I attend the Asthma clinic at Old Leake Surgery, I find the service very good, but transport to the surgery is difficult as I don't drive.”

“I put an online medical concern in this morning on e-consult. Received a phone call about an hour later, appointment made to see a GP in the next 30 minutes, referral would be sent and all done and dusted. I have never had any concerns with my surgery, always felt they put the patient at the core and appointments provided in a timely manner. Fabulous service.”

“They are an AskMyGP practice and to date, when I have requested an appointment or had a query on AskMyGP, I have always received a same day appointment. For example, last week, @9.30am I submitted a request for an appointment with a specific GP, to discuss a recent A&E attendance. Within 10 minutes, a receptionist had phoned me and given me a face-to-face appointment for 11am. If I have ever needed to phone them for something that doesn't feel appropriate for AskMyGP, it is easy to get through on the phone and the reception staff are always friendly and helpful. The surgery is extremely well regarded by the community it serves and I have never had anything but excellent care from any member of staff; it really is a jewel in the crown of Lincolnshire Primary Care services.”

“Patient provided positive experience following treatment for breast cancer at Lincoln County Hospital. So fast, so quick, everything from being diagnosed, check up mammograms, biopsies, scans and lastly the operation they all went well. Nurses doctors they're all good kind caring people. Bless them all.”

“Patients relative admitted to A&E at Lincoln County Hospital. Positive experience, was assessed, treated within 5 minutes for sepsis. Young child having to wait with relatives as no other childcare, given food and drinks which patient was surprised about but very pleased with. Patient very pleased with experience and outcome.”

“Patient has a good experience with Paediatrics as now has ADHD (Attention Deficit Hyperactivity Disorder) diagnosis for their child. Very pleased as can now get the right treatment for them.”

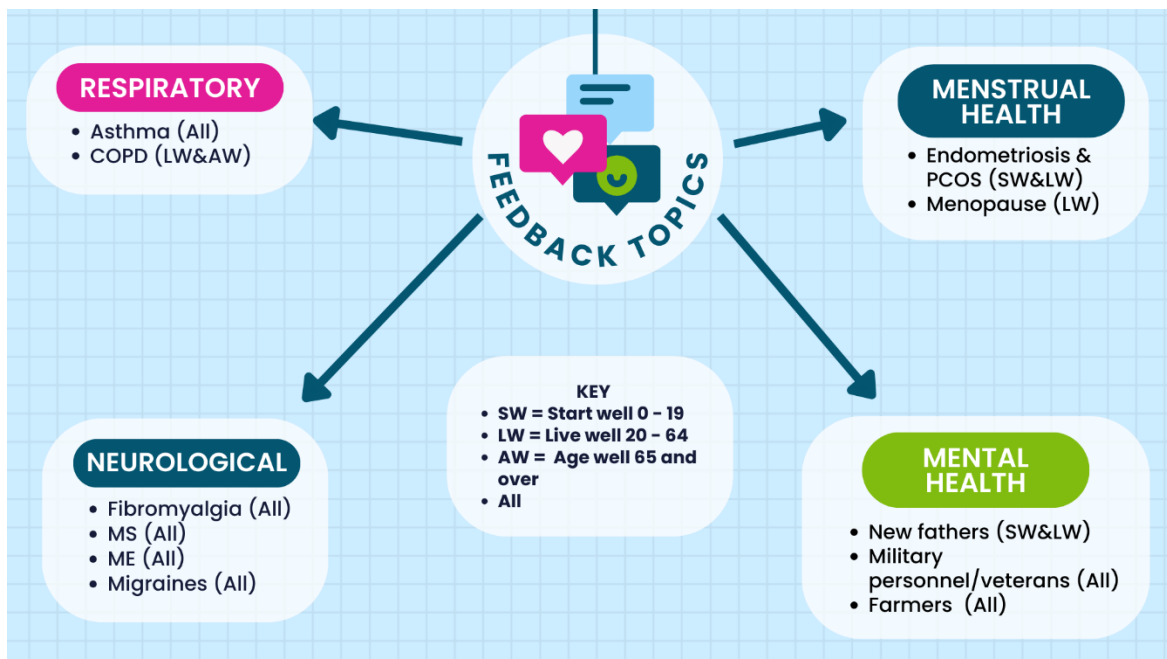
“Patient experience at the Colposcopy Department at Pilgrim Hospital rated as very good. Dr and their staff were extremely kind, informative, as I was anxious and worried. I originally was hoping for Lincoln County Hospital as I live in Lincoln. Once at Pilgrim, I was glad that I was referred to Pilgrim.”



Healthwatch Lincolnshire Update

Campaigns for 2024

Healthwatch Lincolnshire has strategically chosen to prioritise **menstrual health, respiratory conditions, neurological conditions, and mental health** in its upcoming 12-month focus.



This decision is driven by a commitment to amplify the voices of individuals and communities that are often underrepresented or unheard in healthcare discussions.

By addressing these specific themes, Healthwatch Lincolnshire aims to broaden its engagement across diverse areas and populations, fostering a more inclusive dialogue on health issues.

Moreover, this targeted approach aligns with the organisation's overarching goal of addressing health inequalities, allowing them to proactively contribute to a more equitable and comprehensive healthcare landscape in Lincolnshire.

This approach will also allow us to reach diverse population groups as outlined in our Annual Plan, hearing the voices of Health and Social Care Staff, those with physical and/or sensory impairment, young people, Veterans, and those impacted by social isolation and digital exclusion.

What will we do with the experiences shared?

We act as a critical partner to health and care service providers and commissioners across Lincolnshire, using what people have told us as the basis for this relationship.

We want the views and experiences of local people to shape the services they provide and influence the decisions they make.

To do this, we analyse what local people are telling us to identify trends and issues. We then talk to commissioners and service providers about what is working well and what could be improved.

Our unique powers under the Health and Social Care Act 2012 mean we are involved in decision-making, and commissioners and service providers should listen to what we say. We have a seat on the Lincolnshire Health and Wellbeing Board and are involved in various other local health and care boards and working groups so that people's views can influence the work of these groups.

We will continue to champion the meaningful involvement of users and carers in the design, delivery and decision-making of health and care services and will encourage providers to use co-production approaches to design and develop their services. The introduction of the Lincolnshire Integrated Care System will result in significant changes to how the NHS is managed. We will continue to play an active role in this to ensure service users' voices are heard at all levels of NHS decision-making.

To read more about our campaigns for 2024, [please click here](#).

Enter and View Activity



Healthwatch Lincolnshire is pleased to announce that we have been selected by Healthwatch England to carry out two Enter and View Visits in the new year. These visits will be to Grantham Community Diagnostic Centre (CDC) and Skegness Urgent Treatment Centre.

The purpose of this activity is to understand the experiences of people attending CDCs for diagnostic tests and the experiences of staff working in CDCs.

We will continue to undertake Enter and View visits in Lincolnshire Care Homes in 2024 – in January we will publish the reports from our last 3 visits.

Volunteering

November was a relatively quiet month for our volunteers with the total volunteering hours being 23 hours. Nine events were attended, meaning **this year we've covered 221 events so far - an amazing achievement, thank you to everyone.**

This is what our brilliant volunteers have been up to (events they have attended):

- Fenside Health and Wellbeing Fair.
- Louth Dementia Alliance virtual coffee morning
- PLACE event at Stamford Hospital
- St Barnabas Coffee morning
- Sensory Services Coffee Morning Sleaford attended
- Our volunteers have also been helping us with admin work, proofreading documents and volunteer recruitment planning.



Demographics

In addition to location data, for those who consent, we are now able to collect demographic data from the individuals who contact our Information Signposting Officer.

Demographic	Number of people	Demographic	Number of people
Age		Ethnicity	
13 to 15	1	Black / Black British: Any other	1
16 to 17	1	Black / Black British background	
18 to 24	3	White: British/English/Northern	32
25 to 49	17	Irish/Scottish/Welsh	
50 to 64	20		
65 to 79	8		
80+	2		
Gender		Carer	21
Male	15	Disability	19
Female	35	Long term condition	20



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